



Optum[®] Software
Integration of Optum Connect with OHID User Guide

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1. Introduction

1.1 Overview

Optum Connect, formerly known as HCP Connect, is a web-based portal developed by Optum to support healthcare providers, particularly those associated with Independent Physician Associations (IPAs), specialists, and facilities. It provides a comprehensive platform for claims submission, patient data access, and administrative functions.

Key features of Optum Connect include:

- **Claims Online Portal (Claims Management):** The Platform allows providers to submit and view claims, track appeals, and reconcile Explanation of Benefits (EOB) statements online. This is particularly useful for managing day-to-day claims processes in a streamlined and efficient manner.
- **Physician Information Portal (PIP):** PIP is a secure portal designed to give providers access to detailed patient information, such as referral history, diagnosis, and filled prescription histories. This feature supports better clinical decision-making by giving healthcare professionals comprehensive insights into their patients' care.

One Healthcare ID (OHID) delivers a secure, centralized identity management solution that enables a single sign-on to all integrated applications. You register for an OHID once and use that OHID to access other Optum applications seamlessly.

1.2 Purpose of this document

This document is designed to help you create an OHID if you do not already have one and to assist you in integrating the Optum Connect portal with your OHID.

1.3 Target Audience

The intended users of this document are the end users of Optum Connect Portal (Claims Online Portal and/or Physician Info Portal).

2. Mapping of Optum Connect Username with OHID

Users who used to login with Optum Connect Username and Password earlier, need to follow the below steps to log-in into Optum Connect Portal.

To access Optum Connect after January 24, 2025, all users must have an OHID and must integrate that OHID with Optum Connect.

Step 1: Mapping with OHID

If you are an existing user of Optum Connect, but do not yet have mapped an OHID, follow the step-by-step instructions below to register for an OHID and integrate those new credentials with Optum Connect.

Note: Please note that, integrating Optum Connect with OHID is a one-time process. Once the integration(mapping) is completed by following the instructions in [Step 1](#), you can log-in using your OHID credentials going forward by following the log-in instructions in [Step 2](#).

1. From the Optum Connect Home Page (Common Landing Page), click on the “**Existing user - Register to One Healthcare ID**” link as shown in the image below.



2. It will take you to the “**Map your Optum-Connect Account to One Healthcare ID (OHID)**” page. Enter your existing Optum Connect Username and Password and click on the “**Continue**” button.

Optum HOME CLAIMS (Office Ally) FAQS CONTACT US

Map your Optum-Connect Account to One Healthcare ID (OHID)

Authenticate your **existing Optum Connect username and password** to register your account with One Healthcare ID.

Account Validation

USERNAME:

PASSWORD:

[Forgot your password?](#)

3. You will be redirected to the “One Healthcare ID (OHID)” Sign-In page.

Note: Please note that Optum-Connect does not support One HealthCare ID shared email. Each user will need to create an OHID Account with unique username and email.

- a) If you already have an OHID, you can sign-in by entering your OHID in the “**One Healthcare ID or Email Address**” field as shown in the image below.

One Healthcare ID

Welcome to One Healthcare ID

Secure your account by moving away from Passwords

Having trouble remembering your passwords? Switch to Authenticator for secure, convenient and hassle free sign in.

If you'd like assistance, contact support at 1-855-819-5909.

