



OrthoNet Web Portal Guide

Welcome to the OrthoNet web portal guide, designed to assist both providers and clients in navigating the portal efficiently. This document provides step-by-step instructions for logging into the OrthoNet web portal, ensuring secure access to essential services. Additionally, it addresses frequently asked questions to help you resolve common issues and optimize your experience with the portal. Whether you are submitting prior authorization requests or checking the status of existing ones, this guide aims to make your interaction with OrthoNet seamless and straightforward.

Instructions for NEW USERS requesting OrthoNet Web Portal Account access:

1. Visit the [OrthoNet Portal](#)
2. Click “[Submit Online](#)”
3. Click “[New User Account Request Form](#)”
4. Users will be redirected to the Optum Spine, Pain, and Joint Portal
5. Click “Login”
6. Users will be redirected to create a One Healthcare ID (OHID) login
 - **Important:** For the fastest results when setting up your account, please use the same email registered with your OrthoNet provider portal login.
7. Follow the instructions to create your OHID account
8. After you finish creating your OHID account, you will see a pop-up window requesting your provider information. Please enter the required information, as this is needed to properly set up your account.
9. After you have submitted your information and completed the required steps. Users will be redirected back to the OrthoNet Provider Portal.
10. Please wait for the OrthoNet Provider Network team to finish setting up your profile, before attempting to log into the portal.
11. After your profile is approved, you will receive a notification via email, please click the link to login to your portal and begin submitting authorizations.

Instructions for EXISTING USERS requesting OrthoNet Web Portal Account access:

1. Visit the [OrthoNet Portal](#)
2. Click “[Submit Online](#)”
3. Click “[Request Authorization or Check Status](#)”
4. Users will be redirected to the Optum Spine, Pain, and Joint Portal
5. Click “Login”
6. Users will be redirected to login using their One Healthcare ID (OHID) login
7. Login using the OneHealthcare ID
8. After the user completes login steps they will be redirected to the Orthonet Portal
9. Complete steps to submit authorization

Frequently asked questions:

- **What if I do not see my email confirmation?**
 - Please wait 24-48 hours to receive an email confirmation from “OrthoNet Online.” Emails may be found in your “Junk” folder, please check this folder prior to calling our support center.
- **Do I need to enter the “Provider ID” Number(s) under Health Plan Contracts when completing my new web portal account?**
 - No. OrthoNet’s Web Support Team will link all providers that appear under the Tax Identification Number, at the Health Plan level and provider data supplied to OrthoNet. Provider ID is not required but providing it can speed up the approval process.
- **Is there any format I should be using when creating my OrthoNet Web Portal password?**
 - Yes. Your password needs to be 8 to 24 characters long and must contain three of the following four options: Uppercase letters, Lowercase letters, Numeric and Special characters.
- **Is there a limit to the number of OrthoNet web accounts our office/practice can have?**
 - No. Your practice/group/personnel can have multiple accounts. However, each web portal account needs a unique/different email address. One Healthcare ID uses unique identifiers to authenticate and sign in to users.
- **Can I opt out of getting a verification code each time I log in?**
 - No, because of the New York State Cyber-Security Mandate that went into effect March 1, 2018, you will need to use a new security code each time you login to your OrthoNet Provider Web Portal.
- **What happens if I entered in the wrong CPT code(s) after submitting an authorization?**
 - Unfortunately, once the authorization has been approved, you will not be able to retract the approval. You must contact the OrthoNet Call Center and advise them that you would like to cancel the approved request. Once the request has been cancelled, you can re-submit a new Authorization request with the correct CPT code(s).
- **What if my provider is not listed in the web portal?**
 - When this occurs, contact the OrthoNet Call Center for the appropriate help desk. You may also need to contact the Health Plan directly to have them update the information in their system and send any missing information on the next provider file they send to OrthoNet
- **I have submitted a prior-authorization request via the OrthoNet Web Portal, and the authorization is still in “received” status. Who should I call?**
 - If you submitted a prior-authorization request and the status indicates it is “received”, allow the appropriate time for processing. The status received indicates it is still in review. If you need further information or would like to speak with someone, please contact OrthoNet Provider Services.
- **Will I see the status of my prior-authorization request change at any given point once it has been submitted?**
 - Yes. The initial status you will see after submitting your request is “Received”. This simply means that it is currently undergoing review by our clinical department. Please allow time for processing. The status will be updated to reflect either: “Review Complete – Approved”, “Review Complete – Partial Approval” or “Review Complete – Medical Necessity Denial”.



Upcoming Changes: One Healthcare ID - April 30, 2025

Starting **April 30, 2025**, email will no longer be supported as a method for secondary authentication (MFA) due to its lower security unless the portal you are accessing has approved exception. Users are required to set up a One Healthcare ID (OHID) with an appropriate Multi-Factor Authentication (MFA) method; before this date to ensure uninterrupted access to the provider portal.

Frequently asked questions:

Why this change is being made?

- This update is part of our effort to improve the security of your account. Email-based MFA is less secure compared to other methods, such as an authenticator, phone, or passkey, which offer stronger protection against unauthorized access.
- Passkey and Recovery Code functionality is being added to enable more secure methods for authenticating the user during sign-in and recovery. This is new password-less authentication method on OHID.

What actions are required?

- Please ensure that you set up One Healthcare ID (OHID) by **April 30, 2025**. You will need to establish at least one of the following: Phone, Authenticator, or Passkey.
- Refer to the [OHID help-center](#) for more details on these methods.

What email address should I use?

- Existing Orthonet Portal users will have a profile pre-populated after the OHID is created. Please make sure to use the same email address previously used on the Orthonet portal when creating your OHID.

What if I have a shared account?

- Beginning **April 30, 2025**, all users will be required to have a unique login to the portal. It is not recommended to setup a shared account due to the Multi-Factor Authentication process.

How do I create a new account?

- Users will continue using the [New User-Account Request Form](#) to request portal access. After your account is created, you will receive instructions on how to create a One Healthcare ID (OHID). These accounts will be connected after all steps are completed.

Is there a limit to the number of OrthoNet web accounts our office/practice can have?

- No. Your practice/group/personnel can have multiple accounts. However, each web portal account needs a unique/different email address.

Do I need to enter the “Provider ID” Number(s) under Health Plan Contracts when completing my new web portal account?

- No. OrthoNet's Web Support Team will link all providers that appear under the Tax Identification Number, at the Health Plan level and provider data supplied to OrthoNet. Provider ID is not required but providing it can speed up the approval process.