



# User Guide

## Payment Integrity Portal

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**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](mailto:pi_portal_support@optum.com).

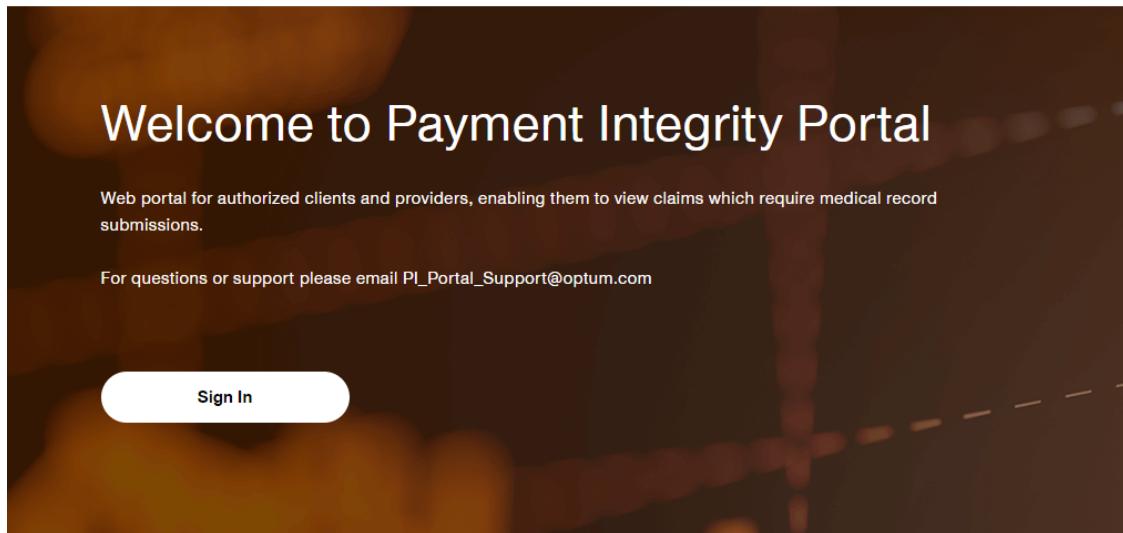
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# Creating a One Healthcare ID

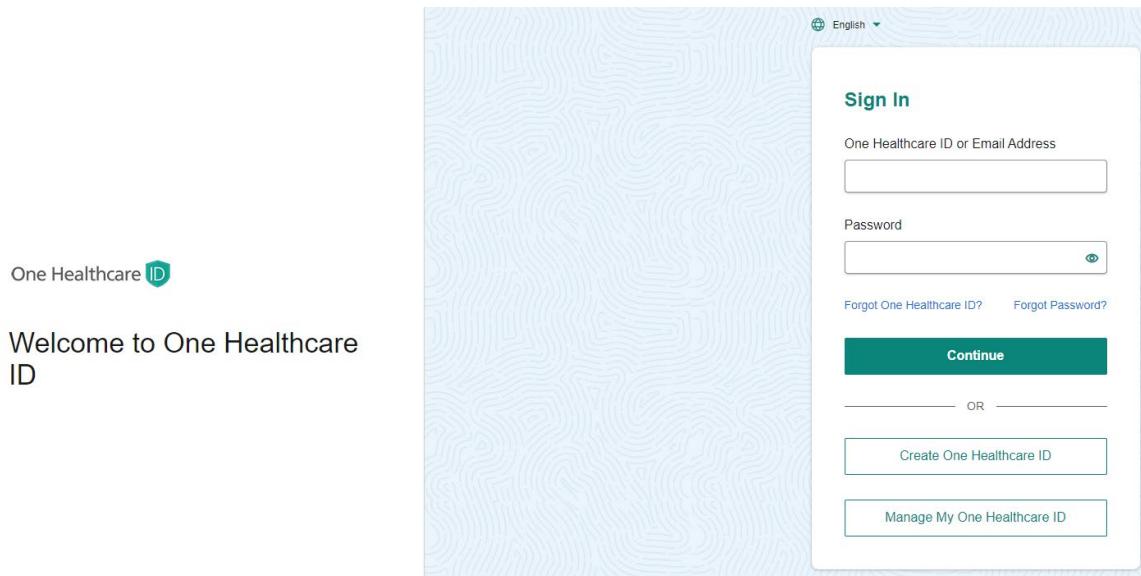
## Create a new One Healthcare ID

1. Navigate to [paymentintegrityportal.optum.com/upload](https://paymentintegrityportal.optum.com/upload)
2. Select "Sign In"

