

Portal Manager



Open the gate

Optum® Portal Manager is a customizable, web-based solution that provides a secure and streamlined gateway for users to retrieve and enter data into athenaIDX™.

Available modules

- **Appointment Request Module** — Allows patients to request appointments within athenaIDX Enterprise Scheduling module. The patient request creates a task in Enterprise Task Manager for schedulers in the clinics to process.
- **Provider/Eligibility Module** — Allows providers to view eligibility and benefits.
- **Referral/Authorization Module** — Allows providers to view and enter referrals/authorizations directly into the athenaIDX Financial Risk Manager application.
- **Claims Module** — Allows providers to view claims and enter new claims into an online form which is submitted electronically via Electronic Data Interchange (EDI) to the payer.
- **Member Module** — Allows members to view their eligibility, benefits, claims and referrals, as well as search for providers, change primary care physicians, print member ID cards and view explanation of benefits (EOB).



Optum Portal Manager provides real-time views and instantaneous updates to athenaIDX.

Integration with athenaIDX Enterprise Task Manager

Optum Portal Manager integrates directly with the athenaIDX Enterprise Task Manager (ETM) module by creating tasks that can be incorporated into any standard or custom ETM workflow.

Portal functionality

Optum Portal Manager utilizes InterSystems Caché Gateway and Caché Server Pages (CSP) technology to interface directly with each application within the athenaIDX practice management system.

It allows access through the internet or your intranet only depending on the security model chosen. User accounts may be handled through single sign-on (SSO) or as standalone accounts with robust security including multi-factor authentication (MFA). The portal is HIPAA compliant and delivers the latest in security protocols and data encryption to enable secure data transfer.

Built-in interface

No separate interfaces need to be maintained, which means fewer moving parts and valuable time savings for your staff. The interface provides quick, efficient communication to and from third-party systems.

AthenaIDX is a registered trademark of athenahealth, Inc., in the U.S. and other jurisdictions.

**For more information
about our efficient web
portal integration:**

Email: gwsupport@optum.com
Visit: optum360.com/optimize



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