



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

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Security Statement

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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. 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. There are three different scenarios a user may fall into as it relates to OHID integration with Optum Connect.

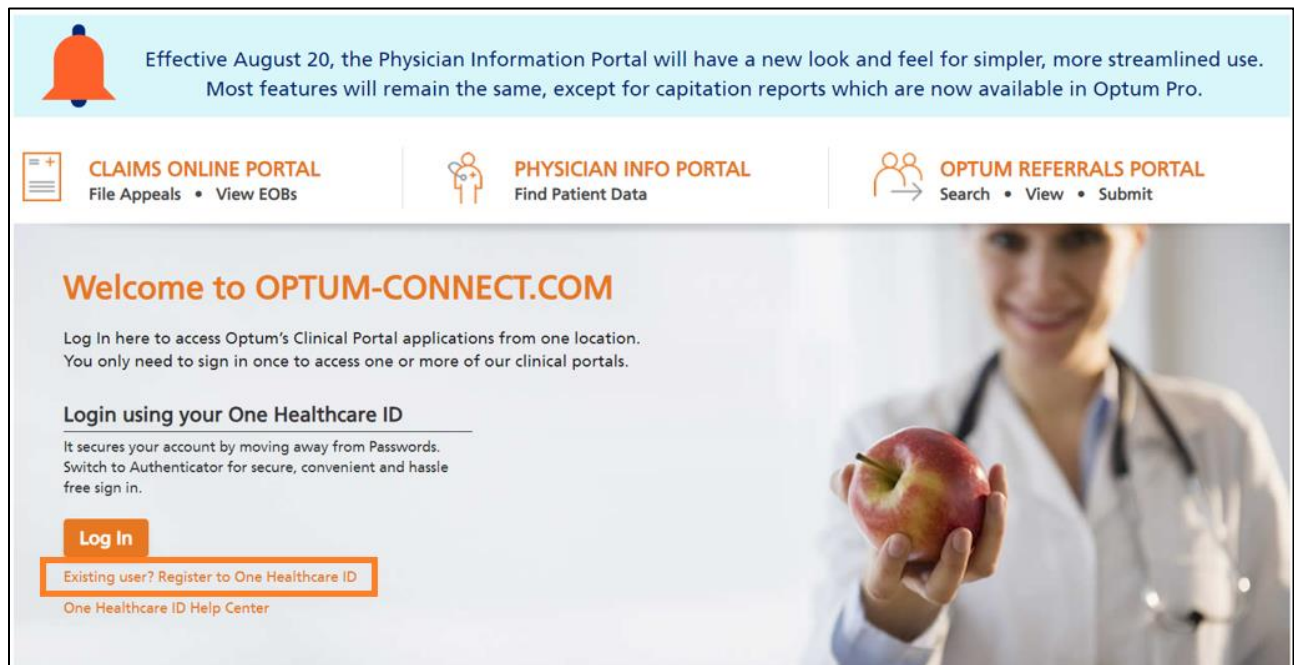
1. [Existing user of Optum Connect who does not have an OHID](#)
2. [Existing user of Optum Connect who does have an OHID](#)
3. [New user to Optum Connect](#)

2.1 Existing user of Optum Connect who does not have an OHID

If you are an existing user of Optum Connect, but do not yet have 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 is completed, you can log in using your OHID credentials going forward.

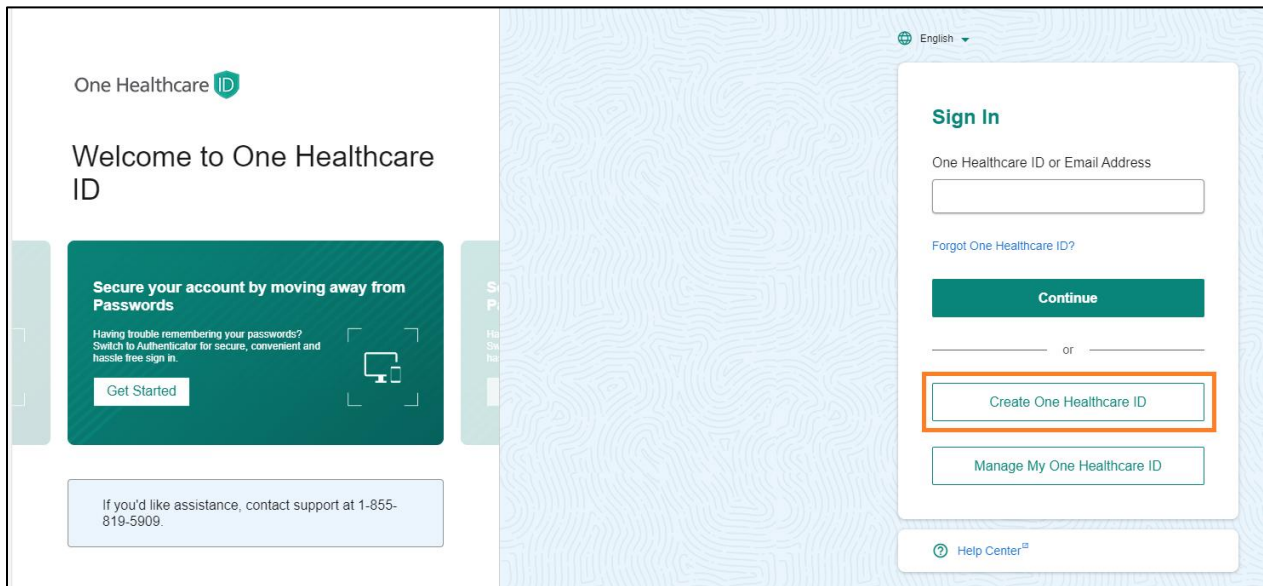
1. From the Optum Connect Home Page (Common Landing Page), click on the “**Existing user? Register to One Healthcare ID**” link as shown in the image below.



