



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 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.

The screenshot displays the Optum Connect Home Page. At the top, a light blue banner contains a bell icon and text: "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:". Below this are two links: "Mapping of Optum Connect Username with OHID and Login to Optum Connect Portal" and "New user to Optum Connect".

Below the banner are three navigation links: "CLAIMS ONLINE PORTAL" (File Appeals • View EOBs), "PHYSICIAN INFO PORTAL" (Find Patient Data), and "OPTUM REFERRALS PORTAL" (Search • View • Submit).

The main content area features a "Welcome to OPTUM-CONNECT.COM" heading. Below it, text reads: "Log In here to access Optum's Clinical Portal applications from one location. You only need to sign in once to access one or more of our clinical portals." There are two login options: "Login using your One Healthcare ID" (with a "Log In (With OHID)" button) and "Existing User - Register to One Healthcare ID".

At the bottom, there is a "Need Access? Sign Up Here" section with a "Sign Me Up" button highlighted by a red box. To the right, a list of applications is provided: "Claims Office Ally Submissions" (Claims and attachment submissions, status, and 835 retrieval) and "Claims Online Portal (Optum)" (Search, view and submit Optum Claims and Appeals, and view EOBs).

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.

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](#)

CLAIMS ONLINE PORTAL
File Appeals • View EOBs

PHYSICIAN INFO PORTAL
Find Patient Data

OPTUM REFERRALS PORTAL
Search • View • Submit

Welcome to OP

Log In here to access Optum's Clinical P
You only need to sign in once to access o

Log In using your One He

It secures your account by moving away from
Authenticator for secure, convenient and hassle

Log In (With OHID)

Already have an Optum Connect account mapped to OHID? Login here.

Existing User - Register to One Healthcare ID
Already have an Optum connect account but not mapped to OHID? Use above link.

Validate with One Healthcare ID

To complete the **Optum Connect Enrollment Application**, click on the **One HealthCare ID** below. You will need to Sign In with your One Healthcare ID or Create a new One Healthcare ID to proceed with the registration.

One Healthcare ID

OK

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

Get Started

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

Continue

or

Create One Healthcare ID

Manage My One Healthcare ID

[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 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.

- 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

<input type="checkbox"/> R1: Pasadena SGV/PA	<input type="checkbox"/> R2: Los Angeles
<input type="checkbox"/> R3: South Bay	<input type="checkbox"/> R4: Long Beach
<input type="checkbox"/> R5: SFV/Santa Clarita	<input type="checkbox"/> R6: Talbert ARTA
<input type="checkbox"/> R7: Riverside	<input type="checkbox"/> San Jose
<input type="checkbox"/> Magan	<input type="checkbox"/> 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	Add/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 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 HOME | HELP & FAQs | CONTACT US

CLAIMS ONLINE PORTAL

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.

*required

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 *** **Allow Submit Claims Online? ***
 Yes No

Title * **Login User ID ***

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 (With OHID)”** button as shown in the image below.

The screenshot displays the Optum Connect Home Page. At the top, a light blue banner contains a red bell icon and the text: "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:". Below this are two links: "Mapping of Optum Connect Username with OHID and Login to Optum Connect Portal" and "New user to Optum Connect".

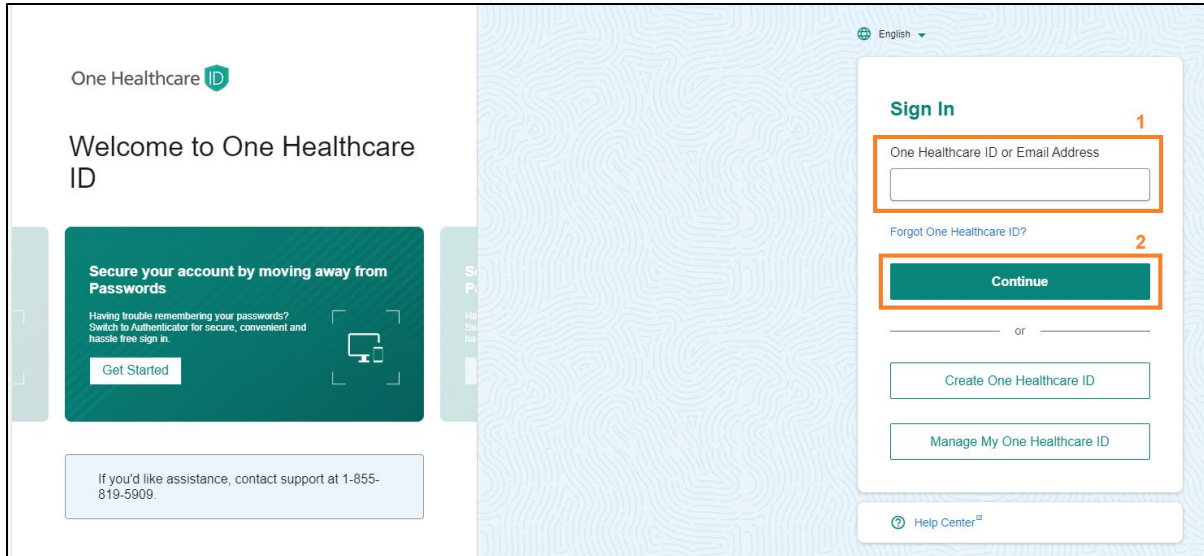
Below the banner are three navigation cards:

- CLAIMS ONLINE PORTAL**: File Appeals • View EOBs
- PHYSICIAN INFO PORTAL**: Find Patient Data
- OPTUM REFERRALS PORTAL**: Search • View • Submit

The main content area features a large background image of a smiling female doctor holding a red apple. The text reads:

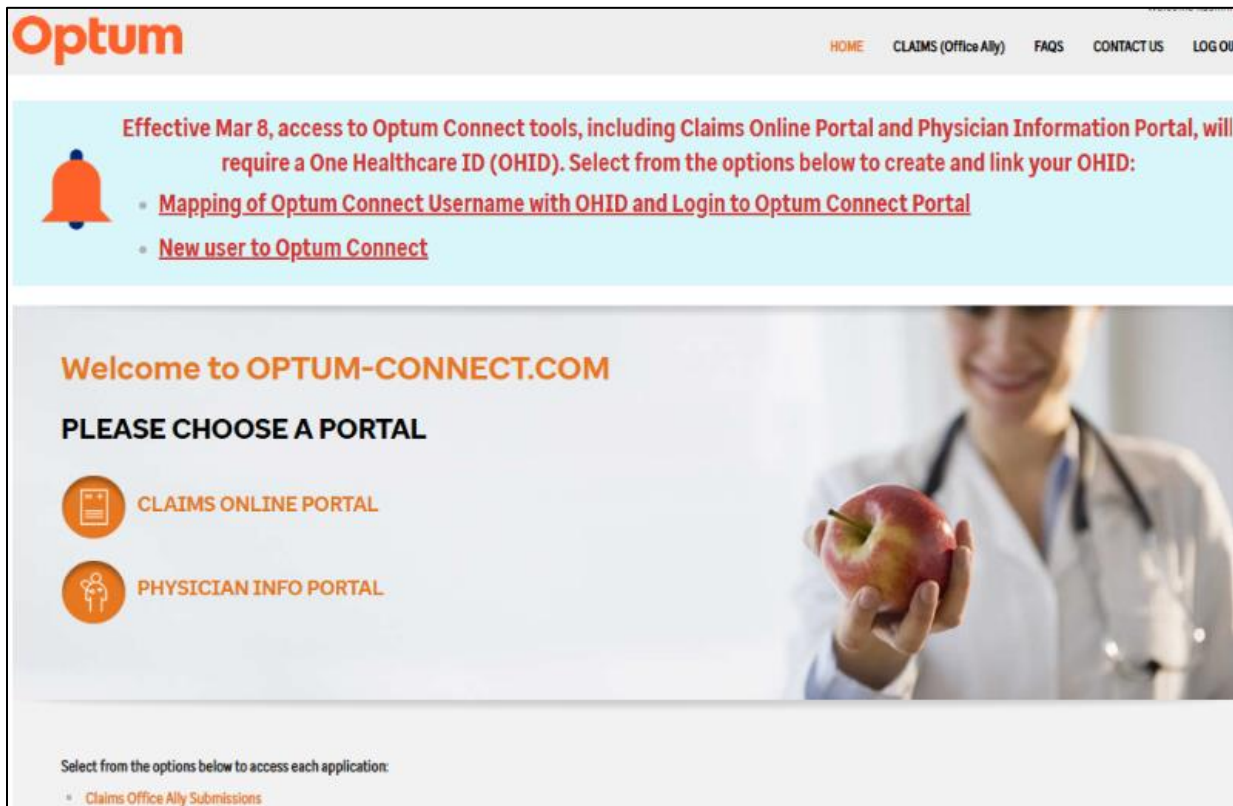
- Welcome to OPTUM-CONNECT.COM**
- Log In here to access Optum's Clinical Portal applications from one location. You only need to sign in once to access one or more of our clinical portals.
- Login using your One Healthcare ID**
- It secures your account by moving away from Passwords. Switch to Authenticator for secure, convenient and hassle free sign in.
- A prominent orange button labeled **Log In (With OHID)** is highlighted with a red box.
- Below the button is a link: "Already have an Optum connect account mapped to OHID? Login here."
- At the bottom, there is a link: "Existing User - Register to One Healthcare ID" with the subtext "Already have an Optum connect account but not mapped to OHID? Use above link."

