

What is a One Healthcare ID?

-One Healthcare ID delivers a secure, centralized identity management solution that enables a single sign-on to all integrated applications. You register for a One Healthcare ID once and use that One Healthcare ID to access all the associated applications seamlessly. You can access self-service tools to reset your password, recover your One Healthcare ID, and maintain your profile.

Supported browsers

One Healthcare ID is supported on the following browsers:

- Microsoft Edge latest version
- Firefox's latest version
- Chrome's latest version
- Safari's latest version for iPhone/iPad

Learn more about One Healthcare ID by following the link below:

[What is an ID? - ID \(onehealthcareid.com\)](https://onehealthcareid.com)

Can I request how I receive the requested documents and information?

-Yes, under your user Account profile you can select your preferred method of communication.

*Please note, Optum's preferred method for sending larger documents, including but not limited to Plan Language (SPD & MPD) and Plan Documents is through secure email. Secure email instructions are located at the end of this document.

Can my preferred method of contact be updated once selected?

-Yes, once the preference is selected you can update this when logged into your account.

Do I only have to fill out the required fields?

-The more information, the better. Providing all the pertinent patient and accident information will help our teams identify any existing cases and/or member files to expedite the case set up process.

What do I enter under 'Description of Injury'?

-Add all relevant details regarding the injury. I.e., Patient was rear-ended while sitting at a stop light, or Patient slipped and fell while they were mopping the floor while on the clock at their job at Target.

What is the 'Your Claim or File Number' field?

-This is what you use to identify your Client/Claimant/Injured/Insured's, etc. case in within your office. We use your file or claim number you provide us to send you an email with the corresponding Optum event number.

-You should reference the Optum event number we provide you when making future requests, calls, or sending Optum correspondence.

When submitting a New Event Referral, why is 'Your Claim or File Number' field required?

-This is a required field as we are limited in what PII/PHI we can send external parties via an unsecured email message. At the time of the initial email we send you with your Optum event number, a shell event has been created, so there is no other information to provide you. The email is simply providing the event number for you to update your records, and to let you know we have received and are processing your new referral.

How does the Portal know if the case is urgent?

-The Optum team that handles the Portal submissions, uses the 'Event Status' information you provide to determine if the event is urgent.

How do I attach member ID cards or other documents within the portal?

-Relevant documents pertaining to Portal submissions can be attached on the 'Upload file' section of the Portal. The following file formats are allowed for upload: pdf, .doc, .docx, or .tiff. Maximum file size: 1.95 MB. Maximum number of files: 3.

What is the expected timeframe I will receive the documents and information I requested?

-Estimated turnaround times are provided on the confirmation page. The turnaround times can vary depending on whether or not an event was found in our system or matched what you provided.

Who is Optum?

Optum Subrogation Services assists health insurers and health plans in recovering health care expenses that result from accidents in which a third party is responsible. Optum has more than 16 years' experience in the third-party liability business and is one of the industry's largest health information companies.

For more information about our company, please visit our website at www.optum.com.

What is subrogation?

Subrogation is a procedure undertaken by your insurance company or health plan to recover from responsible third parties the full, or some proportionate part of, benefits paid to you. In other words, if another individual or organization contributed to or caused your injury, that party may be obligated to reimburse your health plan for the medical payments.

Why are we asking for this information?

Your employer, insurer, and/or health plan has retained Optum Subrogation Services to pursue a recovery for the medical benefits which have been, or may be paid, arising out of the injury noted on the letter we mailed to you. Your insurer or health plan may have a right to be reimbursed for the medical benefits that it has paid if another party is responsible.

How is my data protected?

Optum is very sensitive to privacy issues. We respect your Client's right to privacy and feel it is important for you to know how we handle the information we receive from you via the Internet. However, it may be necessary in some cases for us to provide information to our contractors, agents, or other insurers in order to respond to your case, but only to the extent permitted by law.

We have taken precautionary measures to make all information received from our online visitors as secure as possible against unauthorized access and use.

