



User Guide

Payment Integrity Portal

Payment Integrity Portal
Product Version 2.0

Document Version 1.1

Introduction:

This document contains information about navigating the payment integrity portal including:

- Setting up a One Healthcare ID
- Manual upload via the unregistered user experience
- Self-registration
- Navigating the portal after registration
- Managing communication preferences

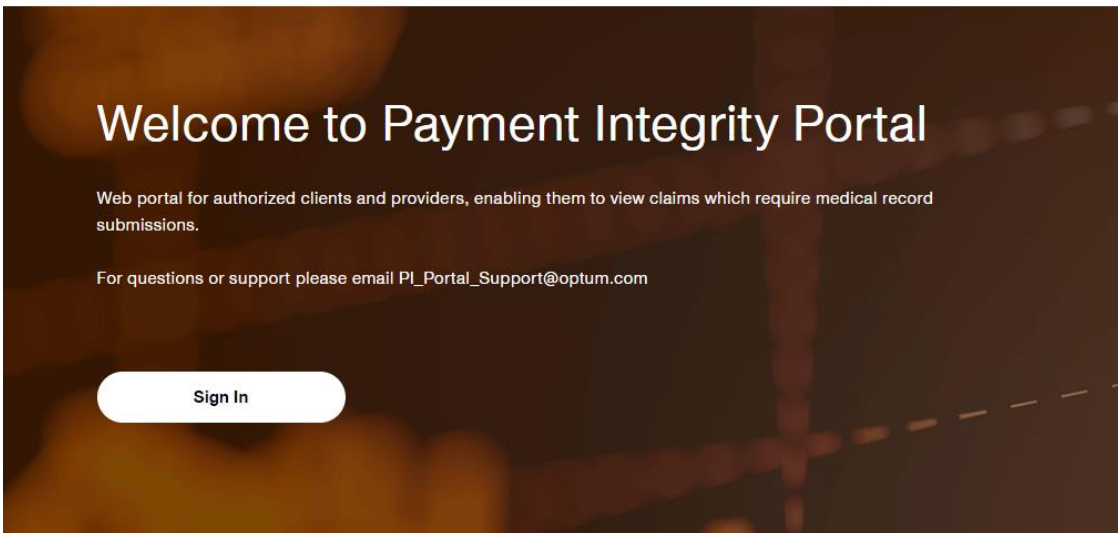
If you have questions or need assistance with the portal, please contact pi_portal_support@optum.com.

