

Using One Healthcare ID to log into providers.eyesynergy.com

Log into your providers.eyesynergy.com account with One Healthcare ID to better protect your patients and practice.

On and after August 31, 2023, you will be required to use One Healthcare ID to sign into your providers.eyesynergy.com account. With this transition, you are only able to use One Healthcare ID to log into your providers.eyesynergy.com account. If you do not have a One Healthcare ID account, you can register for one on the providers.eyesynergy.com login page or by visiting [One Healthcare ID](#).

One Healthcare ID benefits

- Enhanced security with multi factor authentication
- All accounts per user linked to One Healthcare ID will use the same login
- Manage your own account, link multiple accounts, and reset your passwords without needing to call Customer Service

Select the scenario that applies to you and follow the steps below to begin using One Healthcare ID to access your providers.eyesynergy.com account.

- [Existing providers.eyesynergy.com users not migrated to One Healthcare ID before August 31st](#)
- [Signing in with One Healthcare ID](#)
- [Linking your providers.eyesynergy.com account to One Healthcare ID](#)
- [New users not registered with providers.eyesynergy.com](#)
- [Adding a sub account on providers.eyesynergy.com](#)

We also have information on how to:

- [Link additional organizations/accounts](#)
- [Unlink additional organizations/accounts](#)
- [Use the Switch User option](#)

For details on how to setup a new One Healthcare ID account, manage your account, reset passwords, and more, please visit the [One Healthcare ID resource page](#).

Existing providers.eyesynergy.com users not migrated to One Healthcare ID before August 31st

For existing providers.eyesynergy.com users who were not able to migrate before August 31st, you will be able to access your historical data (member eligibility, confirmation, exams, materials, claims, etc.) and existing accounts once you link your One Healthcare ID to your providers.eyesynergy.com account.

If you did not register for One Healthcare ID and link your providers.eyesynergy.com account prior to August 31st, please follow the instructions below based on your specific scenario.

- If you are an administrator, check to see if you have another registered account administrator and contact that administrator to generate an activation code for you.
- If you have an email address on file and an account administrator for your organization, please contact your administrator to generate an activation code.

- If you have an email address on file and if you are the only account administrator or if you do not have an account administrator, you need to contact Customer Service at your [state-specific phone number](#) to generate an activation code.
- If you do not have an email address on file
 - Please have your account administrator [create a new account](#) for you to receive an activation code
 - If you want to reuse your existing providers.eyesynergy.com account and you do not have an email address on file, please have your organization contact Customer Service at your [state-specific phone number](#) to update or add your email address.

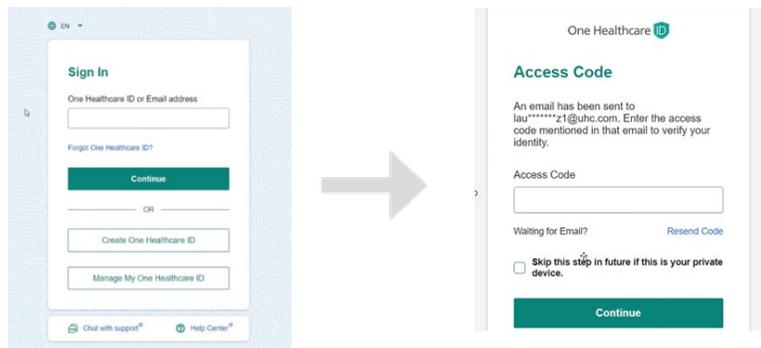
Once an activation code is generated, you should receive it in the registered email address on file which you can use to [link your providers.eyesynergy.com account to One Healthcare ID](#).

Signing in with One Healthcare ID

- Visit [providers.eyesynergy.com](#) and click the “Sign in with One Healthcare ID” button. Always use the “Sign in with One Healthcare ID” button on this page to access your account. Do not bookmark or use the One Healthcare ID website to access your providers.eyesynergy.com account directly.



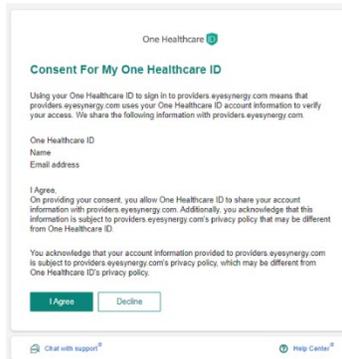
- If you have an existing One Healthcare ID account (per individual user), enter your One Healthcare ID or email address and click “Continue.” If you are prompted to enter an access code, you will receive an access code to your email that you must enter to continue.