English

Sign In 1

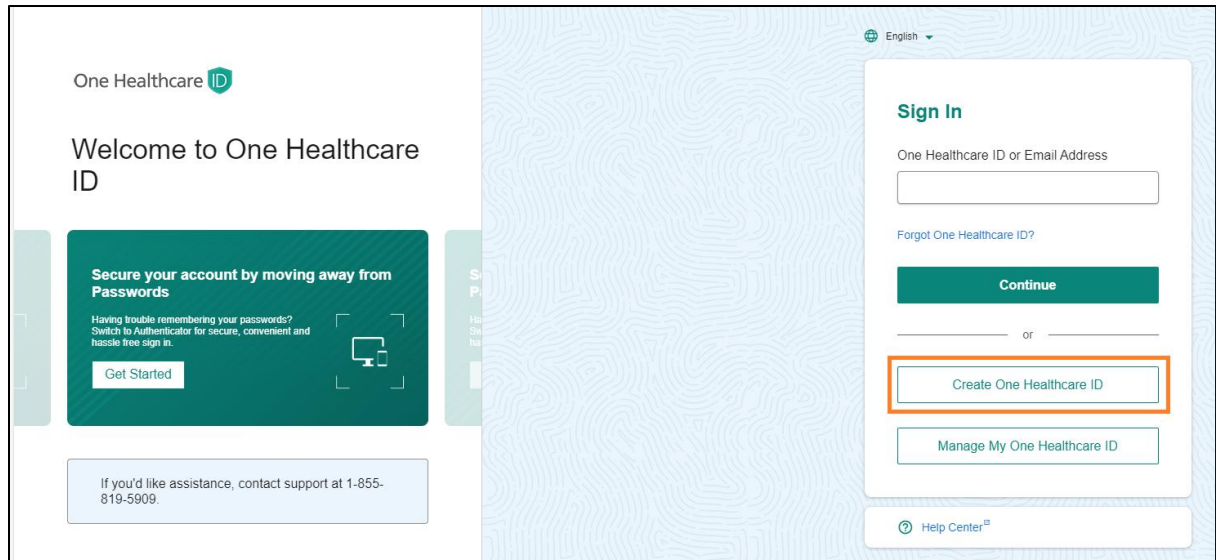
One Healthcare ID or Email Address

[Forgot One Healthcare ID?](#) 2

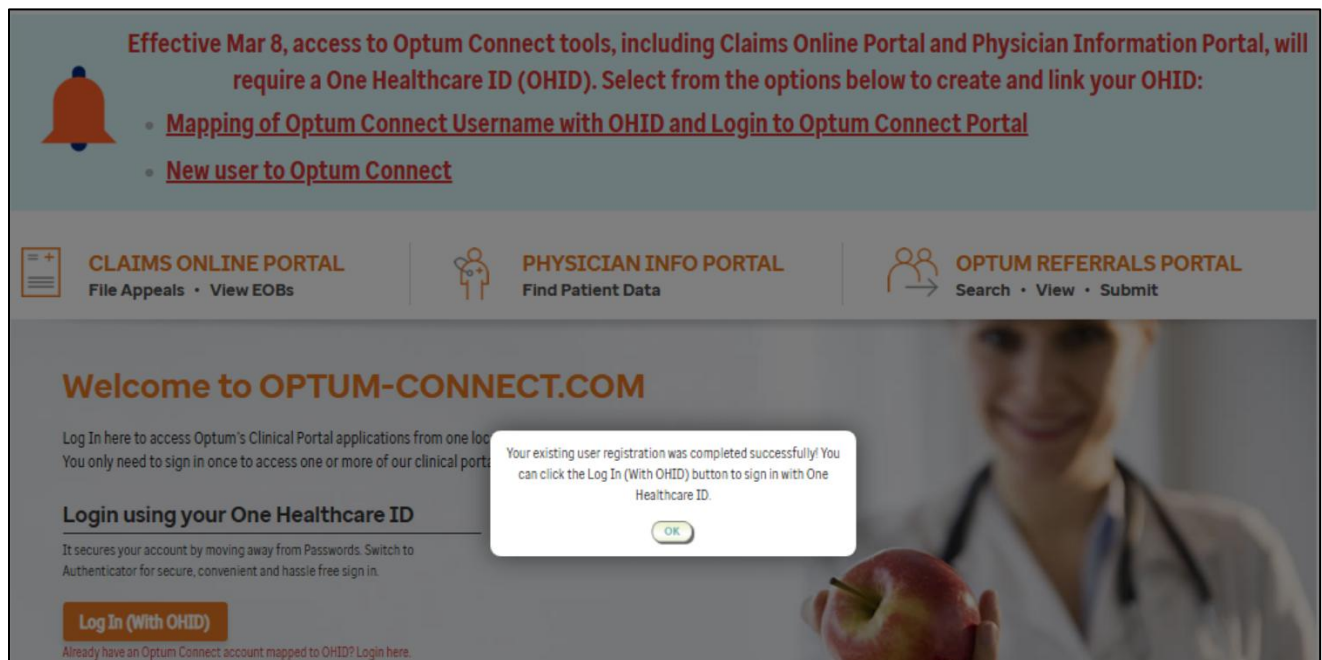
or

[Help Center](#)

