



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 in Signing-up for the Optum Connect portal and create an OHID (One Healthcare ID) 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. Integration of Optum Connect with OHID

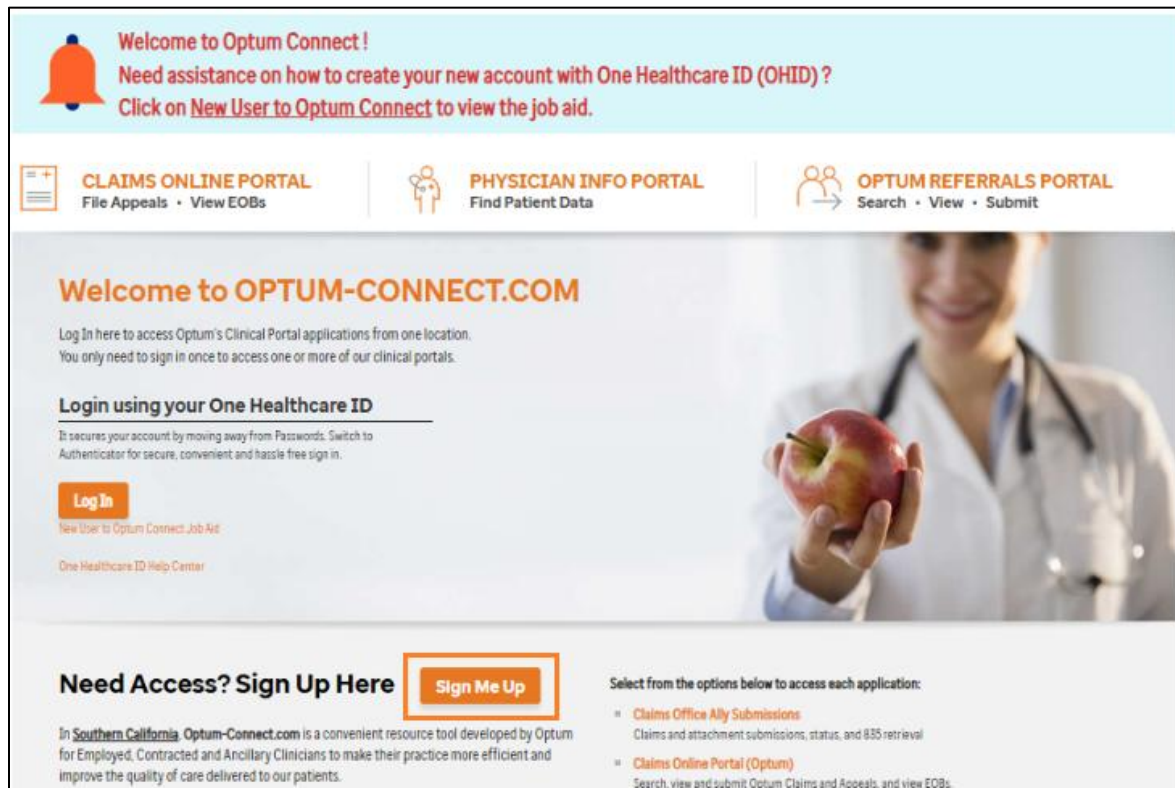
To access Optum Connect after January 24, 2025, all users must have an OHID and must integrate that OHID with Optum Connect.