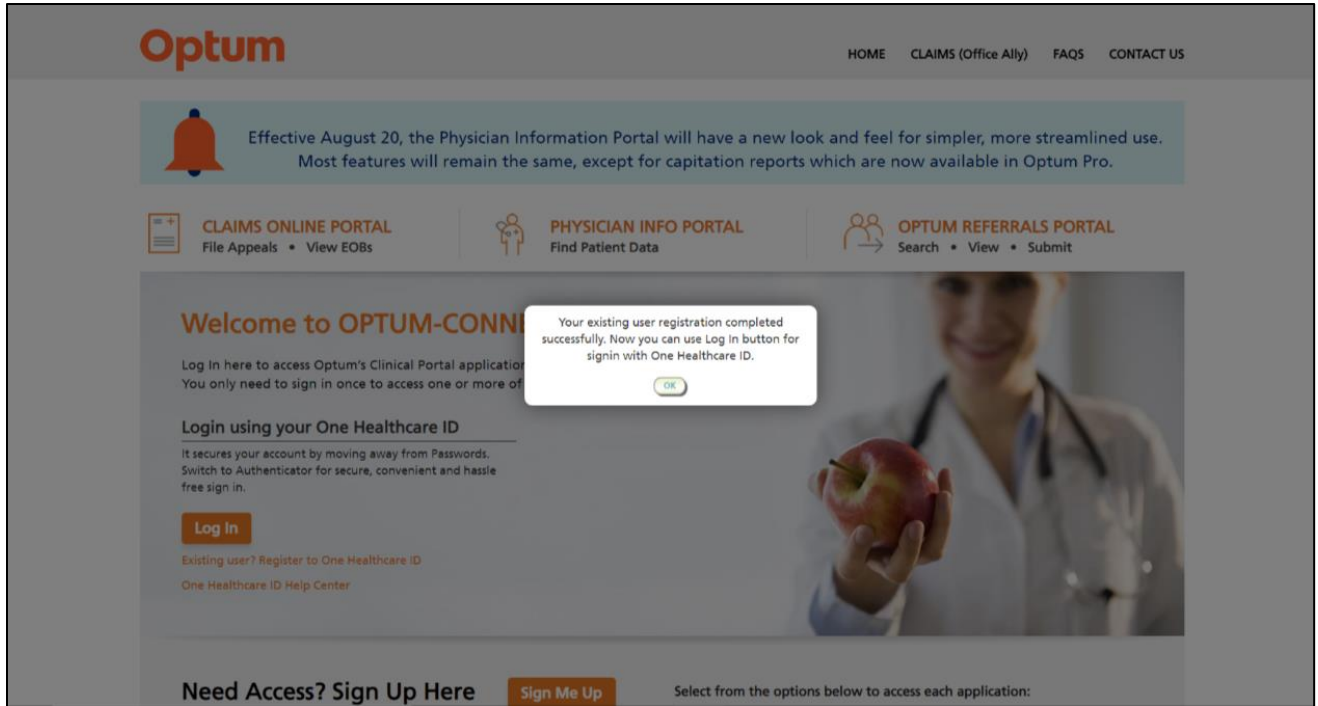
2. It will take you to the Optum Connect Log-In page. Enter your current Optum Connect Username and Password and click on the “**Log In**” button.



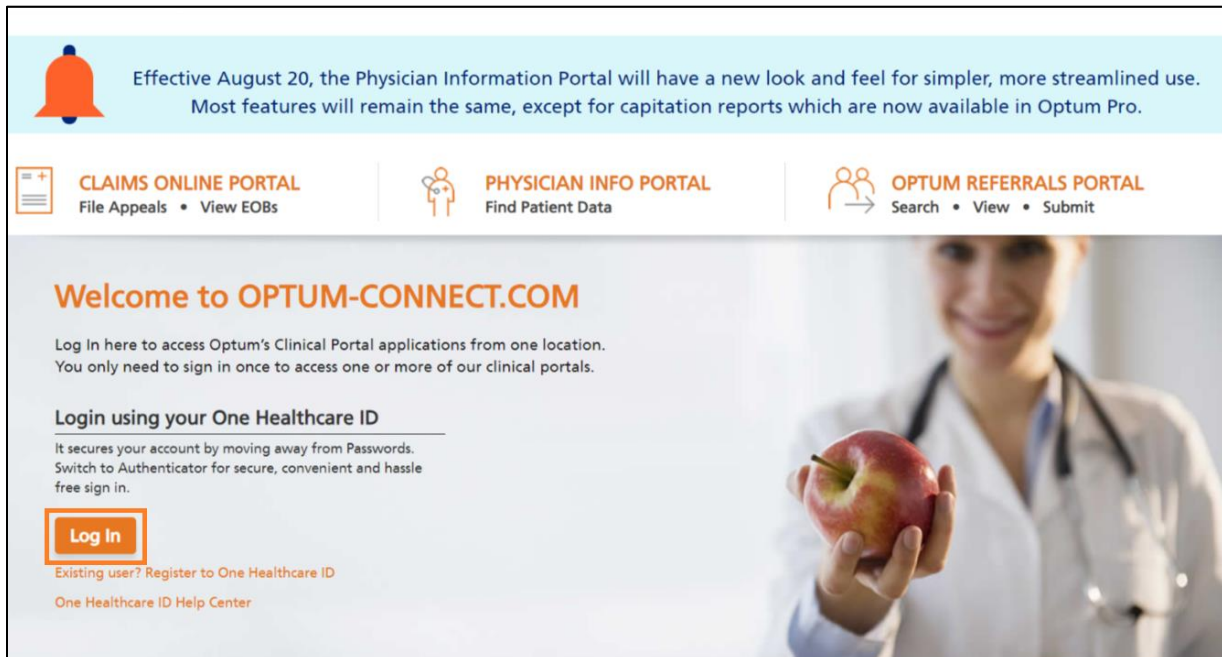
- You will be redirected to the “One Healthcare ID (OHID)” Sign-In page where you can create your OHID by clicking the “**Create One Healthcare ID**” button as shown in the image below. Follow the instructions on the screen or refer the section “[Create One Healthcare ID \(OHID\)](#)” in this document for more detailed information on how to create one.



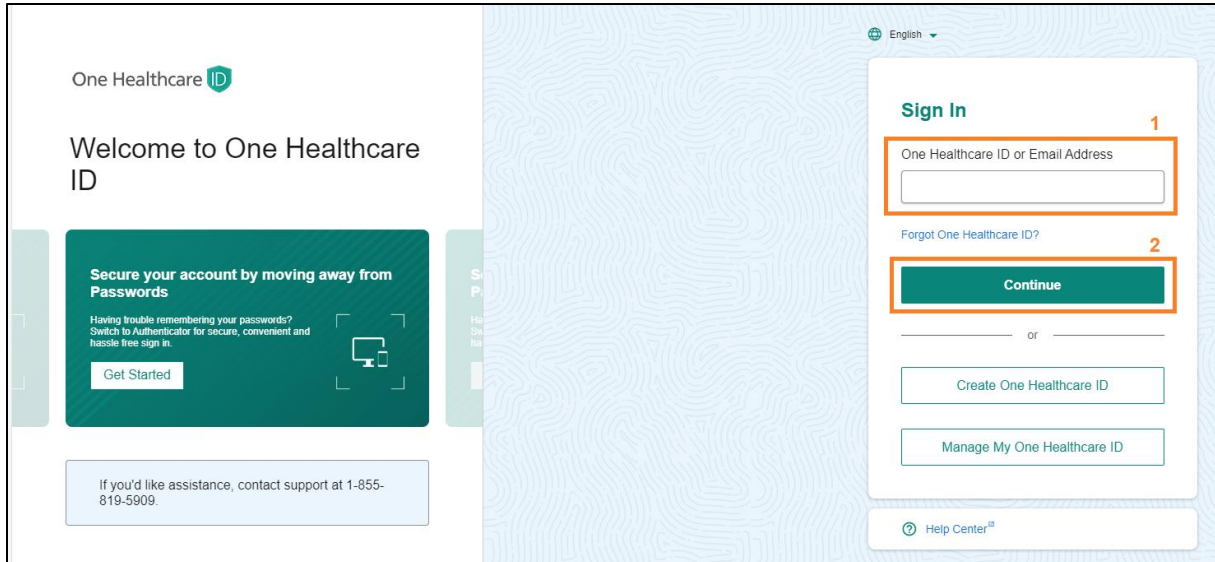
- Once you signed in to Optum Connect and created an OHID, you will be redirected to the Optum Connect Home Page (Common Landing Page).
- On the Optum Connect Home Page (Common Landing Page) a pop-up message “**Your existing user registration completed successfully. Now you can use “Log In” button for sign in with One Healthcare ID**” appears. Click on “**OK**” button of the pop-up message.



