

OPTUM WEBSITE REGISTRATION

WELCOME TO THE NEW OPTUM SAN DIEGO WEBSITE

The registration is a two-step process:

- 1. Optum ID registration form**
- 2. Optum San Diego website registration form**

- ❖ If you are a new user to Optum ID, please complete Part One: Optum ID Registration Form (Pg. 2).**
- ❖ If you already have an Optum ID, please go to Part Two: Optum San Diego Website Registration Form (Pg. 4)**
- ❖ If you already completed steps above (PART ONE and PART TWO), please proceed to (Part Three: Provider Portal (Pg. 5) to review your Provider Profile, complete the provider attestation and report your wait times**
- ❖ If you would like further assistance with the registration process, please contact the Optum San Diego Support Desk at 800-834-3792 or sdhelpdesk@optum.com**

PART ONE: OPTUM ID REGISTRATION FORM

Go to www.optumsandiego.com and select the “Register” link which is located on the top right of each webpage. The link will take you to the first page of the **Optum ID registration**.



Sign In Information

Your Optum ID must have:

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

Your Password must have:

- Between 8 and 100 characters
- At least 1 upper case letter
- At least 1 lowercase letter
- At least 1 number
- No spaces and no & symbol

Note: The Security Questions will be used for future password reset or username recovery.

Create an Optum ID

An Optum ID securely manages your account so that you can use one Optum ID and password to sign in to all integrated applications.

1 Already have an Optum ID? Sign in now

Profile Information

First name

Last name

Year of birth ?

Sign In Information

Your email address

Create Optum ID ?

Your Optum ID must have:

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

Create password ?

Your password must have:

- Between 8 and 100 characters
- At least 1 upper case letter
- At least 1 lowercase letter
- At least 1 number
- No spaces and no & symbol

Type password again ?

Security Questions and Answers

Security question 1

Security answer 1

Security question 2

Security answer 2

Security question 3

Security answer 3

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

Once you submit the Registration Form, the next step is verifying your email address.

1. Check your email inbox for your **verification email**.
 - If you haven't received the verification email in your inbox, check the spam folder.
 - If you haven't received an email after a few minutes, click on **Resend email** on the Email Verification page.
 - Still haven't received an email? Click on **Update email address** to check your email address or to use alternate email address.

2. Click on the **Activate my Optum ID** link located in the email. This link will take you to a webpage to verify your email.
3. Once you have verified your account, click on **Continue** to forward to the **Optum San Diego website Registration form**.

OR

4. If the email link fails, click on the **enter the 10-digit activation code** field on the Email Verification webpage.
5. Copy the **Activation Code** from the email and paste it into the 10-Digit Activation Code field. Click on **Next**. You will be forwarded to the **Optum San Diego website registration form**.

1 Next Step: Verify Your Email Address

1. Check your email inbox (cri*****on@optum.com) for a message from Optum ID (noreply_healthid@optum.com).
2. Click on the activation link in the email or [enter the 10-digit activation code](#).

Still waiting for your activation code? [Resend email](#) or [update email address](#)

If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at 1(800)834-3792 or sdhelpdesk@optum.com.

2

Activate my Optum ID

If you prefer, copy this 10-digit code 2201700170 and paste it into the box for the activation code on the Activate Your Optum ID page. If you did not request an activation link or code, or if you have questions about setting up an Optum ID, contact us at 1(800)834-3792 or sdhelpdesk@optum.com. Thank you. Optum ID

3 Email Address Verified

Your Optum ID is ready to use. Click on the Continue button below to finish.

Continue

If you'd like assistance, contact support at 1(800)834-3792 or sdhelpdesk@optum.com.

4 Next Step: Verify Your Email Address

1. Check your email inbox (cri*****on@optum.com) for a message from Optum ID (noreply_healthid@optum.com).
2. Click on the activation link in the email or [enter the 10-digit activation code](#).

Still waiting for your activation code? [Resend email](#) or [update email address](#)

If you don't see it, check your junk or spam folders. You may need to resend the message or add our address to your approved senders.

If you'd like assistance, contact support at 1(800)834-3792 or sdhelpdesk@optum.com.

5 Next Step: Verify Your Email Address

1. Check your email inbox (fab*****on@optum.com) for a message from Optum ID (noreply_healthid@optum.com).
2. Click on the activation link in the email or [enter the 10-digit activation code](#).

10-digit activation code

9900305479

Next Cancel

PART TWO: OPTUM SAN DIEGO WEBSITE REGISTRATION FORM

1. The Login link is on the top right of every page.

2. Sign in with your Optum ID

3. On the **Registration** page, check the **FFS Provider User** box and enter your **NPI Number**.

4. Continue on the Registration page and enter your **Provider Name**, check the **Access to Attestation** box if needed, and enter the **FFS Verification Code** previously provided in the “Optum San Diego Website Provider Registration” letter. Click on **Register** to complete the process.

5. This Registration information is forwarded to the Optum Support Desk to confirm you are authorized to have access to the secure site. Your request will be processed within one business day.