2.1 New user to Optum Connect

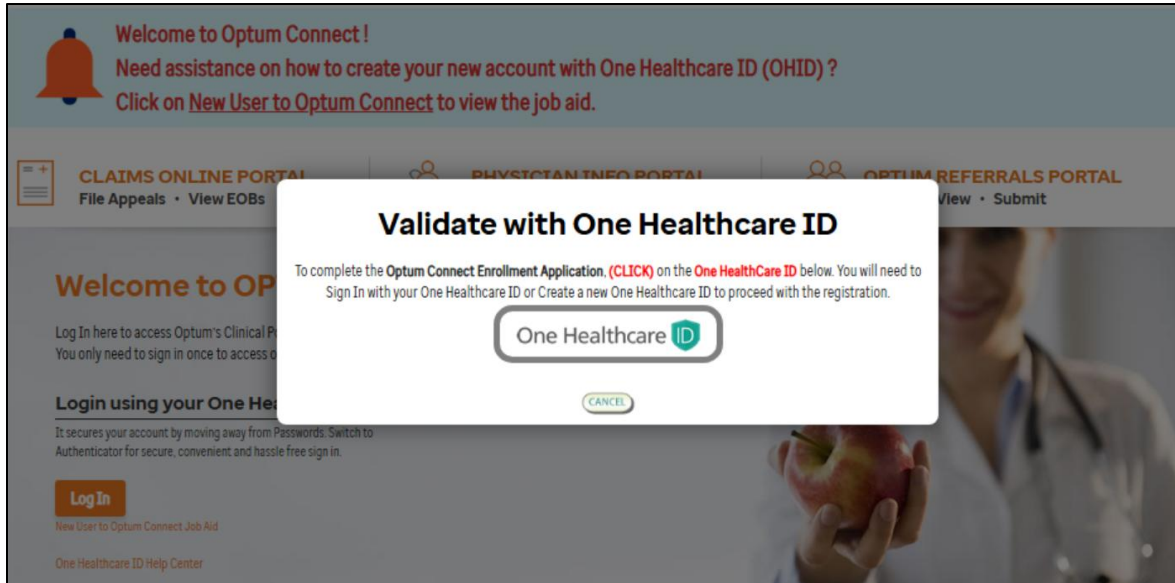
If you are a new user of the Optum Connect portal and you are signing-up for the first time, follow the step-by-step instructions below to sign-up for the Optum Connect portal and OHID (One Healthcare ID) and integrate your OHID with Optum Connect.

Note: Please note that, integrating Optum Connect with OHID is a one-time process. Once the integration is completed, you can log in using your OHID credentials going forward.

1. From the Optum Connect Home Page (Common Landing Page), click on the “**Sign Me Up**” button as shown in the image below.



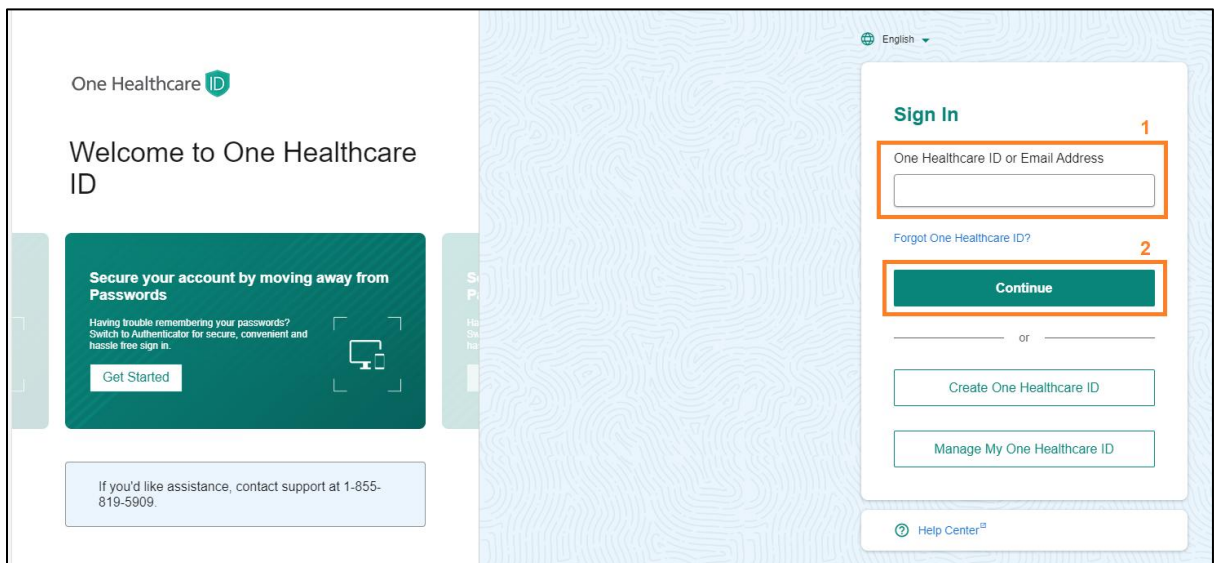
2. The “**Validate with One Healthcare ID**” pop-up message appears. To complete the Optum Connect Enrollment Application, click on the “**One Healthcare ID**” link in the pop-up message as shown in the image below. You will need to Sign-In with your One Healthcare ID or Create a new One Healthcare ID to proceed with the registration.



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.



- 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.

The image shows the One Healthcare ID (OHID) login and registration interface. On the left, a teal box titled "Secure your account by moving away from Passwords" encourages switching to an Authenticator. The main right section is titled "Sign In" and includes a text input for "One Healthcare ID or Email Address", a "Continue" button, and a link for "Forgot One Healthcare ID?". Below this, there is a "Create One Healthcare ID" button (highlighted with an orange border) and a "Manage My One Healthcare ID" button. A "Help Center" link is at the bottom right.

