ONE HEALTHCARE ID &
OPTUM PAYMENT INTEGRITY PORTAL
JOB AID

One Healthcare ID:

Log in to the Optum payment integrity portal requires a One Healthcare ID (OHID). Users that do not have an OHID will need to create one. Please select "Create OneHealthcare ID" and complete the information form by entering the following:

a. First Name
b. Last Name
c. Email Address
d. Create One Healthcare ID (create unique username)
e. Password
f. Confirm Password
g. Select and Answer 3 security questions (security measure)

After completing all required fields, select "Continue" and a verification notification will be sent to your email inbox requesting verification of your OHID. There are two options to complete this step:

a. Select "Verify my One Healthcare ID" from the email OR
b. Copy the unique 10-digit code and paste it onto the verification page (pop up box post registration)

Once OHID registration is complete, users can use their username OR email address and password to login to the Optum PI Portal to submit medical records via the Generic Upload Page (Record Upload Service).

Using the New Payment Integrity Portal:

1. Using a web browser, go to the following URL:
    https://paymentintegrityportal.optum.com/upload
2. Log in utilizing One Healthcare ID
3. From the homepage, locate "Record Upload" from the left-hand menu options
4. Enter the required information from the medical records request letter and attach medical records
    a. Authorization Code: [Varies by client]
    b. Barcode: Enter the code between the asterisks underneath the barcode on the "Member Medical Record Barcode Coversheet" enclosed
    c. First Date of Service: Reference "Member Medical Record Barcode Coversheet" enclosed

5. Upload the requested records by using the "Browse to attach files" link each time.
   NOTE: Supported formats include TIFF, TIF, PDF, JPG, JPEG, ZIP. Only unsecured pdf files may be uploaded. Do not secure/password-project PDF documents.
6. Users may also follow Self Registration prompts to create an account for additional portal functionality.

Hard copy (i.e., paper copy) can still be submitted using one of the following addresses:

Mail (US Postal Service):
Optum
P.O. Box 52937
Philadelphia, PA 19115

Delivery Services (FedEx, UPS):
Optum
458 Pike Road
Huntingdon Valley, PA 19006

CD/DVD
If submitting files on a CD/DVD, please use the following additional instructions:

a. Each claim must be in an individual file with the first page being the bar-coded cover sheet provided, followed by the collection of records for that claim.
b. Each individual file name must be the claim reference number shown on the enclosed list of claims.
c. File type for the individual file must be PDF, JPG or GIF.
d. All individual files should be combined into a single ZIP file on the CD/DVD with a file name in the following format: 7777-01_456_123400005_05-AUG-22
e. The CD/DVD contents must be password protected (WinZip 256bit encryption) ZIP file(s) with the following password (first four characters are uppercase KPWA as in Kaiser Permanente Washington and the remaining characters are the provider number): 1-866-XXXX7777-01. Please do not password protect each individual file within the ZIP file. Only password protect the single ZIP file.

   IMPORTANT NOTE: If the contents of a received CD/DVD are inaccessible, review will not commence until contents are accessible.