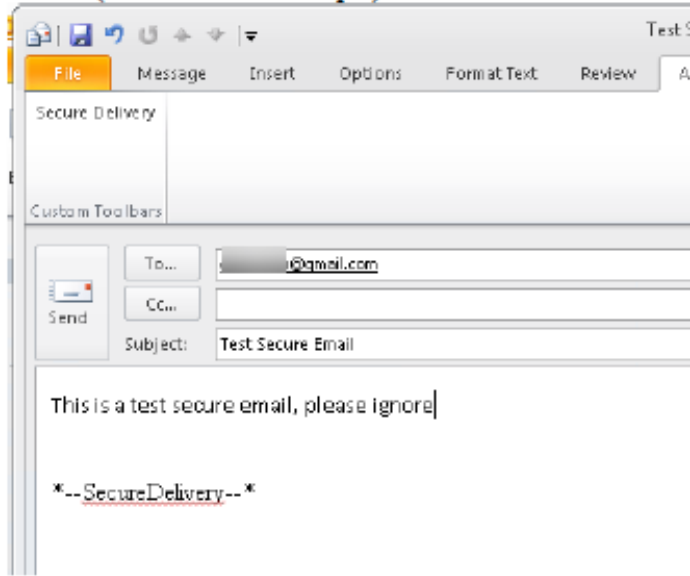
We do not sell this information. We will only share information with outside entities as permitted by state and federal law and only to the extent that it is necessary to investigate and resolve this subrogation claim. Additionally, our online and offline business practices are in full compliance with the privacy requirements under the Health Insurance Portability and Accountability Act (HIPAA). To read more about our Privacy Practices, please visit our website at www.optum.com.

Secure Email Instructions

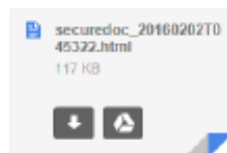
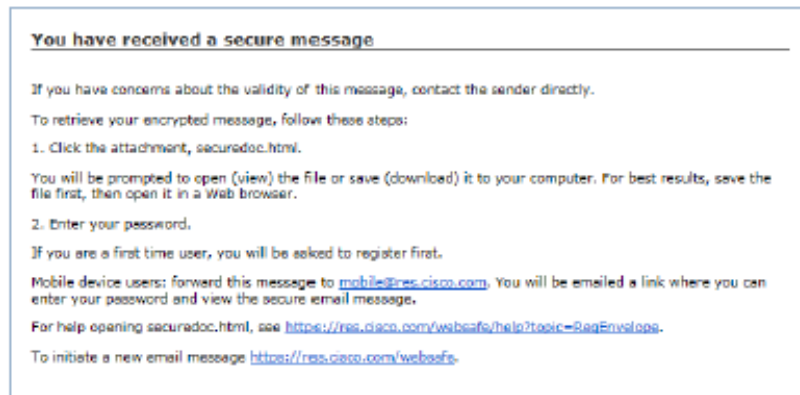
Registering a Secure Delivery Account (for external users) :

When an external customer receives a secure email for the first time they will be required to request a CRES account.