- b) If you do not have a “One Healthcare ID,” you need to create one by clicking on the “**Create One Healthcare ID**” button as shown in the image below. For detailed information on how to create a One Healthcare ID, please refer the section “[Create One Healthcare ID \(OHID\)](#)” in this document.



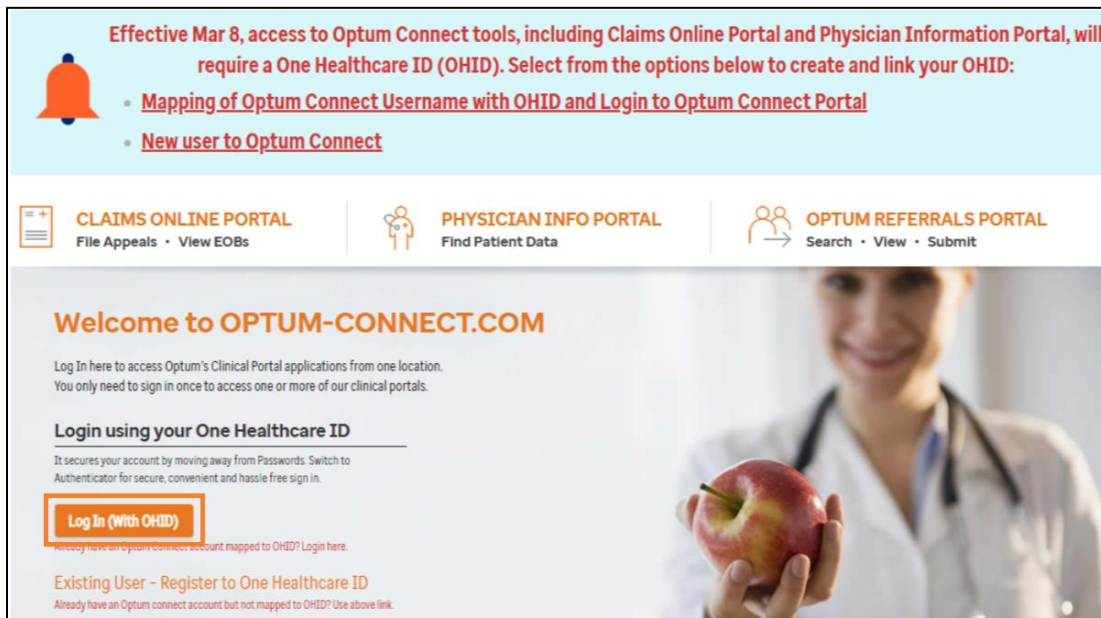
- Once you signed in to OHID platform with OHID, it will redirect you to the Optum Connect Home Page (Common Landing Page). On the Optum Connect Home Page, a pop-up message “Your existing user registration was completed successfully! You can click the “Log In (With OHID)” button to sign in with One Healthcare ID” appears. Click on “OK” button of the pop-up message.



