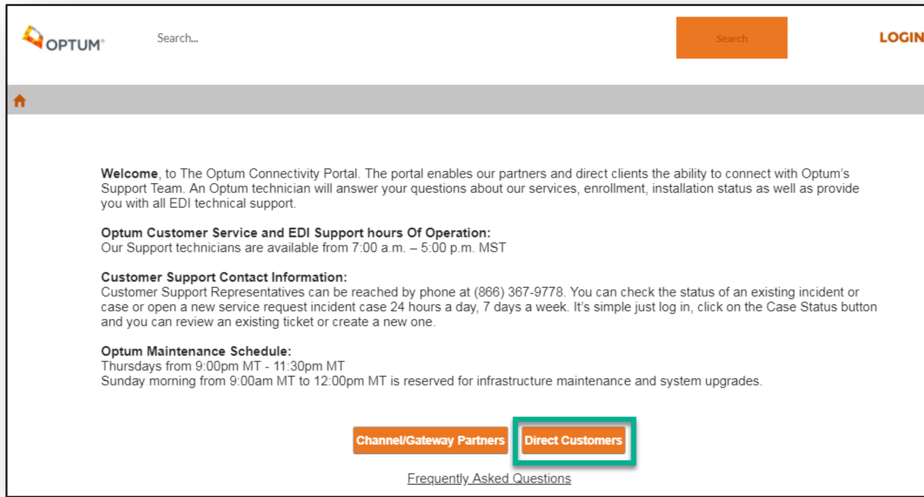
This guide will show Direct Customers how to access the SPARCS Portal.

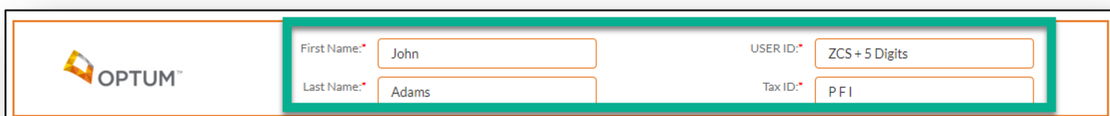
https://optumconnectivityportal.force.com/OptumConnectivityCustomerPortal/s/

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.

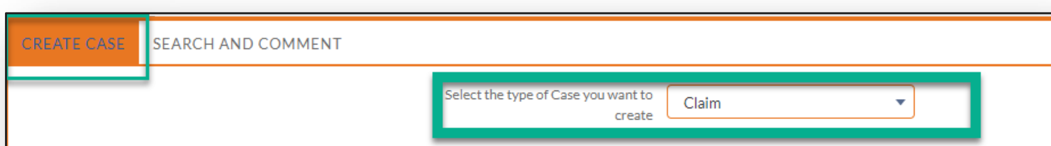
For the customer to log in they will need to enter their **'First and Last Name'** and their **'User ID and PFI'.** Then select the type of case they want to create.