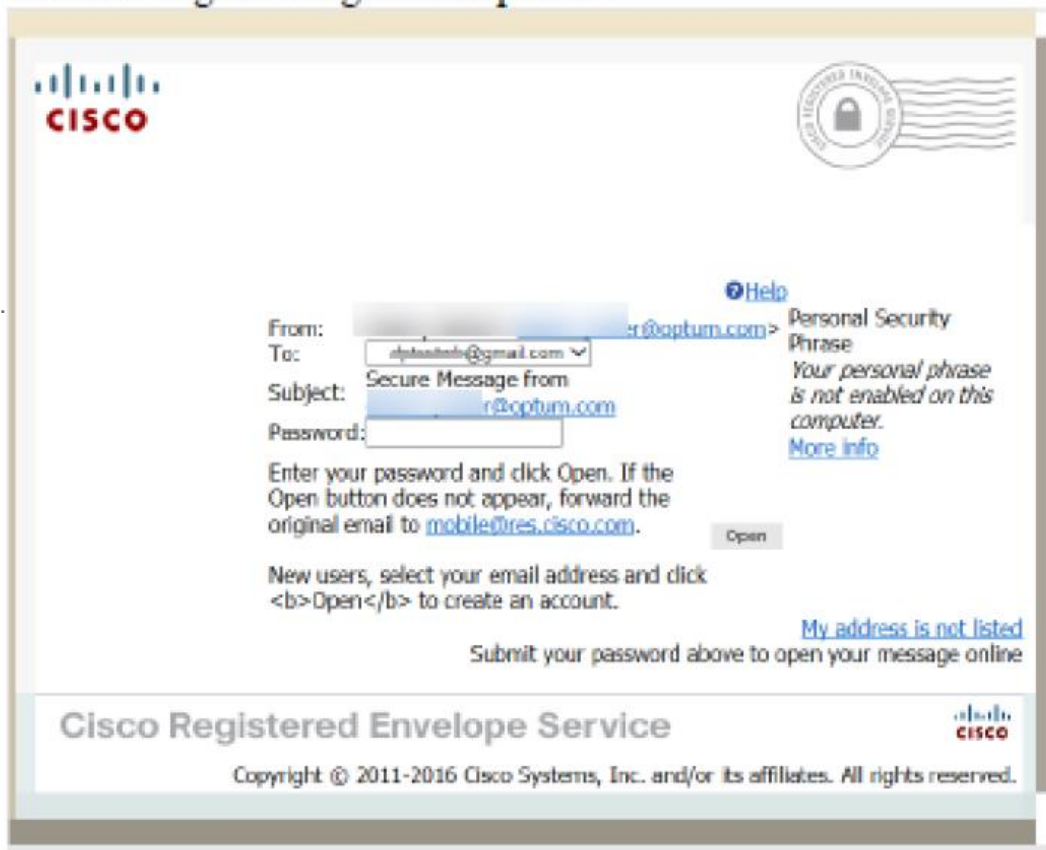
- A UHG employee sends a secure email to an external customers email address(below is a test example)



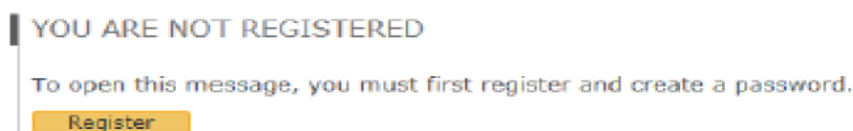
- You will receive a notification message similar to the one below. Click on the attachment titled "securedoc.html." (If you do not see this notification message in your e-mail inbox, check your junk and/or spam folders.)



- A secure e-mail envelope will display in your Web browser. Click on the Open button to begin the registration process.



- A prompt will appear stating you are not registered, click on the yellow Register button



- Submit your details into the registration page, please note the password requirements. This password will be what you use to login to CRES in the future

NEW USER REGISTRATION * = required field

Enter Personal Information

Email Address: [redacted]@gmail.com

First Name*: [D]

Last Name*: [P]

Create a Password

Password*: [.....]

Confirm Password*: [.....]

[Advanced Settings](#) [Register](#) [?](#)

Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

By registering, you agree to CRES' [Terms of Service](#)

- If you click on the Advanced Settings option you will be asked for additional information. Your personal security phrase will display on a secure envelope when you receive it so you will know it is genuine and the 3 security questions are used for password retrieval should the password be lost.

NEW USER REGISTRATION * = required field

Personal Security Phrase ?

Personal Security Phrase

Enable my Personal Security Phrase.

Select 3 Security Questions ?

Show

Question 1

Your own security question

Answer 1

Confirm Answer 1

Question 2

Your own security question

Answer 2

Confirm Answer 2

Question 3

Your own security question

Answer 3

Confirm Answer 3

Back **Register**

By registering, you agree to CRES's [Terms of Service](#)

- After successful registration, the following confirmation message will display.