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.

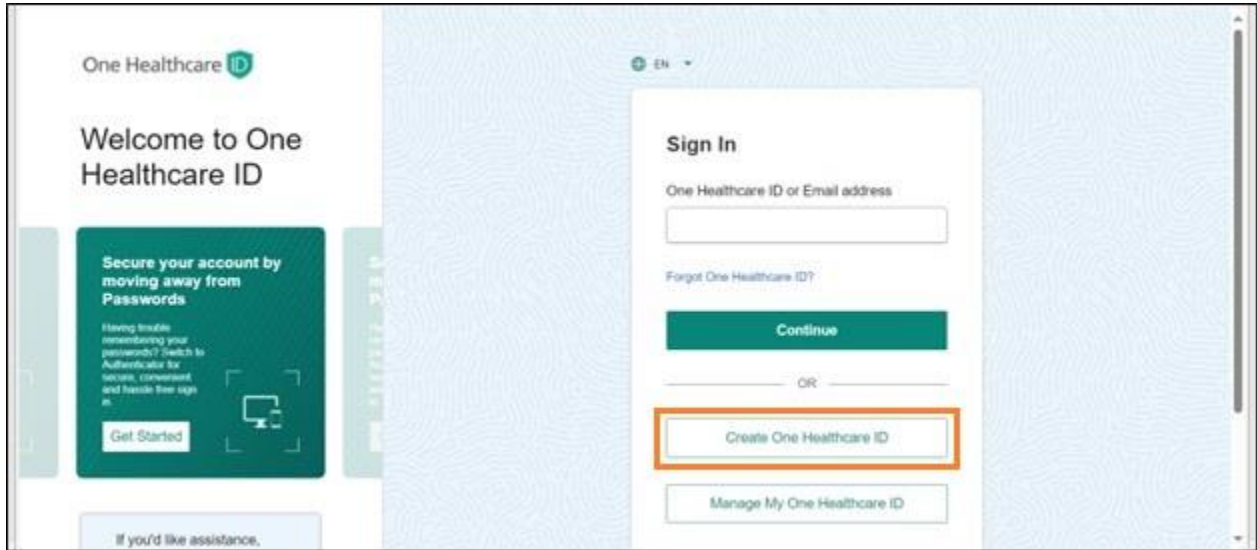
If you have access to both of the applications COP & PIP, then you will be redirected to a page where you can see the links for both the applications as shown in the image below and you can click on any of the link that you desired to access.



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.



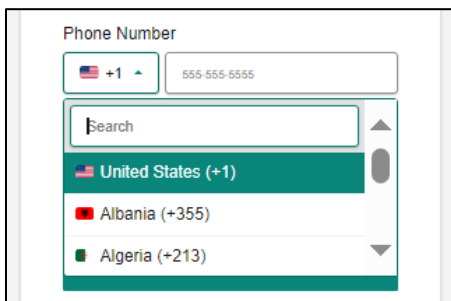
3. Fill out all the data fields in the below screen as described below and click on the “**Continue**” button. Complete all required fields.

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.

