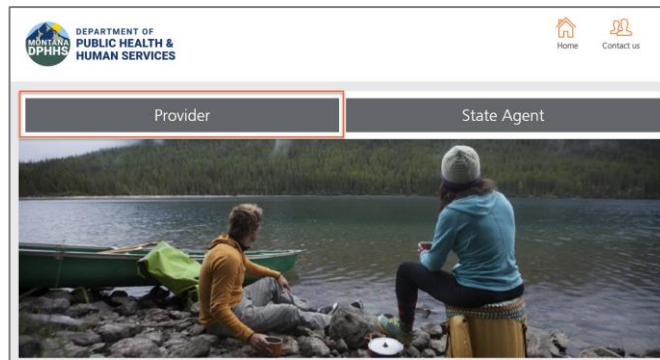


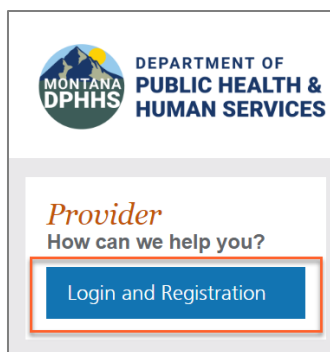
**Effective January 29, 2025**, changes are coming to Optum Government ID (GovID) process. There is a new design of the pages, and new methods of authentication (i.e., phone number validation) will be required. This document is intended to provide instruction for users on the new log in steps, account creation, and forgot password and forgot GovID processes.

## Sign In Instructions for Existing Users

1. Navigate to the Montana Provider Portal website.
2. Select Provider.



3. Click Login and Registration.



4. On the GovID Sign In page, enter your Optum GovID or email address and password.



English

### Sign In

Optum GovID or Email Address

Password

[Forgot Optum GovID?](#) [Forgot Password?](#)

Continue

5. Click Continue.
6. On the Secure Sign In Methods window, next to Phone, click Setup.

**Note:** The screen gives you the option to Skip & Continue this additional setup step until the deadline, until which time it will be enforced.

English

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**Switch to faster and more secure sign-in methods**

We are introducing new optional methods to log in. Please note you can click on "Skip & Continue" at this time. Your action will be required by February 2025.

**Password** 🔒 ✔️  
Password is setup & in use

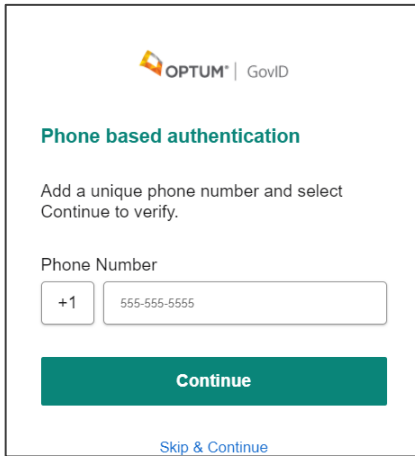
**Phone** 📞 ⚙️  
Phone Based Authentication

Setup

You can make changes to your account at any time from the manage profile section.

Skip & Continue

7. Enter the 10-digit phone number. This must be a valid number that receives calls or text messages.



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**Phone based authentication**

Add a unique phone number and select  
Continue to verify.

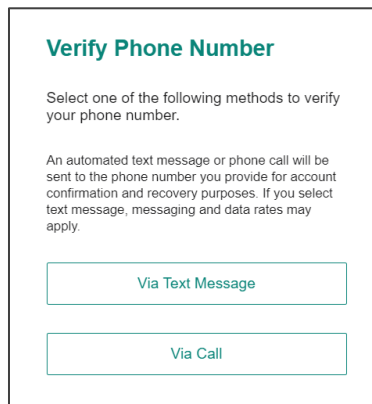
Phone Number

+1 555-555-5555

**Continue**

[Skip & Continue](#)

8. Choose to verify this phone number via Text Message or Call.
  - a. Text Message– Check your text messages for a message from Optum containing a 10-digit verification code.
  - b. Call – Write down the verification code read over the phone.



**Verify Phone Number**

Select one of the following methods to verify  
your phone number.

An automated text message or phone call will be  
sent to the phone number you provide for account  
confirmation and recovery purposes. If you select  
text message, messaging and data rates may  
apply.

Via Text Message

Via Call

9. Enter the verification code. Click Verify.



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### Verify Phone Number

We have sent you a text message with verification code on your registered phone number. Enter code below to complete the verification.

Verification Code

Waiting for Text Message? [Resend Code](#)

**Verify**

[Call to Verify](#)

10. The Phone Number Verified message appears. Click Continue.
11. On the Secure Sign In Methods window, click Skip & Continue. **Note:** Additional authentication methods can also be added at this time, or managed later under the Manage My GovID option.
12. From the Recovery Code window, download and/or copy and save your recovery code. This code can be used for validation for self-service recovery for a forgotten password.

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### Save this recovery code

This is a **critical step** please take a note or download below recovery code, so you can use it for recovering your account.

Recovery code  
**XXXXX-XXXXX-XXXXX-S3LW2** [Copy](#)

[Download code](#) [Copy](#)

☐ I have recorded this recovery code.

**Continue**

13. Click the recovery code attestation checkbox. Click Continue. User will be logged into the portal.