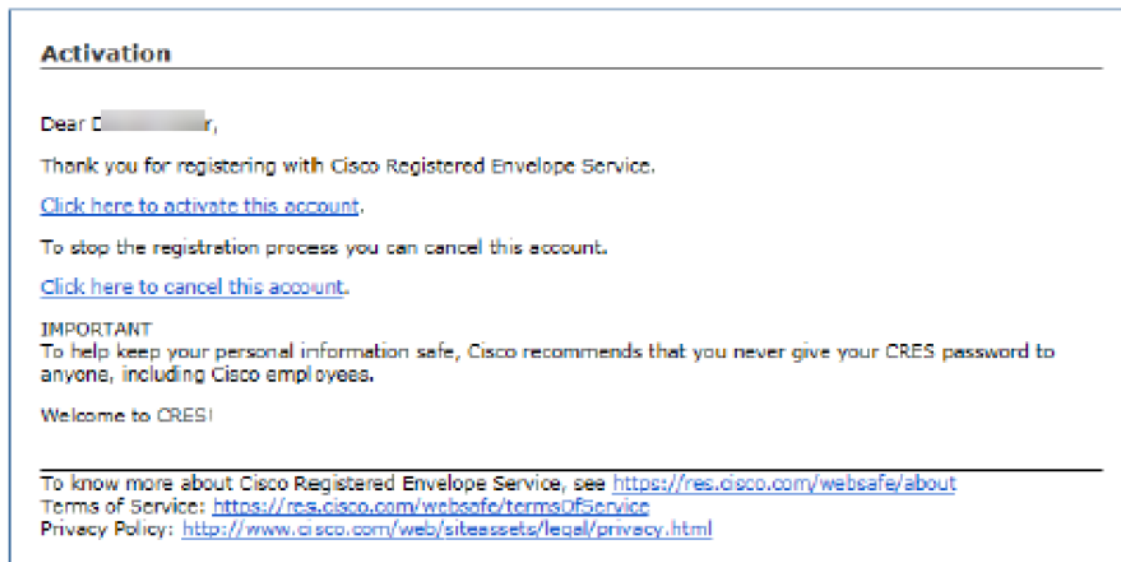
FINAL STEP: ACCOUNT ACTIVATION

Your Cisco Registered Envelope Service account was successfully created.

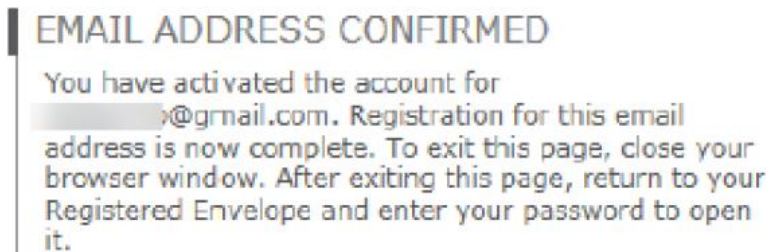
Instructions to activate your account have been emailed to (██████████)@gmail.com.

Please check your inbox. If you do not see an account activation email, check your junk email folder.

- You will need to go back to your personal email and click the “Click here to activate this account” option