**Payment Integrity Portal**



3. Select "Create 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 ID**

**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](mailto: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.

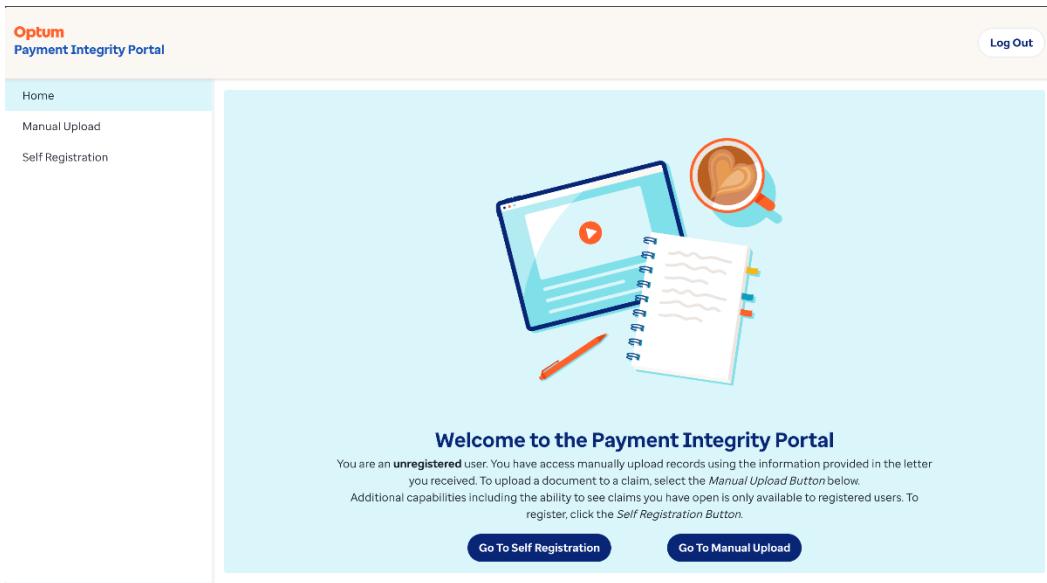
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## Unregistered users

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](https://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.



Optum  
Payment Integrity Portal

Home

Manual Upload

Self Registration

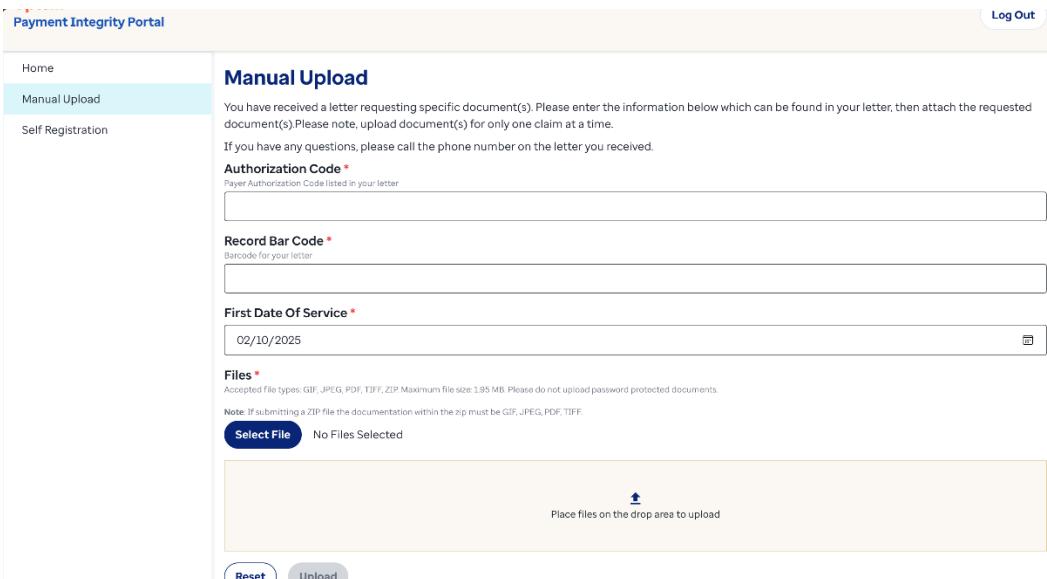
Welcome to the Payment Integrity Portal

You are an **unregistered** user. You have access manually upload records using the information provided in the letter you received. To upload a document to a claim, select the *Manual Upload Button* below.

Additional capabilities including the ability to see claims you have open is only available to registered users. To register, click the *Self Registration Button*.

Go To Self Registration      Go To Manual Upload

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



Payment Integrity Portal

Home

Manual Upload

Self Registration

**Manual Upload**

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.

