

This guide will show Direct Customers how to access the SPARCS Portal.

<https://optumconnectivityportal.force.com/OptumConnectivityCustomerPortal/s/>

Here the customer will click on the ‘**Direct Customers**’ button.

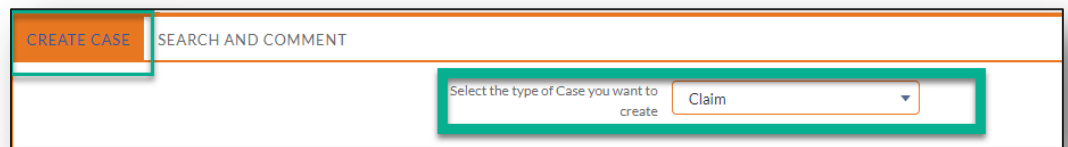
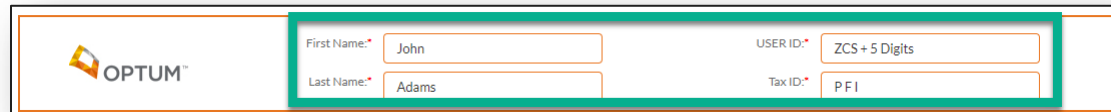
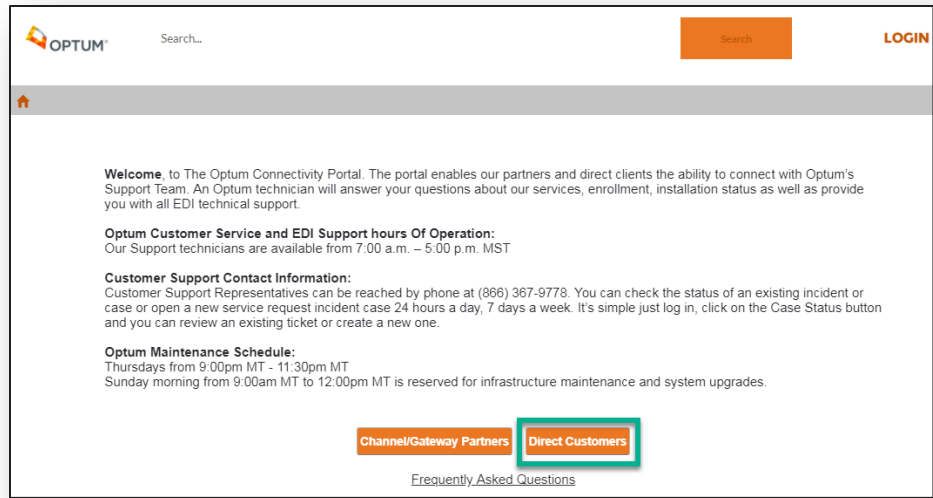
Once the button is clicked, the customer will be led to the Customer log in page.

For the customer to log in they will need to enter their ‘**First and Last Name**’ and their ‘**User ID and PFI**’. Then select the type of case they want to create.

(Tax ID = PFI and must contain 9 digits by using leading zeros. i.e., 000+123456=000123456)

(To find the User ID, refer to page 3 of this guide, third example.)

To open a new case the customer will select the “Create Case” tab and choose “Claim in the drop down menu.



Here the customer will fill out all the required fields (\*) in the form and click 'Save' at the bottom of the page.

Below is a description of the data being requested in each field.

**Payer ID:** NYSPARCS

**Patient Name:** Subscriber or Patient Name

**Member ID:** Plan's member identifier for the subscriber

**Date of Service:** Statement Dates or Date of Service

**Billed Amount:** Total Claim Charge Amount

**Date Submitted:** Date the transaction was submitted

**ECT Number:** **DO NOT USE**

**Patient Account Number:** Provider/Facility generated unique number used for retrieval of an individual's records

**Subject:** High level description of the issue

**Description:** Brief description of the issue

CREATE CASE SEARCH AND COMMENT

Select the type of Case you want to create

Contact Email:\*

NPI:\*

**NEW CLAIM CASE:**

**CASE INFORMATION**

Action:\*

**CLAIM INFORMATION**

Payer ID:\*

Patient Name:\*

Member ID:\*

Date of Service:\*

Billed Amount:\*

Date Submitted:\*

ECT Number:

Patient Account Number:\*

**DESCRIPTION INFORMATION**

Subject:\*

Description:\*

I'm not a robot

Here the customer will click on the **'Search and Comment'** button.

