

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](#). The 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 resources 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](#), [SnWITS Training](#), and [SOC Tips and Resources](#). Below the navigation 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**. **STEP 1. REGISTRATION** includes three columns: **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](#). **STEP 2. ATTESTATION** includes 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' form. It features two input fields: 'One Healthcare ID or email address' and 'Password'. Below these fields is a 'Sign In' button. To the right, under 'Additional options:', there are links for [Create One Healthcare ID](#), [Manage your One Healthcare ID](#), and [What is One Healthcare ID?](#). At the bottom, there are links for [Forgot One Healthcare ID](#) and [Forgot Password](#). A contact information box at the bottom states: 'If you'd like assistance, contact support at [1\(800\)834-3792](tel:18008343792) or sdhelpdesk@optum.com'.

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.



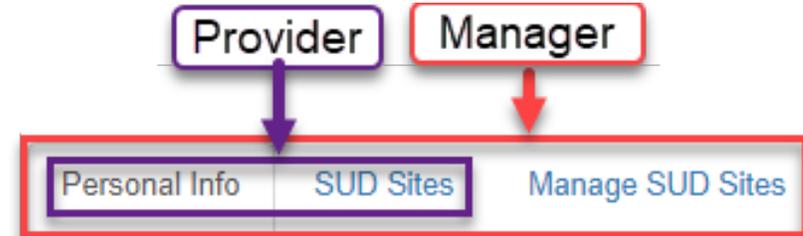
SUD Provider User

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.

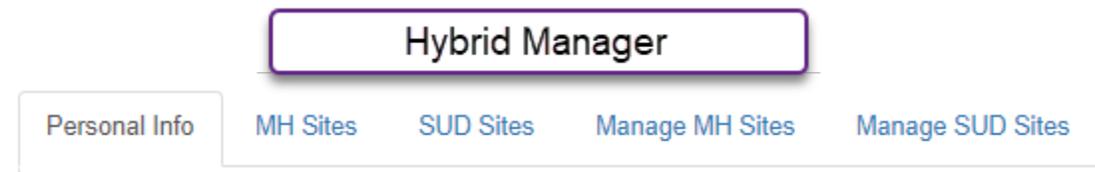
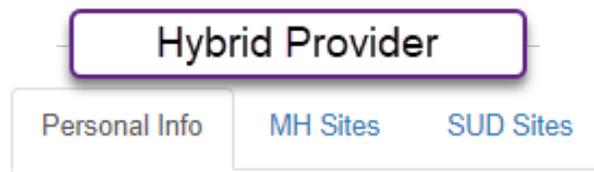


Roles

Typical Roles

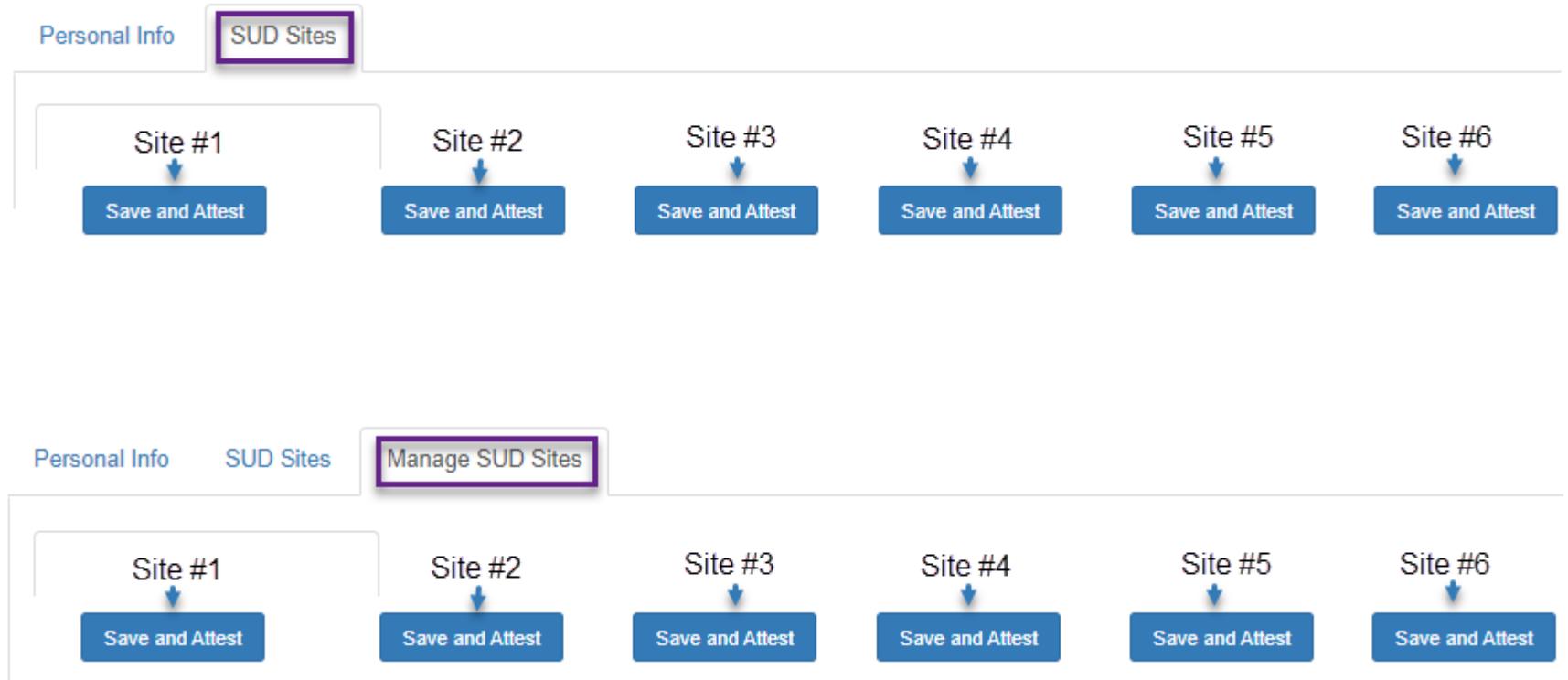


Hybrid Roles



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 provide 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	09/03/22	09/03/22	[Folder] [Pen] [Envelope]
	09/04/22	04/29/22	[Folder] [Pen] [Envelope]
	05/10/22	04/21/22	[Folder] [Pen] [Envelope]
	09/04/22	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 save 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!