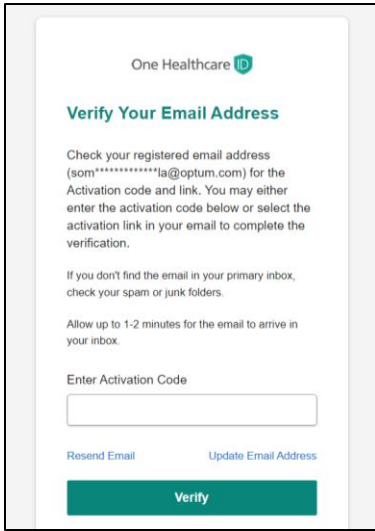
- Between 6 and 50 characters
- At least one letter
- No spaces
- No letters with accents
- None of these Symbols: %+"&[]^'{}<>#/,;()
():*~

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



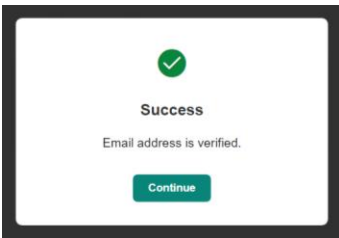
- After completing all the fields, please read the **Terms of Use** and **Website Privacy Policy** by clicking on their respective links. You must agree to the “Terms of Use” and “Website Privacy Policy” to use the One Healthcare ID service.

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.

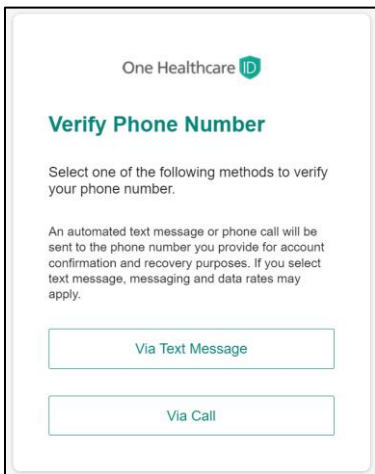


Note: Allow up to 1-2 minutes for the email to arrive in your inbox. If you do not find the email in your primary inbox, check your spam or junk folders.

- 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.

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

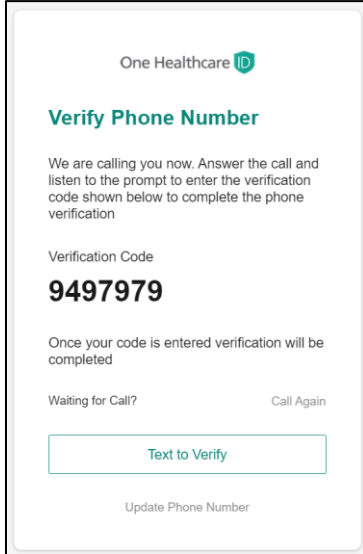
Phone Number

+1

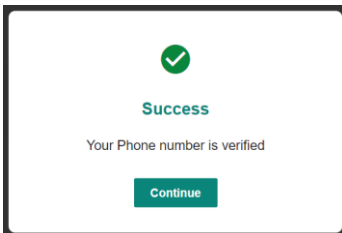
[Update](#)

[Back](#)

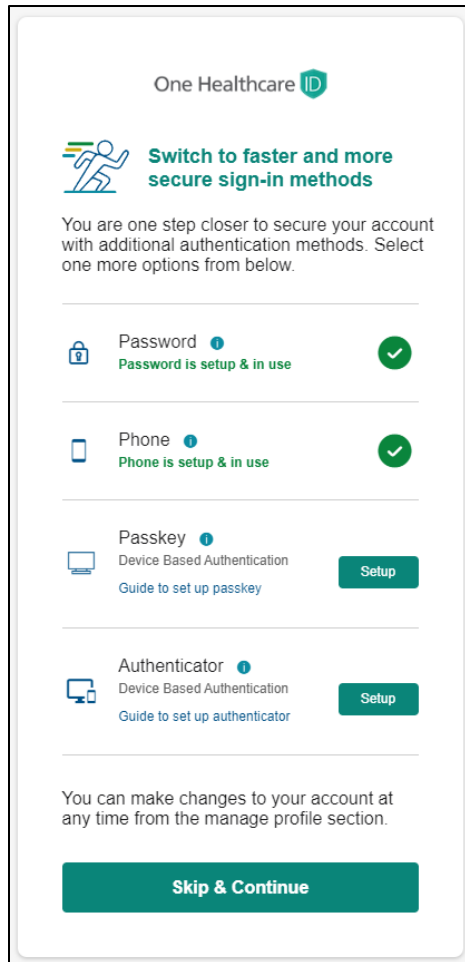
8. If you have chosen to verify via call, the below screen appears with a verification code. Enter this verification code on your phone's screen when you receive the automated call and prompts you to enter the verification code.



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.