Once the button is clicked, the customer can select **'All Cases, My Cases or Case Number'**.

When the customer wants to **'Comment'** or **'Attach'** to a case, they will click on an **'Action'** button.

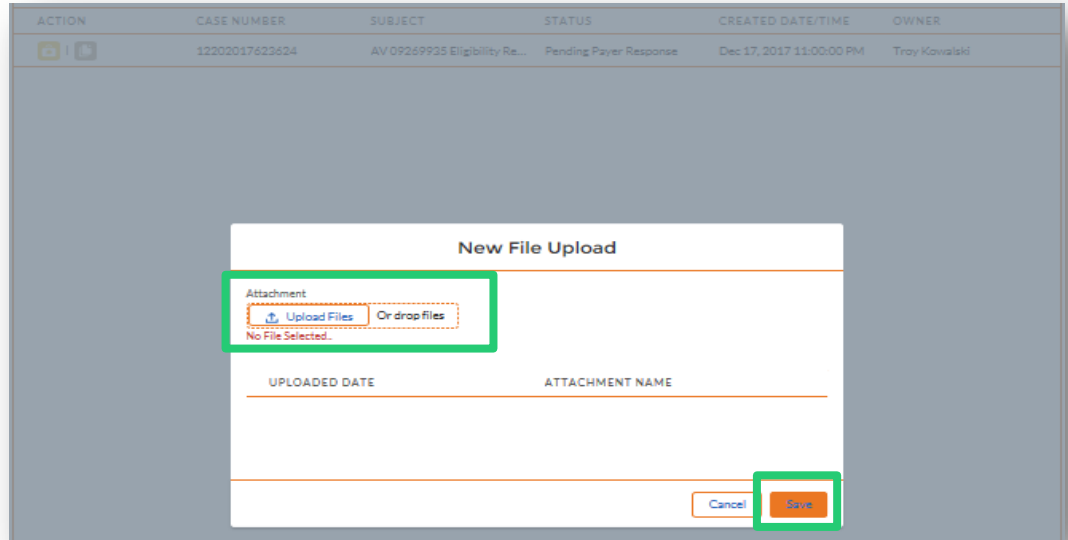
To create a new case comment, click the yellow **'Action'** button. Type the new case comment in the **'Comment'** field, then click **'Save'**.

ACTION	CASE NUMBER	SUBJECT	STATUS	CREATED DATE/TIME	OWNER
	120620171401	Test Case 12-06-201...	New	Dec 6, 2017 3:22:17 P...	Case Enrollment Q...
	120620171400	Test Case 12-6-2017 ...	New	Dec 6, 2017 2:07:58 P...	SalesAdmin@harsh
	120420171389	Claim enrollment req...	Open	Dec 4, 2017 8:36:45 P...	EN Enrollments (E...
	120420171388	Claim enrollment req...	Open	Dec 4, 2017 4:18:08 P...	EN Enrollments (E...