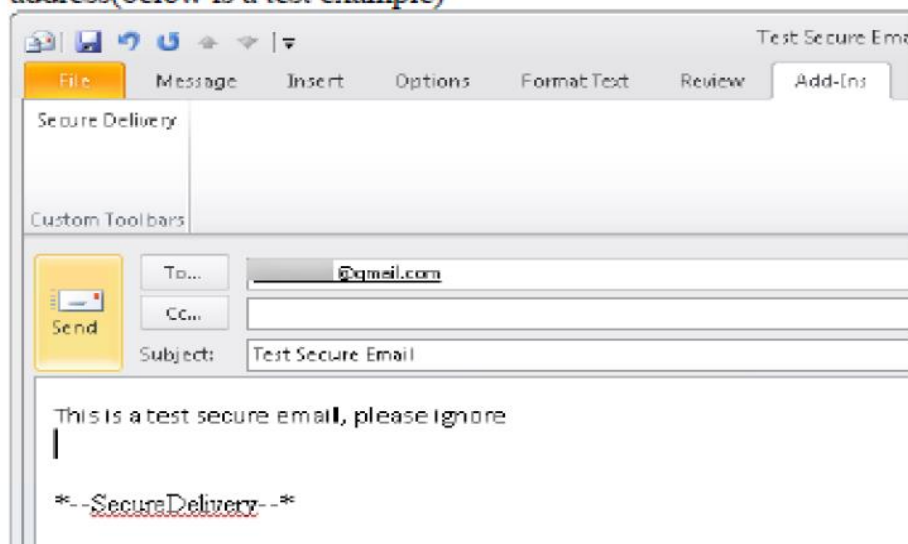


- Once checked you will get the below message



Opening a Secure email once Registered:

- A UHG employee sends a secure email to an external customers email address(below is a test example)



- You will receive a notification message similar to the one below. Click on the attachment titled “securedoc.html.” (If you do not see this notification message in your e-mail inbox, check your junk and/or spam folders.)

You have received a secure message

If you have concerns about the validity of this message, contact the sender directly.

To retrieve your encrypted message, follow these steps:

1. Click the attachment, securedoc.html.

You will be prompted to open (view) the file or save (download) it to your computer. For best results, save the file first, then open it in a Web browser.

2. Enter your password.

If you are a first time user, you will be asked to register first.

Mobile device users: forward this message to mobile@res.cisco.com. You will be emailed a link where you can enter your password and view the secure email message.

For help opening securedoc.html, see <https://res.cisco.com/webSAFE/help?topic=BagEnvelope>.

To initiate a new email message <https://res.cisco.com/webSAFE>.



- Make sure your email address is in the To: field and enter your password and select the open button

From: [redacted]@optum.com

To: [redacted]@gmail.com

Subject: Secure Message from [redacted]@optum.com

Password: [redacted]

[Help](#)

Personal Security Phrase

Your personal phrase is not enabled on this computer.

[More info](#)

Enter your password and click Open. If the Open button does not appear, forward the original email to mobile@res.cisco.com.

Open

New users, select your email address and click **Open** to create an account.

[My address is not listed](#)

Submit your password above to open your message online

- Your email should then open



Secured Message

From: [redacted] <[redacted]@optum.com>
 To: "[redacted]@gmail.com" <[redacted]@gmail.com>
 Date: February 2, 2016 11:21:39 AM
 Subject: Secure Message from [redacted]@optum.com

This is a test secure email, please ignore

--SecureDelivery--

Forgotten Password

- Go to <https://res.cisco.com/websafe/pswdForgot.action> and input your email address

FORGOT PASSWORD

We'll email you a link to a page where you can easily create a new password.

To assure our messages are not accidentally filtered out, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List.

If you are authenticating using single sign on, please contact your Identity Provider for assistance.

Email Address

Continue

- Instructions will then be sent your email account on how to reset your password

Your New Password inbox x

CRES Do Not Reply <DoNotReply@res.cisco.com> 11:30 AM (2 minutes ago) ☆

to me

New Password

Dear [redacted],

To reset your password, follow this link (or copy and paste it into your browser). This link will expire in 72 hours. You may only use this link once.

[https://res.cisco.com/websafe/passwordReset?&id=\[redacted\]@gmail.com&password=r2CX3vNu61dS](https://res.cisco.com/websafe/passwordReset?&id=[redacted]@gmail.com&password=r2CX3vNu61dS)

Thank you,
 CRES Customer Support

To know more about Cisco Registered Envelope Service, see <https://res.cisco.com/websafe/about>
 Terms of Service: <https://res.cisco.com/websafe/termsOfService>
 Privacy Policy: <http://www.cisco.com/web/ataassets/legal/privacy.html>

- Please note the password requirements when changing your password and select continue and your password reset will be completed.

CREATE NEW PASSWORD

Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

New Password

Confirm Password

Continue