6. The system will automatically map your original Optum Connect username with your OHID for future use.
7. From the Optum Connect Common Landing Page, click on the “**Log In**” button as shown in the image below.

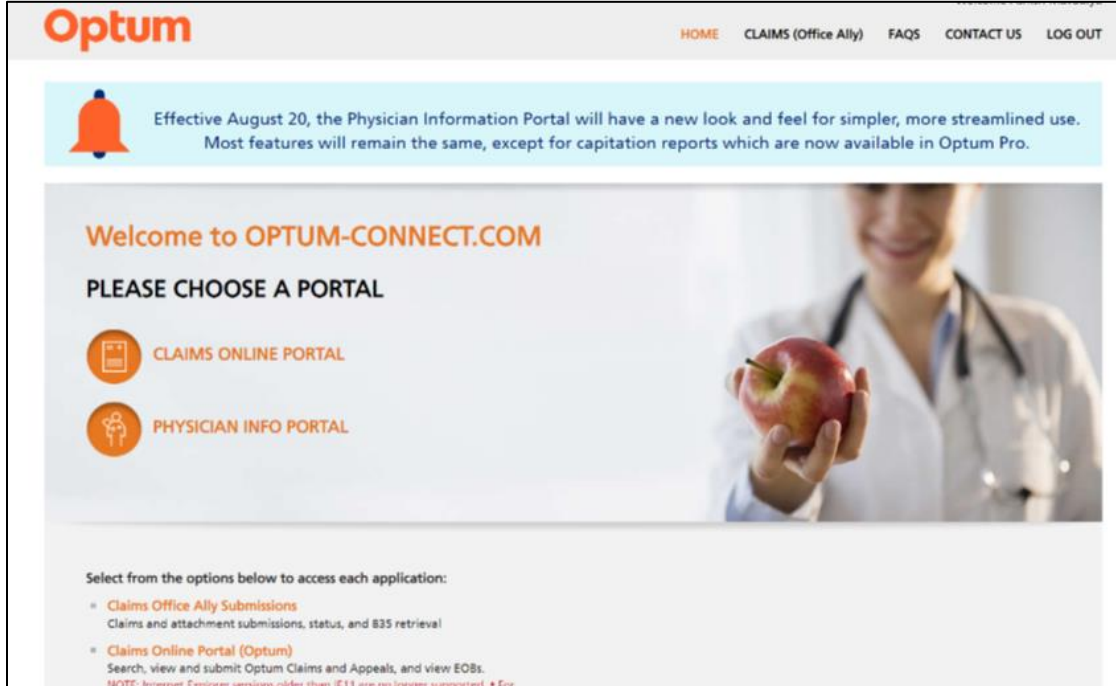


8. Now it will redirect you to the “One Healthcare ID (OHID)” Sign-In page. Sign-in by entering your OHID in the “**One Healthcare ID or Email Address**” field as shown in the image below.



9. 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.



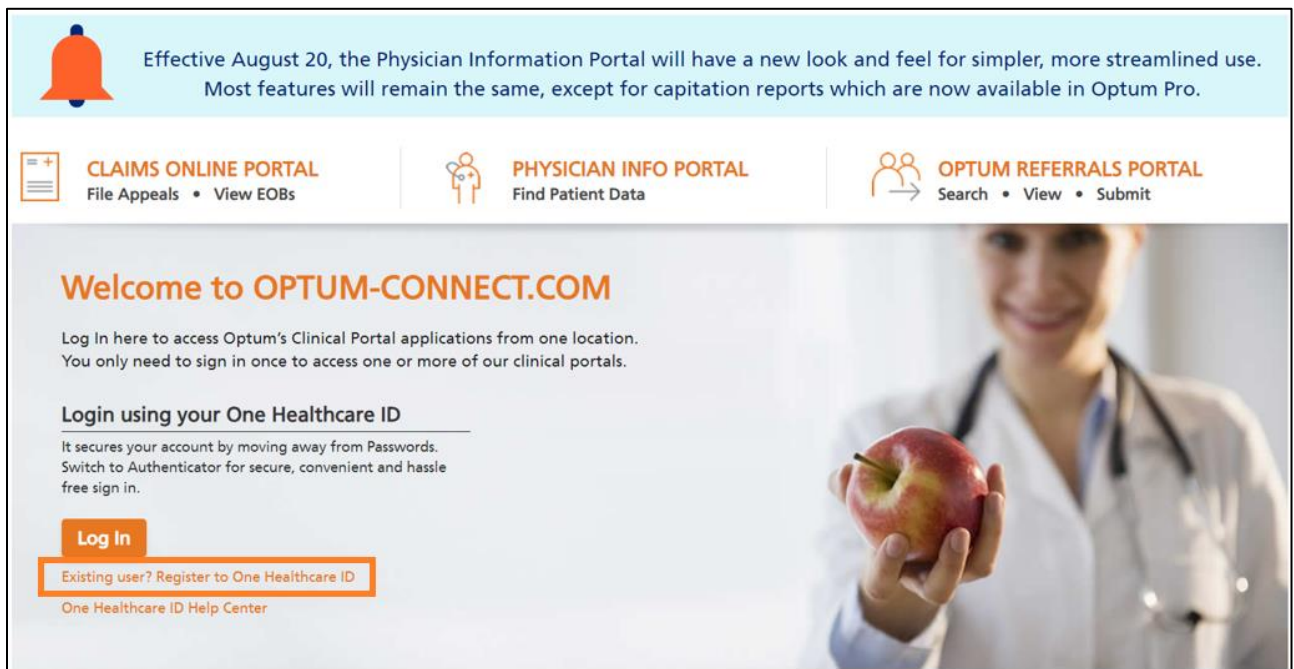
2.2 Existing user of Optum Connect who does have an OHID