**Authorization Code \***  
Payer Authorization Code listed in your letter

**Record Bar Code \***  
Barcode for your letter

**First Date Of Service \***

02/10/2025

**Files \***  
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.

Select File      No Files Selected

Place files on the drop area to upload

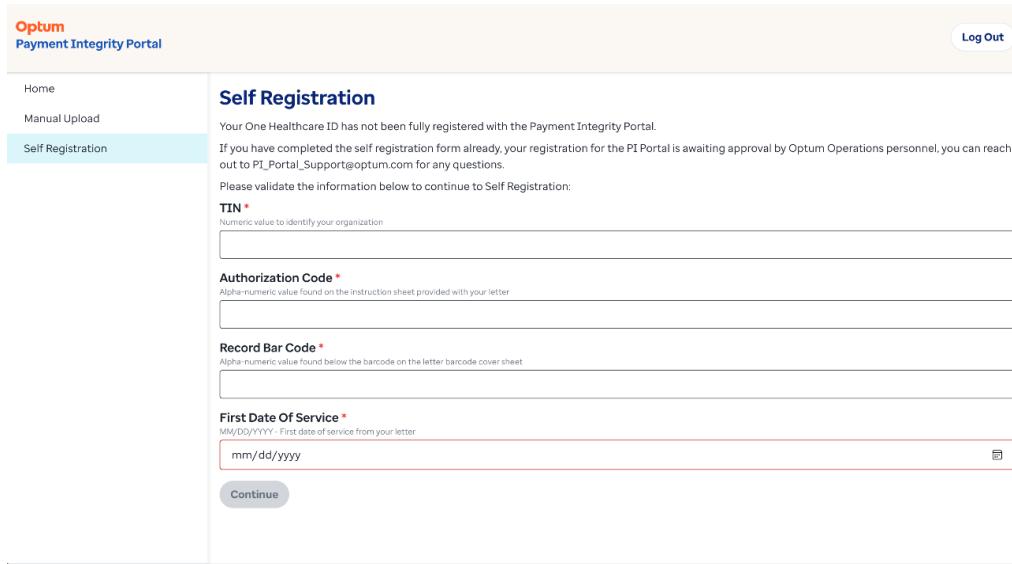
Reset      Upload

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”

7. Navigate to the file location on your device and select the document you want to attach.
8. You will see your file staged for upload. Click ‘Upload’ to complete your submission.
9. 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.



**Self Registration**

Your One Healthcare ID has not been fully registered with the Payment Integrity Portal. If you have completed the self registration form already, your registration for the PI Portal is awaiting approval by Optum Operations personnel, you can reach out to [PI\\_Portal\\_Support@optum.com](mailto:PI_Portal_Support@optum.com) for any questions.

Please validate the information below to continue to Self Registration:

**TIN \***  
Numeric value to identify your organization

**Authorization Code \***  
Alpha-numeric value found on the instruction sheet provided with your letter

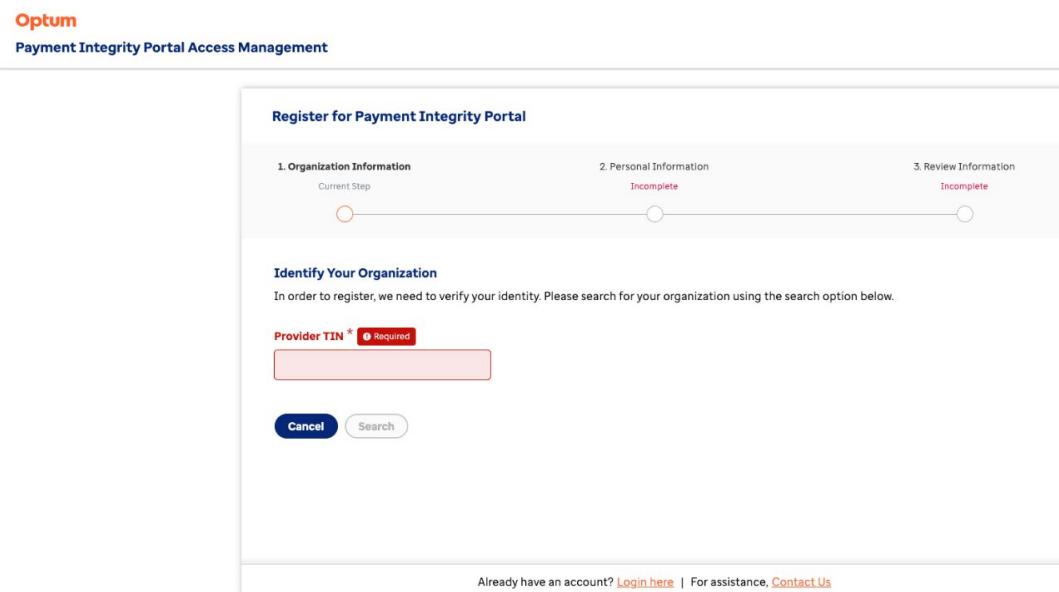
**Record Bar Code \***  
Alpha-numeric value found below the barcode on the letter barcode cover sheet

**First Date Of Service \***  
MM/DD/YYYY - First date of service from your letter

mm/dd/yyyy

**Continue**

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



**Register for Payment Integrity Portal**

1. Organization Information      2. Personal Information      3. Review Information

Current Step

**Identify Your Organization**

In order to register, we need to verify your identity. Please search for your organization using the search option below.