Creating a One Healthcare ID

Create a new One Healthcare ID

1. Navigate to paymentintegrityportal.optum.com/upload
2. Select “Sign In”

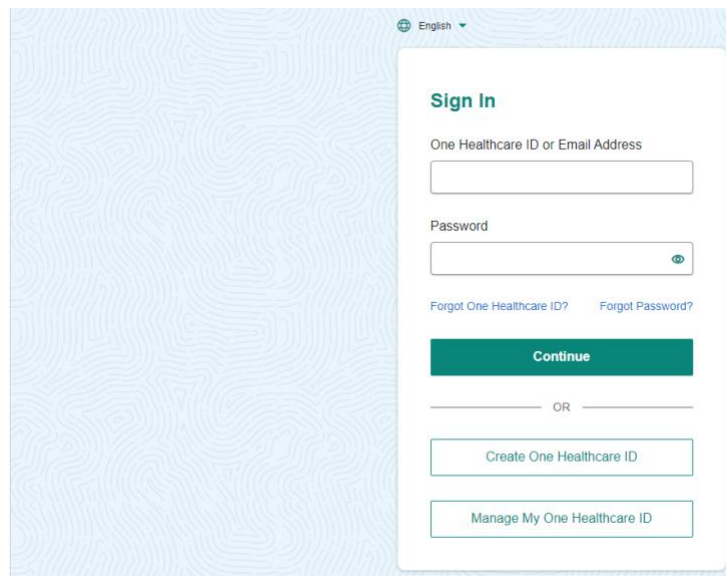
Payment Integrity Portal



3. Select “Create One Healthcare ID”




Welcome to One Healthcare ID

A screenshot of the One Healthcare ID user interface. The background is a light blue with a subtle, repeating pattern of the letter "D". On the right side, there is a white rounded rectangular box containing the "Sign In" form. The form has a title "Sign In" in green. Below the title are two input fields: "One Healthcare ID or Email Address" and "Password". The password field has a small eye icon to its right. Below the input fields are two links: "Forgot One Healthcare ID?" and "Forgot Password?". A green "Continue" button is positioned below the links. Below the button is a horizontal line with the word "OR" in the center. Underneath the line are two more buttons: "Create One Healthcare ID" and "Manage My One Healthcare ID".

4. Complete the 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 three security questions

5. Select "Continue"
6. A verification notification will be sent to your email. Copy the 10-digit code and paste it on the verification page or click the "Verify my One Healthcare ID" link.

One Healthcare 

Your One Healthcare ID

Verify my One Healthcare ID

If you prefer, copy this 10-digit code 1345278961 and paste it into the box for the verification code on the Verify Your One Healthcare ID page.

If you did not request a verification link or code, or if you have questions about setting up an One Healthcare ID, contact us at 1(855)819-5909 or OptumSupport@optum.com.

Thank you,
One Healthcare ID

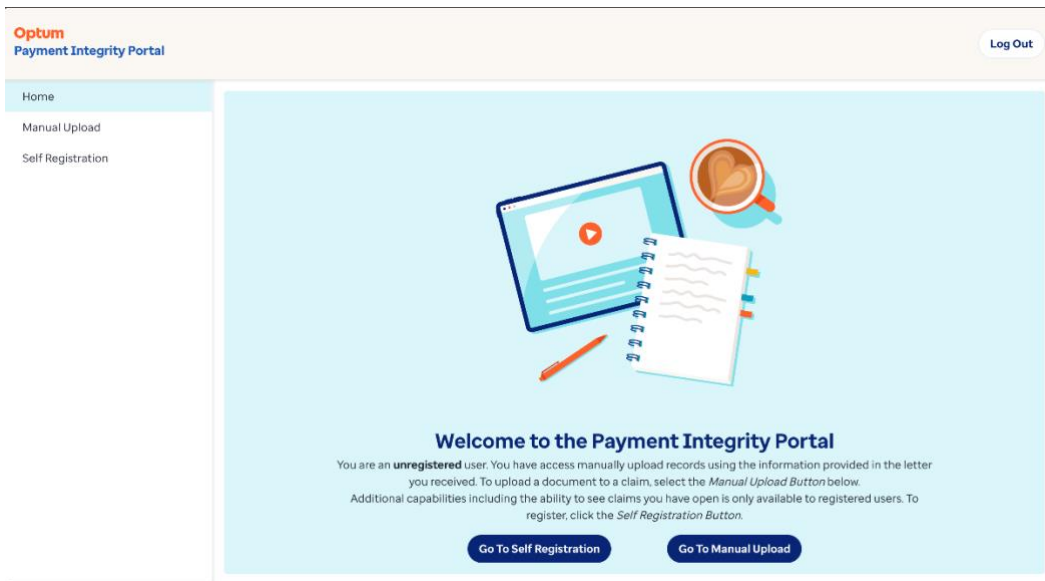
7. Your OHID is now ready to use. Sign into the portal to submit medical records and manage claims.
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Unregistered users

An unregistered user is a user who has not self-registered and therefore is not associated to any provider group. As an unregistered user, your experience is limited to only Manual Upload and Self-Registration.

Upload medical records

1. Navigate to paymentintegrityportal.optum.com/upload
2. Log in with your One Healthcare ID if you haven't already.
3. From your home page, you can choose manual upload or self-registration.