(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

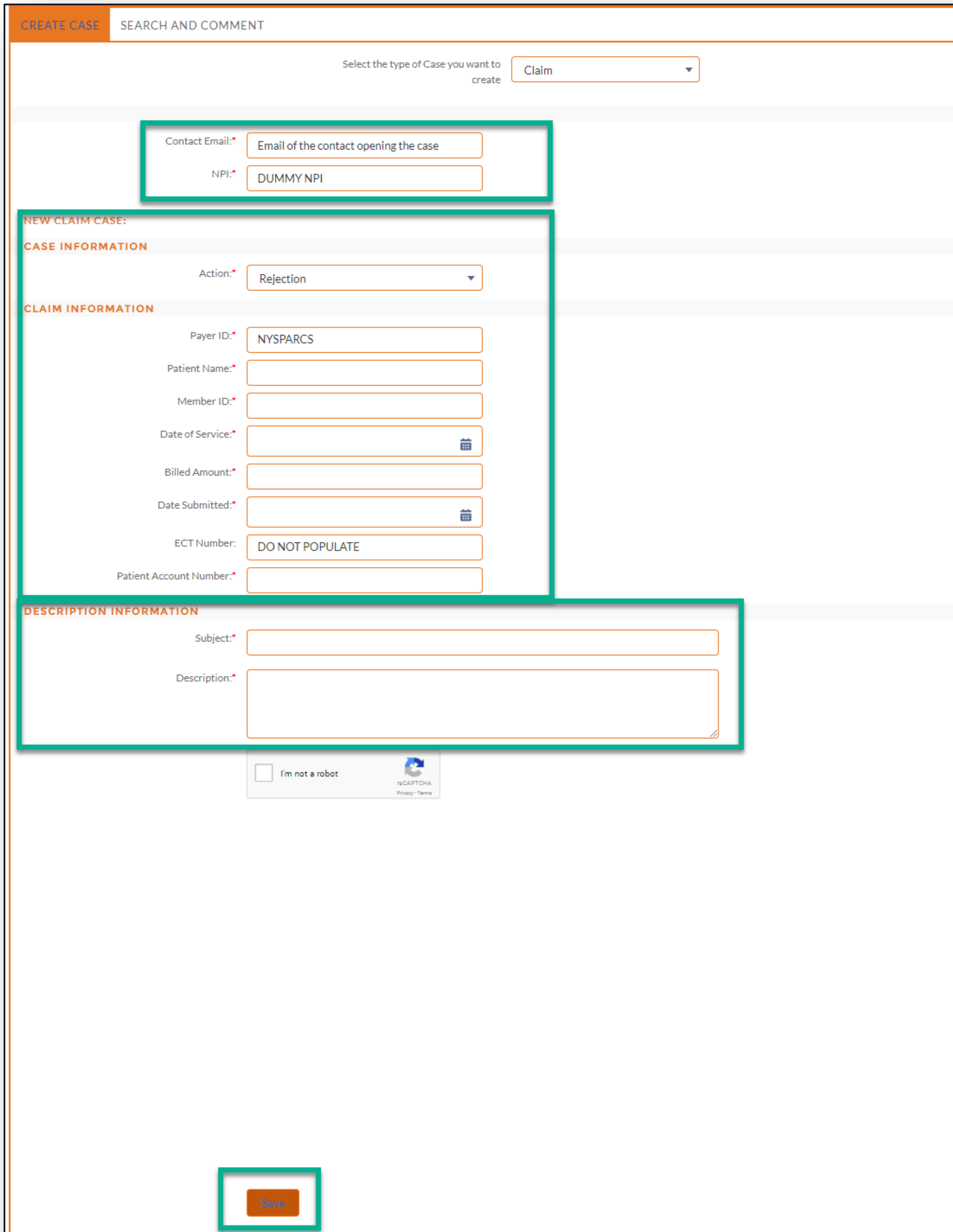
Date Submitted: Date the transaction was submitted

ECT Number: DO NOT USE

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

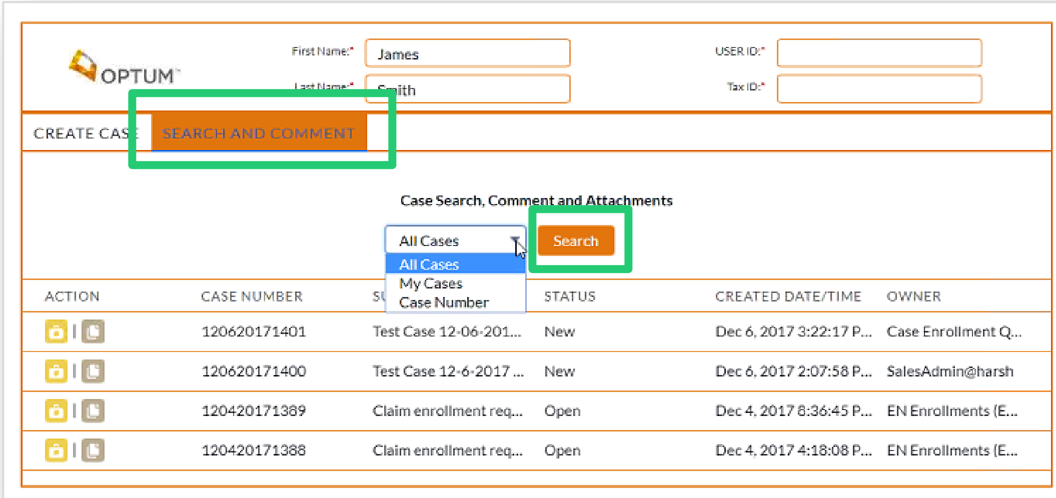
Subject: High level description of the issue

