

ID.me Registration

This document provides the steps to register for ID.me access.

Sign up or Sign in to ID.me

1. Sign up for an ID.me account by doing one of the following:

- If you currently have an ID.me account, select **Sign into ID.me**. You must use the link provided to you by Optum to start the ID.me Registration process.
- If you are a provider issuing controlled substances, use this link to register with ID.me and Optum: [Identity proofing for ePrescribing with Controlled Substances](#)

Note: A valid NPI and DEA number is required for Electronic Prescribing of Controlled Substances and will be validated during the identity proofing process.

- Providers issuing **non-controlled substances**, use this link to register with ID.me and Change Healthcare: [Identity proofing for ePrescribing](#)

Note: A valid NPI is required for prescribing any non-controlled drug and will be validated during the identity proofing process.

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2. Select **Create an ID.me account.**

The screenshot shows the 'Create an ID.me account' page for ID.me + Optum. At the top, it says 'Multiple ID.me accounts are not allowed. If you have an ID.me account, use it to sign in. Need to use ID.me for work? Follow these steps.' Below this is a note: '* Indicates a required field'. The form includes an 'Email*' field with 'myemail@email.com', a 'Password*' field, and a 'Confirm Password*' field. There are two checkboxes: 'Remember me' (checked) and 'I accept the ID.me Terms of Service and Privacy Policy' (checked). A blue 'Create account' button is at the bottom. Below the button is an 'OR' separator and social media icons for Facebook, Apple, Google, and LinkedIn.

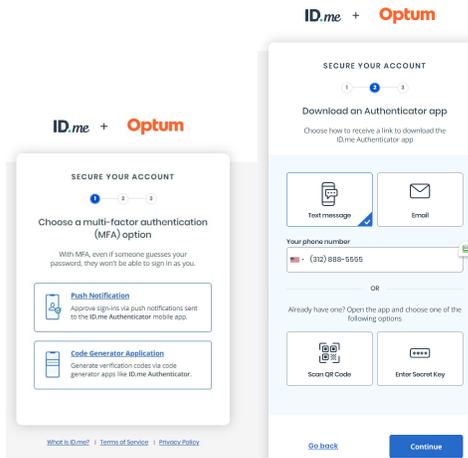
3. Add all required information and select **Create Account.**

4. Check for an email from hello@id.me and either select the link to confirm your email address or enter the six-digit code from the same email.

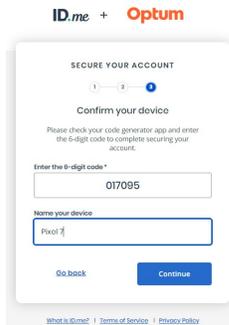
The screenshot shows the 'CONFIRM YOUR EMAIL ADDRESS' page for ID.me + Optum. It features an envelope icon and the text 'We sent an email to myemail@email.com.' Below this is a red-bordered box with the heading 'Click the link in our email' and instructions: 'Check your inbox for an email from hello@id.me and click the link inside to confirm your email address. If you do not receive an email within 10 minutes, check your spam folder and verify it hasn't been blocked. Why do I need to confirm my email?'. Below this box is an 'OR' separator and another red-bordered box with the heading 'Enter the 6-digit code from the email' and a 'Confirmation Code' input field. At the bottom, there is a 'Confirm code' button and a 'Didn't receive the email?' section with a 'Resend my verification' button.

5. Choose a Multifactor Authentication option:

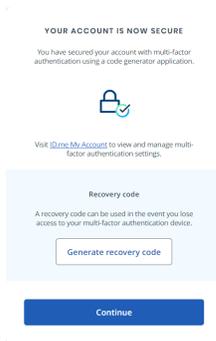
- **Push Notification-** Sends a notification to the mobile device that the user will approve or decline when signing for a controlled substance.
- **Code Generator-** Sends a six-digit pin number from the ID.me Authenticator to use when signing a controlled substance



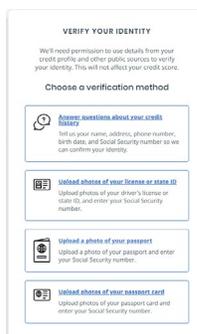
6. Confirm your device by entering a six-digit pin from the ID.me code generator or approving the Push Notification sent to the mobile device.



7. Generate a recovery code and save the information. You can use this information to access your ID.me account if you no longer have access to the mobile device that was used to setup your ID.me account.



8. Choose a verification method to confirm your identity.



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- Fill out the forms on the next several pages to complete the ID proofing process until you get to the following window.

YOU ARE VERIFYING FOR
OPTUM

Be aware that fraudsters may:

- Create fake postings including offers that seem too good to be true, such as fake jobs or apartments
- Message you on social media directing you to send personal information to them
- Provide instructions to complete actions for them

If you believe this is happening to you, STOP NOW and [report fraud!](#)

Is this your email address?

myemail@em.com

Yes

No

- Select **Yes**.

- Select **Begin** to start the process of confirming your medical credentials. An NPI is required for all prescribers and a DEA number is required for issuing Controlled Substances.

MEDICAL

To verify as a medical provider, you'll need to provide your National Provider Identification (NPI) and Drug Enforcement Agency (DEA) credentials. We'll check your legal identity information against the NPI and DEA databases.

Begin

[What is ID.me?](#) | [Terms of Service](#) | [Privacy Policy](#)

After completing the verification process, the application confirms **You're Verified!**

MEDICAL

You're Verified!

To take advantage of Medical offers and benefits, click Continue

Your verified ID.me medical provider credential allows you to easily access an array of benefits and services.

Continue

- Select **Continue**.

- Select **ALLOW** on the following window. If you do not allow ID.me to share this information with Optum, you will not be able to ePrescribe.

AUTHORIZE OPTUM

Before we send you back to Optum, we need your permission to share your verified identity information.

Please note that only information obtained from the verification process will be shared.

Optum will receive:

- First Name
- Last Name
- Email
- NPI Number
- DEA Number
- NPI State License Number

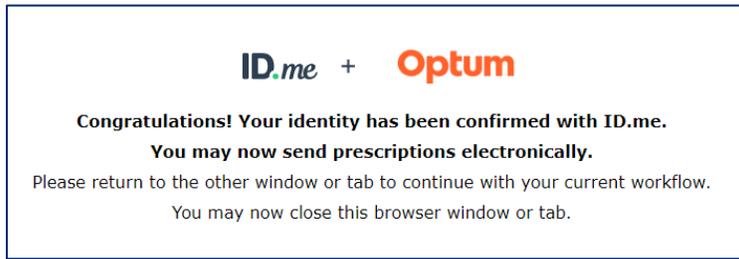
You can remove this access at any time by changing your ID.me account settings.

Allow

Deny

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The application displays the following confirmation message.



Recover your MFA

To recover your MFA (multifactor authentication method) if you no longer have your MFA device, follow the instructions from ID.me by going to: [Recovering your multi-factor authentication \(MFA\) method – ID.me Help Center](#).

Verify your Identity on a Video Call

[Verifying your identity on a video call – ID.me Help Center](#) provides details on what to expect during the Virtual In-Person Proofing if you are unsuccessful in verifying your identity via the online identity proofing process. The article explains the process and what types of documentation are required to be presented to the Trusted Referee.