- Once you signed in using your OHID, you will be redirected to the Optum Connect Home Page (Common Landing Page) and a pop-up screen **"WHICH PORTAL DO YOU WANT TO REGISTER FOR?"** appears with links for **Claims Online Portal** and **Physician Info Portal**. Click on the respective portal's link for which you need access.

The image displays the Optum Connect Home Page with a central pop-up window titled "WHICH PORTAL DO YOU WANT TO REGISTER FOR?". The background page includes a "Welcome to Optum Connect!" message, a bell icon, and links for "CLAIMS ONLINE PORTAL" and "REFERRALS PORTAL". The pop-up window offers two options: "CLAIMS ONLINE PORTAL" (for existing contracted entities) and "PHYSICIAN INFO PORTAL" (to find patient data). A "CANCEL" button is at the bottom of the pop-up.

- When you click on the respective link of the portal for which you need access, a Registration Form (Access Form) with One Healthcare ID pre-populated in the "One Healthcare ID" field will be generated as shown in the images below.

PHYSICIAN INFO PORTAL

Find Patient Data

Optum

NOTE: THIS FORM IS NOT TO BE USED TO GAIN ACCESS TO SUBMITTING ELECTRONIC REFERRALS

PHYSICIAN INFORMATION PORTAL ACCESS FORM

One Healthcare ID

Physician Name

Address

City **Zip**

Physician Telephone Number **Fax Number**

Practice / Group name

Indicate Region/Area

☐ R1 Pasadena/SO/PA	☐ R2 Los Angeles
☐ R3 South Bay	☐ R4 Long Beach
☐ R5 SFV/Santa Clarita	☐ R6 Talbert/ARTA
☐ R7 Riverside	☐ San Jose
☐ Nagan	☐ Optum Care Network-AppleCare

Select Request Type: (check all that apply)
☐ Staff ☐ PCP ☐ Specialist

☐ New Access ☐ Update Report Access
☐ Add Remove Access ☐ Update Phone/ Address Email

Please do not print from browser! Upon completion, Click the "Print Portal Access Form" button and Print the PDF.

Physician / Staff Name	Email Address	Physician NPI	Signature	Existing Username Optum-Connect

Clinicians or designees understand that the use of Health Insurance Portability and Accountability Act (HIPAA) standards is intended to provide enhanced protections for individually identifiable health information. Clinicians or designees also understand they will be expected to comply with these standards and to use, protect, and disclose Protected Health Information (PHI) only in accordance with the scope of their duties. Unauthorized release or use of PHI will result in performance improvement action, up to and including termination of contract.

Clinicians or designees further understand that the HIPAA security regulations address PHI in electronic format, to include portable and desktop computers (both hardware & software) or any other device capable of receiving or transmitting PHI. Clinicians or designees assume responsibility for the security of the devices and confidentiality of the PHI within his/her scope of control. Clinicians or designees will take reasonable steps to mitigate incidental disclosures and report to the appropriate supervisor any unauthorized disclosure, or potential of disclosure, of protected health information (e.g. theft of laptop, unauthorized access or log in, etc.).

Clinicians or designees recognize that the unauthorized release of certain trade secret information is detrimental to the interests of Optum. Such information includes, but is not limited to, business strategies, technology and technical data, patient lists, contracts and information regarding contract negotiations, concepts, clinical research protocols, data, and agreements, materials, product design, formulas, marketing data and plans, financial data, and any intellectual property therein or related thereto. Trade secret information is a special, valuable and unique asset of Optum, therefore, clinicians and their designees are expected to safeguard all of Optum's trade secrets, and the unauthorized release of any information therein or related thereto is strictly prohibited.

WHEN AN AUTHORIZED USER IS NO LONGER PART OF YOUR OFFICE PRACTICE, YOU WILL NEED TO UPDATE THE OPTUM CONNECT PHYSICIAN PORTAL ACCESS FORM WITH THE TERMINATION DATE AND YOUR INITIALS (OR YOUR DESIGNEE FROM THE PRACTICE), AND SUBMIT IT TO CSD SO THAT WE CAN TERMINATE THAT USER'S ACCESS.

CLAIMS ONLINE PORTAL

Existing Contracted Entities (Primary Contact login required)

CLAIMS ONLINE PORTAL

CLAIMS HOME | HELP & FAQs | CONTACT US

Optum

CLAIMS ONLINE PORTAL ACCESS FORM

Please complete the Online Registration form and press Submit. The system will prompt you to print, sign and fax the Access Form to finalize the registration process.
 Please find the instructions on how to complete your Access Form [HERE](#).

