



San Diego Public Sector

OPTUM WEBSITE REGISTRATION

WELCOME TO THE NEW OPTUM SAN DIEGO WEBSITE

The registration is a two-step process:

- 1. One Healthcare ID registration form**
- 2. Optum San Diego website registration form**

- ❖ If you are new to One Healthcare ID, please complete Part One: One Healthcare ID Registration Form (Pg. 2).**
- ❖ If you already have a One Healthcare ID, please go to Part Two: Optum San Diego Website Registration Form (Pg. 5).**
- ❖ If you are a TERM Provider and need access to the Child and Family Well-Being (CFWB) Rosters page, please proceed to Part Three: TERM Roster (Pg. 6)**
- ❖ If you have already completed the steps above (PART ONE and PART TWO), please proceed to Part Four: Provider Portal Attestations to review your Provider Profile, complete the provider attestation, and report your Wait Times (Pg. 7).**
- ❖ 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: ONE HEALTHCARE 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 **One Healthcare ID registration**.

Optum San Diego

[Login](#) | [Register](#) | [Site Map](#)

Search: [Search](#)

[Home](#) [BHS Provider Resources](#) [Access & Crisis Line](#) [Community Resources](#) [Beneficiary & Families](#) [About Us](#)

English

One Healthcare ID

Create One Healthcare ID

Already a User? [Sign In](#) * Required Fields

First Name*

First Name is required.

Last Name*

Last Name is required.

Year of Birth*

Year of Birth is required.

Email Address*

Email Address is required.

Create One Healthcare ID* (Username)

One Healthcare ID is required.

- ☐ Between 6 and 50 characters
- ☐ At least one letter
- ☐ No spaces
- ☐ No letters with accents
- ☐ None of these Symbols: % + * & [\ ^ { } < > # , ; () : * = ~

Create One Healthcare ID* (Username)

One Healthcare ID is required.

Password*

Password is required.

Password Guidelines:

- ☐ Enter a minimum of 8 characters and maximum 100 characters
- ☐ Use at least one uppercase letter
- ☐ Use at least one lowercase letter
- ☐ Use at least one number
- ☐ Do not use spaces and "&"

Confirm Password*

Phone Number

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the One Healthcare ID service. If you do not agree, do not use any aspect of the One Healthcare ID service.

[Continue](#)

[Help Center](#)

If you'd like assistance, contact support at 1(800)834-3792 or sdhelpdesk@optum.com.

Once you have created your One Healthcare ID, you will need to verify your email address. Check your email for a message from One Healthcare ID, with the subject line being “Confirm your One Healthcare ID email address”. Copy the verification code from the body of the email and paste it into the Verification Code field on the website.

 English ▼

Testfred Grant ▼



Verify Your Email Address

Check your registered email address (agr****94@gmail.com) for the Verification code and link. You may either enter the verification code below or select the verification link in your email to complete the verification.

If you don't find the email in your primary inbox, check your spam or junk folders.

Allow up to 1-2 minutes for the email to arrive in your inbox.

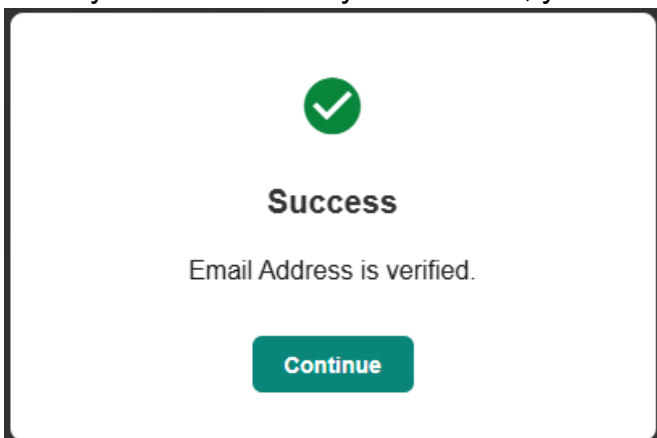
Enter Verification Code

[Resend Email](#) [Update Email Address](#)

Verify

[Back](#)

Once you have verified your account, you should see a successful message pop up, as shown below:



Then, you will need to add 2-Factor authentication to your account for extra security. Choose one of the following options below by clicking on Setup next to that option or click the Guide link underneath each option for further information.

One Healthcare ID

Add additional authentication methods.

For enhanced security password will be mandatory along with required additional authentication methods.



Password ⓘ

Password is setup & in use





Passkey ⓘ

Device Based Authentication

[Guide to set up passkey](#)

Setup



Authenticator ⓘ

Time-Based One-Time Password

[Guide to set up authenticator](#)

Setup



Phone ⓘ

Phone Based Authentication

Setup

You can make changes to your account at any time from the Manage Profile section.

