

OB Care FAQ

December 7, 2020



FAQs for OB Care - Users

- ❑ **What is OB Care?** OB Care is an online application that allows providers to enter patient information into the Obstetrical Needs Assessment Form (ONAF) pregnancy assessment forms electronically and to submit the form online. This allows the provider to carry forward information to subsequent assessment forms throughout the patient's pregnancy in addition to lessening the need for cumbersome faxing.
- ❑ **How do I register for OB Care?** When setting up an account for the first time in OB Care the user must be on the OB Care homepage at obcare.optum.com and click the Log in button. From there the user will be directed to the Optum ID registration page. The user will then be asked for their information and to create a Username and Password. Once this is completed the user will receive a confirmation number that will verify the Users email address. User must select a clinic that they will be representing. Approval will be granted by an Admin and the User now has access to OB Care.
- ❑ **How do I add a patient?** To add a patient, you will need the following patient information: first and last name, health plan member ID and date of birth. Adding a patient also initiates the assessment form.
- ❑ **What is My Account?** My Account stores your OB Care account information through Optum ID and allows you to make changes.
- ❑ **What is my Inbox?** The Inbox is a list of all patients with active pregnancy assessment forms. From the Inbox you can navigate to the patient overview, their form, complete and submit the assessment.



OPTUM | OB Care Support Sign In Register

Your Partners in Pregnancy

Our online obstetrical assessment tool helps improve outcomes for pregnant mothers.

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GET STARTED

Create an account
New users must register with the site for a secure Optum ID login.

REGISTER

Returning users
If you registered with our old website, your Optum ID will still work.

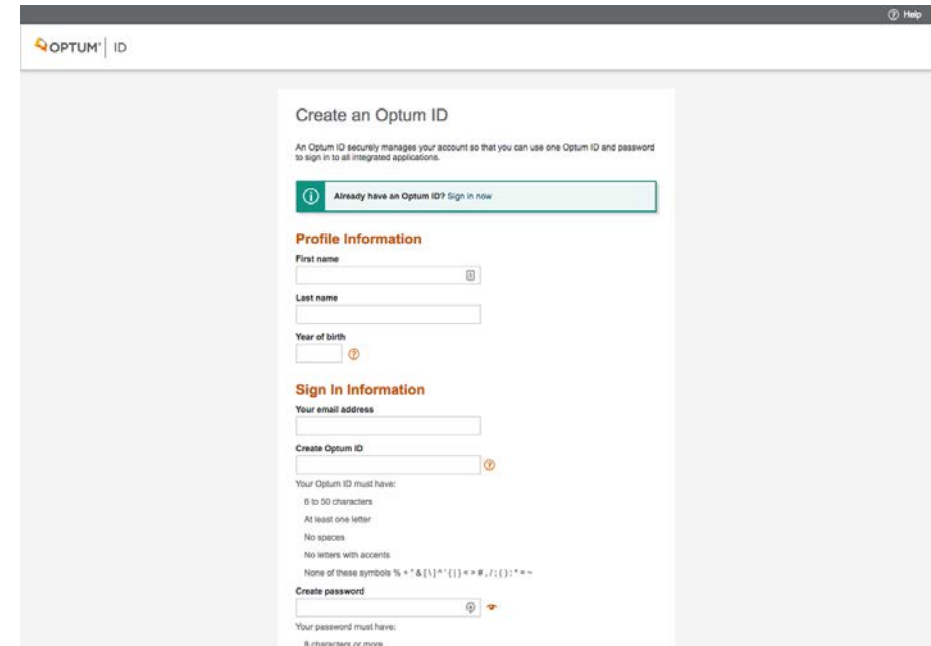
SIGN IN

FAQs for OB Care - Users

- ❑ **What if I forgot my Username?** Should you forget your username name please use the following steps to retrieve it: From the Optum ID login page, click "Forgot Username".
 - ❑ 1. Enter your First Name, Last Name, and Primary Email Address and click "Continue".
 - ❑ 2. Your username will be sent to your primary email address.