- If you do not have a One Healthcare ID account, click the “Create One Healthcare ID” button. Please refer to the One Healthcare ID resources page for further instructions on how to create a One Healthcare ID.

- [One Healthcare ID home page](#)
- [One Healthcare ID Resources page](#)

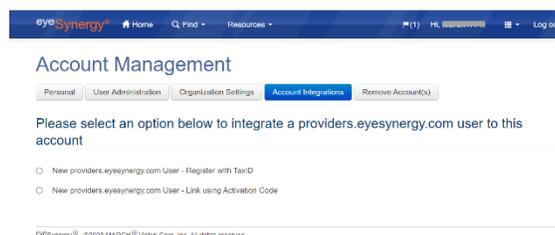
- Email addresses must be unique for each user. An email address cannot be linked to multiple One Healthcare ID accounts. If you try to use an email address that is already linked to an existing One Healthcare ID account, you will receive an error message and must choose a different email address.
- When creating your One Healthcare ID for the first time, you will be asked to share your One Healthcare ID account information with providers.eyesynergy.com, by clicking “I Agree.”



- If you directly created your One Healthcare ID from identity.onehealthcareid.com you will be redirected to a “Manage my One Healthcare ID” page. You will need to log out of this page and log back into providers.eyesynergy.com again with your One Healthcare ID.
- If you created your One Healthcare ID directly from providers.eyesynergy.com, you will be redirected to an Account Integrations page on providers.eyesynergy.com.

Linking your providers.eyesynergy.com account to One Healthcare ID

- Please check to see if your organization has already registered for a providers.eyesynergy.com account.
 - If your organization is new or has not registered for a providers.eyesynergy.com account, please select Option 1 – “New providers.eyesynergy.com User – Register with Tax ID.”
 - The first person to register for an account will be assigned as the account administrator.
 - Please see the [New users not registered with providers.eyesynergy.com](#) section for more information.
 - If your organization has already registered for a providers.eyesynergy.com account and you have an activation code for your providers.eyesynergy.com account, please select Option 2 – “New providers.eyesynergy.com User – Link using Activation Code.”
 - If you do not have an activation code, please reach out to your account administrator.
 - Please see the [Adding a sub account on providers.eyesynergy.com](#) section for more information.

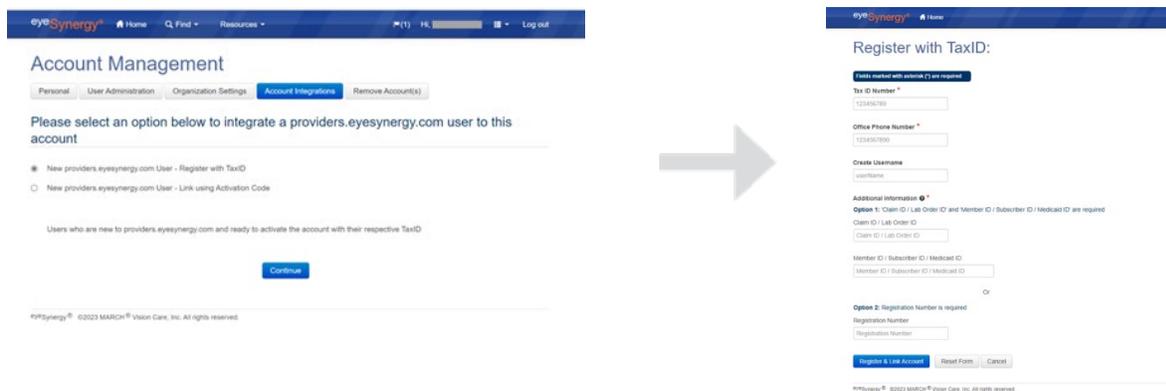


- To access providers.eyesynergy.com, you must select one of the options above and link your One Healthcare ID account to your providers.eyesynergy.com account. After your accounts are linked you will have access to the features in providers.eyesynergy.com including checking member eligibility, submitting lab orders, claims, and much more.

New users not registered with providers.eyesynergy.com

If you are a new provider and have not signed up for your providers.eyesynergy.com account, please follow the steps below.