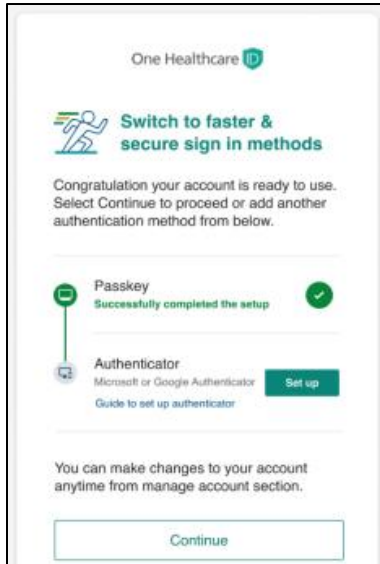
10. Next, **“Switch to faster and more secure sign-in methods”** screen appears as shown in the image below. You can set up a Passkey or an Authenticator or both to keep your account secure.



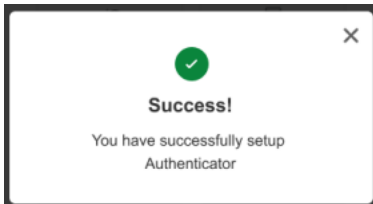
- To set up a Passkey, click on the “**Setup**” button located next to “Passkey” in the above screen and follow the self-explanatory steps to complete the set up. For detailed information on how to set up a Passkey, click on the “[Guide to set up passkey](#)” hyperlink in the above screen.
- To set up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

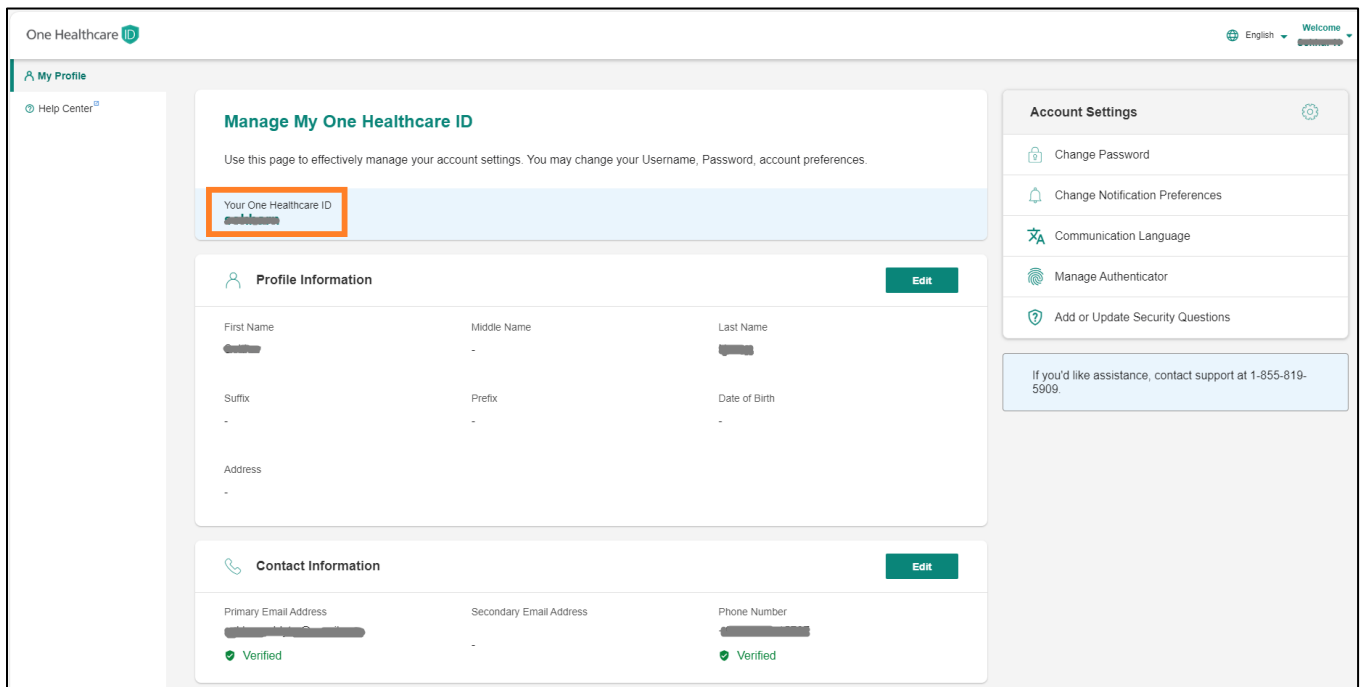
If you want to skip the set-up of authenticator (Microsoft or Google authenticator), you can click the “**Continue**” button.



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.