

Provider Connection Password Management Guide

Applies to the legacy Optima Health portal only



Important to Remember

- All users accessing Provider Connection must complete a two-step sign in for added security.
- Users must set up seven security questions to activate self-service password reset capabilities.
- Users must allow 24 hours after the Provider Connection password reset for our systems to synchronize.
- Users must sign in a minimum of once over 90 days to keep your Provider Portal profile active. If your account expires, you may request assistance at providerconnectionsupport@sentara.com.

Getting Started

Step 1: Set Up Your Unique Password

- Receive a temporary password via email from providerconnectionsupport@sentara.com.
- Start at the Provider Connection main screen located at sentarahealthplans.com/providers.
- Follow prompts to change your temporarily issued password to one of your choice.

Temporary passwords expire in 48 hours.

Step 2: Register for Two-step Sign In With Duo Security

- After your initial sign in, you will be prompted to set up with Duo.
- Select the type of device you would like to use as a second method to verify your identity (cell phone, tablet, or landline).
- Follow the instructional link for your device.
- Additional instructions can be found here:
apps.sentarahealthplans.com/providers/login/2FA/DeviceMgmtForm.aspx.

Step 3: Set Up Your Secret Question and Answer Reset Options

- Once signed in to Provider Connection, you will set up your security questions in **ServiceNow**.
- Select "Update Secret Question and Answer" (in the left navigation bar).
- Select and answer the seven security questions. Doing so will enable you to reset your password and regain access. *Note: you must wait 24 hours to allow our systems to synchronize.*

How To Change a Temporary Password

1. Sign into **sentarahealthplans.com/providers**.
2. Click on Sign In/Register.
3. Enter username and temporary password.
4. Click on Sign In.
5. After clicking on Sign In, a Password Expired window will populate.
6. Click OK.
7. Enter username and check the "I'm not a robot" box; then click Submit.
8. Enter username and emailed temporary password.
9. Create a new password and click Change Password.
10. After clicking on Change Password, you will be given the option to return to the sign in page.
11. Sign back in using your newly created password.



If you have questions or require assistance, call provider services:

Medical

1-800-229-8822

Monday–Friday

8 a.m.–5 p.m.

Behavioral Health

1-800-648-8420

Monday–Friday

8 a.m.–7 p.m.

Important Links

- **Provider Connection Registration Form**
- **Password Reset Enrollment Form**