**Provider TIN \*** Required

**Cancel** **Search**

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

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

## Optum

### Payment Integrity Portal Access Management

**Register for Payment Integrity Portal**

1. Organization Information      2. Personal Information      3. Review Information

Current Step      Incomplete      Incomplete

**Identify Your Organization**

2 Organization(s) found.

Provider
<input type="checkbox"/> NOMSTestProvder
<input checked="" type="checkbox"/> TestIBProv1Name

Entries per page: 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.”

## Optum

### Payment Integrity Portal Access Management

**Register for Payment Integrity Portal**

1. Organization Information      2. Personal Information      3. Review Information

Completed      Current Step      Incomplete

**Personal Information**

Enter your personal information. Fields with asterisks are required.

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Email *	
<input type="text"/>	

[Previous](#)      [Next](#)

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

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

**Optum**  
Payment Integrity Portal Access Management

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**Register for Payment Integrity Portal**

1. Organization Information      2. Personal Information      3. Review Information

Completed      Completed      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
[REDACTED]	[REDACTED]	[REDACTED]

**Previous** **Submit**

7. You will receive an email notification after a successful submission. Make sure to check your spam or junk mail.
8. 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](https://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 a user profile for 'Doe, John' with a 'Log Out' button. Below the header, a navigation bar includes 'Home', 'Manual Upload', and 'Communication Preferences'. A central message box contains a note about uploading medical records and an 'Export Claims' button. The main content area is titled 'Claims With Outstanding Medical Record Requests'. It features two search/filter sections: 'Please select an option to search on:' with dropdowns for 'Select option' and buttons for 'Search Claims' and 'Clear Search'; and 'Choose a status to filter on:' with a dropdown set to 'Waiting for Medical Record' and a 'Filter Claims' button. Below these is a table with columns: Claim Number, Patient Account Number, Patient Name, TIN, Medical Record Request Date, Patient DOB, Start Date of Service, Provider Name, Actions, and Document Details. A single row of data is visible in the table, showing a redacted claim number, 2024-08-19 as the request date, 1995-03-12 as the patient DOB, 2021-01-01 as the start date, and 'Sunny Days Healthcare' as the provider. At the bottom of the table 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.

The screenshot shows the Optum Payment Integrity Portal. The top right corner displays the user's name, 'Doe, John', and a 'Log Out' button. The left sidebar includes links for 'Home', 'Manual Upload', and 'Communication Preferences'. The main content area features a 'Document Details' modal with a 'Patient Account' section (redacted) and a 'Documents' table listing various medical records. To the right of the modal is a 'Communication Preferences' section with a table showing provider details and a 'Previous' and 'Next' button.

Document Classifier	File Name	Date Added	Download
MEDICAL RECORD	20240822 - 502 Bad Gateway - Local Private Endpoint Pending.pdf	09-11-2024	
MEDICAL RECORD	Tmux Cheat Sheet & Quick Reference   Session, window, pane and more.pdf	09-11-2024	
MEDICAL RECORD	Baileys_Receipt5.pdf	09-25-2024	
MEDICAL RECORD	Baileys_Receipt5.pdf	09-26-2024	
LETTER	2415_00104305_20240115	10-09-2024	
MEDICAL RECORD	PI PORTAL TEST MEDCIAL RECORD (1).pdf	10-21-2024	
MEDICAL RECORD	PI PORTAL TEST MEDCIAL RECORD.pdf	10-21-2024	

## 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.

The screenshot shows the 'Communication Preferences' page. The top right corner displays the user's name, 'Doe, John', and a 'Log Out' button. The left sidebar includes links for 'Home', 'Manual Upload', and 'Communication Preferences'. The main content area features a 'Communication Preferences' section with a 'Manage' button and a provider summary table. The table includes fields for 'Provider Name', 'Delivery Preference', and 'Email'.

Provider Name	Delivery Preference	Email
ADVANTAGE HEALTH SAINT MARY'S MEDICAL GROUP	Digital Delivery	jay.park@optum.com

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