

Website
www.OptumSan
Diego.com

Login*
One HealthCare ID
username and
password

SOC
Click on the
SOC Link

Roles
Provider,
Manager, Mgr
with updates

Tabs/Subtabs
Review info on
EACH
tab/subtab

Save and Attest
Click on
Save and Attest
per tab/subtab



Monthly SOC Attestation Process

*First time users will need to register

Website and Login

Website

Login

The screenshot shows the Optum San Diego website. At the top, there is a search bar and navigation links for "Login", "Register", and "Site Map". A main navigation bar includes "Home", "BHS Provider Resources", "Access & Crisis Line", "Community Resources", "About Us", and "Consumers & Families". A dropdown menu for "BHS Provider Resources" is open, listing various links such as "TERM Providers", "File for Service Providers", "MHP Provider Documents", "Healthy San Diego", "Drug Medi-Cal Organized Delivery System", "Long Term Care", "Organizational Providers Credentialing", "CCBH Training", "SanWITS Training", and "SOC Tips and Resources". Below the navigation, there is a banner image of two women looking at a laptop. The main content area is divided into two sections: "STEP 1. REGISTRATION" and "STEP 2. ATTESTATION". Under "STEP 1. REGISTRATION", there are three columns of links: "Part 1. One Healthcare ID" (with links for "Part 1_Registration Tip Sheet" and "Registration Work Flow"), "Part 2. Optum San Diego Website" (with links for "Part 2 - Registration Tip Sheet" and "Registration Work Flow"), and "Manage Your One Healthcare ID/Password" (with links for "Password Reset/Recovery Tip Sheet" and "Password Reset/Recovery Work Flow"). Under "STEP 2. ATTESTATION", there are three columns: "Provider" (with links for "SOC Application Tip Sheet for Providers" and "SOC Providers Application Check List"), "Manager" (with links for "SOC Application Tip Sheet for Managers" and "SOC Manager Application Check List"), and "Other Resources" (with links for "SOC Application FAQ (pdf)", "SOC Application MH Presentation", and "SOC Application SUD Presentation").

The screenshot shows the "Sign In With Your One Healthcare ID" login page. It features a form with two input fields: "One Healthcare ID or email address" and "Password". Below the password field is a "Sign In" button. To the right of the form, there are "Additional options" including "Create One Healthcare ID", "Manage your One Healthcare ID", and "What is One Healthcare ID?". Below the form, there are links for "Forgot One Healthcare ID" and "Forgot Password". At the bottom, there is a contact support information: "If you'd like assistance, contact support at 1(800)834-3792 or sdhelpdesk@optum.com.".

- To access the registration and attestation tip sheets, click on BHS Provider Resources > SOC Tips and Resources.
- To login, click the Login link on the upper right corner of the page. This will take to the One Healthcare ID login page.

SOC

To access the SOC, on your Welcome page, click the SOC Link button.

Welcome

You have reached the new Optum San Diego network portal for County of San Diego Behavioral Health Service providers. The access that you have been approved for shows below. If you have any questions, please contact the Optum Support Desk at 800-834-3792 or email at sdhelpdesk@optum.com.

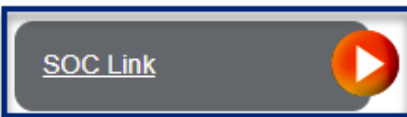
MH Org Provider User

The Mental Health Organizational network portal provides access to CCBH forms, training resources and monthly reports. The portal also provides organizations access to review their information to ensure it is accurate to comply with State and Federal regulations.



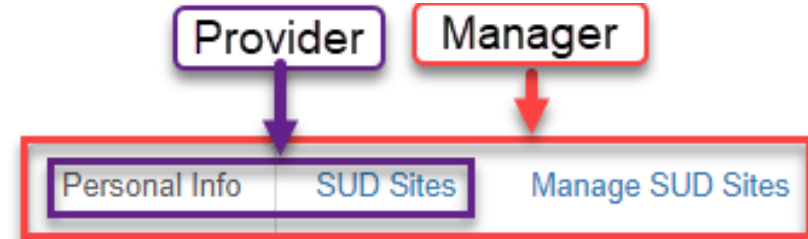
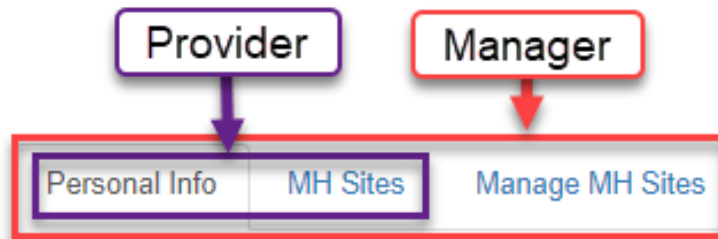
SUD Provider User

Thank you for registering to access the Substance Use Disorder network portal for the County of San Diego Drug Medi-Cal Organized Delivery System (DMC-ODS). Agencies will be able review their information to ensure it is accurate to comply with State and Federal regulations.