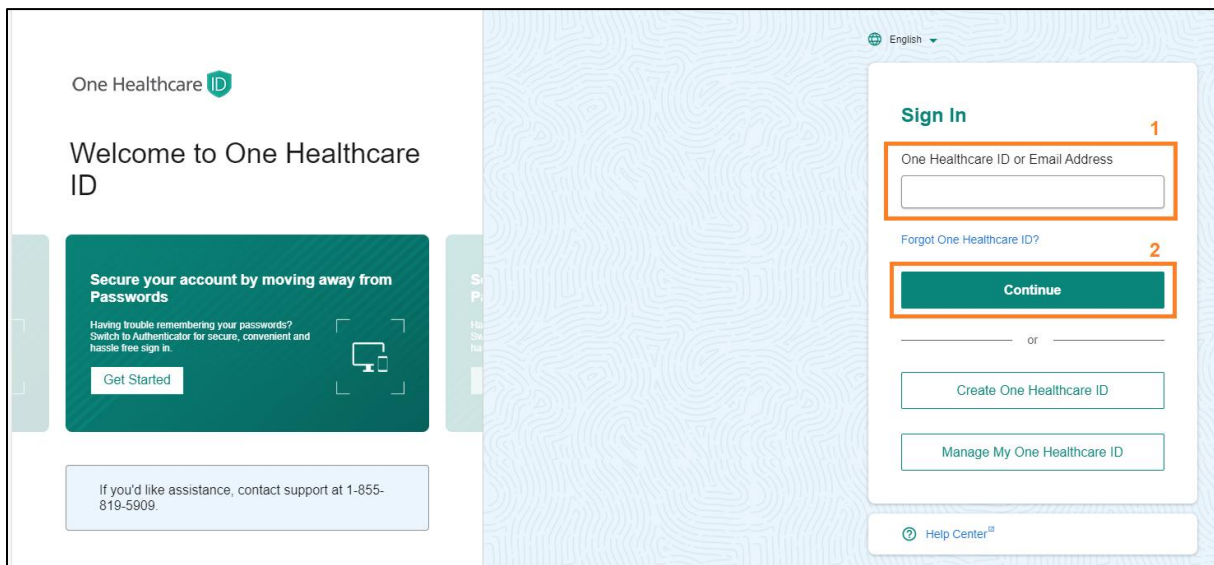
- The system will automatically map your original Optum Connect username with your OHID for future use.
- Now you can always perform [Step 2](#) to log-in to the Optum Connect portal.

Step 2: Log-In with OHID

1. From the Optum Connect Common Landing Page, click on the “**Log In (With OHID)**” button as shown in the image below.



2. Now it will redirect you to the “One Healthcare ID (OHID)” Sign-In page. Sign-in by entering your OHID in the “**One Healthcare ID or Email Address**” field as shown in the image below.



3. Once you have successfully logged in to OHID, the system redirects you to the portal/application for which you have the access. For example, if you have access to COP (Claims Online Portal), it will redirect you to the Claims Online Portal Home Page. If you have access to PIP (Physician Info Portal), it will redirect you to the Physician Info Portal Home Page.

If you have access to both of the applications COP & PIP, then you will be redirected to a page where you can see the links for both the applications as shown in the image below and you can click on any of the link that you desired to access.

Optum HOME CLAIMS (Office Ally) FAQS CONTACT US LOG OUT

Effective Mar 8, access to Optum Connect tools, including Claims Online Portal and Physician Information Portal, will require a One Healthcare ID (OHID). Select from the options below to create and link your OHID:

- [Mapping of Optum Connect Username with OHID and Login to Optum Connect Portal](#)
- [New user to Optum Connect](#)

Welcome to OPTUM-CONNECT.COM

PLEASE CHOOSE A PORTAL

- CLAIMS ONLINE PORTAL
- PHYSICIAN INFO PORTAL

Select from the options below to access each application:

- [Claims Office Ally Submissions](#)

3. Create One Healthcare ID (OHID)

Follow the step-by-step instructions below to create “One Healthcare ID” in the OHID platform.

1. Click on the “One Healthcare ID” platform URL <https://identity.onehealthcareid.com/> . It will take you to the OHID “Sign In” page.
2. Click on the **“Create One Healthcare ID”** button on the “Sign In” page.

One Healthcare ID

Welcome to One Healthcare ID

Secure your account by moving away from Passwords

Having trouble remembering your password? Switch to multifactor for mobile, convenient and faster log ins.

Get Started

Sign In

One Healthcare ID or Email address

Forgot One Healthcare ID?