One Healthcare ID *

Request Type *

☒ New Request ☐ Update Existing Account ☐ Add Tax ID ☐ Deactivate Account ☐ Reactivate Account

Contact Name * **Contact Phone ***

Practice / Group Name * **Billing Provider TINs (Enter multiple TINs including dashes and separated by commas. Example TIN 12-3456789 or 123-45-6789) ***

Address * **City *** **State ***

Suite * **Zip ***

Telephone Number * **Front Office Email Address ***

Fax Number

The "Authorizing Officer" **MUST** be someone of a management position such as an Administrator, Supervisor, Manager, Director or the Doctor.

Authorizing Officer Name (First and Last Name) * **Email Address ***

Title *

The "User" is the person who needs access to the Claims Portal.

User Name (First and Last Name) * **Email Address ***

Title * **Login User ID ***

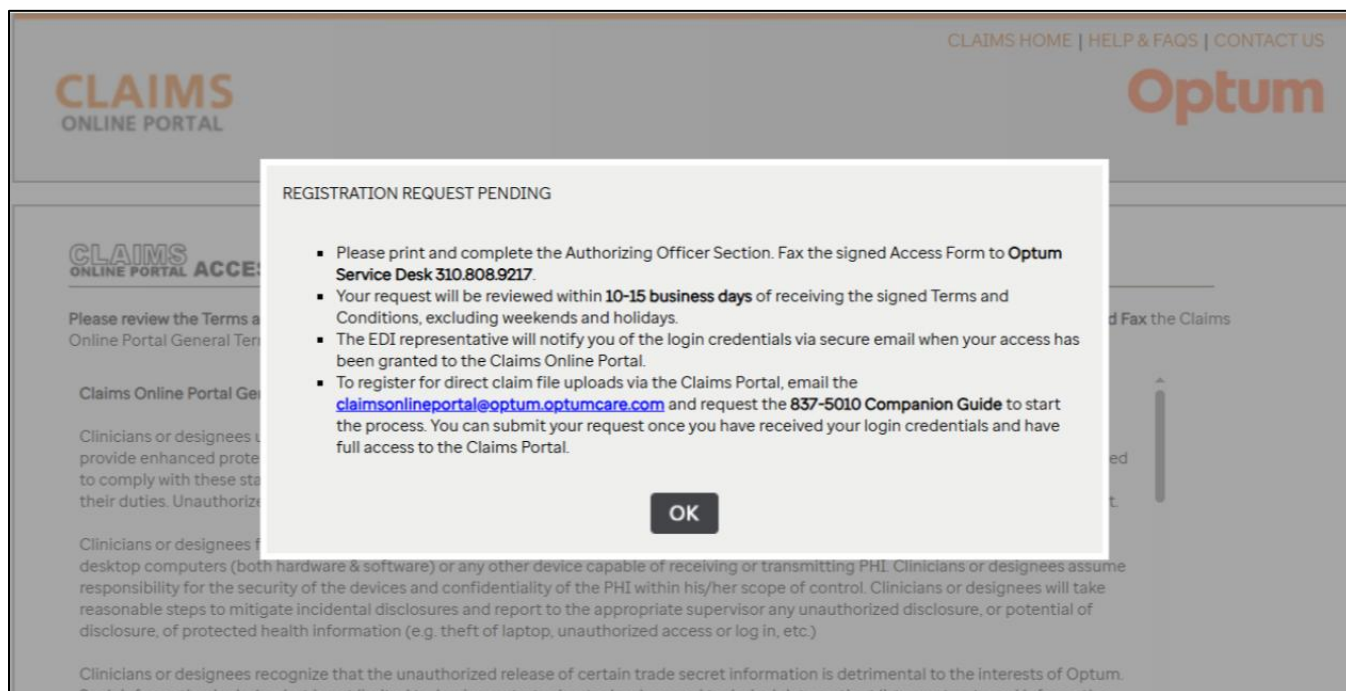
Allow Submit Claims Online? *

☐ Yes ☐ No

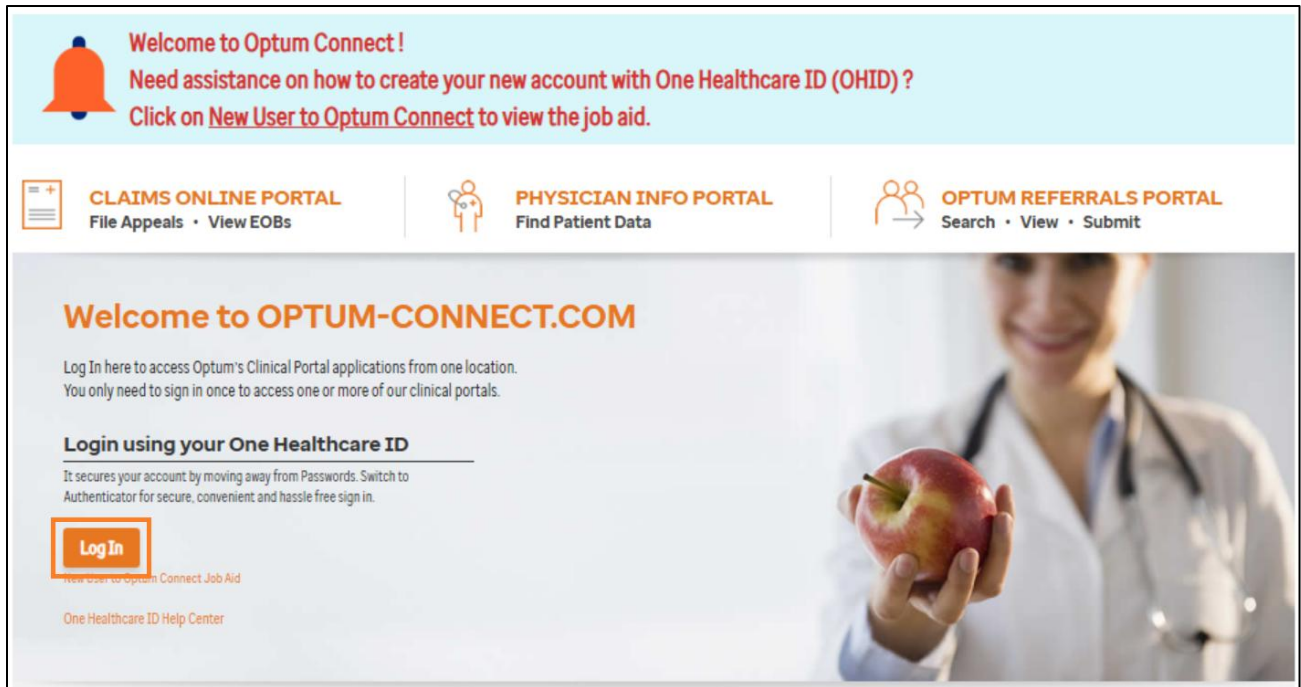
