OPTUM®

San Diego Public Sector

OPTUM WEBSITE REGISTRATION

WELCOME TO THE NEW OPTUM SAN DIEGO WEBSITE

The registration is a two-step process:

1. **Optum ID registration form**
2. **Optum San Diego website registration form**

- **If you are a new user to Optum ID, please complete Part One: Optum ID Registration Form (Pg. 2).**

- **If you already have an Optum ID, please go to Part Two: Optum San Diego Website Registration Form (Pg. 4)**

- **If you already completed steps above (PART ONE and PART TWO), please proceed to (Part Three: Provider Portal (Pg. 5) to review your Provider Profile, complete the provider attestation and report your wait times**

- **If you would like further assistance with the registration process, please contact the Optum San Diego Support Desk at 800-834-3792 or sdhelpdesk@optum.com**

PART ONE: OPTUM ID REGISTRATION FORM

Go to www.optumsandiego.com and select the "**Register"** link which is located on the top right of each webpage. The link will take you to the first page of the **Optum ID registration**.

Sign In Information

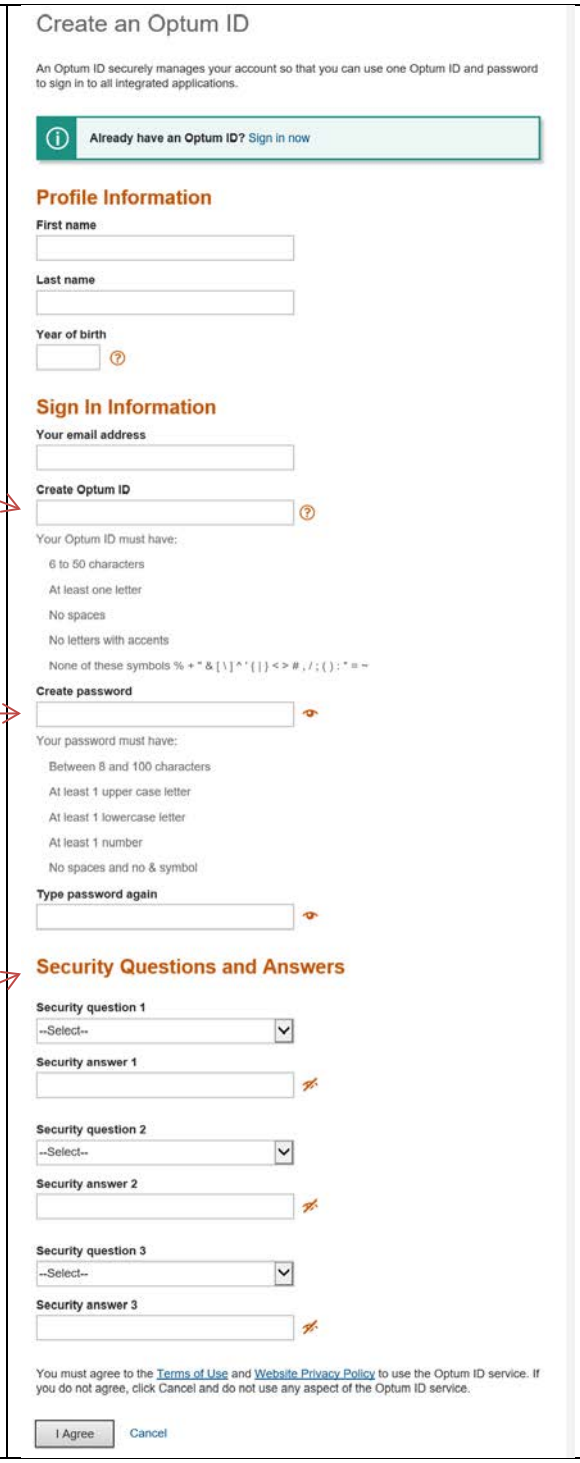
Your Optum ID must have:

- 6 to 50 characters
- At least one letter
- No spaces
- No letters with accents
- None of these symbols % + " & [\ ] ^ ' { | } < > # , / ; ( ) : * = ~

Your Password must have:

- Between 8 and 100 characters
- At least 1 upper case letter
- At least 1 lowercase letter
- At least 1 number
- No spaces and no & symbol

Note: The Security Questions will be used for future password reset or username recovery.



