



Answers to questions about Optum Pro portal

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What is the Optum Pro portal?

The Optum Pro portal is a secure web portal created by Optum that provides you with one-stop access to point-of-care support and resources to streamline administrative and clinical tasks. Designed for clinicians and administrators, the online portal gives you the tools you need based on your clinical or nonclinical role. It provides clinicians with real-time, HIPAA-protected access to patient electronic medical records, allows you to view and submit referrals, receive alerts on important changes to your patient's health, identify patients who have gaps in care and more.

What are the core features of the Optum Pro portal?* What does it do?

FOR CLINICIANS (EMPLOYED OR CONTRACTED)

Using an online, secure, single sign-on to the portal, you can:

- Access to your patients' health records, including specialist notes and hospital discharge summaries.
- Discover and capture open risk or quality screening gaps.
- Complete prior authorization for multiple health plans.
- Refer your patients electronically and find referrals according to patient coverage and location.
- Receive alerts and notifications on important changes to your patient's health status.

Keeping up to date on your patients' progress has never been easier.

FOR NONCLINICAL ADMINISTRATORS (EMPLOYED OR CONTRACTED)

Using an online, secure, single sign-on to the portal, you can:

- View and submit prior authorizations and referrals
- Review individual patient health plan eligibility and benefits status
- Identify patients who have gaps in care and monitor incentive payments
- Store documents for clinicians and administrators to access as needed
- View individual claim submissions and appeals
- Refer patients electronically and find referrals according to patient coverage and location
- Receive national and local Optum Care news and important regulatory/compliance changes
- Discover and capture open risk or quality screening gaps

*All functionality may not be available in all markets.

Optum Pro Portal Frequently Asked Questions

What makes the Optum Pro portal different compared to similar applications?

The portal was designed in-house by Optum and has all Optum clinical and administrative applications integrated into one secure web platform, so you no longer need multiple applications to do your job.

It is personalized so you have a custom user experience based on your role, allowing you to see the right tools you need as a practicing clinician. Additionally, you can personalize your dashboard so you can see exactly what you want, right where you need it.

The online portal has integrated eLearning courses and trainings, so you can complete trainings on demand in the portal. The portal can store documents, giving you the ability to save, search and organize important materials. It has improved patient search functionality, increased security, and new technology for an elevated user experience.

We will continue to listen and collect feedback on ways to enhance the portal. We will make periodic updates to improve the portal, so it's always working best for you.

Who can use the Optum Pro portal?

The portal is designed for all clinicians with an Optum affiliation (employed or independent partners) and administrative staff, including operations managers, front office staff, practice managers, site administrators and billing/coding specialists. If your practice uses third-party vendors, such as a third-party biller or revenue cycle company, those vendors can access the portal to perform functions on your behalf. The portal is persona-based, so users will only see the tools and data they need based on their job function.

How do I get access?

The online portal can be accessed by visiting optumproportal.com. When you click "Sign in" your One Healthcare ID/single sign-on will automatically log you into the site.

Is there a specific web browser I should use to access optumproportal.com?

The optimal browsers to use are Microsoft Edge™, Google Chrome™, and Firefox™.

Optum and UnitedHealthcare will no longer be supporting Internet Explorer after June 2022.

How do I get a One Healthcare ID?

Users will need a One Healthcare ID (OHID) account in order to access Optum Pro. If you don't have a One Healthcare ID, visit identity.onehealthcareid.com to create your account or reset your password.

REMINDER: Only one email address per registration for a One Healthcare ID. Do not register a single email address multiple times.

Who can I call for assistance with One Healthcare ID?

If you'd like assistance with One Healthcare ID, contact support at 1-855-819-5909 or optumsupport@optum.com.

Once I am logged into Optum Pro where do I go for a support question?

Click on "Contact Us" at the bottom of the site. A dialogue box will pop up and you can enter your issue, question, contact information and it will be routed to the appropriate team member for resolution. Upon submission, you will receive a ticket number for tracking.

Are there any web session timeout limits for Optum Pro once I am logged in?

When inactive, the Optum Pro portal will timeout after thirty minutes. A five-minute warning will appear prior to timing out. It's important to be aware you may be on another tab/window when the timeout message appears.

How often will I have to change my One Healthcare ID password?

One Healthcare ID password must be changed every 90 days.

Optum Pro Portal Frequently Asked Questions

How long is my account active?

To safeguard member and health care professional data, we automatically deactivate your account if you haven't signed into the portal for 90 consecutive days. To keep your account active, all you'll need to do is sign into the portal.

Why was it important to Optum to create this portal?

FOR CLINICIANS (EMPLOYED OR CONTRACTED)

Your focus should be patients, not paperwork. We wanted to reduce your administrative burden and give you an easy, secure resource to keep up to date with your patients' progress and access to everything you need to manage your practice and patients.

FOR NONCLINICAL ADMINISTRATORS (EMPLOYED OR CONTRACTED)

At Optum, we work together as one team, building a care delivery system that works better for patients and clinicians alike. With over 1,300 care clinics, we want to support you, making it easier to manage your administrative tasks and giving you one-stop access to everything you need to manage your practice and patients.



Optum Pro Portal Frequently Asked Questions

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