4. Choose the "Go To Manual Upload" button or navigate to the page from the left-hand pane.

The screenshot shows the "Manual Upload" page. The header includes the Optum logo and "Payment Integrity Portal" with a "Log Out" button. The left-hand navigation pane has "Manual Upload" selected. The main content area is titled "Manual Upload" and contains the following text: "You have received a letter requesting specific document(s). Please enter the information below which can be found in your letter, then attach the requested document(s). Please note, upload document(s) for only one claim at a time. If you have any questions, please call the phone number on the letter you received." Below this text are three input fields: "Authorization Code" (with a note "Payer Authorization Code listed in your letter"), "Record Bar Code" (with a note "Barcode for your letter"), and "First Date Of Service" (with a date picker showing "02/10/2025"). Below these fields is a "Files" section with a note: "Accepted file types: GIF, JPEG, PDF, TIFF, ZIP. Maximum file size: 1.95 MB. Please do not upload password protected documents. Note: If submitting a ZIP file the documentation within the zip must be GIF, JPEG, PDF, TIFF." There is a "Select File" button and the text "No Files Selected". Below the file selection area is a large drop area with a downward arrow icon and the text "Place files on the drop area to upload". At the bottom of the form are "Reset" and "Upload" buttons.

5. Enter the three key fields which exist on your letter:
 - a. Authorization Code
 - b. Record Bar Code
 - c. First Date of Service
6. Choose "Select File"

- Navigate to the file location on your device and select the document you want to attach.
- You will see your file staged for upload. Click 'Upload' to complete your submission.
- Once the file is successfully uploaded, you can click 'Remove' to upload another file using the same letter information.

Self-registration

To gain registered user access, you must complete two registration forms. The first is accessible by navigating to the Self-registration page which requires TIN, Authorization Code, Record Bar Code, and First Date of Service.

- Enter the appropriate information in the required fields, then select "Continue."
- If the information is correct, you will be automatically guided to the next registration form where you must enter your associated TINs.
- Enter your TIN and select "Search."

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4. Use the check box to select the appropriate TIN(s), then select “Next.”

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Register for Payment Integrity Portal

1. Organization Information Current Step 2. Personal Information Incomplete 3. Review Information Incomplete

Identify Your Organization

2 Organization(s) found.

Provider *	
<input type="checkbox"/>	NOMSTestProvider
<input checked="" type="checkbox"/>	TestIBProv1Name

Entries per page ¹ 10 25 50 Displaying page: 1 of 1 **Go To Page** **Go** Previous Next

Back Next

Already have an account? [Login here](#) | For assistance, [Contact Us](#)

5. Enter your personal information to ensure an accurate match between you and the associated TIN, then click “Next.”

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Register for Payment Integrity Portal

1. Organization Information Completed **2. Personal Information** Current Step 3. Review Information Incomplete

Personal Information

Enter your personal information. Fields with asterisks are required.

First Name * **Last Name ***

Email *

Previous Next

Already have an account? [Login here](#) | For assistance, [Contact Us](#)

- Review the information you have entered, then submit the form.

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Payment Integrity Portal Access Management

Register for Payment Integrity Portal


1. Organization Information Completed 2. Personal Information Completed 3. Review Information Current Step

Verify Information

Please review the information below and verify the information is correct. If any information is incorrect or needs to be updated, please click the edit icon next to the section you would like to update.

Organization Information 

TestIBProv1Name	Tax Id
	123456789

Personal Information 

First Name	Last Name	Email
██████████	██████████	██████████

- You will receive an email notification after a successful submission. Make sure to check your spam or junk mail.
- Your request will be reviewed by a portal administrator. You will need to be successfully approved by the admin before you can use the full registered experience. Please allow at least 2 business days for approval.

Registered users



A registered user has gone through self-registration and is associated with at least one TIN.