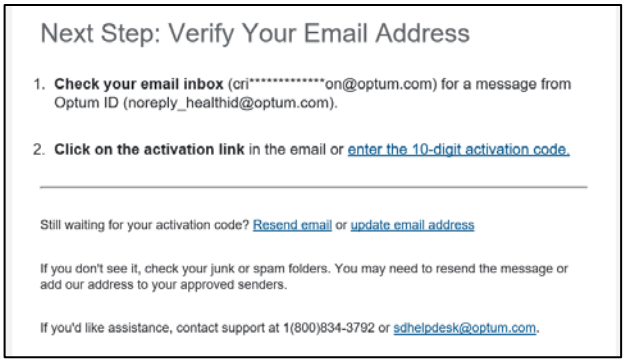
Once you submit the Registration Form, the next step is verifying your email address.

1. Check your email inbox for your **verification email**.
    - If you haven't received the verification email in your inbox, check the spam folder.
    - If you haven't received an email after a few minutes, click on **Resend email** on the Email Verification page.
    - Still haven't received an email? Click on **Update email address** to check your email address or to use alternate email address.
2. Click on the **Activate my Optum ID** link located in the email. This link will take you to a webpage to verify your email.
3. Once you have verified 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 **enter the 10-digit activation code** field on the Email Verification webpage.
5. Copy the **Activation Code** from the email and paste it into the 10-Digit Activation Code field. Click on **Next**. You will be forwarded to the **Optum San Diego website registration form**.

1



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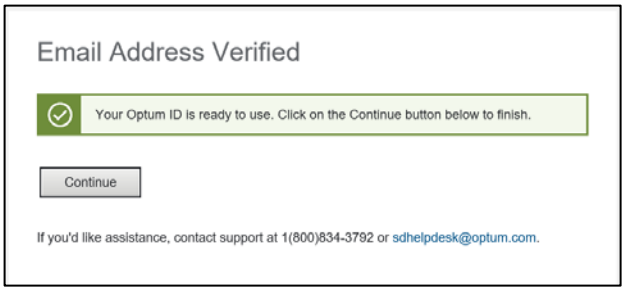

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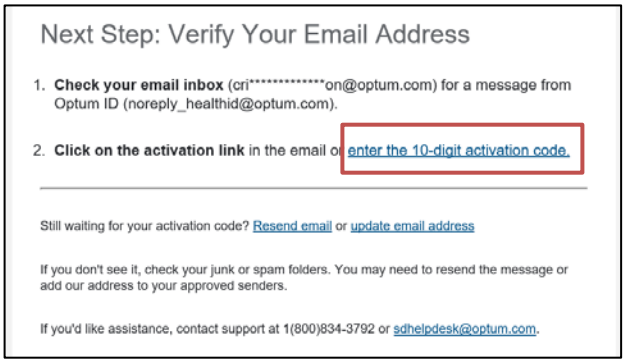

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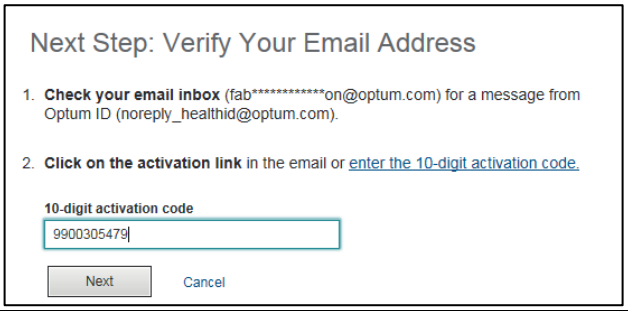


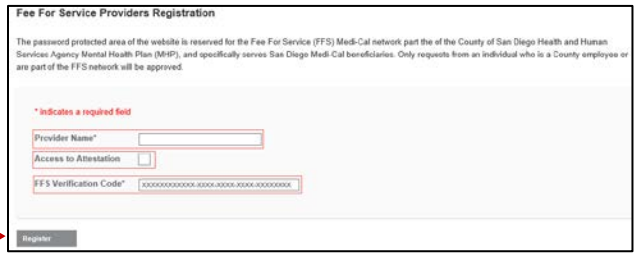
PART TWO: OPTUM SAN DIEGO WEBSITE REGISTRATION FORM

1. The Login link is on the top right of every page.

2. Sign in with your Optum ID

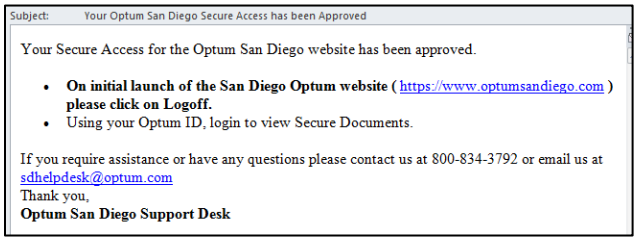
3. On the **Registration** page, check the **FFS Provider User** box and enter your **NPI Number**.