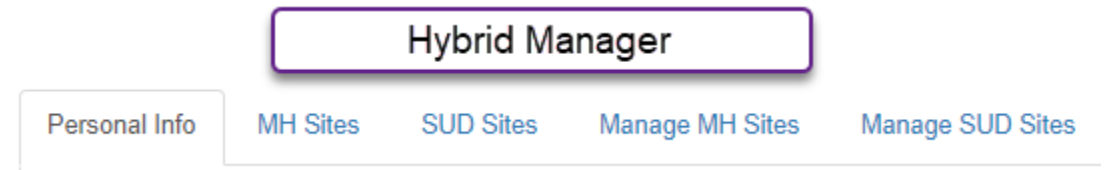
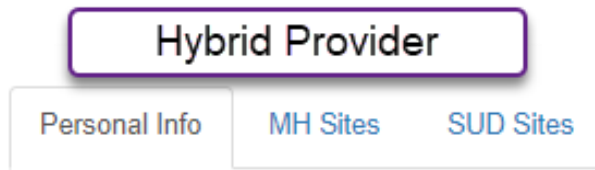


Roles

Typical Roles

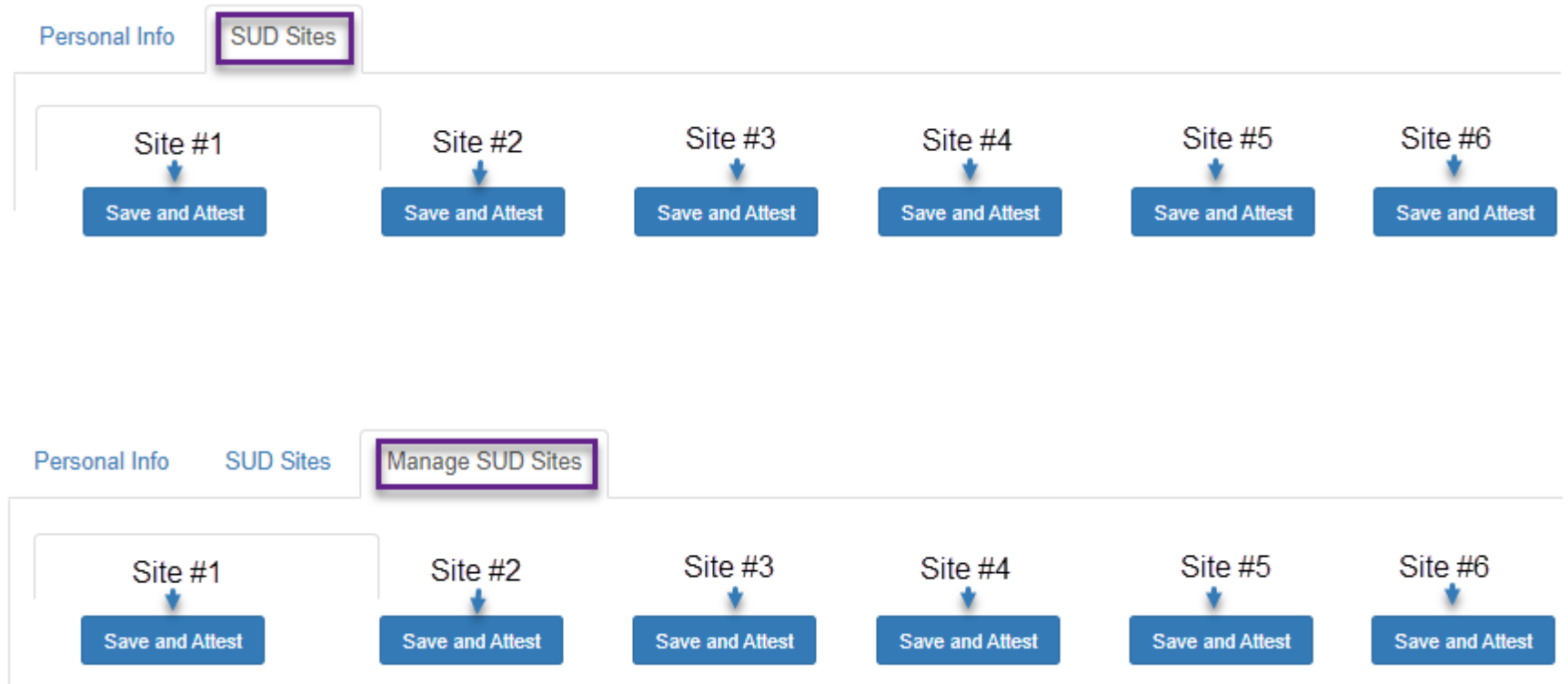


Hybrid Roles



Tabs/Subtabs and Save and Attest

- Review the information on each tab/subtab
- Click on Save and Attest for each tab/subtab



Note for Managers:

Hovering over the orange tool tip dots will show the provider's contribution to the aggregate information of the Manage Sites tab.