6. If it is a **Claims Online Portal Access Form**, fill out the remaining details in the form and click on the **“Submit”** button to submit your request. Once you submitted the form, take a printout of the submitted form, sign and fax the Access Form to Service Desk at (310) 808-9217 to complete the enrollment.

If it is a **Physician Information Portal Access Form**, fill out the remaining details in the form, download, print, and sign the form, then fax it to Service Desk at (310) 808-9217 for your access to be approved.

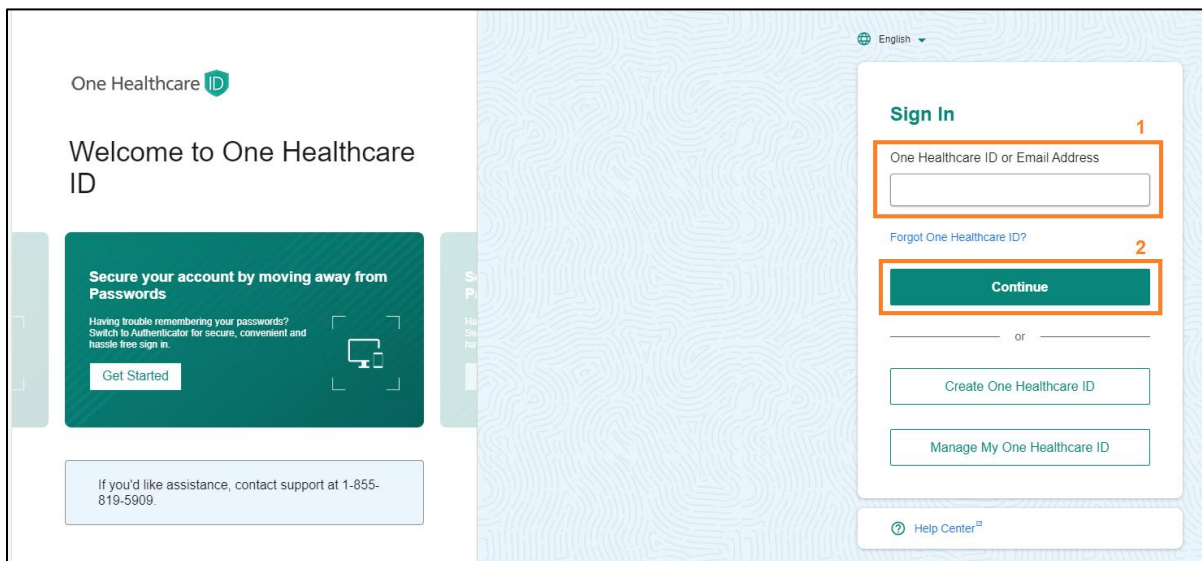
Note: Please note that your request will be reviewed within 10-15 business days of receiving the signed Terms and Conditions, excluding weekends and holidays. The EDI representative will notify you of the login credentials via secure email when your access has been granted to the Claims Online Portal/ Physician Information Portal.