4. Continue on the Registration page and enter your **Provider Name**, check the **Access to Attestation** box if needed, and enter the **FFS Verification Code** previously provided in the "Optum San Diego Website Provider Registration" letter. Click on **Register** to complete the process.



5. This Registration information is forwarded to the Optum Support Desk to confirm you are authorized to have access to the secure site. Your request will be processed within one business day.

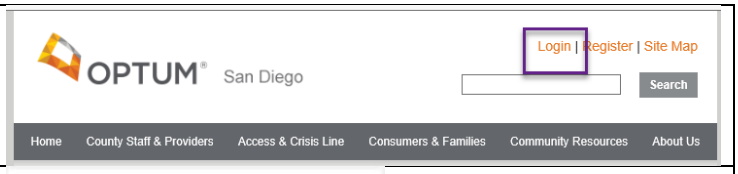
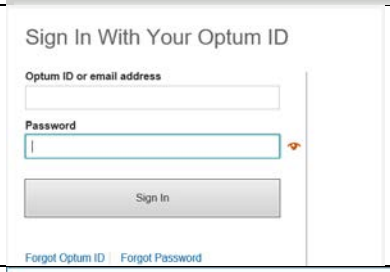
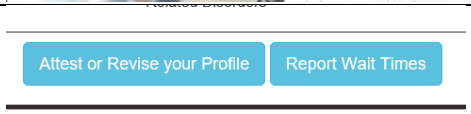
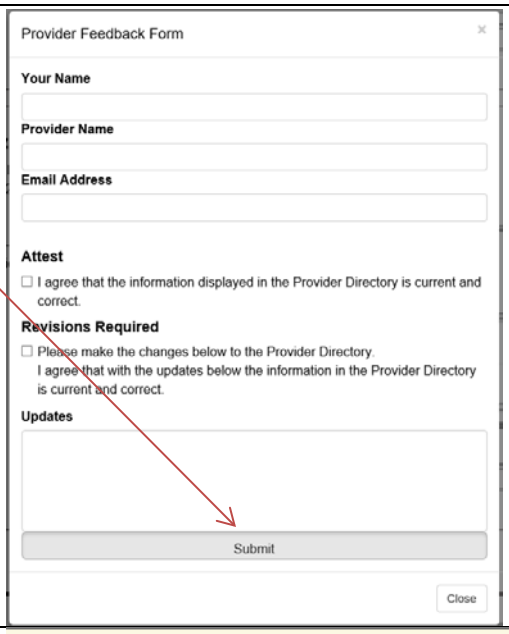
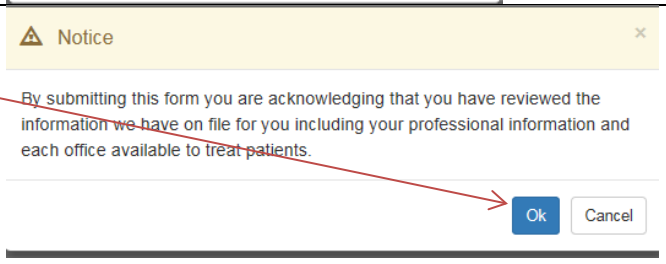
6. You will receive an **email** from the Optum San Diego Support Desk once your account has been activated.



- *For assistance with the Optum website registration process please contact the Optum San Diego Support Desk at 800-834-3792 or sdhelpdesk@optum.com*

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

PART THREE: PROVIDER PORTAL

Go to www.Optumsandiego.com Click on Login at the top right of the page	
Please sign in using your Optum ID and Password	
Click on the link to the Provider Profile Attestation.	
At the bottom of the page, please find the Attestation and Report Wait Times buttons.	
Please click on the "**Attest or Revise your Profile**" button and the following Provider Feedback Form will pop up. Once the form is completed, please click **Submit** at the bottom of the page.	
After reviewing the notice, please click **OK**.