Continue

OR

Create One Healthcare ID

Manage My One Healthcare ID

If you'd like assistance,

3. Fill out all the data fields in the below screen as described below and click on the “Continue” button. Complete all required fields.

EN

One Healthcare ID

Create One Healthcare ID

Already a User? [Sign In](#) * Required Fields

First Name*

Last Name*

Year of Birth*

Email Address*

Create One Healthcare ID* (Username)

Phone Number

+1 555 555 5555

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the One Healthcare ID service. If you do not agree, click Cancel and do not use any aspect of the One Healthcare ID service.

Continue

The data fields that you need to enter in the above screen are described below.

- **First Name**
- **Last Name**
- **Year of Birth**
- **Email Address:** Enter your e-mail address.
- **Create One Healthcare ID Username:** Follow the rules given below for creating your One Healthcare ID Username.

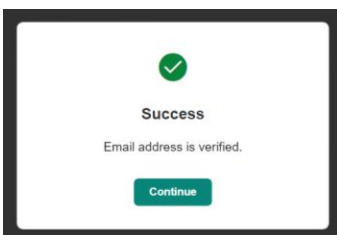
- Between 6 and 50 characters
- At least one letter
- No spaces
- No letters with accents
- None of these Symbols: %+"&[]^'{}<>#/,/;
():*~

- **Phone Number:** Select the country code from the drop-down and then enter your phone number in the “Phone Number” field.

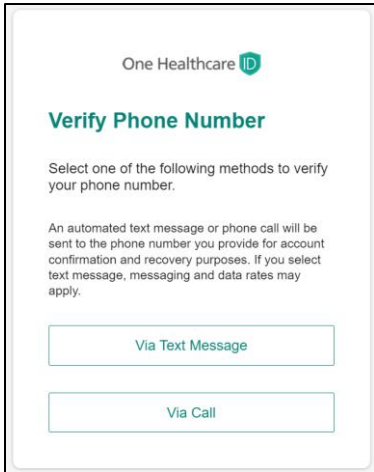
- After completing all the fields, please read the **Terms of Use** and **Website Privacy Policy** by clicking on their respective links. You must agree to the “Terms of Use” and “Website Privacy Policy” to use the One Healthcare ID service.
4. Now it will ask you to verify your email address. The “**Verify Your Email Address**” screen appears as shown below. Check your registered email for the activation code and the link. You may either enter the activation code in the below screen or select the activation link in your email to complete the verification. After entering the activation code click the “**Verify**” button.

Note: Allow up to 1-2 minutes for the email to arrive in your inbox. If you do not find the email in your primary inbox, check your spam or junk folders.

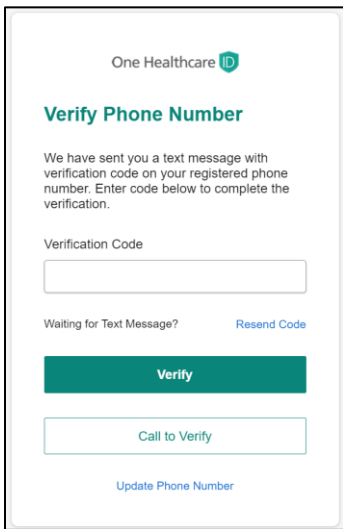
5. Upon successful verification of your email address, a success message appears. Click on the “**Continue**” button.



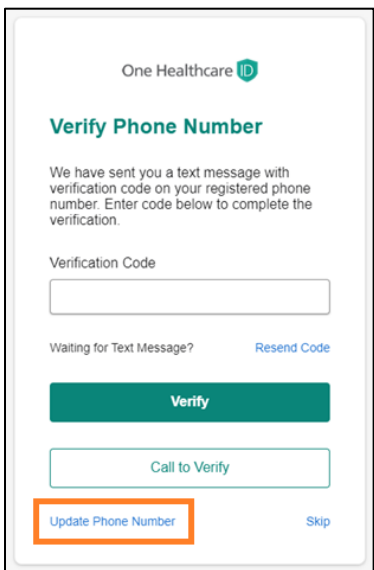
6. Now it will ask you to verify your phone number. The “**Verify Phone Number**” screen appears as shown below. You can choose to verify it via a text message or via call.