Description: Brief description of the issue

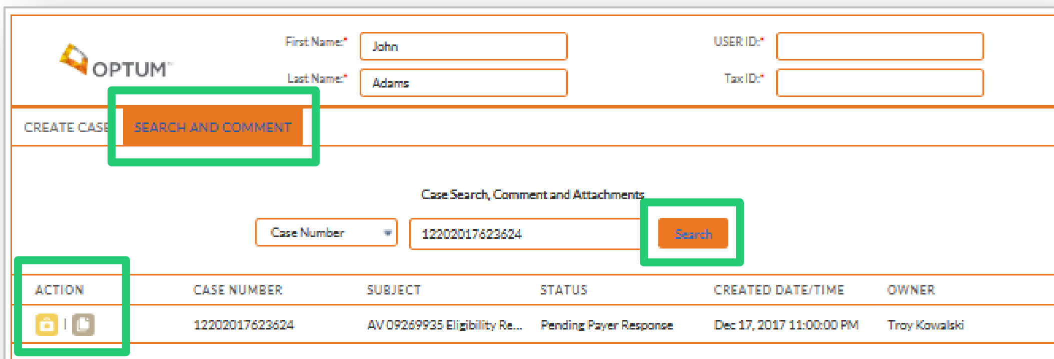


Here the customer will click on the **'Search and Comment'** button.

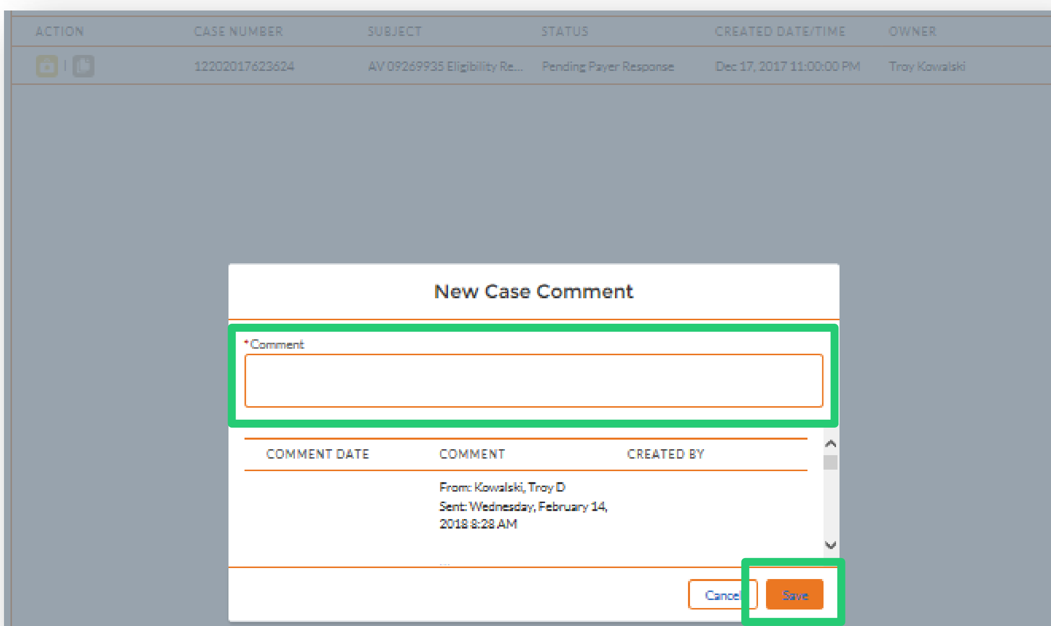
Once the button is clicked, the customer can select '**All Cases, My Cases** or **Case Number**'.