6. You will receive an **email** from the Optum San Diego Support Desk once your account has been activated.

- *For assistance with the Optum website registration process please contact the Optum San Diego Support Desk at 800-834-3792 or sdhelpdesk@optum.com*

1



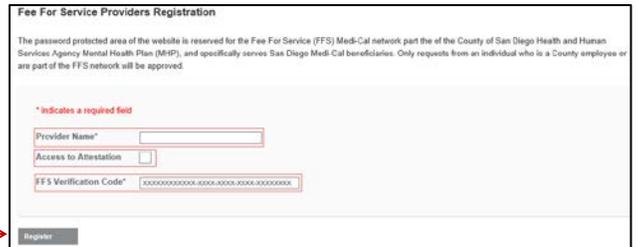
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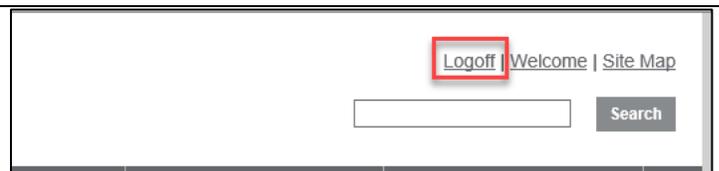
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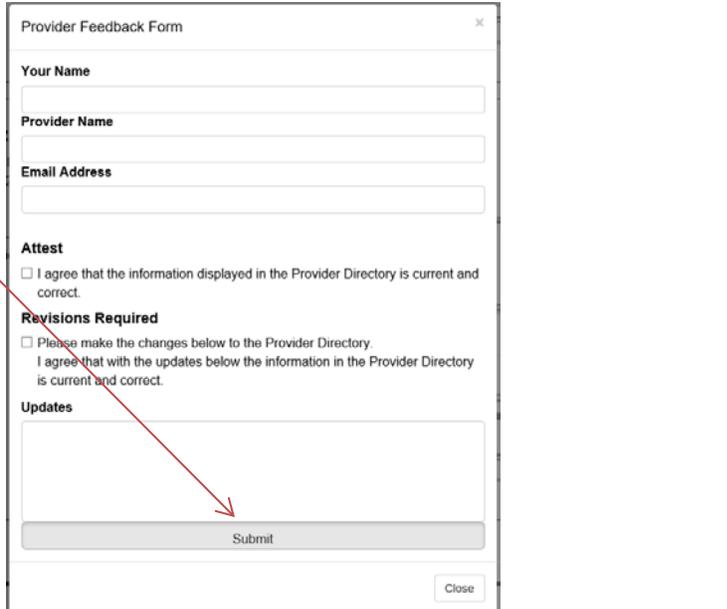
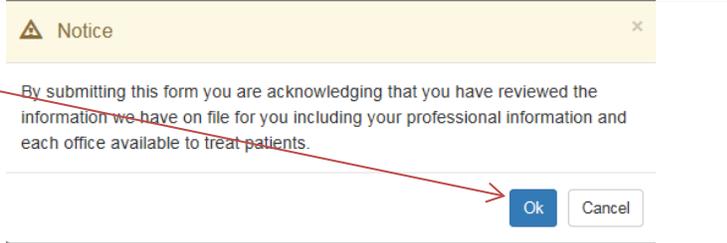
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On initial launch of the website please **Logoff** then **Login** to view Secure Documents.



PART THREE: PROVIDER PORTAL

<p>Go to www.Optumsandiego.com</p> <p>Click on Login at the top right of the page</p>	 <p>The screenshot shows the top navigation bar of the Optum San Diego website. The 'Login' link is highlighted with a red box. Other links include Register and Site Map. Below the navigation bar is a search bar and a menu with items: Home, County Staff & Providers, Access & Crisis Line, Consumers & Families, Community Resources, and About Us.</p>
<p>Please sign in using your Optum ID and Password</p>	 <p>The screenshot shows the 'Sign In With Your Optum ID' form. It includes input fields for 'Optum ID or email address' and 'Password', a 'Sign In' button, and links for 'Forgot Optum ID' and 'Forgot Password'.</p>
<p>Click on the link to the Provider Profile Attestation.</p>	 <p>The screenshot shows the 'Fee For Service Provider Optum San Diego' page. A red arrow points to the link: https://sdoh-tres.uhc.com/Public/findaprovider.aspx. The page also contains text about the semiannual Provider Profile attestation and a photo of a person.</p>
<p>At the bottom of the page, please find the Attestation and Report Wait Times buttons.</p>	 <p>The screenshot shows two blue buttons: 'Attest or Revise your Profile' and 'Report Wait Times'.</p>
<p>Please click on the “Attest or Revise your Profile” button and the following Provider Feedback Form will pop up.</p> <p>Once the form is completed, please click Submit at the bottom of the page.</p>	 <p>The screenshot shows the 'Provider Feedback Form' with fields for 'Your Name', 'Provider Name', and 'Email Address'. It also includes sections for 'Attest' (with a checkbox), 'Revisions Required' (with a checkbox), and 'Updates' (with a text area). A 'Submit' button is at the bottom, highlighted with a red arrow. A 'Close' button is also visible.</p>
<p>After reviewing the notice, please click OK.</p>	 <p>The screenshot shows a yellow 'Notice' dialog box with the text: 'By submitting this form you are acknowledging that you have reviewed the information we have on file for you including your professional information and each office available to treat patients.' There are 'Ok' and 'Cancel' buttons at the bottom, with a red arrow pointing to the 'Ok' button.</p>