- 7. If you have chosen to verify via text message, enter the verification code that you have received via text message in the below screen and click the “Verify” button.



Note: If you want to update your phone number and try with a different phone number, click on the “Update Phone Number” button in the below screen.



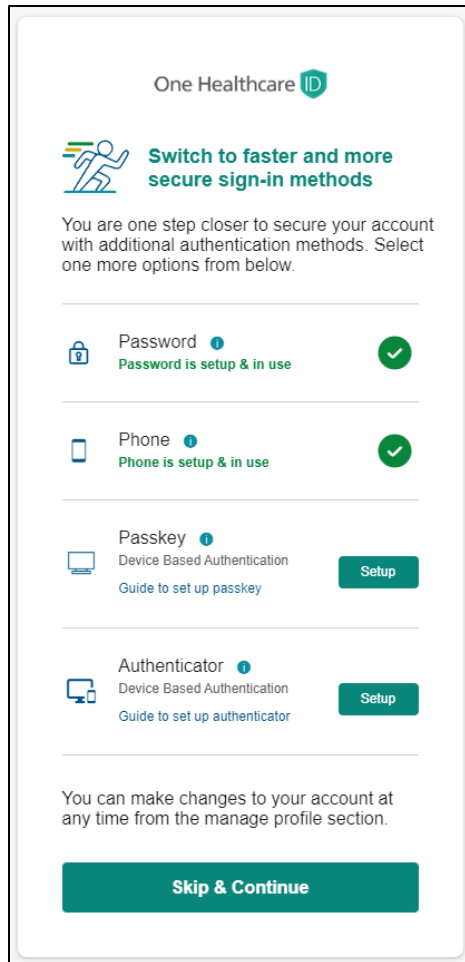
Once you click on the **“Update Phone Number”** button, the below screen appears. Enter your preferred phone number which will be used for communication and click the **“Update”** button.

Upon clicking the **“Update”** button, it will again take you to the **“Verify Phone Number”** screen.

8. If you have chosen to verify via call, the below screen appears with a verification code. Enter this verification code on your phone’s screen when you receive the automated call and prompts you to enter the verification code.

9. Once the verification code is entered, the verification will be completed, and a success message appears as shown below. Click on the **“Continue”** button.

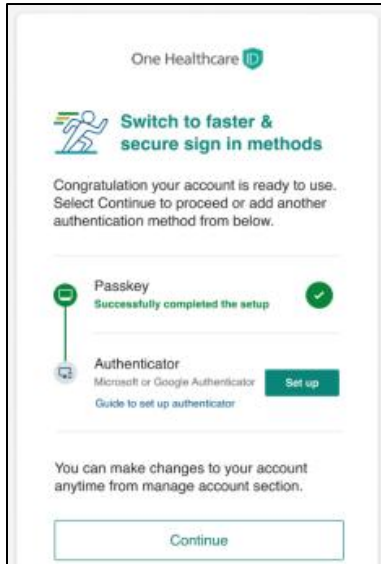
10. Next, **“Switch to faster and more secure sign-in methods”** screen appears as shown in the image below. You can set up a Passkey or an Authenticator or both to keep your account secure.



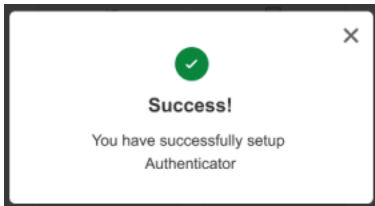
- To set up a Passkey, click on the “**Setup**” button located next to “Passkey” in the above screen and follow the self-explanatory steps to complete the set up. For detailed information on how to set up a Passkey, click on the “[Guide to set up passkey](#)” hyperlink in the above screen.
- To set up an Authenticator, click on the “**Setup**” button located next to “Authenticator” in the above screen and follow the self-explanatory steps to complete the set up. For detailed information on how to set up an Authenticator, click on the “[Guide to set up authenticator](#)” hyperlink in the above screen.