7. Once your access is granted, the administrator of the Claims Online Portal and/or Physician Information Portal will store your access information in the SSO Database for seamless OHID sign on going forward.
8. Return to the Optum Connect Home Page (Common Landing Page) and click on the **“Log In”** button as shown in the image below.



9. 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.



10. Upon successful authentication with 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.



[HOME](#) [CLAIMS \(Office Ally\)](#) [FAQS](#) [CONTACT US](#) [LOG OUT](#)



Welcome to Optum Connect!

Need assistance on how to create your new account with One Healthcare ID (OHID) ?

Click on [New User to Optum Connect](#) to view the job aid.

Welcome to OPTUM-CONNECT.COM

PLEASE CHOOSE A PORTAL



CLAIMS ONLINE PORTAL



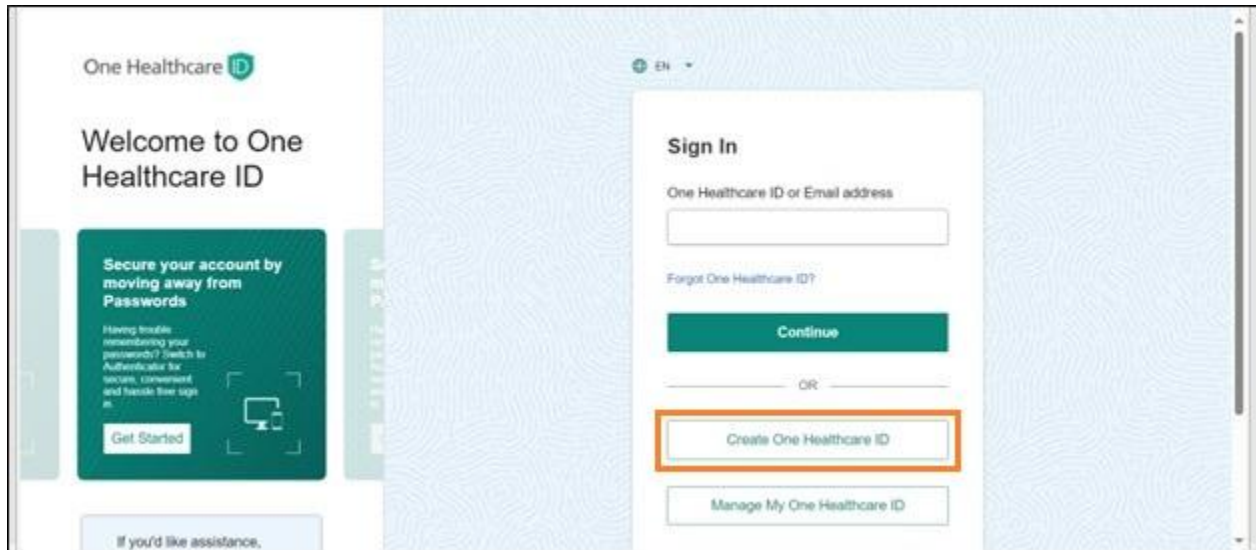
PHYSICIAN INFO PORTAL



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.



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

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.

Phone Number

+1

555-555-5555

Search

United States (+1)

Albania (+355)

Algeria (+213)

- 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.

One Healthcare ID

Verify Your Email Address

Check your registered email address (som*****a@optum.com) for the Activation code and link. You may either enter the activation code below or select the activation link in your email to complete the verification.

If you don't find the email in your primary inbox, check your spam or junk folders.

Allow up to 1-2 minutes for the email to arrive in your inbox.

Enter Activation Code

[Resend Email](#) [Update Email Address](#)

Verify

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.