- If you do not have a One Healthcare ID account, click the “Create One Healthcare ID” button. Please refer to the One Healthcare ID resources page for further instructions on how to create a One Healthcare ID.
 - [One Healthcare ID home page](#)
 - [One Healthcare ID Resources page](#)
- Once you have registered for your One Healthcare ID or if you already have an existing One Healthcare ID account, you will sign into providers.eyesynergy.com using your One Healthcare ID information.
- On the account integrations page, select Option 1 – “New providers.eyesynergy.com User – Register with Tax ID” to complete the providers.eyesynergy.com registration process.
- You can register with Tax ID in two ways, using your:
 - Tax ID, phone number, registration number (located in your welcome letter); or
 - Tax ID, phone number, and
 - a Claim or Lab Order ID previously submitted to us; and
 - a Member ID, Subscriber ID or Medicaid ID



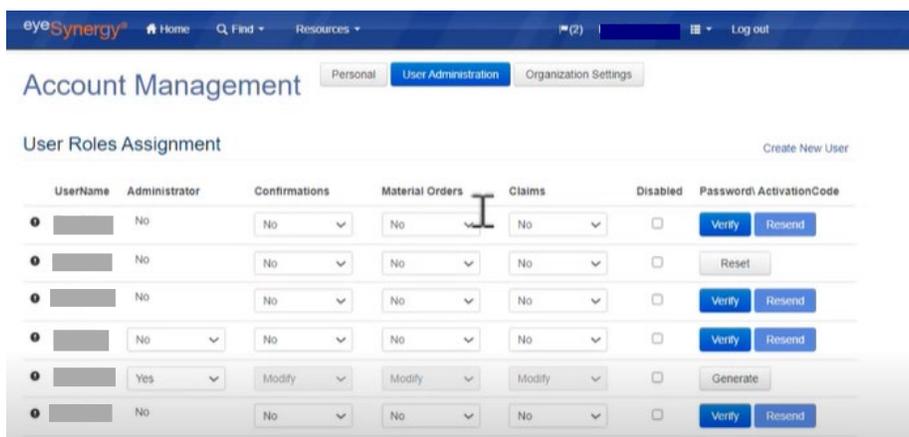
Adding a sub account on providers.eyesynergy.com

If you are a providers.eyesynergy.com account administrator, you can add sub accounts under your provider’s Tax ID, by following the steps below. These sub accounts are for other users in the office that may need access to providers.eyesynergy.com. Each user in the office must register for their own unique One Healthcare ID to sign into providers.eyesynergy.com.

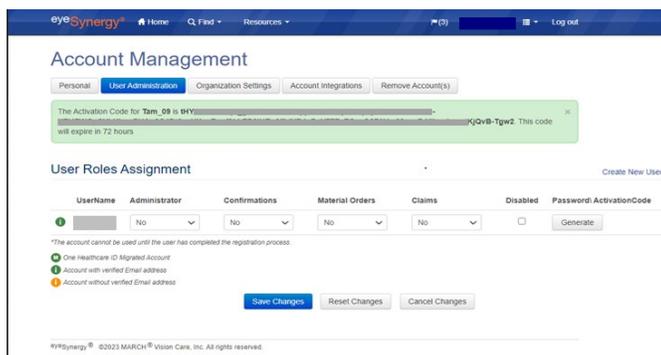
- While logged into your providers.eyesynergy.com account, go to Account Management and select the “User Administration” tab.
- Click the “Create New User” link and enter a new username and email address in the fields provided.



- Once the account is created, the administrator will click the “Verify” button under User Administration, to verify the new account/email address.



- A verification code will be sent to the email address added for the new user. The email recipient will provide the verification code to the administrator.
- If the verification code is correct, the email address is verified, and the administrator will be able to generate an activation code by clicking the “Generate” button. The activation code and instructions will be emailed to the registered user upon verification. This activation code will be used on the Account Integrations page.



- If the activation code expires or the user needs to relink their account, the user must have the account administrator “Generate” the activation code again. Once the account administrator generates the activation code, an email will be sent to the user’s verified email address.

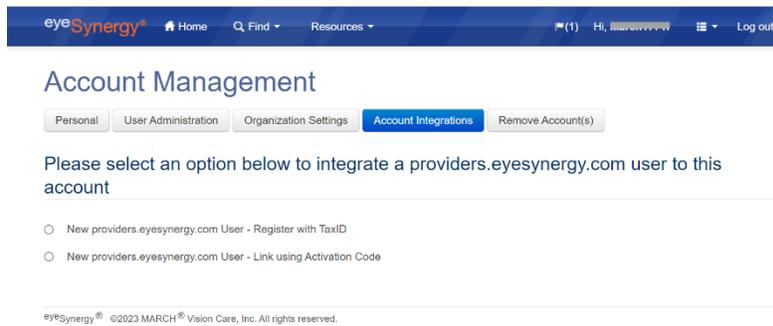
- The new user will need to sign in with their One Healthcare ID account or register for a new account with the email address you added for them in the first step. When the new user gets to the screen where they can link their One Healthcare ID account to their providers.eyesynergy.com account, they will select “New providers.eyesynergy.com User – Link using Activation Code.”
- The new user must enter the Activation Code that was sent to the registered email address and select “Link Account.”