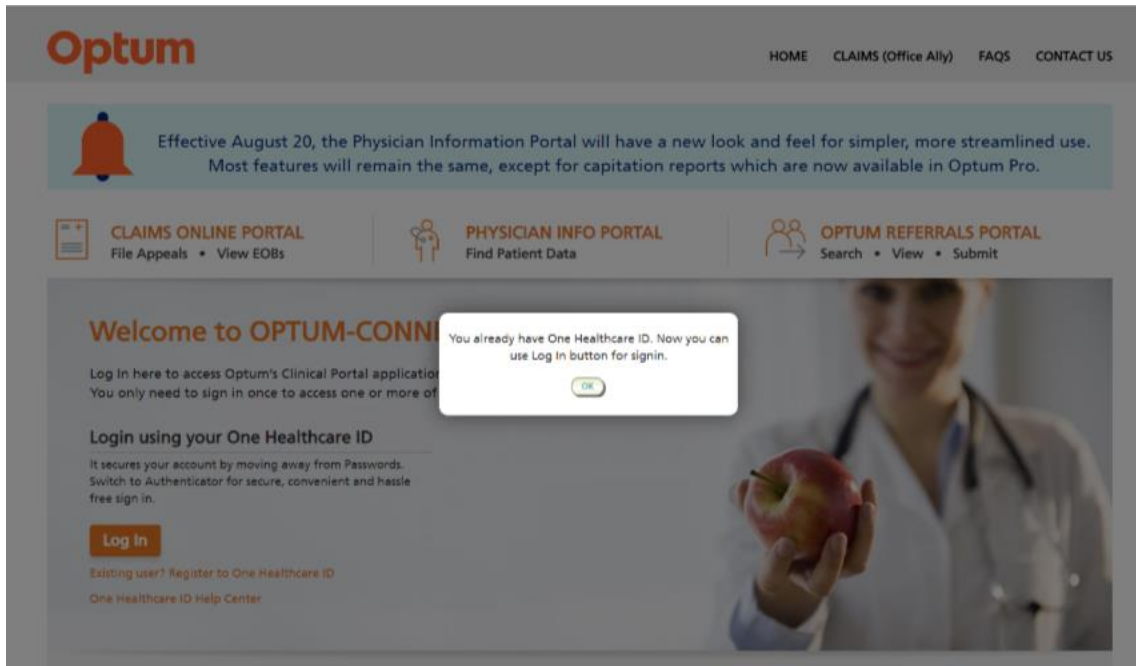
If you are an existing user of Optum Connect and already have an OHID, follow the step-by-step instructions below to integrate your OHID credentials with Optum Connect.

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

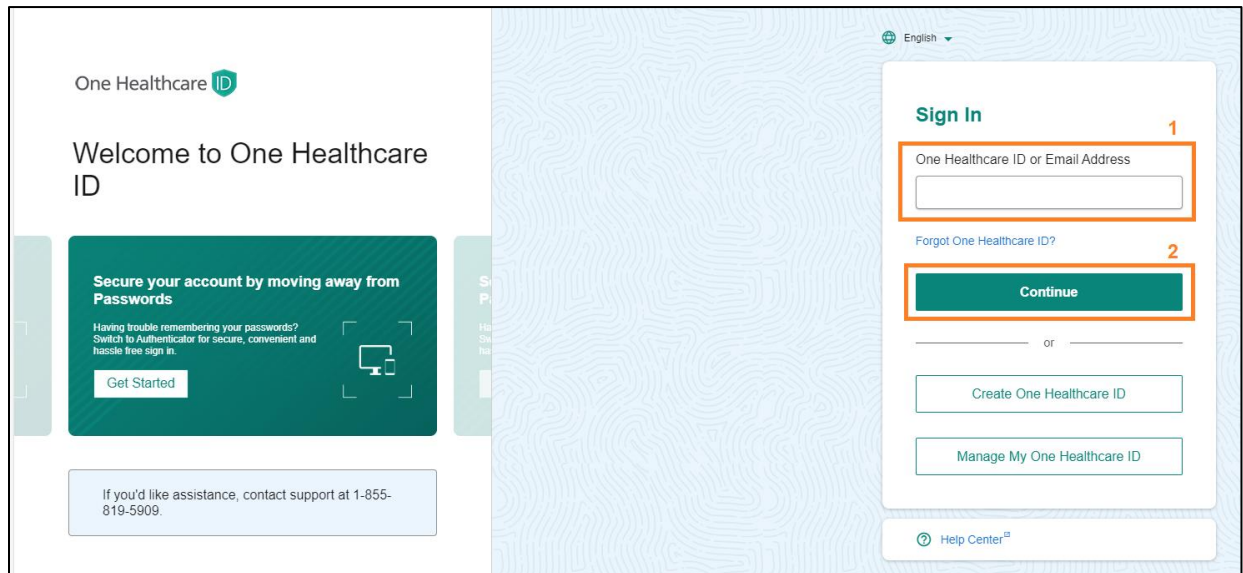


Note: If the user already has an Optum Connect account and an OHID and they unintentionally click on the “Existing user? Register to One Healthcare ID” link in the Common Landing Page, as shown in the image below, a pop-up message stating “You already have One Healthcare ID. Now you can use Log In button for sign in” appears. The user must go back and click on Log In button to sign-in with OHID.






- Once you click on the **“Log In”** button, 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.



- 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 August 20, the Physician Information Portal will have a new look and feel for simpler, more streamlined use. Most features will remain the same, except for capitation reports which are now available in Optum Pro.


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**
Claims and attachment submissions, status, and B35 retrieval
- **Claims Online Portal (Optum)**
Search, view and submit Optum Claims and Appeals, and view EOBs.
NOTE: Internet Explorer versions older than IE11 are no longer supported. * For



2.3 New user to Optum Connect

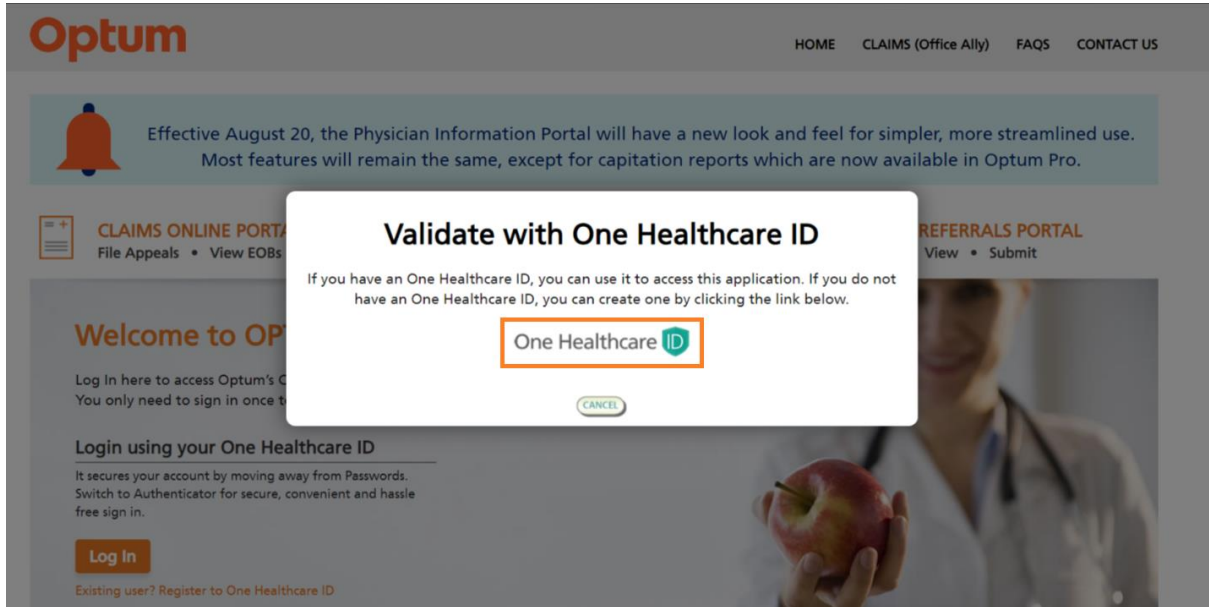
If you are a new user of the Optum Connect portal and you are signing-up for the first time, follow the step-by-step instructions below to sign-up for the Optum Connect portal and your OHID (One Healthcare ID).