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

Success

Email address is verified.

Continue

- 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.

One Healthcare ID

Verify Phone Number

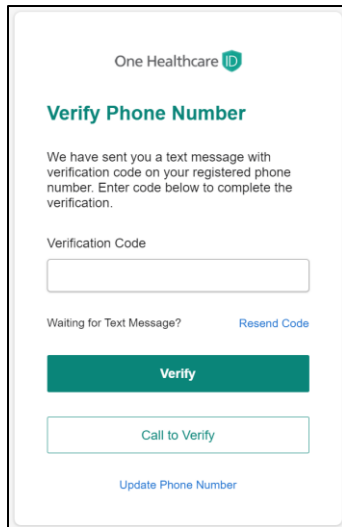
Select one of the following methods to verify your phone number.

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

- 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.



One Healthcare ID

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

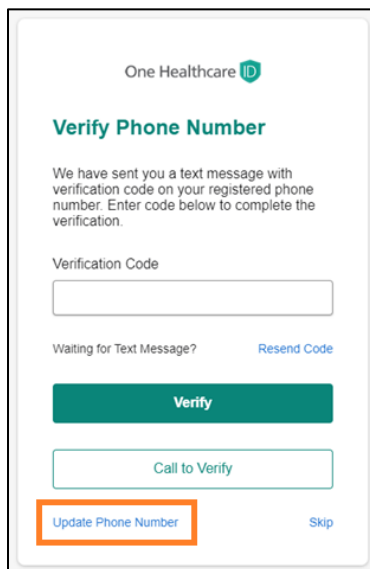
Waiting for Text Message? [Resend Code](#)

Verify

[Call to Verify](#)

[Update Phone Number](#)

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.



One Healthcare ID

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](#)

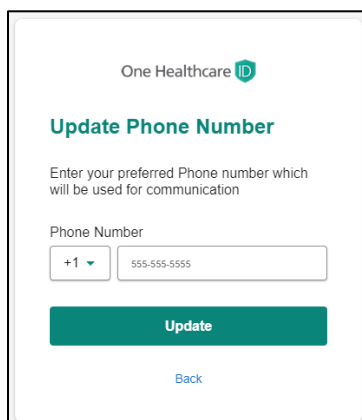
Verify

[Call to Verify](#)

[Update Phone Number](#) [Skip](#)

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.



One Healthcare ID

Update Phone Number

Enter your preferred Phone number which will be used for communication

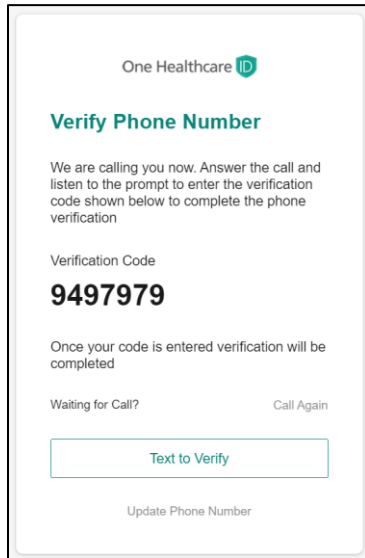
Phone Number

+1

Update

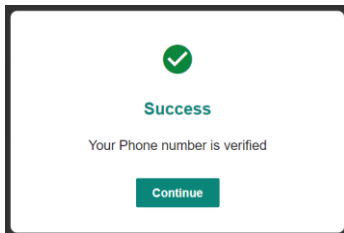
[Back](#)

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.



The screenshot shows the 'Verify Phone Number' screen. At the top is the 'One Healthcare' logo. Below it, the title 'Verify Phone Number' is displayed. A message states: 'We are calling you now. Answer the call and listen to the prompt to enter the verification code shown below to complete the phone verification'. The 'Verification Code' is shown as '9497979'. Below the code, a message says: 'Once your code is entered verification will be completed'. There are two links: 'Waiting for Call?' and 'Call Again'. A button labeled 'Text to Verify' is present, and at the bottom, there is a link for 'Update Phone Number'.

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.



The screenshot shows the 'Success' screen. At the top is a green checkmark icon. Below it, the word 'Success' is displayed. A message states: 'Your Phone number is verified'. At the bottom, there is a green button labeled 'Continue'.

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.

One Healthcare ID

Switch to faster and more secure sign-in methods

You are one step closer to secure your account with additional authentication methods. Select one more options from below.