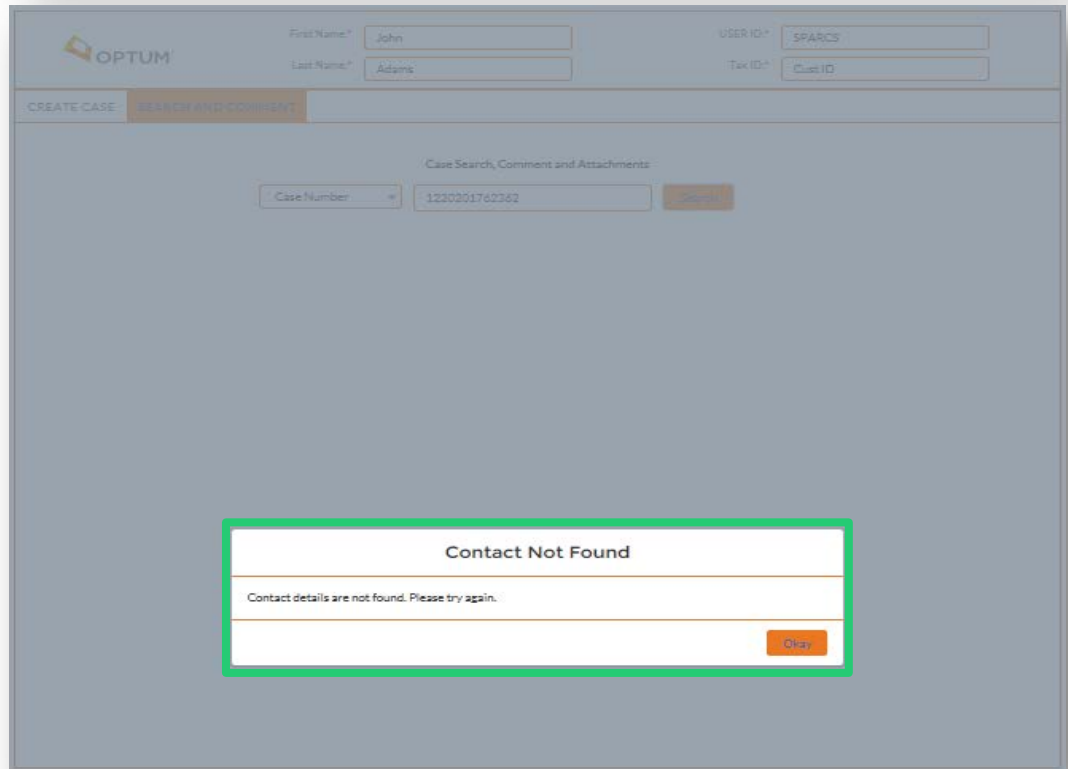
ACTION	CASE NUMBER	SUBJECT	STATUS	CREATED DATE/TIME	OWNER
	12202017623624	AV 09269935 Eligibility Re...	Pending Payer Response	Dec 17, 2017 11:00:00 PM	Troy Kowalski

COMMENT DATE	COMMENT	CREATED BY
	From: Kowalski, Troy D Sent: Wednesday, February 14, 2018 8:28 AM	

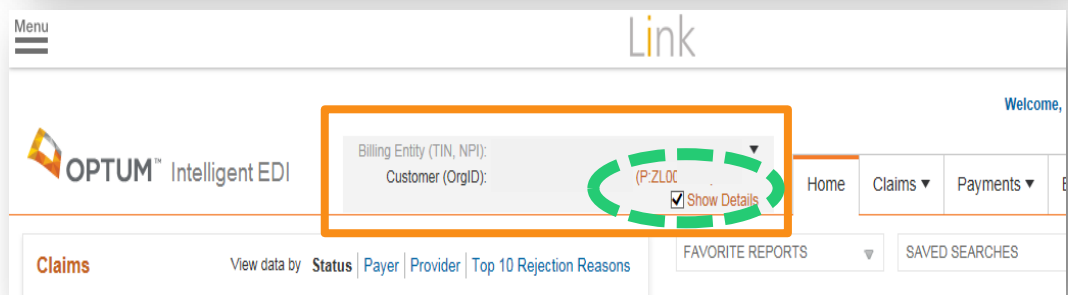
To add an attachment, click the brown 'Action' button. Then click the 'Upload Files' button and select a file, then click the 'Save' button.



If the customer log in information is incorrect, this is the error message that will appear. Click the 'Okay' button and re-enter the correct customer log in information.



To locate the customers User ID, log into the account and locate the customer name in the shaded box. Click the box 'Show Details' and the User ID will show next to the customer name. (Example ZCS + 5 digits)



## Contacting Customer Support

Hours: 8am – 7pm Eastern

Phone: 844-225-3719

Online Ticketing Portal:

<https://optumconnectivityportal.force.com/OptumConnectivityCustomerPortal/s/>

When calling Support you will need to provide the information below to validate your identity and open a case:

- ❖ Your Name
- ❖ PFI
- ❖ Company Name
- ❖ Contact Information – phone number or email address