



Optum Payment Integrity PCH Electronic Provider Portal Field Guide

Original Effective Date: 08/16/2023

Revision Date: 09/15/2023

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Overview

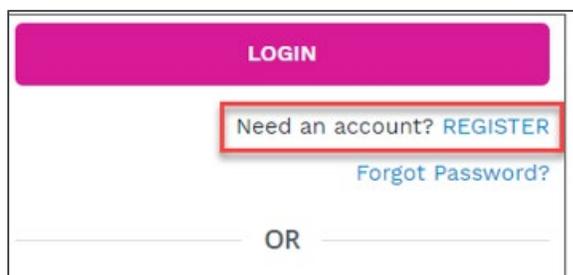
This document provides instructions for the [PCH Portal](#) application for Optum Care Payment Integrity (OC PI) Providers.

Important:

- The PCH Portal is for OC PI business only.
 - Record copy submittals through PCH Portal are only for requests from **P.O. Box 30773** Salt Lake City, UT 84130.
- For login issues, click on **Forgot Password** from the login page.

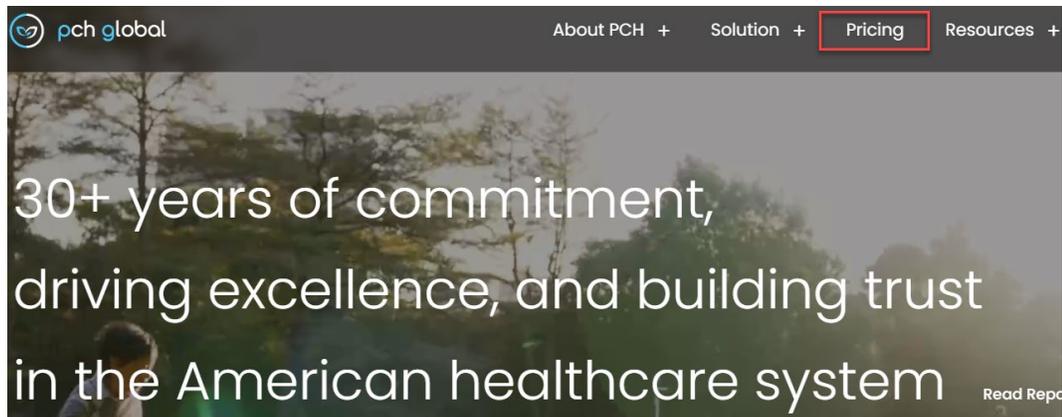
Setting up a new account

1. Navigate to the [PCH Portal](#).
2. Click **REGISTER** to create an account.

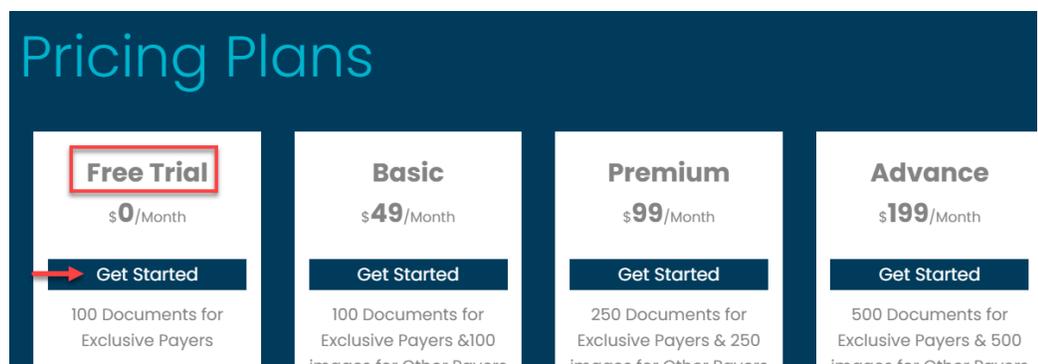


Clicking **REGISTER** will bring you to a new web page.

- a. Click on **Pricing** from the top bar.



- b. Select the first option **Free Trial** and click "Get Started".



- c. Complete the credentialing fields for the **Type of Organization** select Provider from the drop-down choices, then click **Sign Up**.

The image shows a registration form titled 'Get Started With Your Account'. It includes a 'Sign in with Google' button at the top. Below that are fields for 'First Name*', 'Last Name*', 'Provider' (highlighted with a red box), 'Organization Name*', 'Contact Phone Number*', and 'Email*'. There are also fields for 'Enter Password*' and 'Confirm Password*'. A CAPTCHA section is present with a box for characters and the instruction 'Enter the characters shown in the image.'. At the bottom, there is a checkbox for 'I accept the Terms & Conditions, Access Service Agreement, User agreement.' and a 'Sign Up' button with a red arrow pointing to it.

- d. Once registration is complete, you will receive a confirmation email. Click the link within the email.



3. Navigate to PCH Global account [PCH Global \(exelatech.com\)](https://www.exelatech.com)
4. The first time you log in, the application will prompt you for the following:
 - a. Select how you heard about PCH Global.
 - b. **Source:** Enter "Payer"
 - c. **Select Payer:** Select "Optumcare Payment Integrity (OCPI)" from the drop-down choices.
 - d. **Note:** if the above does not display does not populate, under My Account Setup – Plan Options; select Apply Promo Code and enter the following **UHGOMW**.
5. A **My Account Setup** pop-up window will open.
 - a. Enter Subscriber FED Tax ID
 - b. Enter Subscriber Phone Number
 - c. Click the **CLICK HERE TO GET STARTED** button.

