



## Optum ID Required for AARP Provider Online Tool Website

An Optum ID is now required to sign in to the AARP Provider Online Tool website for AARP® Medicare Supplement Plans, insured by UnitedHealthcare® Insurance Company at [aarpprovideronlinetool](#). All functionality on the website remains the same.

### What You Need to Do

We sent emails with instructions and hyperlinks during the last two weeks of September. Please check your spam or junk folder for an email from **NoReply\_Provisioning@Optum.com** with this subject line: **Important Update to Access the AARP Provider Online Tool Website**. If you have multiple tax ID numbers (TINs) you will have received multiple emails.

We are aware that many web users did not receive their email(s) and we will be sending more soon. **If you didn't receive an email or deleted it, please call 855-819-5909, option 2, to have your email(s) resent to you.**

Once you have the email:

- **If you already have an Optum ID**, you can associate your TIN to it by clicking on “Sign In With Your Optum ID” in the email.
- **If you don't have an Optum ID**, you will need to create one by clicking on “Create an Optum ID & Sign In” in the email.
- **If you have multiple TINs**, you need to have a separate Optum ID for each TIN that is registered to use the website. You were sent an email for each TIN.

### Why We Made This Change

Optum IDs have increased security, through multi-factor authentication, to protect against unauthorized access.

### Need Help?

Please call **855-819-5909** and stay on the line for a representative.

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