11. Once you set up the Passkey, the following screen appears. If you want to set-up the authenticator (Microsoft or Google authenticator), click on the “**Setup**” button located next to “Authenticator.”

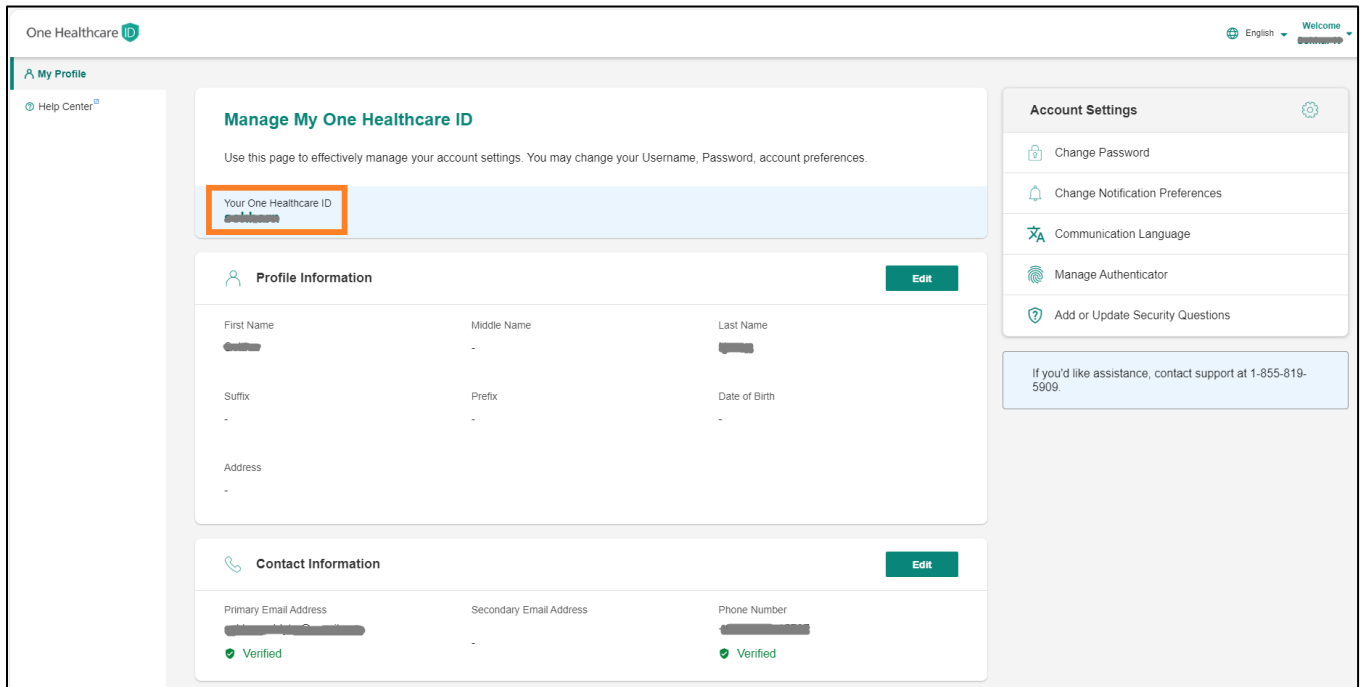
If you want to skip the set-up of authenticator (Microsoft or Google authenticator), you can click the “**Continue**” button.



12. Once the set-up of the Authenticator is completed, a success message appears as shown in the image below.



13. Now it will take you to the “My Profile” page where you can find the One Healthcare ID. Use this page to effectively manage your account settings. Here you can change your Username, Password and account preferences. Now you are done creating your One Healthcare ID.



Need Help on One Healthcare ID?

If you would like any assistance, you can contact OHID support at 1-855-819-5909 or optumsupport@optum.com.