A screenshot of the "My Account Setup" form. The form has a header "My Account Setup" and a sub-section "SUBSCRIBER INFORMATION". Under "Plan Subscriber Information", there are two input fields: "Subscriber FED Tax ID*" and "Subscriber Phone Number*" with the value "123-456-7890" entered. A pink button labeled "CLICK HERE TO GET STARTED" is located at the bottom right, with a red arrow pointing to it.

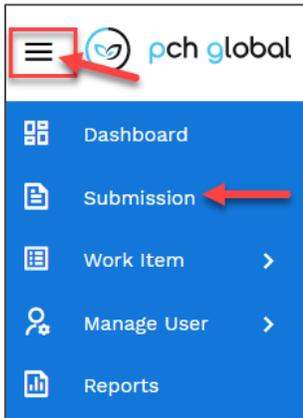
6. This completes the registration process.

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Uploading documents

The below instructions outline how to submit documents, such as copies of medical records.

1. If you wish, you can expand the left navigation section descriptions by clicking the hamburger icon at the top left, next to the PCH Global logo.
2. Click Submission to jump to the Submission section.



3. Click the Image Upload button on the line with **OptumCare - OptumCare Payment Integrity (OCPI)** under the “Payer & Plan Name” column.



4. Complete the following fields:

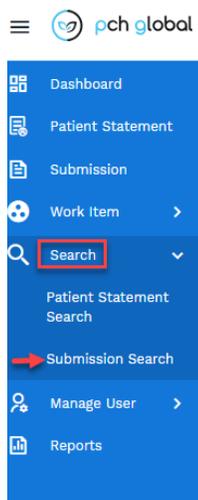
- **Member ID**
- **Patient Last Name**
- **Patient First Name**
- **Patient Middle Initial:** Enter if applicable
- **Patient DOB:** Enter the patient’s date of birth in dd/mm/yyyy format.
- **Date of Service From:** Enter date of service in dd/mm/yyyy format.
- **Date of Service To:**
 - If date of service spans more than one day, enter the end date in dd/mm/yyyy format.
 - If only one date of service applies, leave this field blank or enter the same date as Date of Service From.
- **Provider Name**

- **Provider TIN:** enter 9-digit TIN
 - **Claim Number:** Enter the claim number from the medical records request letter or other report/document in the text field.
 - **Reason for submission:** Select the reason from the dropdown (Documentation of a denied claim, Reconsideration, Appeal, or Medical Records Request).
 - **Browse:** Click to search for the medical record copy. Select the file and choose “Open” to save it to the portal.
 - **Important:** You must include the original medical records request letter your office received from Optum. This is required for the record copies to be directed to the mail queue for the accurate business area.
 - **Medical Records Letter Attached:** Select “Yes” from the dropdown.
 - **Important:** The document upload will reject if the request letter is not included with the records.
5. Click “**Submit**” to complete the upload. The system will create an Internal Control Number (ICN) for the uploaded document/record(s). The ICN number may be used for tracking purposes.

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Search, track, and view uploaded documents

1. Click the **Search** dropdown in the left navigation bar and select “Submission Search”.



2. There are two search methods available:
 - **To search for a particular item,** complete one or more fields in the Document Search section and click the **Search** button to display the document.

Document Search
Work Item / Document Search

ICN Parent ICN Payer Name Plan Name

Exclusive Payer Exclusive Payer Payer Address Submission Type Document Status Document Status

From Submitted On To Submitted On Client DCN Mail Type Mail Type

RESULTS

Reveal Columns

Action	ICN	Parent ICN	Payer Name	Plan Name	Exclusive Payer	Payer Address	Submission Type	Document Status	Rejected Reason	Client DCN	Mail Type
No data available in Workitem											

- To display all documents in a particular status, select from the dropdown choices in the “Document Status” field and click the **Search** button.
Note: Selecting the “Rejected” status displays any documents that did not successfully upload.

Plan Name

Document Status

Document Status

Document Status

Accepted
Submitted
Mailed
Rejected

3. The searched document(s) or item(s) will display in the **Results** table at the bottom.

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Revision history

Publish date	Section	Revision details	Writer	Approver
08/16/2023	All	Initial release	Elizabeth Laliberte	Elizabeth Laliberte elizabeth.c.laliberte@optum.com
8/23/2023	Upload doc	Updated screenshot for Payer & Plan Name.	Elizabeth Laliberte	Elizabeth Laliberte elizabeth.c.laliberte@optum.com
9/15/2023	All	Brand standard format	Jennie Gillespie	Elizabeth Laliberte elizabeth.c.laliberte@optum.com

1/5/23	All	Updates to search and registration section	XXXXX
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Business details

Audience(s)	Functional Area	Version	Document owner
Optum Health	Optum Health Payment Integrity All areas/providers	A	Deanna Lundgren, PI Associate director deanna.lundgren@optum.com

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