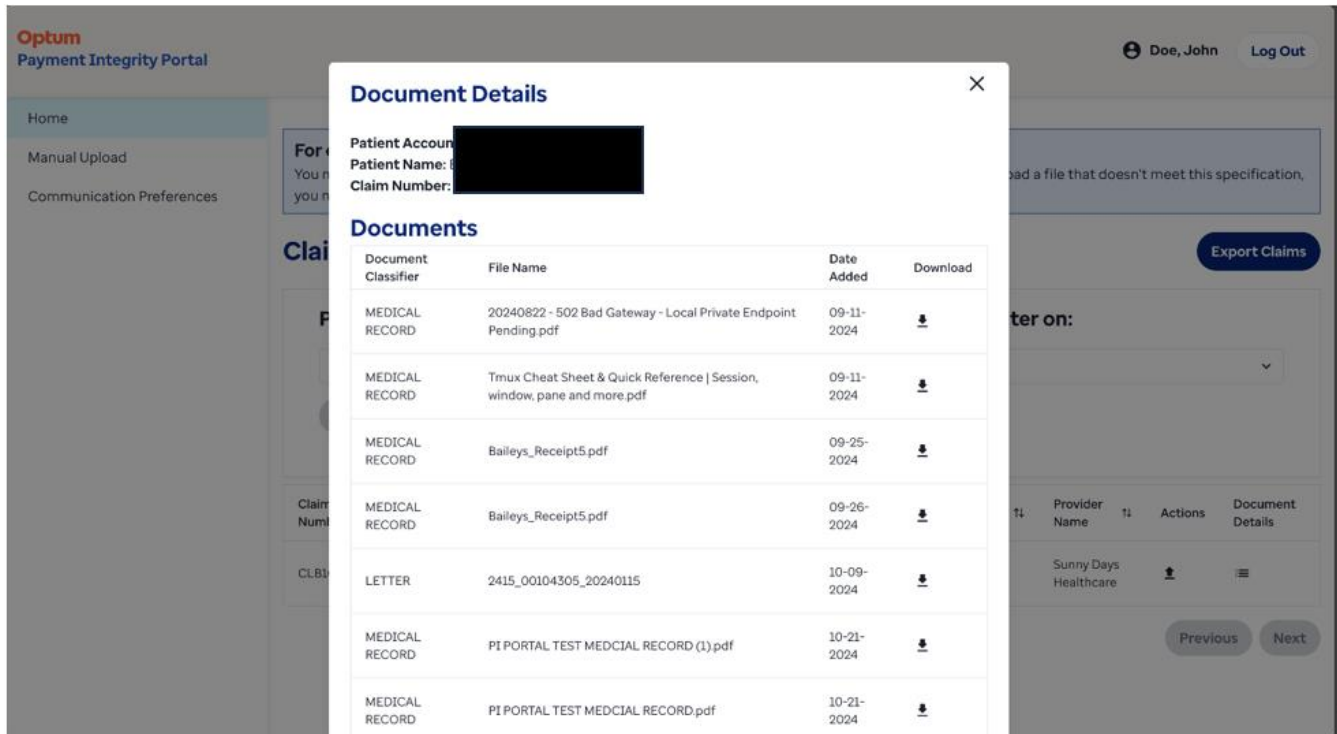
View claims waiting for medical records

1. Navigate to paymentintegrityportal.optum.com/upload
2. Log in with your One Healthcare ID if you haven't already.
3. On the home page you will see the claim view. The filter defaults to only show claims with a status of "waiting for medical records" (WFMR). These are claims in the initial medical record request state and require an action to upload.
4. On this page, you can change your view to suit your needs. You can do this by:
 - a. Selecting the column header to sort ascending or descending
 - b. Use the search feature to look for specific claim or patient IDs
 - c. Exporting the claims view to use in an outside program

