OneHealthPort Single Sign-On

Why are we contacting you?

ProviderOne records show you are currently accessing ProviderOne by logging in directly to the provider portal and not accessing from OneHealthPort.

The Health Care Authority (HCA) will soon be requiring all providers to utilize the OneHealthPort Single Sign-On with multi-factor authentication to access ProviderOne. Washington State Office of Cybersecurity is requiring ProviderOne provider portal to utilize multi-factor authentication.

What is OneHealthPort?

OneHealthPort offers health care professionals easy, secure access to provider portals of major health payers—including ProviderOne—through a Single Sign-On. This will consolidate the multiple sign-ons a person currently uses for these platforms into one username and password.

Learn more about the OneHealthPort Single Sign-On.

How do I become a OneHealthPort Subscriber?

Our records indicate that your organization has at least one user currently accessing ProviderOne using the OneHealthPort Single Sign-On. Please reach out to your office manager to identify your organization's OneHealthPort Administrator to be nominated as a OneHealthPort Subscriber.

After you have a OneHealthPort Subscriber account, begin using the OneHealthPort Single Sign-On to access ProviderOne as soon as possible.

Already a OneHealthPort Subscriber?

If you have a OneHealthPort Subscriber ID, make sure it is affiliated with the correct organization. Your OneHealthPort Administrator can verify and affiliate your Subscriber ID to the organization. If you don't know who your organization designated as their OneHealthPort Administrator, please contact OneHealthPort.

Do I have access to the same ProviderOne features using the OneHealthPort Single Sign-On?

Yes, based on the role your OneHealthPort Administrator assigns to each OneHealthPort Subscriber, the Subscriber will be associated with specific ProviderOne profiles when accessing ProviderOne from OneHealthPort.

Refer to ProviderOne security profiles and descriptions to determine the best OneHealthPort role(s) for each Subscriber.

What happens if I don't register with OneHealthPort?

All ProviderOne provider organizations must register for the OneHealthPort Single Sign-On to access ProviderOne before current ProviderOne sign-on credentials are made inactive.

Will I still access ProviderOne directly and enter my ProviderOne credentials?

No. After the deadline is determined and provider organizations are notified, you will use OneHealthPort. Click the ProviderOne logo and you will be prompted to enter your OneHealthPort credentials (Subscriber ID and password). After you have passed OneHealthPort authentication, you will be in ProviderOne.

Contact

Support is available for OneHealthPort and ProviderOne services.

OneHealthPort

Phone: 1.800.973.4797. Toll-free, 24/7.

OneHealthPort contact us webpage: onehealthport.com/contact-us

ProviderOne

If you have questions about who to contact or how to access ProviderOne through OneHealthPort, visit OneHealthPort's ProviderOne page.