If the provider's status (from the Sites tab) is set to "Not available to provider services at this site," they will see an alternate message.

If you see names of providers who are no longer active or no longer attached to the site, submit a Termination Account Request Form (MH) or a User Modification or Termination Form (SUD).

If you continue to see a provider's name after submitting the termination form, contact the county MIS Support team.

Name	Login	Site	
Services: Medication Support, Mental Health Services Languages: Arabic 0-20 hours: 20 21+ hours: 20	09/13/22	09/13/22	[Folder] [Pen] [Envelope]
	09/14/22	04/29/22	[Folder] [Pen] [Envelope]
	05/10/22	04/21/22	[Folder] [Pen] [Envelope]
	09/14/22	02/02/22	[Folder] [Pen] [Envelope]
This provider is not currently known to provide services at this site	07/21/22		[Folder] [Pen] [Envelope]
		04/29/22	[Folder] [Pen] [Envelope]
	04/25/22	04/25/22	[Folder] [Pen] [Envelope]
		03/02/21	[Folder] [Pen] [Envelope]
		04/29/22	[Folder] [Pen] [Envelope]
	04/21/22	04/29/22	[Folder] [Pen] [Envelope]
	05/10/22	04/26/22	[Folder] [Pen] [Envelope]
	10/12/22	10/12/22	[Folder] [Pen] [Envelope]
		04/29/22	[Folder] [Pen] [Envelope]
	07/06/22	04/29/22	[Folder] [Pen] [Envelope]
			[Folder] [Pen] [Envelope]
	09/19/22	08/12/22	[Folder] [Pen] [Envelope]
	05/04/22	04/29/22	[Folder] [Pen] [Envelope]
	09/16/22	08/15/22	[Folder] [Pen] [Envelope]
	04/29/22	04/29/22	[Folder] [Pen] [Envelope]
	12/06/19	04/29/22	[Folder] [Pen] [Envelope]
	05/27/22	04/27/22	[Folder] [Pen] [Envelope]
	09/13/22	09/13/22	[Folder] [Pen] [Envelope]
	09/14/22		[Folder] [Pen] [Envelope]

Site date is the last time the Sites tab was saved and attested.

Login date is the last date the provider logged into the SOC.

The Folder icon shows a view only screen of the provider's Personal Info and Sites tab info.

The Pen icon allows you to edit the provider's Personal and Sites tab information.

The Envelope icon allows you to email the provider at the address listed on their Personal tab.

Remember: Providers and Program Managers are required to attest to all SOC information monthly or when updates need to be made.

Another Note to Managers:

Providers

Name	Login	Site	
[Redacted]		07/21/22	[Pen icon] [X icon]
[Redacted]	03/18/21	04/29/22	[Pen icon] [X icon]
[Redacted]	04/29/22	07/21/22	[Folder icon] [X icon]
[Redacted]	04/28/22		[Folder icon] [X icon]
[Redacted]	10/07/22	04/29/22	[Folder icon] [X icon]
[Redacted]	08/05/22	05/24/22	[Pen icon] [X icon]
[Redacted]	08/05/22	07/21/22	[Folder icon] [X icon]
[Redacted]			[Folder icon]
[Redacted]	02/15/23	02/09/23	[Pen icon] [X icon]
[Redacted]	08/05/22	07/21/22	[Folder icon] [X icon]
[Redacted]	04/25/22	04/25/22	[Folder icon] [X icon]
[Redacted]	04/29/22	04/29/22	[Pen icon] [X icon]
[Redacted]			[Folder icon]

- A site has “completed” the requirement when all the providers have a current date under the Site column
- Program managers automatically have access to update prescriber profiles (with the pen icon)
- If Managers need to update provider profiles and attest on the providers’ behalf, contact the Support Desk for access (where all the providers would have the pen icon)

Support and Contact Info

- For access to update staff profiles on their behalf, please contact the Optum Support Desk
- The Support Desk also provides online individual and group trainings on how to complete the attestation process

www.OptumSanDiego.com

sdhelpdesk@optum.com

(800) 834-3792

Thank you!