



## InterQual Cloud Solutions

# One Healthcare ID for InterQual® Cloud Solutions

InterQual® Cloud Solutions is now integrated with One Healthcare ID to provide multi-factor authentication for users who access the application with a password-based sign-in account. This document provides information about this new sign-in method for organizations that use a password-based sign-in account to access any of the following:

- InterQual® Anonymous Review
- InterQual® Online
- InterQual® Mobile
- Direct login for InterQual® Medical Review Service
- Criteria Management and User Administration tool for all InterQual Cloud Solutions applications

**Note:** This sign-in method does not apply to users who access InterQual Cloud Solutions through a Single-Sign-On (SSO) account, such as InterQual Medical Review Service integrated with a utilization management system or a provider portal.

## What is One Healthcare ID?

One Healthcare ID is a secure, centralized identity management solution that enables multi-factor authentication capabilities for integrated applications and enables you to sign in to multiple supported applications with a single sign-in ID. You register for a One Healthcare ID once and use that One Healthcare ID to seamlessly access all supported applications.

## Is One Healthcare ID required?

Signing in with One Healthcare ID is now required for all non-SSO users according to the schedule below:

- **October 1, 2024:** required for all non-SSO users accessing the integ (non-prod) environment.
- **October 17, 2024:** required for all non-SSO users accessing the production environment with an administrator role (Site Admin or Site Manager).
- **October 17 through October 31, 2024:** required for all non-SSO users on an organization-by-organization basis on specific dates to be announced within this date range.

As each date in the above schedule approaches, you will be notified with in-application instructions on how to create a One Healthcare ID and link it to your InterQual account.

## How do I sign in with One Healthcare ID?

When you navigate to the InterQual Cloud Solutions sign-in screen, the Sign in with One Healthcare ID option appears on the screen. Select this option to create a One Healthcare ID account or, if you already have an account, sign in with your existing One Healthcare ID. When you sign in using a One Healthcare ID for the first time, you are redirected to the InterQual Cloud Solutions application and prompted to enter

your existing InterQual username and password. This process links your InterQual account to your One Healthcare ID account.

### Step 1: Create a One Healthcare ID

**If you already have a One Healthcare ID**, go to step 2.

**If you do not already have a One Healthcare ID**, go to <https://identity.onehealthcareid.com/>, and click “Create One Healthcare ID”, then follow the instructions to create your One Healthcare ID.

### Step 2: Sign in with One Healthcare ID

Go to the InterQual Cloud Solutions sign-in screen and Select Sign in with One Healthcare ID.

When the One Healthcare ID sign-in screen appears, enter your existing One Healthcare ID credentials or the credentials you created in step 1.

### Step 3: Link your One Healthcare ID to your InterQual account.

After signing in with One Healthcare ID, you are redirected to the InterQual application sign-in screen.

Enter your current InterQual username and password on this screen, **not the One Healthcare ID username and password you just created**.

This process links your InterQual account to your One Healthcare ID account.

After you link your One Healthcare ID account and InterQual account, you must use your One Healthcare ID to sign in to InterQual Cloud Solutions for each subsequent visit. Password management and updates to user personal information are managed through the One Healthcare ID self-service tools.

**Note:** If you have accounts for both the InterQual Cloud Solutions integ (non-prod) and production environments, you only need to create a One Healthcare ID once (step 1), but you will need to repeat steps 2 and 3 for each environment individually.

## How do I manage user access for my organization?

Provisioning for new and existing users, role assignment, and facility associations continue to be managed in the InterQual Cloud Solutions User Administration tool for all users. Users with a linked One Healthcare ID account are marked with a One Healthcare ID identifier on the User Search and User Details screens.

**Note:** Password management and updates to personal information for users with a linked One Healthcare ID account is managed through the One Healthcare ID self-service tools.

When creating an account for a new user, you will continue to use the New User workflow in the InterQual Cloud Solutions User Administration tool and create a temporary password for each user. Once the user receives their credentials, they should select Sign in with One Healthcare ID on the sign-in screen, follow the steps to create a One Healthcare ID, and enter their InterQual username and password when prompted. After completing these steps, the user's InterQual account will be linked to their One Healthcare ID account, and they will use their One Healthcare ID credentials for future sign-ins.

**Note:** If you need to change an existing user's facility access or role, you will continue to use the Edit User workflow in the InterQual Cloud Solutions User Administration tool.

## Does signing in with One Healthcare ID affect any functionality?

Note the following functionality changes if you sign in with One Healthcare ID:

- If you sign in with One Healthcare ID, you will not be able to edit your personal information (name and email address) or reset your password in the InterQual Cloud Solutions application. All personal information and password maintenance is managed through the One Healthcare ID self-service tools.
- If you have a linked One Healthcare ID account and select **Forgot Password?** on the InterQual Cloud Solutions sign-in screen, an email is sent with instructions to use the One Healthcare ID self-service password management feature.
- The inactivity Lock Screen feature for InterQual® Anonymous Review and Direct login for InterQual® Medical Review Service workflows is not compatible with One Healthcare ID at this time. You will be signed out after 15 minutes of inactivity and will need to sign in again using your One Healthcare ID. Any in-progress work is *not* saved.
- In the InterQual Cloud Solutions User Administration tool, users with a linked One Healthcare ID account are marked with a One Healthcare ID identifier. The personal information, email address, and password fields are disabled.

## How does multi-factor authentication (MFA) work with One Healthcare ID?

Multi-factor authentication (MFA) is a sign-in method that requires two or more independent methods of verification to access an application.

When you create a One Healthcare ID, you are prompted to enter an email address and to input a code sent to that email address to verify your account. Upon subsequent sign-in attempts, you may select the "Skip this step in future if this is your private device" option when signing in to avoid entering an access code upon every sign-in attempt. You may also enable passwordless sign in by following instructions to download, install, and configure the Microsoft® Authenticator application for use with One Healthcare ID.

## How do I create a One Healthcare ID?

If you do not have a One Healthcare ID, select Sign in with One Healthcare ID on the InterQual Cloud Solutions sign-in screen. Follow the prompts that guide you through the steps of creating your One Healthcare ID and then link your One Healthcare ID account to your existing InterQual Cloud Solutions account.

## Who do I contact for support?

For support related to InterQual and signing in to the InterQual Cloud Solutions application, contact InterQual Product Support in the following ways:

- **Customer Care Hub:** <https://customercare.optum.com>
- **Phone:** 1-800-criteria or 1-800-274-8374
- **Email:** [interqualsupport@optum.com](mailto:interqualsupport@optum.com)

For support related to One Healthcare ID, contact Optum support in the following ways:

- **Self-service:** See ["Forgot Password?", "Forgot One Healthcare ID?", and Support Chat features.](#)
- **Phone:** 1-855-819-5909
- **Email:** [Optumsupport@optum.com](mailto:Optumsupport@optum.com)

## Additional resources

- [One Healthcare ID Sign in](#)
- [One Healthcare ID Overview](#)

- [One Healthcare ID Help Center](#)
- [One Healthcare ID Microsoft Authenticator Setup Guide \(PDF\)](#)