



# 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).

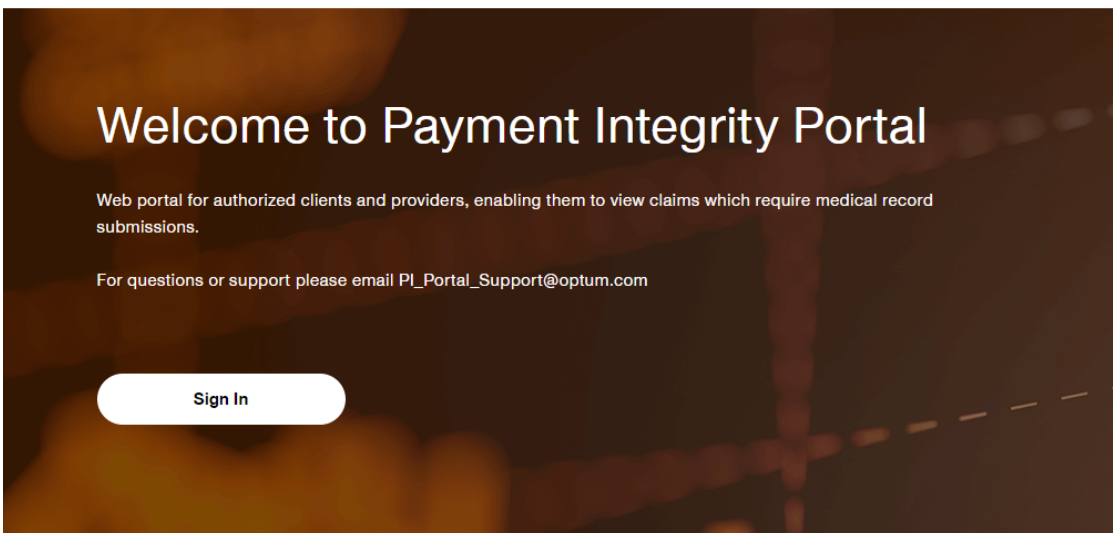
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# Creating a One Healthcare ID

## 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”




Welcome to One Healthcare ID

A screenshot of the One Healthcare ID sign-in and registration form. The background is light blue with a wavy pattern. On the right, there is a white box with a green border. Inside the box, the text "Sign In" is in green. Below it, there are two input fields: "One Healthcare ID or Email Address" and "Password". Below the password field, there are two links: "Forgot One Healthcare ID?" and "Forgot Password?". Below these links is a green button with the text "Continue". Below the button, there is a horizontal line with the text "OR" in the center. Below the line, there are two 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](mailto:OptumSupport@optum.com).

Thank you,  
One Healthcare ID

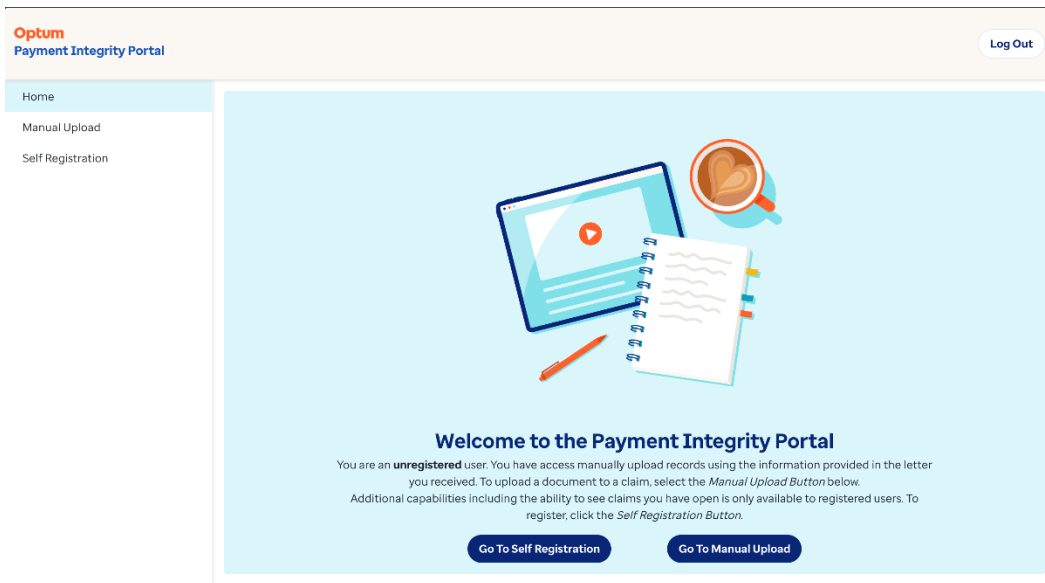
7. Your OHID is now ready to use. Sign into the portal to submit medical records and manage claims.
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## Unregistered users

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.



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 and left-hand navigation pane are consistent with the previous page. The main content area is titled 'Manual Upload' and contains instructions: '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 the instructions 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 zone with an upward 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”

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.

The screenshot shows the 'Self Registration' page of the Optum Payment Integrity Portal. The page has a sidebar with links to 'Home', 'Manual Upload', and 'Self Registration' (which is highlighted). The main content area is titled 'Self Registration' and contains the following text: '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 for any questions. Please validate the information below to continue to Self Registration:'. Below this text are four required fields: '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), and 'First Date Of Service' (MM/DD/YYYY - First date of service from your letter). Each field has a corresponding input box. At the bottom of the form is a 'Continue' button.

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."

## Optum Payment Integrity Portal Access Management

The screenshot shows the 'Register for Payment Integrity Portal' page. At the top, there is a progress bar with three steps: '1. Organization Information' (Current Step), '2. Personal Information' (Incomplete), and '3. Review Information' (Incomplete). Below the progress bar, the section is titled 'Identify Your Organization'. It contains the text: 'In order to register, we need to verify your identity. Please search for your organization using the search option below.' Below this text is a 'Provider TIN' field with a red asterisk and a 'Required' label. At the bottom of the form are 'Cancel' and 'Search' buttons. At the very bottom of the page, there is a footer that reads: 'Already have an account? [Login here](#) | For assistance, [Contact Us](#)'.

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

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Payment Integrity Portal Access Management

### 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 ⓘ 

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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Payment Integrity Portal Access Management

### 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](#)

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

### 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

TestIBProv1NameTax Id123456789

##### Personal Information

First NameLast NameEmail

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

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Home

Manual Upload

Communication Preferences

For questions or support please email [PI\\_Portal\\_Support@optum.com](mailto:PI_Portal_Support@optum.com)  
You may upload one PDF medical record at a time with a maximum file size of 200MB. If you would like to upload a file that doesn't meet this specification, you may upload through Databank.

Claims With Outstanding Medical Record Requests

Export Claims

Please select an option to search on:

Select option

Search Claims

Clear Search

Choose a status to filter on:

Waiting for Medical Record



Filter Claims

Claim Number	Patient Account Number	Patient Name	TIN	Medical Record Request Date	Patient DOB	Start Date of Service	Provider Name	Actions	Document Details
				2024-08-19	1995-03-12	2021-01-01	Sunny Days Healthcare	<div><div></div></div>	<div><div></div></div>

Previous

Next

## 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.

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