Linking additional organizations/accounts on providers.eyesynergy.com

To link an additional organization/account, please use one of the following Account Integrations options to link additional accounts as needed.

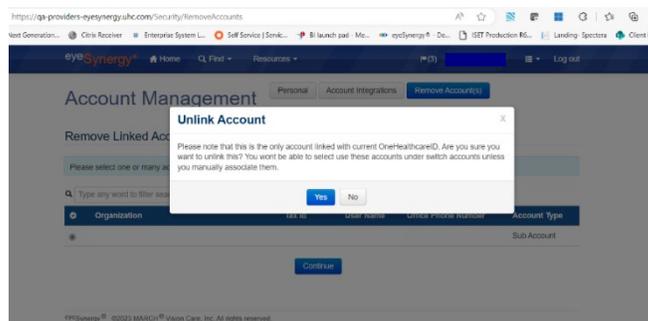
- [New providers.eyesynergy.com User – Register with Tax ID](#)
- [New providers.eyesynergy.com User – Link using Activation Code](#)



Unlinking additional organizations/accounts on providers.eyesynergy.com

If you are a providers.eyesynergy.com account administrator and you need to unlink an organization/account, please follow the steps below.

- Select the “Remove Account(s)” tab under Account Management and select the organization/account that you want to unlink.



- If the account you are trying to remove is the only administrator account under the selected user organization, you will not be able to remove the account. You must have a minimum of 1 active administrator for each organization. You will need to assign another administrator before removing this account.

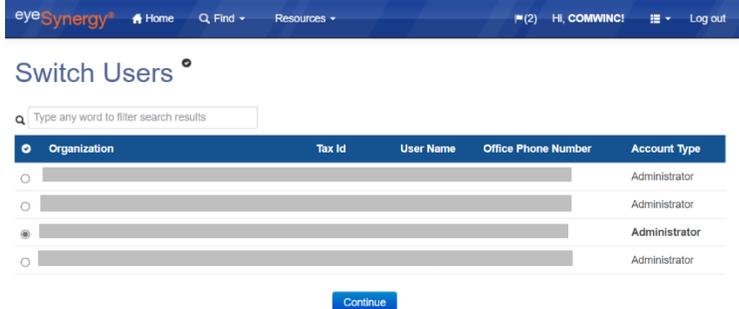
Switch User Option

If your account is used for multiple practices, you will have the option to switch accounts under the same One Healthcare ID account. To use this feature, you must have each account linked to your One Healthcare ID account before you can add them to your providers.eyesynergy.com account.

- You will see the new organization listed under the “Switch Users” option. Switch Users can be accessed through the drop-down button on the upper right section of the tool bar.



The screenshot shows the top navigation bar of the eyeSynergy portal. The bar includes the eyeSynergy logo, navigation links for Home, Find, and Resources, a notification bell icon with a count of 3, a user profile icon, and a Log out button. A dropdown menu is open under the user profile icon, showing options for Settings and Switch User. Below the navigation bar, a welcome message reads "Welcome to eyeSynergy®, our 24/7 provider portal". A horizontal menu contains buttons for Payments, Confirmations, Materials, Claims, and Process Flow.



The screenshot shows the "Switch Users" page. The top navigation bar is identical to the previous screenshot, but the user profile icon now displays "Hi, COMWINC!". Below the navigation bar, the page title is "Switch Users". A search input field is present with the placeholder text "Type any word to filter search results". Below the search field is a table with the following columns: Organization, Tax Id, User Name, Office Phone Number, and Account Type. The table contains four rows, each with a radio button in the Organization column. The third row has a selected radio button (indicated by a filled circle). Below the table is a "Continue" button.

Organization	Tax Id	User Name	Office Phone Number	Account Type
<input type="radio"/>				Administrator
<input type="radio"/>				Administrator
<input checked="" type="radio"/>				Administrator
<input type="radio"/>				Administrator