

Member FAQ

Optum Engage	
Why is the name changing?	<p>We're committed to enhancing your experience with improved benefits navigation and a more intuitive Wellness Program.</p> <p>We recognize that the platform transition on January 1, 2025, brought some challenges, and we sincerely appreciate your patience. Since then, we've been working diligently to not only resolve those issues but to deliver an experience that exceeds your expectations.</p>
What is the Optum Engage website?	
To redeem your 2025 incentives & to start earning rewards in 2026	<p>The platform is not changing, but the URL will change for 2026: https://roche.optumengage.com</p> <p><i>If you forget, the Rally URL will be redirected to the Optum URL until 8/1/26.</i></p>
Onboarding journey	
What is the onboarding journey?	<p>If you are already enrolled, there is nothing further for you to do. If you are not enrolled...</p> <p>The onboarding journey is a series of pre-determined steps to help members with their initial set-up. It walks a member through the steps to get started and shows them their progress throughout</p> <ul style="list-style-type: none"> • Registration with HSID • Accepting Terms and Conditions • Selecting a user-name and avatar
What else is included in the onboarding journey?	<p>If you are already enrolled, there is nothing further for you to do. If you are not enrolled...</p> <p>In addition to registration, the onboarding journey guides members to</p> <ul style="list-style-type: none"> • Complete the health survey • Set up their areas of focus • Confirm if they want to receive notifications • Sync with a fitness tracker • Download the mobile app (when logging in from the Web) • Directs the member to the home page
HealthSafe ID	
What is HealthSafe ID?	<p>HealthSafe ID is our leading technology that strengthens website authentication protocols and enhances the security of a member's account by adding dual-factor authentication.</p>

Why use a HealthSafe ID?	Using a HealthSafe ID gives members access to many of their health benefits with just one username and password. No more multiple passwords for multiple sites. Use it whenever you see the HealthSafe ID name. HealthSafe ID is used as a single set of sign-in credentials across UnitedHealth Group, which allows Optum to take advantage of the scale of UnitedHealth Group in safeguarding consumer account information.
Is Optum Engage data shared?	A member's Optum Engage data is never shared with UnitedHealthcare, or any other groups unless a member has UnitedHealthcare medical insurance. In fact, HealthSafe ID does not store any demographic information and the email collected is strictly for two-factor authentication for security purposes.
How do I know if I have a HealthSafe ID?	Click "Register Now" and enter your registration information to check if you have a HealthSafe ID®. If you've already registered, your name will be in the system. If you haven't registered, you can easily complete your registration by filling out the fields.
What do I need to login with my existing HealthSafe ID?	You need your username and password.
What if I can't remember my username and password?	If you forgot your username and password, click "Forget username and password?" and follow the instructions. You will need your username to reset your password.
How can I change my password, email, phone number, and security questions?	After signing in to your account portal, go to Account Profile and select "HealthSafe ID® Password & Account Recovery." You will be able to update your password, email, phone number, and security questions.
What if I update password but the new password doesn't work?	Click "Forget password" to follow the password reset process. You will be asked to enter your username and then complete two-factor authentication with an SMS message, phone call or security questions.
What if I'm locked out of my account?	After five attempts, your account will be locked for security purposes and you will need to call the HealthTeam at 888-264-0749, with any website or technical questions or issues.