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

SOC

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.

> SOC Link ▶

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.

> SOC Link ▶
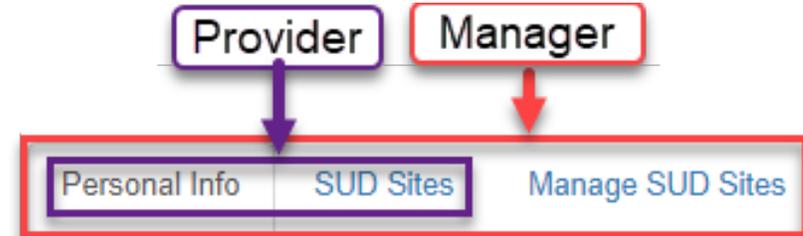
Roles
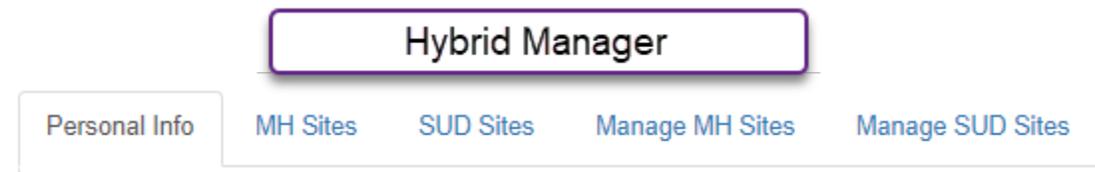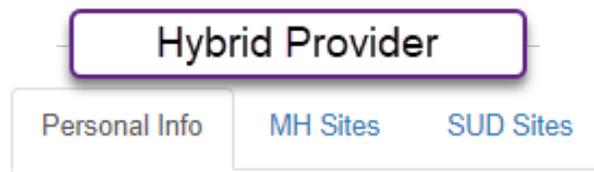
Tabs/Subtabs and Save and Attest

- Review the information on each tab/subtab

- Click on Save and Attest for each tab/subtab
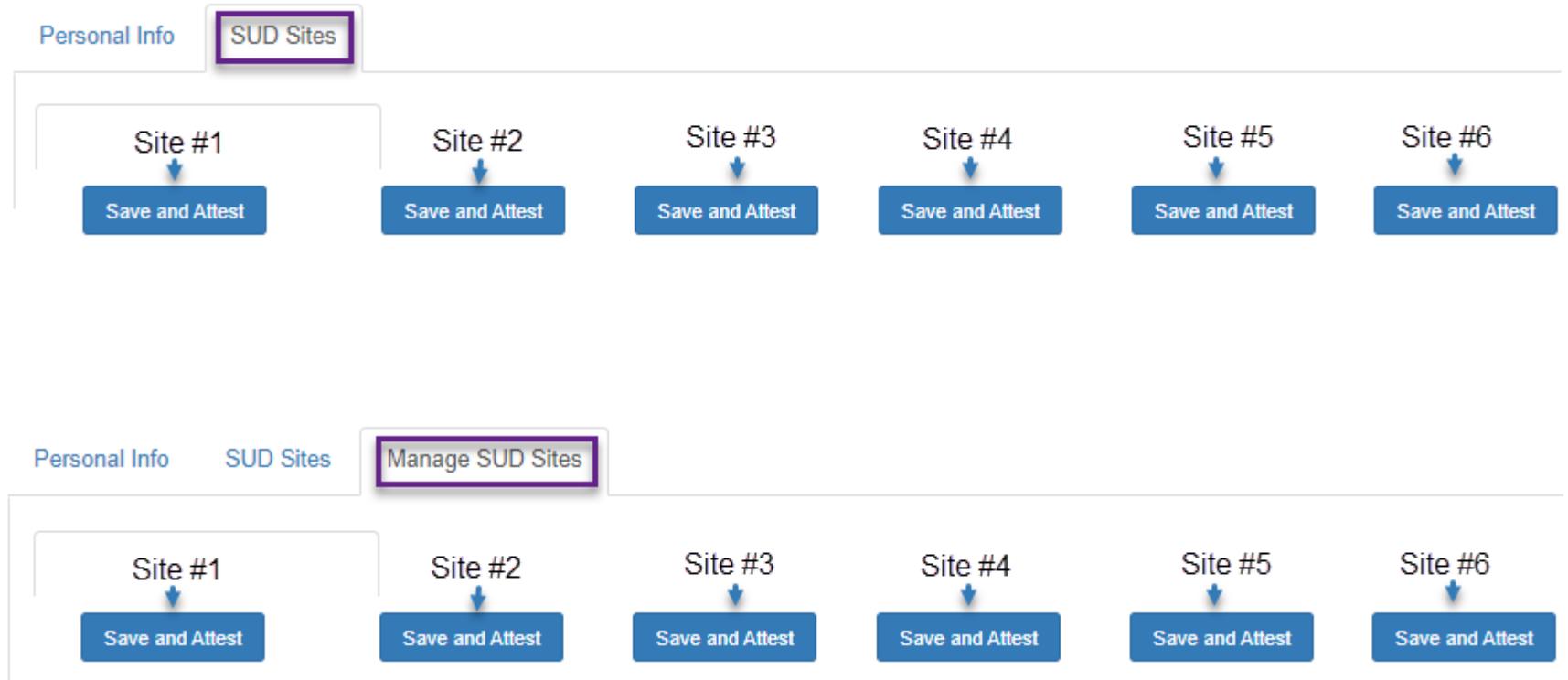
Note for Managers:

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.

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 tabs info.

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).

The Pen icon allows you to edit the provider's Personal and Sites tab information.

If you continue to see a provider's name after submitting the termination form, contact the county MIS Support team.

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:

- 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!

Optum