Once you complete the 2-Factor authentication setup and save the Recovery Key, you will have successfully completed the One Healthcare ID registration.

PART TWO: OPTUM SAN DIEGO WEBSITE REGISTRATION FORM

1. Locate the login link at the top-right corner of the main page

2. Sign in with your One Healthcare ID or email address

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

4. Enter your **Provider Name**, check the **Add TRES Access** if needed, and enter the **FFS Verification Code** previously provided in the "Optum San Diego Website Provider Registration" email. Click on **Register** to complete the process.

5. Pressing **Register** will send an email to the **Optum Support Desk** to approve of your account. The request should be processed within one business day.

6. Once your account is approved, you will receive an email from the **Optum Support Desk**. Be sure to **log off** and then **log in** to the website to confirm the approval.

The image shows a sequence of six screenshots from the Optum San Diego website registration process, each with a numbered red circle indicating the step.

- Step 1:** The top of the Optum San Diego homepage. A red arrow points to the "Login / Register / Site Map" link in the top right corner.
- Step 2:** The "Sign In" page. It features a text input field for "One Healthcare ID or Email Address", a "Forgot One Healthcare ID?" link, and a green "Continue" button.
- Step 3:** The "Registration | Optum San Diego" page. It includes a disclaimer about the enhanced gateway to content. Under "Choose User Role(s)", the "FFS Provider User" checkbox is selected. There is an input field for the "NPI Number".
- Step 4:** The "Fee For Service Providers Registration" page. It contains a disclaimer about the password-protected area. It has input fields for "Provider Name*", "Add TRES Access" (checkbox), and "FFS Verification Code*" (with a masked input field).
- Step 5:** The "Thank you | Optum San Diego" page. It says "Thank you for registration. We will review your information within 1 business day. You will receive an email once your account request is approved."
- Step 6:** A confirmation message stating "Your Secure Access for the Optum San Diego website has been approved." It lists instructions: "On initial launch of the San Diego Optum website (https://www.optumsandiego.com) please click on Logoff." and "Using your One Healthcare ID, login to view Secure Documents." It also provides contact information for the Optum San Diego Support Desk.

PART THREE: CHILD AND FAMILY WELL-BEING ROSTERS

1. Locate the login link at the top-right corner of the main page

1

[Login](#) | [Register](#) | [Site Map](#)

Search:

[Access & Crisis Line](#) [Community Resources](#) [Beneficiary & Families](#) [About Us](#)

2. Sign in with your One Healthcare ID or email address

2

Sign In

One Healthcare ID or Email Address

[Forgot One Healthcare ID?](#)

3. Scroll down until you see **TERM Provider User**. Click on the button that says, "Click for CFWB Rosters"

3

TERM Provider User

Thank you for registering to access the TERM Provider network portal.

[Click for CFWB Rosters](#) 

4. Here you will find the current **Alpha** and **Unit Rosters**, as well as an archive of previously uploaded rosters.

4

TERM Secure Documents

[CFWB Rosters](#)

CFWB Rosters

Rosters

Name	Description	Date
NOVEMBER 2025 CFWB ALPHA ROSTER.xlsx		2025-11-06
NOVEMBER 2025 CFWB UNIT ROSTER.docx		2025-11-06

PART FOUR: SB137 ATTESTATION, REPORTING WAIT TIMES AND CEUs

1. Locate the login link at the top-right corner of the main page.

2. Sign in with your One Healthcare ID or email address.

3. On the **Welcome** page, scroll down to the **Fee for Service Provider User** section and click on the **Click for Attestation** button.

4. Once there, you can see your information in the directory to review. At the bottom of the page, you can **Attest or Revise your Profile**, **Report your Wait Times**, or **Report CEU**.

The screenshot shows the SB137 portal interface with four numbered steps indicating the navigation path:

- Step 1:** Points to the [Login](#) link in the top-right corner of the page.
- Step 2:** Points to the **Sign In** section, which includes a text input field for "One Healthcare ID or Email Address", a [Forgot One Healthcare ID?](#) link, and a **Continue** button.
- Step 3:** Points to the **Fee For Service Provider User** section. This section contains the text: "As the Administrative Service Organization (ASO) for reviewed and updated." and "This new portal now allows for the completion of the providers to verify whether a treatment location is o". Below this is a link: **To complete the semiannual Provider Profile attest:** followed by a [Click for Attestation](#) button with a play icon.
- Step 4:** Points to the bottom navigation bar, which contains three buttons: **Attest or Revise your Profile**, **Report Wait Times**, and **Report CEU**.