

Payment and Network Integrity online submissions portal

The new Payment and Network Integrity portal is designed to save you time.* It's separate and distinct from the Provider Express Secure Portal you use to check member and claim-related information.

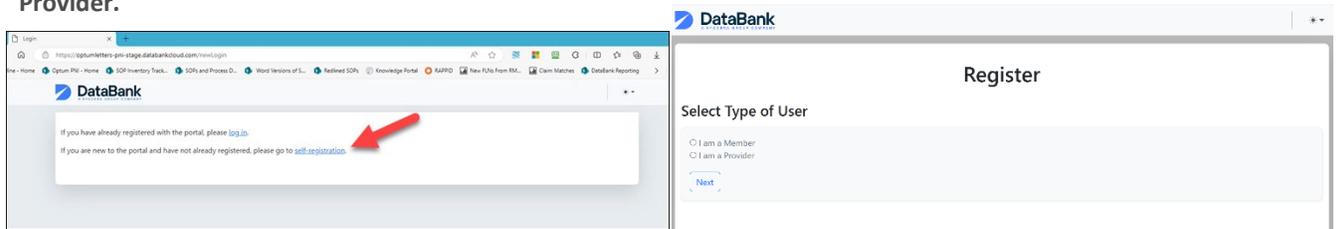
The Payment and Network Integrity portal helps you manage medical record requests you receive from Optum Behavioral Health for claim payment reviews. Through this portal, you can upload requested medical records electronically and check payment review status 24/7. The portal:

- Eliminates the need to print, fax and/or mail documentation
- Cuts down on administrative work
- Helps you complete tasks quickly and easily without having to call Optum
- Reduces the risk of error since submitted records are directly linked to the claim being reviewed

Instructions on accessing the portal will be included in any medical request you receive from Payment and Network Integrity. If you don't have the request handy, follow the steps below.

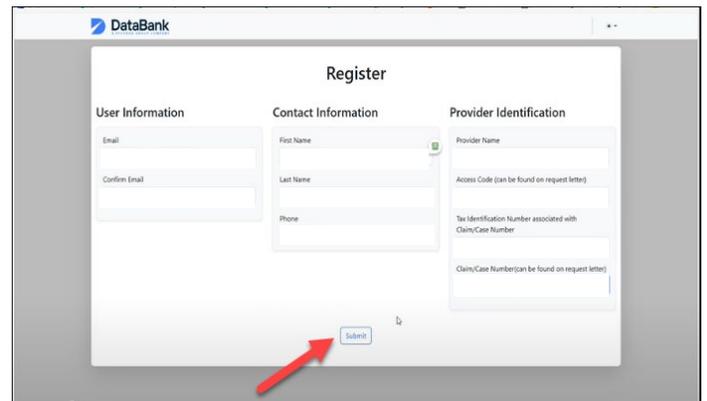
Register and log in to the portal as a first-time user

1. Go to the [Payment and Network Integrity online submissions portal](#), select self-registration and choose **I am a Provider**.



2. Fill in all fields and click **Submit**

- **Provider Name:** Name of user registering under that tax identification number (TIN) – this can be a staff member who supports the provider.
- **Access Code:** You'll find this on the medical record request letter
- **Tax Identification Number (TIN):** The first person to register under a TIN will be classified as the Admin User. Other users may register under the same TIN to help manage medical record requests; they will be classified as a general user.
- **Claim/Case Number:** This is also found on the request letter.



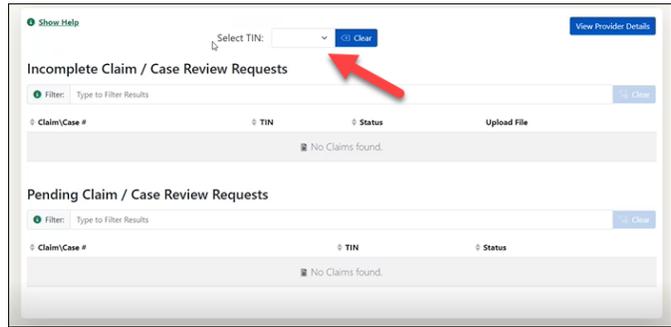
Note: Please use the provider TIN that was used to bill for the corresponding claim/case number.

3. **Log in with your One Healthcare ID.** Click Continue to go to **Claim View**. If you need help uploading medical records, select **Show Help** (top left corner).
 - Need a One Healthcare ID? Select **Create One Healthcare ID** (required to use the portal).
 - Follow these [step-by-step instructions](#) for help creating a One Healthcare ID.

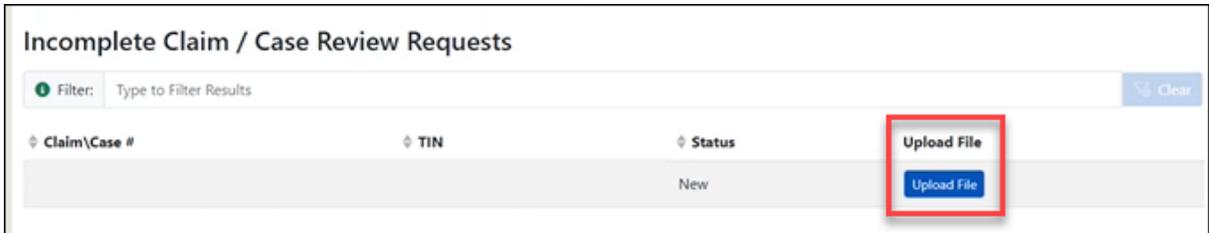
Note: After log in, select **Show Help** (top left corner) for help submitting claim records electronically.

Upload documents to the portal

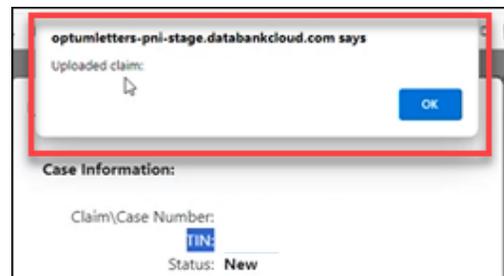
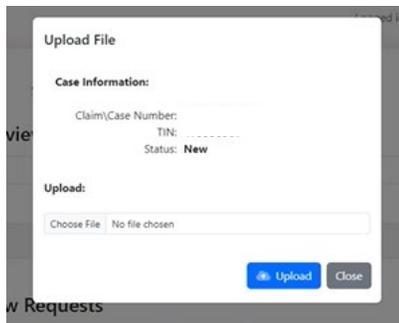
- If you have multiple TINs, choose the TIN for the claim for which you are submitting documentation. If you only have 1 TIN, this drop-down won't appear. Go to the next step.



- Results will automatically populate for the selected TIN. Under **Incomplete Claim/Case Review Requests**, locate the Claim/Case # you are submitting documentation for and click **Upload File**.



- On the **Upload File** pop up, confirm **Claim/Case Number** and **TIN** are correct. Then, go to **Choose File**, select the file and click Upload. Note: File must be PDF format and 700 MB or less. The uploaded claim pop-up lets you confirm which documents were uploaded.



- View the uploaded documents under **Pending Claim/Case Review Requests** in the **Claim View**.

Note: Status information isn't real time. Check back within 24 hours for documentation upload status.