- ❑ **What if I forgot my password?** Should you forget your password please use the following steps to retrieve it:
 - ❑ 1. From the Optum ID login page, click "Forgot Password".
 - ❑ 2. Enter your First Name, Last Name, and Primary Email Address and click "Continue".
 - ❑ 3. A link to reset your Password and Security Questions will be sent to your primary email address.
 - ❑ 4. Upon successfully resetting your security credentials, you will be returned to your point of origin.

- ❑ **What is Optum ID?** Instead of having to manage and maintain multiple user identities across applications, Optum ID empowers the user to register for a single health identity (their Optum ID) and use it to authenticate oneself to any application that allows 'Sign in with Optum ID'. Applications that enable 'Sign in with Optum ID' are referred to in this document as Relying Party application or Service Provider application.



The screenshot shows the 'Create an Optum ID' registration page. At the top, there is a navigation bar with the 'OPTUM ID' logo and a 'Help' link. The main heading is 'Create an Optum ID', followed by a sub-heading: 'An Optum ID securely manages your account so that you can use one Optum ID and password to sign in to all integrated applications.' Below this is a green button that says 'Already have an Optum ID? Sign in now'. The form is divided into two sections: 'Profile Information' and 'Sign In Information'. The 'Profile Information' section includes fields for 'First name', 'Last name', and 'Year of birth'. The 'Sign In Information' section includes a 'Your email address' field, a 'Create Optum ID' field, and a 'Create password' field. Below the 'Create password' field, there are several requirements listed: 'Your password must have: 8 characters or more'. The 'Create password' field has a strength indicator icon.

FAQs for OB Care – Clinic Admins

- ❑ **How to request a New Clinic.** Users must request a new clinic via email to the OB Care support inbox. The email must include the following information.
 - ❑ Clinic Name
 - ❑ Clinic Address
 - ❑ City
 - ❑ State
 - ❑ Zip Code
 - ❑ Phone
 - ❑ Fax
 - ❑ TIN

- ❑ **What reports can I run?** Currently the only report users can run within OB Care is a listing of all the patients and their assessments you have completed. The listing can be found by viewing the "Inbox" or "Archive".

- ❑ **What is the Admin tile?** The admin tile of OB Care is where clinic administrators can approve users and credentials to users in their clinic.

- ❑ **What is the Clinics tile?** The Clinics tile is where healthcare facilities are configured and maintained within OB Care

Steps to Gain Access to the OB Care / ONAF Application

1. The provider user must access the [OB Care landing page](#) and click "Register".
2. The OB Care application redirects the user to the Optum ID platform for Registration and Authentication.
3. The user creates an Optum Account using Optum ID, which is simply a username and password for Authentication.
 - The user must provide their first name, last name, year of birth, and email address.
4. After successful Authentication, the user is then redirected back to the OB Care application where they search for a clinic (provider organization) and begin the Authorization process.
 - If the clinic doesn't exist, the user must contact [OB Care support](#) for a clinic to be created.
 - OB Care support requests the name, address, phone number, fax number, and Tax Identification Number (TIN) of the clinic.
 - OB Care support creates the clinic with the details provided and:
 - Activates the clinic
 - Activates the user who submitted the request and assigns that user as administrator to that clinic.
 - Administrators are also provided with the "Staff" role allowing them to begin submitting ONAF forms.
 - If the clinic does exist, the OB Care application searches for an administrator of the clinic
 - If the OB Care application finds an administrator, an automated email is sent to the clinic administrator to approve access for the user.
 - When the clinic administrator activates the user's account and provides the "Staff" or "Provider" role, an automated email is sent to the user alerting them that access has been granted to the clinic and they can begin submitting ONAF forms.
 - Note: the "Staff" or "Provider" roles allow users to fill out ONAFs and have the same level of access. The "Admin" role allows users to approve access into the user's clinic.
 - If the OB Care application does not find an administrator, the user must contact OB Care support for access to the clinic
 - OB Care support requests the name, address, phone number, fax number, and Tax Identification Number (TIN) of the clinic.
 - Once the user provides the requested information, OB Care Support activates the user who submitted the request and assigns that user as administrator to that clinic.
 - Administrators are also provided with the "Staff" role allowing them to begin submitting ONAF forms.

Thank you.