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.

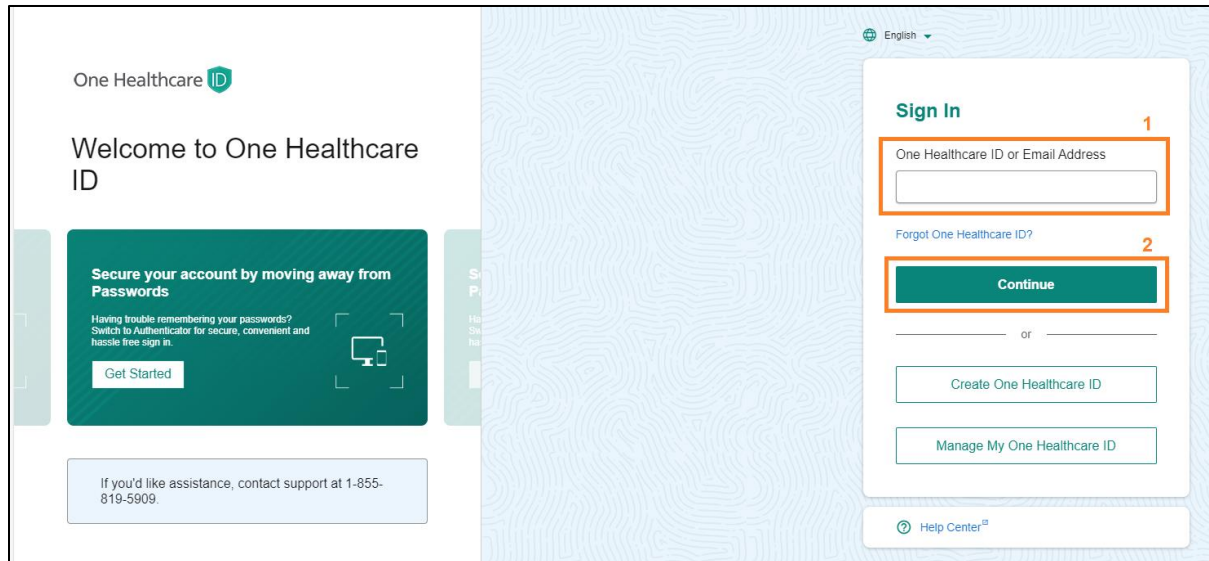
1. From the Optum Connect Home Page (Common Landing Page), click on the “**Sign Me Up**” button as shown in the image below.



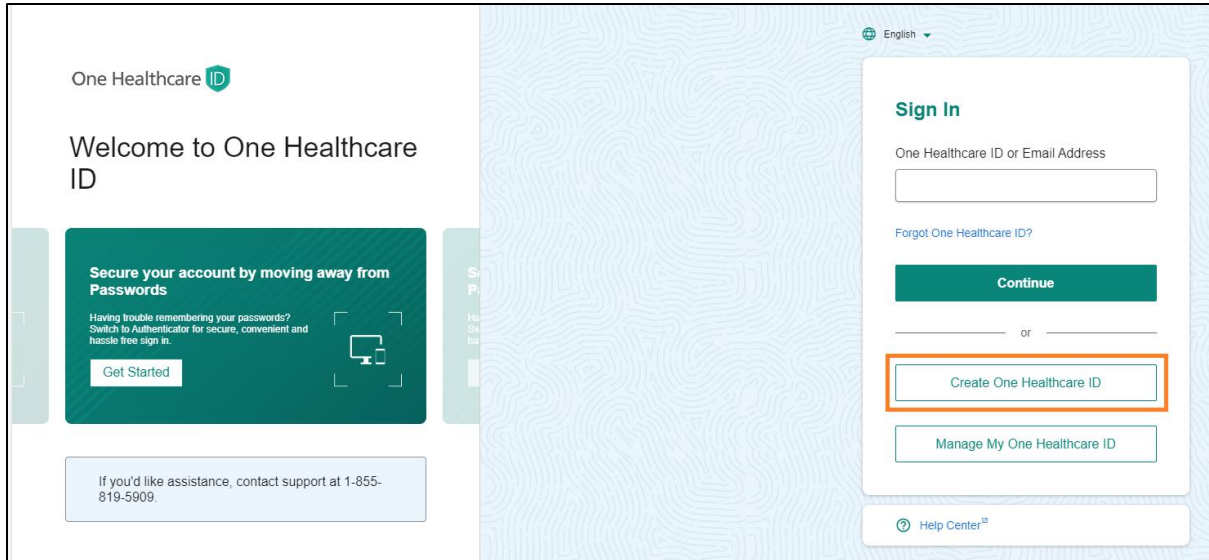
2. The “**Validate with One Healthcare ID**” pop-up message appears. If you already have One Healthcare ID, you can use it to access the portal/application. If you do not have One Healthcare ID, you must create one. In either case, click on the “**One Healthcare ID**” link in the pop-up message as shown in the image below.



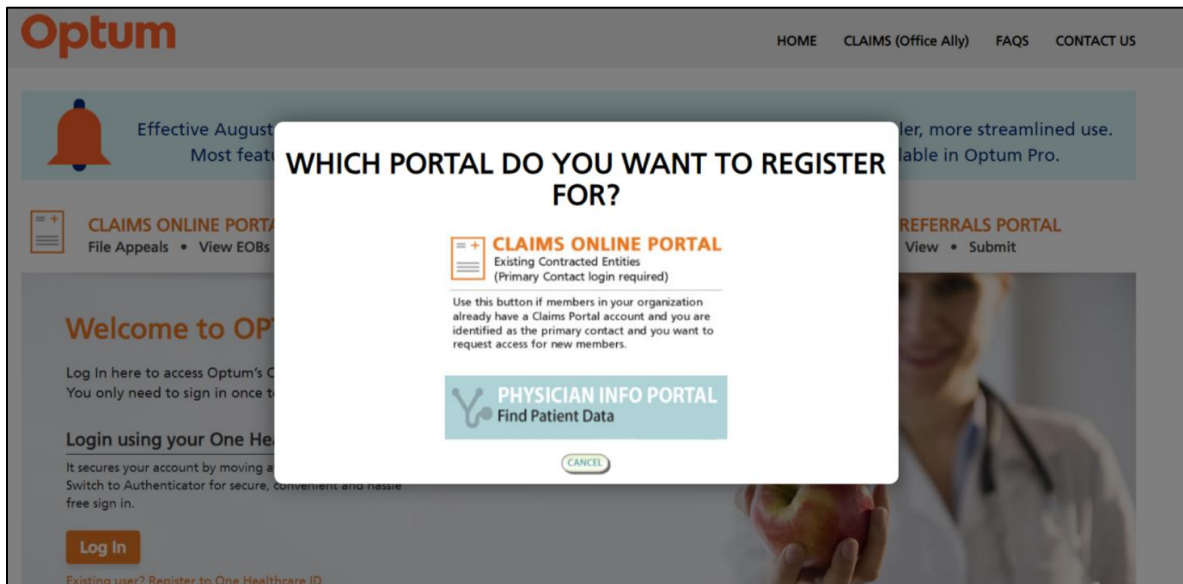
- 3. You will be redirected to the “One Healthcare ID (OHID)” Sign-In page. If you already have an OHID, you can sign-in by entering your OHID in the “**One Healthcare ID or Email Address**” field as shown in the image below.