The screenshot shows the Optum Payment Integrity Portal interface. At the top, there is a header with the Optum logo and the text 'Payment Integrity Portal'. On the right side of the header, the user's name 'Doe, John' and a 'Log Out' button are visible. A left-hand navigation menu contains 'Home', 'Manual Upload', and 'Communication Preferences'. Below the header, a blue banner provides contact information: 'For questions or support please email PI_Portal_Support@optum.com' and a note about PDF upload specifications. The main content area is titled 'Claims With Outstanding Medical Record Requests' and features an 'Export Claims' button. Below this, there are two sections for search and filtering: 'Please select an option to search on:' with a dropdown menu and a search button, and 'Choose a status to filter on:' with a dropdown menu and a 'Filter Claims' button. A table displays a list of claims with columns for Claim Number, Patient Account Number, Patient Name, TIN, Medical Record Request Date, Patient DOB, Start Date of Service, Provider Name, Actions, and Document Details. The table contains one row of data with a redacted patient name and a 'Sunny Days Healthcare' provider. At the bottom of the table, there are 'Previous' and 'Next' navigation buttons.

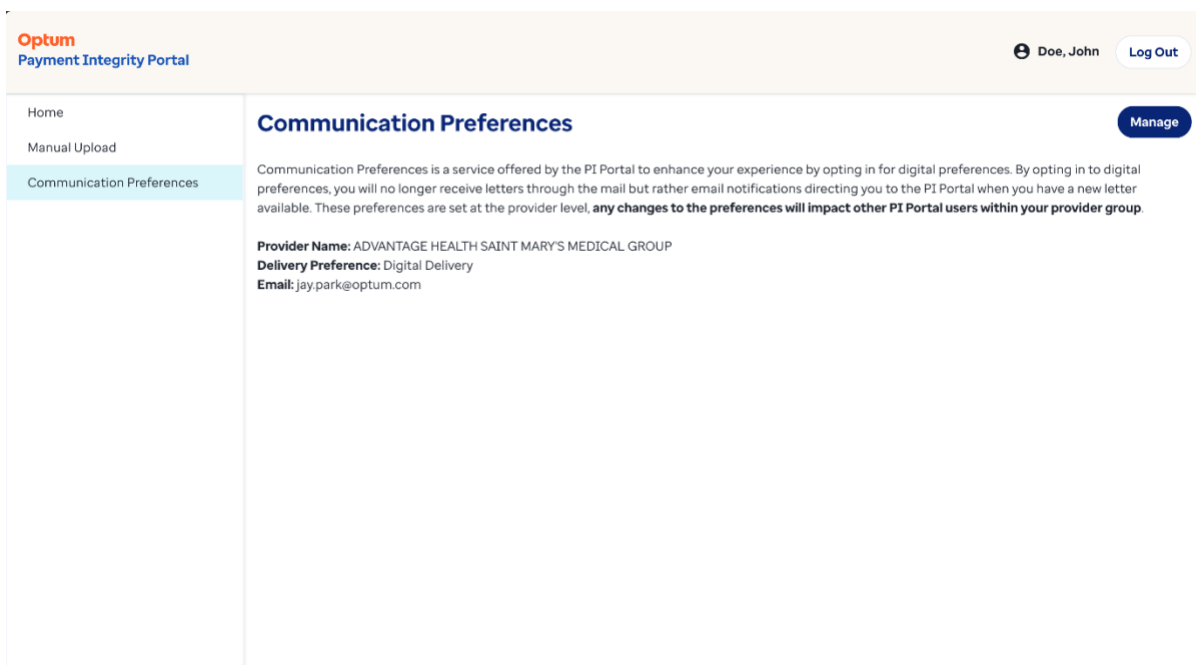
Manage documents and letters from the claims view

1. You can upload documents to a claim by selecting the upload button  in the Actions column.
2. By selecting the document details button , you can download documents and letters associated to the claim.



Manage communication preferences and enable digital delivery

1. Navigate to the Communication Preferences page from the left-hand pane. Here you can manage your delivery preferences between paper or digital delivery.
2. Enabling digital delivery will prompt an email notification any time a new letter is available in the portal.
3. Please note that there is only one email that can be associated to each TIN; therefore, a group access or distribution list is recommended to ensure communications are received.



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