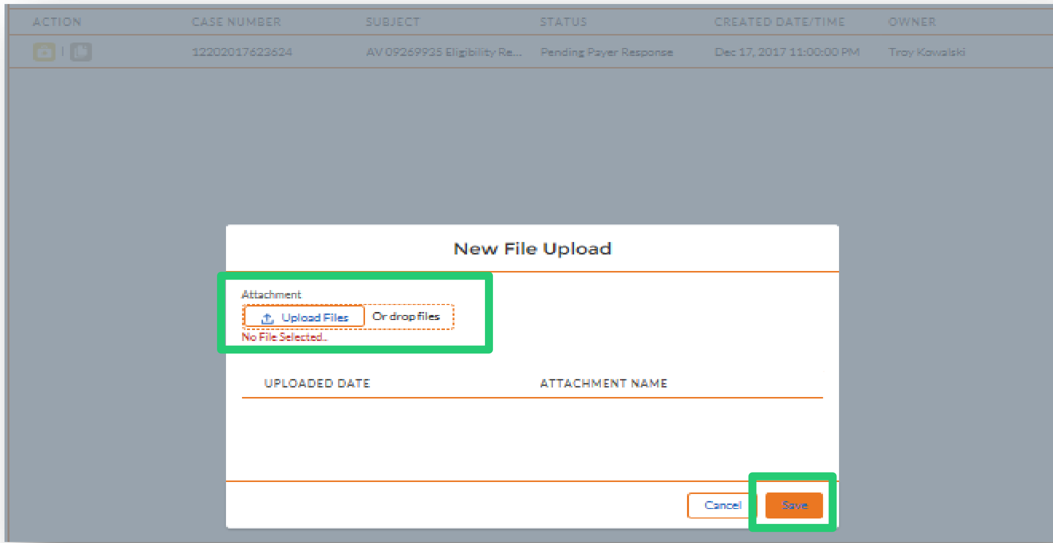
When the customer wants to **'Comment'** or **'Attach'** to a case, they will click on an **'Action'** button.



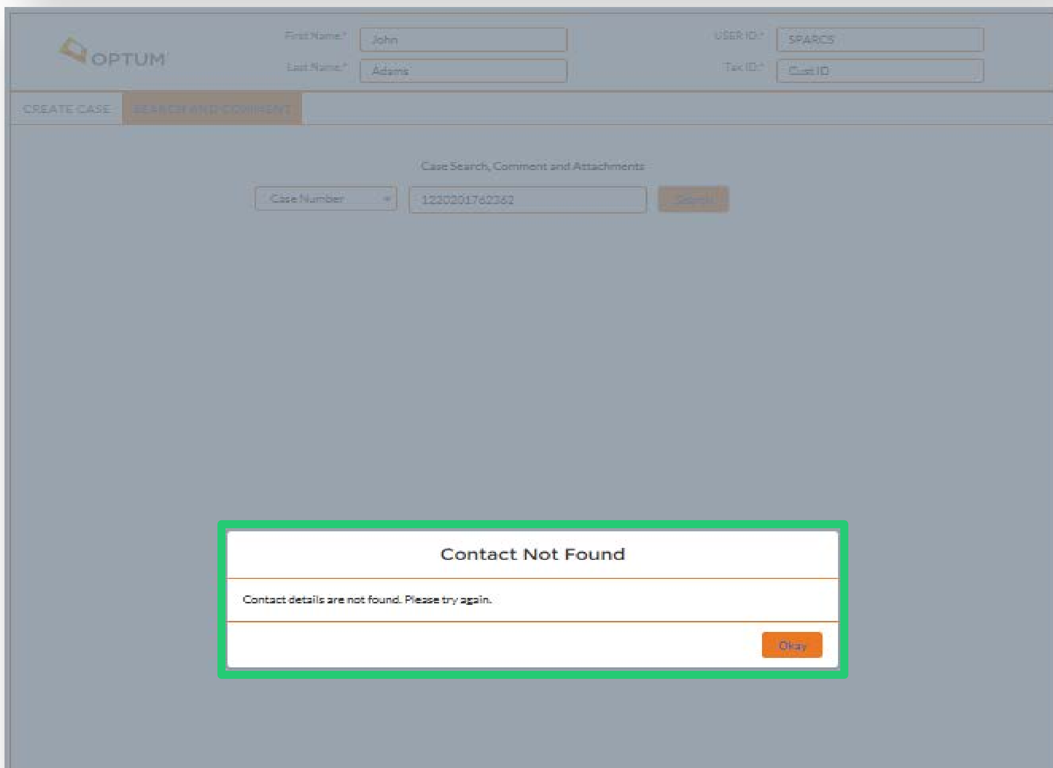
To create a new case comment, click the yellow **'Action'** button. Type the new case comment in the **'Comment'** field, then click **'Save'**.



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