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.



- 4. 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.



- 5. 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.



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/SGV/PA

R2:Los Angeles

R3:South Bay

R4:Long Beach

R5:SFV/Santa Clarita

R6:Talbert/ARTA

R7:Riverside

San Jose

Magan

Optum Care Network-AppleCare

Select Request Type: (select 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	Cap Report	Adds/Terms (AC only)
<input type="text"/>	<input type="text"/>	<input type="text"/>	Sign After Printing	<input type="text"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="text"/>	<input type="text"/>	<input type="text"/>	Sign After Printing	<input type="text"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="text"/>	<input type="text"/>	<input type="text"/>	Sign After Printing	<input type="text"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No
<input type="text"/>	<input type="text"/>	<input type="text"/>	Sign After Printing	<input type="text"/>	<input type="radio"/> Yes <input checked="" type="radio"/> No	<input type="radio"/> Yes <input checked="" type="radio"/> No

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.

CLAIMS ONLINE PORTAL

Existing Contracted Entities
(Primary Contact login required)

CLAIMS
ONLINE PORTAL

CLAIMS HOME | HELP & FAQs | CONTACT

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

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

Contact Name *

Practice / Group Name *

Address *

Suite

Telephone Number *

Fax Number

Request Type * *required

Contact Phone *

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

City * **State ***

Zip *

Front Office Email Address *

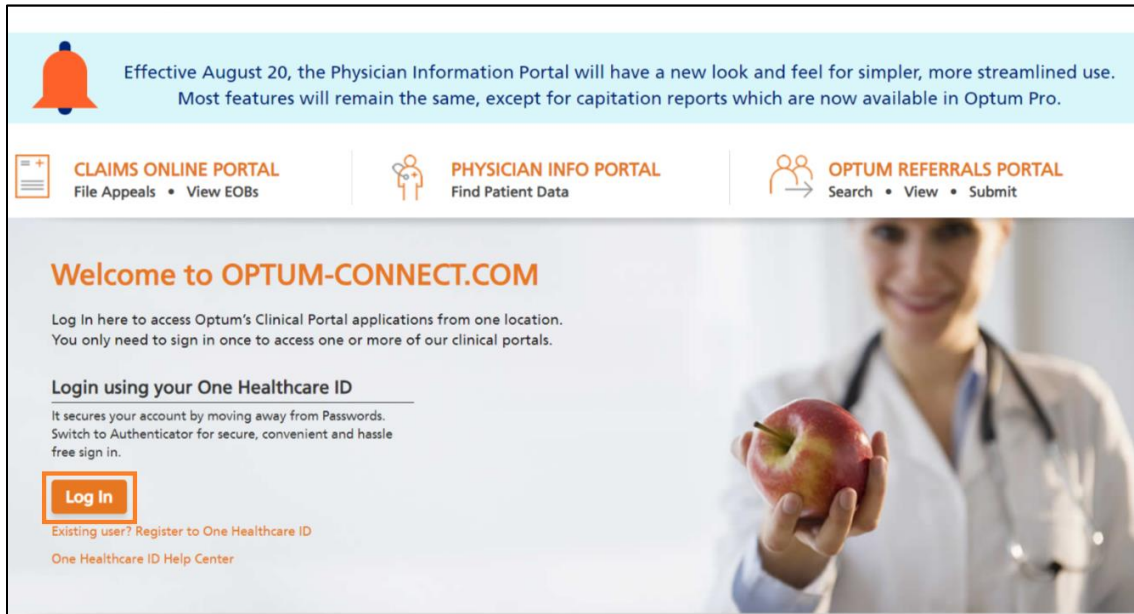
The ***Authorizing Officer*** MUST be someone of a management position such

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

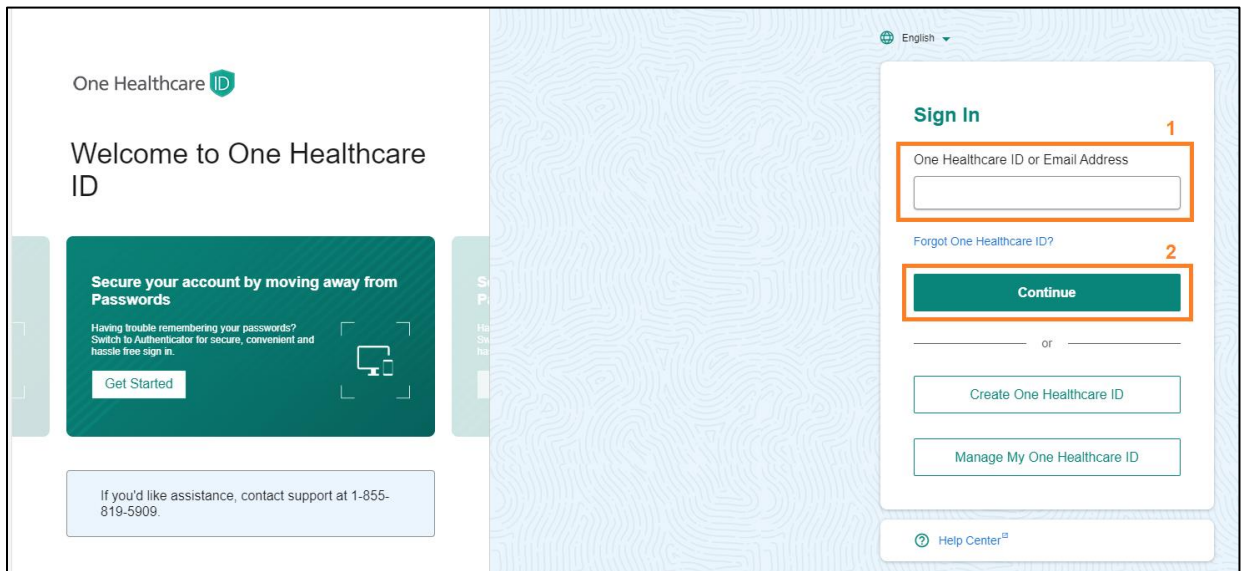
the submitted form, sign and fax the Access Form to Service Desk at (310) 808-9217 to complete the enrollment.

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.

- 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.