Password
Password is setup & in use

Phone
Phone is setup & in use

Passkey
Device Based Authentication
Guide to set up passkey

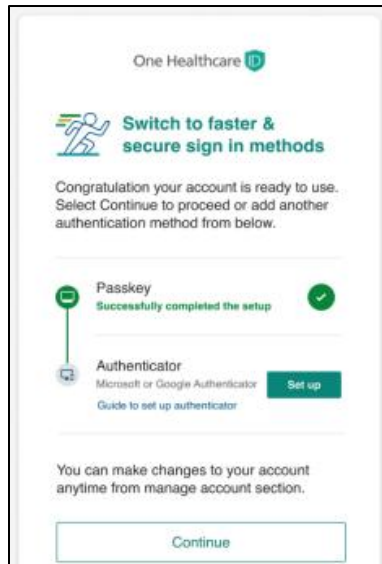
Authenticator
Device Based Authentication
Guide to set up authenticator

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

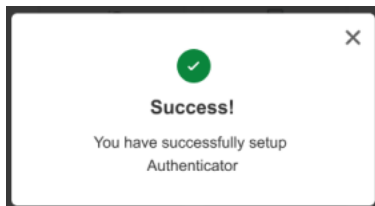
- To set up a Passkey, click on the **“Setup”** button located next to “Passkey” in the above screen and follow the self-explanatory steps to complete the set up. For detailed information on how to set up a Passkey, click on the [“Guide to set up passkey”](#) hyperlink in the above screen.
- To set up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

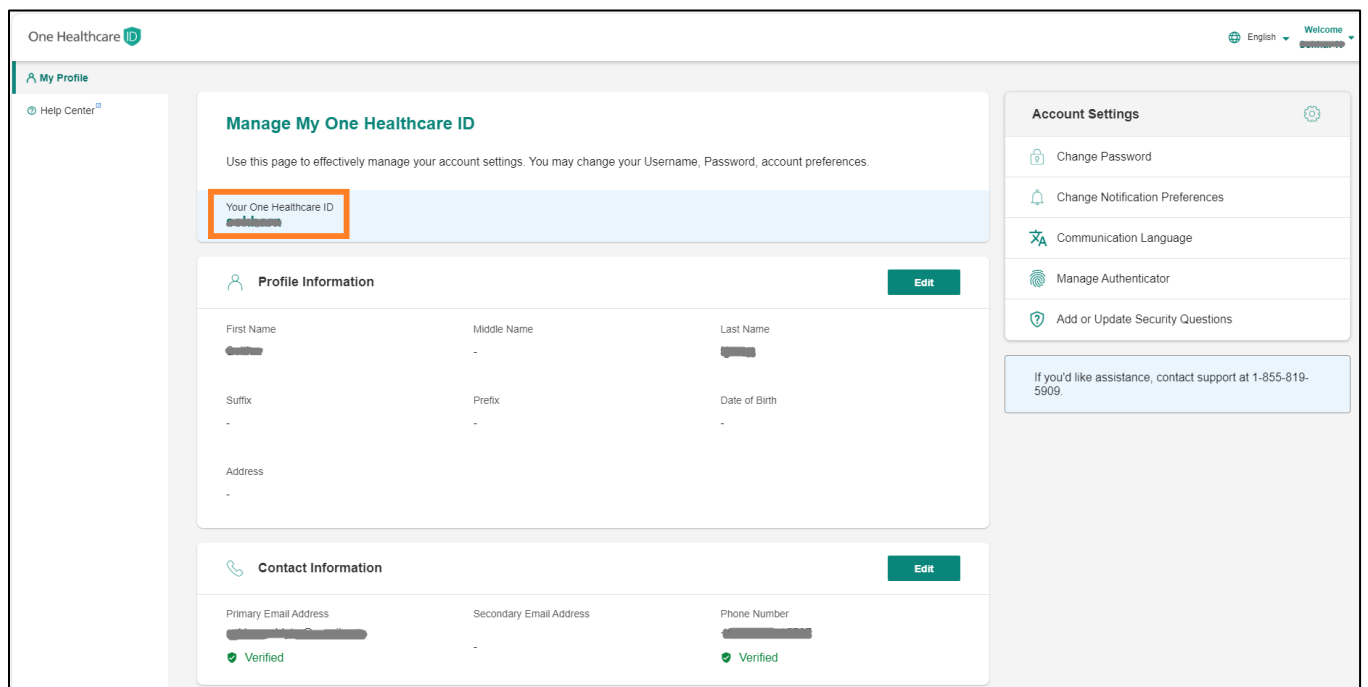
If you want to skip the set-up of authenticator (Microsoft or Google authenticator), you can click the **“Continue”** button.



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.