

# OPTUM WEBSITE REGISTRATION

## WELCOME TO THE NEW OPTUM SAN DIEGO WEBSITE

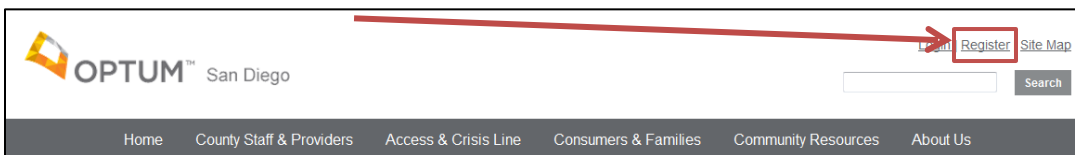
With the launch of the new site, we have integrated the One Healthcare ID secure login system to ensure greater protection for secure files on the website. These secure files are reserved for County of San Diego's employees and Organizational Providers who have access to Cerner Community Behavioral Health (CCBH), the San Diego County's electronic health record. One Healthcare ID also features self-service for password administration.

The registration process is a two-step process:

1. One Healthcare ID registration form
2. Optum San Diego website registration form

## PART ONE: OPTUM ID REGISTRATION FORM

The **Register** link is located on the top right of each webpage. The link will take you to the first page of the **Optum ID registration**.



### Create One Healthcare ID

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

**?** Already have One Healthcare ID? Sign in now

#### Profile Information

First name

Last name

Year of birth  
 **?**

#### Sign In Information

Your email address

Create One Healthcare ID  
 **?**

Your One Healthcare 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 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- No spaces and no & symbol

Type password again  
 **?**

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

Once you submit the Registration Form, the next step is confirming your account.


1. Check your email inbox for your **confirmation email**.
  - If you haven't received the confirmation email in your inbox, check the spam folder.
  - If you haven't received an email after a few minutes, click on **Resend** on the Account Confirmation page.
  - Still haven't received an email? Click on **Update your email address** to check your email address or to use alternate email address.
2. Click on the **Confirm Email Address** link located in the email. This link will take you to a webpage to verify your email.
3. Once you have confirmed 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 **Show Confirmation Code** field on the Account Confirmation webpage.
5. Copy the **Confirmation Code** from the email and paste it into the Primary Email Confirmation Code field. Click on **Confirm**. You will be forwarded to the **Optum San Diego website registration form**.

**1**

**Account Confirmation**

 Thank you! An email confirmation link has been sent to:  
m\*\*e@m\*\*ejames.com  
Check your email inbox for the confirmation link and click on it.

Didn't receive your confirmation? [Resend](#) or [Update email address](#)

If you prefer, you can click the link below to enter the confirmation code we have included in the email.  
[Show Confirmation Code field](#)

**2**

Hello John,


Your email confirmation is almost complete. Please click on the link below to verify your email address and continue.  
[Confirm Email Address](#)

If you prefer, you can copy and enter the confirmation code in your browser.  
Confirmation Code: 4896862011  
If you did not request a confirmation link or code, or if you have any questions,  
[\(800\)834-3792](tel:(800)834-3792)  
[sdhelpdesk@optum.com](mailto:sdhelpdesk@optum.com)

Thank you,  
Optum ID


**3**

**Email Address Confirmed**

 Thank you! Your email has been verified. You may now go to your application with your updated information.  
For assistance, contact us at: (800)834-3792 or [sdhelpdesk@optum.com](mailto:sdhelpdesk@optum.com)

**4**

**Account Confirmation**

 Thank you! An email confirmation link has been sent to:  
m\*\*e@m\*\*ejames.com  
Check your email inbox for the confirmation link and click on it.

Didn't receive your confirmation? [Resend](#) or [Update email address](#)

If you prefer, you can click the link below to enter the confirmation code we have included in the email.  
[Show Confirmation Code field](#)

**5**

[Hide Confirmation Code field](#)

Primary Email Confirmation Code \*

Recognize this computer?

Yes, this computer or device is personal or private.

No, this is not my computer or device (public library, school).

## Registration | Optum San Diego Network Portal

The new Optum San Diego network portal is an enhanced gateway to content and resources unique to multiple categories of Behavioral Health services. Please choose a role or roles for the network portal you wish to access. If you are unsure please consult with your supervisor or contact the Optum Support Desk at 1-800-834-3792. By registering in the Optum San Diego network portal, you attest that you are legally authorized to access this information.

Choose User Role(s)

MH Organizational Provider User    SUD Provider User    FFS User    TERM Provider User    Optum San Diego Admin

NPI Number

### Mental Health Organizational Providers Registration

The password protected area of the website is reserved for County employees and County's electronic health record. Only requests from an individual who is a County

**\* indicates a required field**

CCBH (Staff) ID Number\*

MH Org Phone Number\*

Legal Entity

Program name\*

Supervisor\*

Supervisor Phone\*

Program Mgr

Program Mgr Phone

Add SOC Access

MH Org Verification Code

The password protected area of the website is reserved for County employees and Organizational Providers who have access to CCBH (formerly Anasazi), the County's electronic health record. You are required to have a **CCBH (Staff) ID**. A request from an individual who is not a County employee or Organizational Provider will not be approved.

You will need to complete the registration form for access to the Optum San Diego website. This Registration information is forwarded to the Optum Support Desk to confirm you are authorized to have access to the secure files.

Your request will be processed within one business day. You will receive an **email** once your account has been activated.

From: "SAN DIEGO Portal" <[no-reply@optum.com](mailto:no-reply@optum.com)>  
 Date: Sep 9, 2015 2:52 PM  
 Subject: Your Optum San Diego Secure Access has been Approved  
 To: "  
 Cc:

Your Secure Access for the Optum San Diego website has been approved. Please login to (need to change on launch) <http://optumsandiego.com/content/sandiego/en.html> with your OptumID.

If you require assistance or have any questions please contact us at [800-834-3792](tel:800-834-3792) or email us at [sdhelpdesk@optum.com](mailto:sdhelpdesk@optum.com)

Thank you,  
 Optum San Diego Support Desk

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