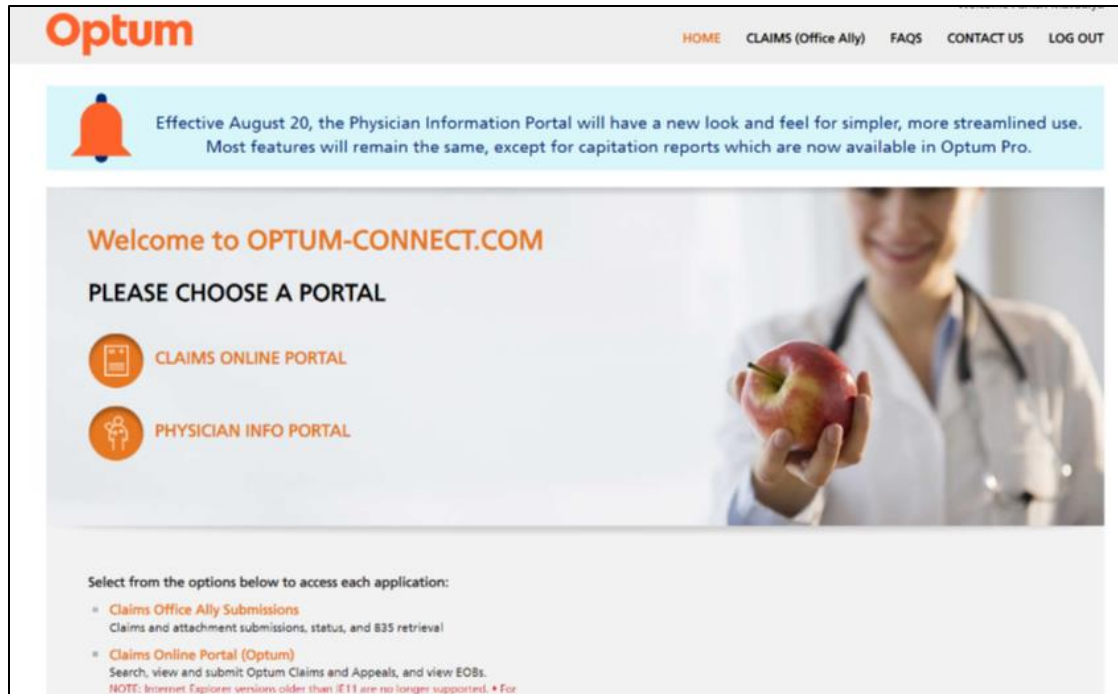


- 9. Once you click on the **“Log In”** button, it will redirect you to the **“One Healthcare ID (OHID)”** Sign-In page. Sign-in by entering your OHID in the **“One Healthcare ID or Email Address”** field as shown in the image below.



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.

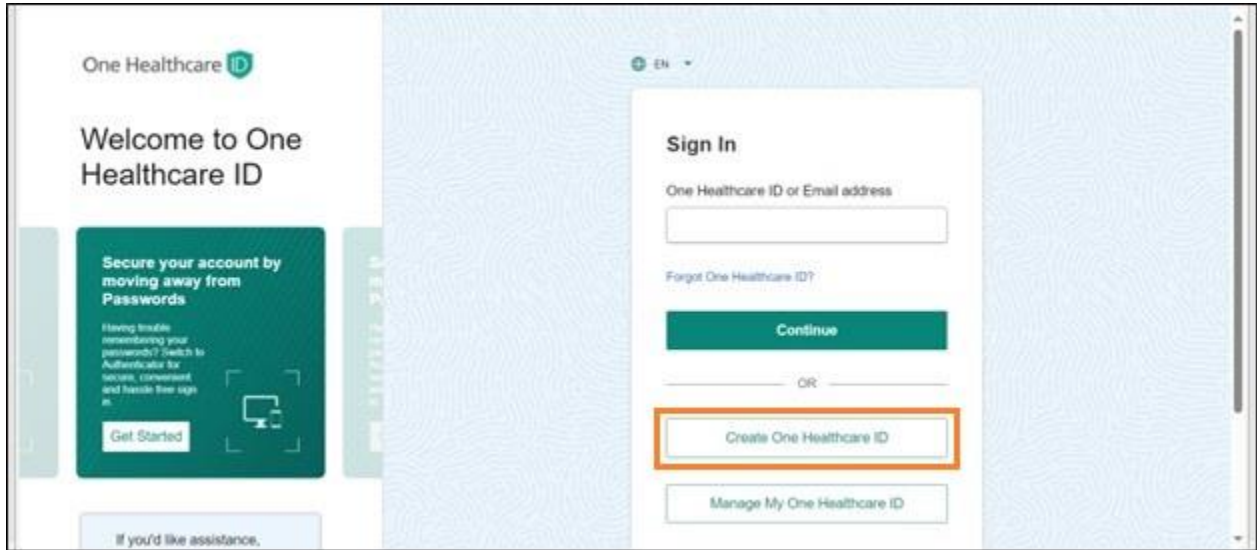
If you have access to both of the applications COP & PIP, then you will be redirected to a page where you can see the links for both the applications as shown in the image below and you can click on any of the link that you desired to access.



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.

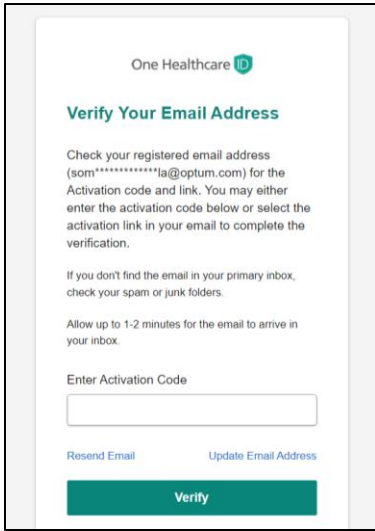
Phone Number

+1

555-555-5555

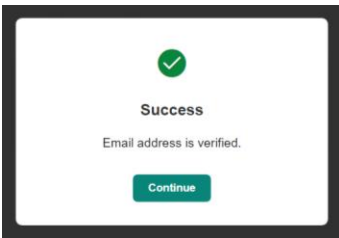
- United States (+1)
- Albania (+355)
- Algeria (+213)

- 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.

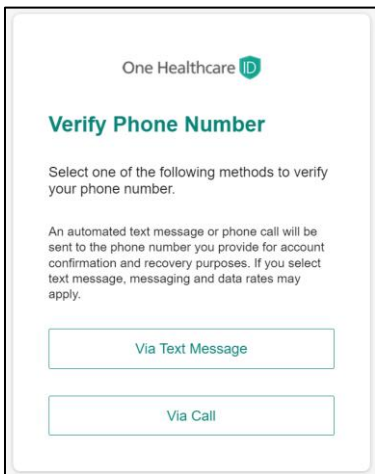


Note: Allow up to 1-2 minutes for the email to arrive in your inbox. If you do not find the email in your primary inbox, check your spam or junk folders.

- 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.



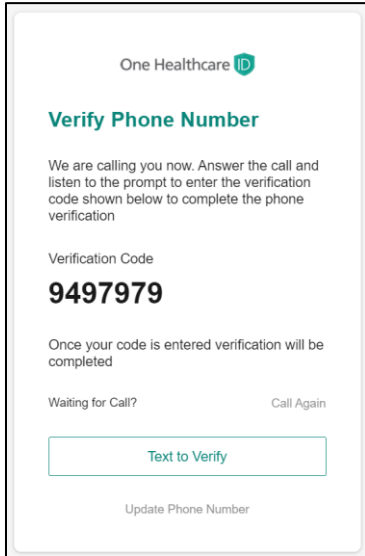
- 7. If you have chosen to verify via text message, enter the verification code that you have received via text message in the below screen and click the **“Verify”** button.

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.

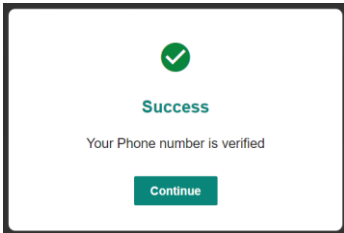
Once you click on the “**Update Phone Number**” button, the below screen appears. Enter your preferred phone number which will be used for communication and click the “**Update**” button.

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

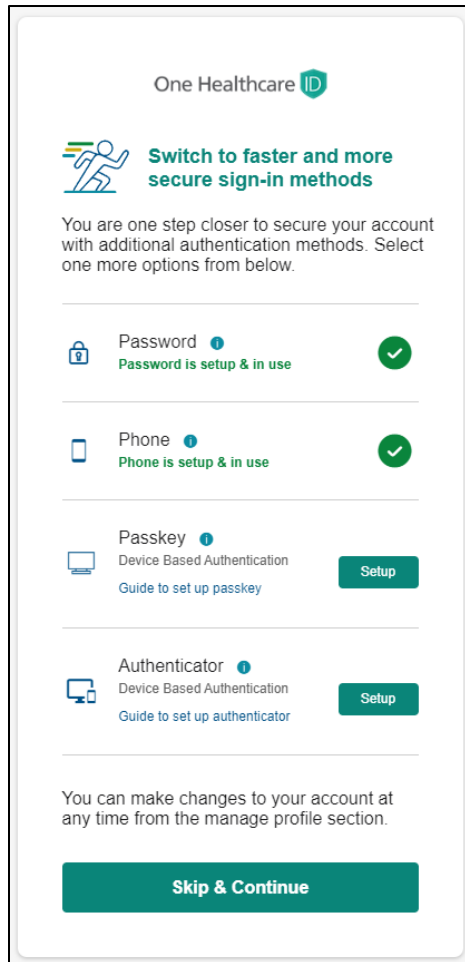
- 8. If you have chosen to verify via call, the below screen appears with a verification code. Enter this verification code on your phone's screen when you receive the automated call and prompts you to enter the verification code.



- 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.



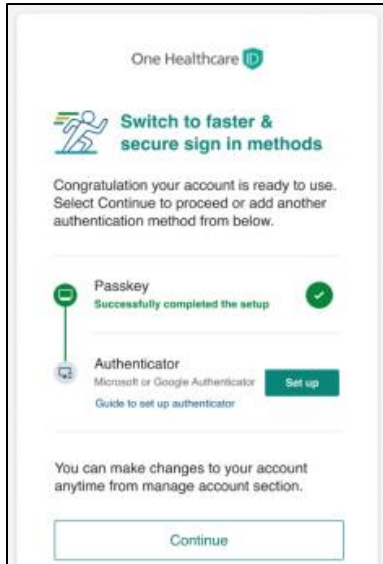
- 10. Next, "Switch to faster and more secure sign-in methods" screen appears as shown in the image below. You can set up a Passkey or an Authenticator or both to keep your account secure.



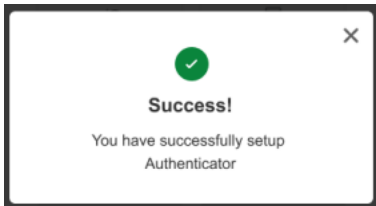
- To set up a Passkey, click on the “**Setup**” button located next to “Passkey” in the above screen and follow the self-explanatory steps to complete the set up. For detailed information on how to set up a Passkey, click on the “[Guide to set up passkey](#)” hyperlink in the above screen.
- To set up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

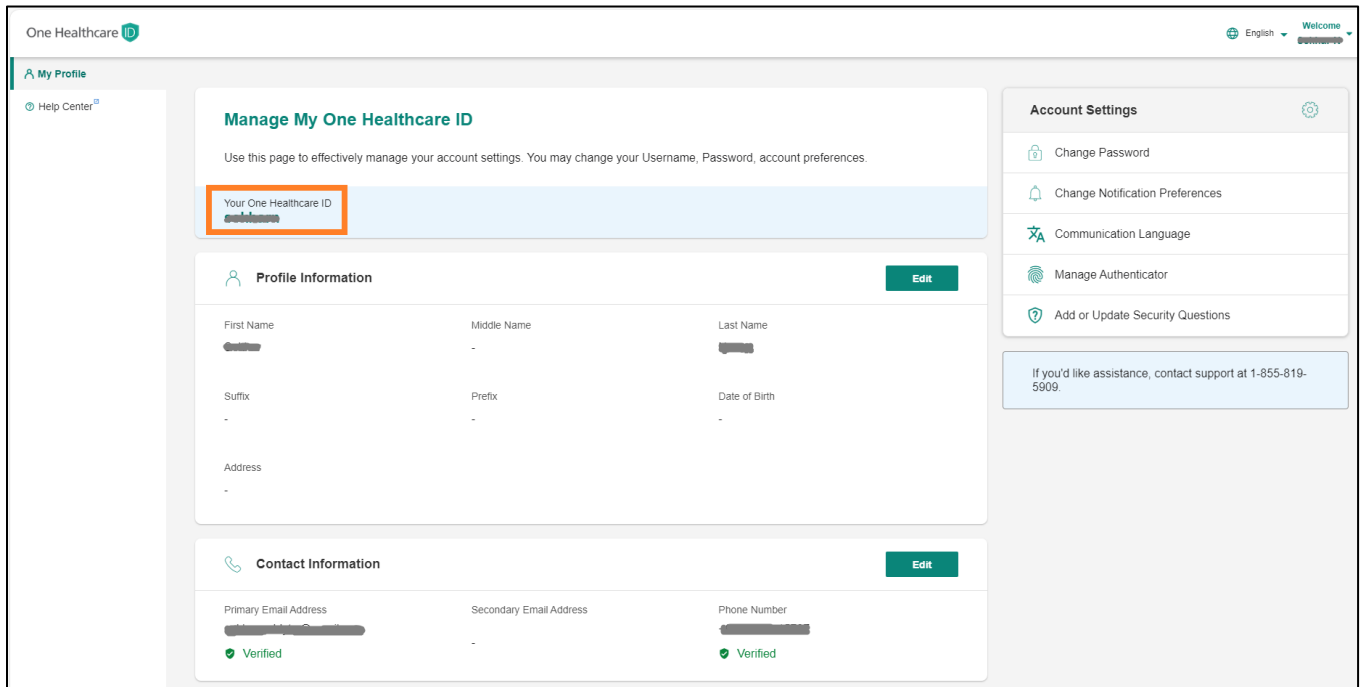
If you want to skip the set-up of authenticator (Microsoft or Google authenticator), you can click the “**Continue**” button.



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.