

# Individual Health Record

## Frequently asked questions

### Where does IHR data come from?

Individual Health Record™ (IHR) uses data from several different sources to create a picture of a patient's health data. Internal sources include enrollment and benefits information, submitted claims and pharmacy prescriptions. External sources currently include lab results and claims data and will expand to include other types of data. You can hover over the 'Data Source Type' icon within a portlet to identify the source type (e.g., medical claims, pharmacy claims: Optum Rx®). You may need to click on the 'View More' hyperlink to see the icon.

### How often is IHR updated?

IHR is near real time, which includes the most current to date information.

### How do I update or correct information in IHR?

If you identify data you believe to be incorrect, please call the Dedicated Service team at **888-761-0346**. The Dedicated Service team will research the issue and validate the information with the originating data source.

### How do I edit an IHR patient summary?

IHR patient summary view is a standard view shared across all users. At this time, the IHR dashboard is not customizable. The IHR dashboard offers filtering and sorting capabilities within each portlet.

### What is a Care Management team?

A Care Management team provides context for your relationship with the patient. A management team assignment is created the first time you select a patient. In some cases, this assignment is made automatically based on the established relationship between the member/patient and the health care professional. In other cases, the assignment is created once you attest to your relationship with the member/patient. These relationships may be viewable by the member and health care professional care team.



### Questions?

Call **888-761-0346**,  
Monday–Friday,  
8 a.m.–8 p.m. ET

## How do I search for a patient?

### For established patients:

- Use the Established Patients search function from the Home tab to locate a patient by name, partial name or ID. You can also use this partial search criteria on the Choose Other Individual pop-up search screen.
- Use gender and birthdate to narrow search results
- If you are unsure of the spelling, try using the asterisk for a wildcard search (e.g., Jones, Fra\*)
- Use the Advanced Search feature to narrow search results by postal code and country

### For new patients:

- Use the New Patient Search feature on the Home tab. You must enter all required fields to locate the patient and establish a relationship.

**Required fields:** Name/Identifier (last name, first name), Birthdate and Insurance ID. The Insurance ID field is case sensitive. You can use the following insurance ID types to search for patients: Health Card ID, Subscriber ID, Member ID, Medicare Beneficiary ID and Medicaid Recipient ID. After you locate your patient, you can add other care team members (who have access to IHR) to the patient's care team by clicking the Add Practitioner hyperlink on the Care Team-Practitioners portlet in the patient's record. Adding care team members allows them to use the established Patient Search function to quickly find and access that patient's record.

## How is IHR different from EMR/EHRs?

IHR contains only UnitedHealthcare data at this time. Electronic medical records/ electronic health records (EMR/EHRs) serve as a record of the encounters between a patient and a specific health care professional/clinic system. IHR is designed to help care teams understand the care the patient receives from other health care professionals and clinic systems.

## When and how can I view IHR?

IHR is available 24 hours a day, 7 days a week outside of any scheduled downtime.

### To view IHR, you need the following:

- UnitedHealthcare Provider Portal access
- You need to have selected your Job Function as "Clinician" or "Physician" and entered your National Provider Identifier (NPI) number during your portal registration

**Note:** If you registered for the portal but did not select Clinician or Physician as your role and enter your NPI during registration, you will need to [register for a new One Healthcare ID](#). Please also contact your Assigned Administrator and ask that your previous One Healthcare ID be deactivated from the organization.



### What browsers are supported?

- Firefox 14 or higher
- Chrome 21 or higher
- Safari 5.1 or higher

Internet browsers must be set to enable JavaScript and accept cookies.

**If you meet the criteria above, you can access the IHR now:**

- From any page on [UHCprovider.com](https://UHCprovider.com) > Sign In
  - Enter your One Healthcare ID and password
- In the menu, select Clinical & Pharmacy > Individual Health Record

**If you're not registered for the portal**

- Go to [UHCprovider.com/access](https://UHCprovider.com/access) to create a One Healthcare ID and connect it to your tax ID number (TIN)
- During registration, please select the Job Function as “Clinician” or “Physician” and supply your NPI number

**Once registered:**

- From any page on [UHCprovider.com](https://UHCprovider.com), select Sign In at the top-right corner and enter your new One Healthcare ID and password
- Select Clinical & Pharmacy > Individual Health Record to view the IHR

**If you had a previous One Healthcare ID**, please also contact your Assigned Administrator and ask that your previous One Healthcare ID be deactivated from the organization.

**Have portal access, but don't know your Assigned Administrator?**

Go to the portal's Profile & Settings > Organization & Tax ID Access > Select the organization. Your Assigned Administrator's details will be shown in the top right of the page.

You can learn more about IHR by visiting [UHCprovider.com/ihr](https://UHCprovider.com/ihr).

**What would cause IHR access to be removed or suspended?**

IHR access may be removed or suspended in 1 of 2 situations:

- 1 You have not accessed IHR in 90 days. This will cause your account to be suspended. To reactivate, please contact the Dedicated Service Team.
- 2 When a Primary Administrator (Password Owner or ID Administrator) removes access, in the case of users who leave the practice or take on a role that is not relevant for IHR access. To reactivate, please contact your Primary Administrator.

**When does IHR time out per session?**

An IHR session will time out after 30 minutes of inactivity. Users must sign back in to IHR after the session timeout.

**Who can access IHR?**

IHR is currently available to all health care professionals except those who practice in Minnesota. Minnesota health care professionals will be able to access the IHR at a later date.

**Can I make edits to the IHR?**

No – at this time the IHR is read-only.

## How can a patient's IHR still be accessed if they switch insurance?

Current patient data is available in IHR for the period the patient is insured with UnitedHealthcare. Access to the patient record is available after their insurance coverage with UnitedHealthcare has discontinued. However, the patient's record will not be updated after all UnitedHealthcare claims have been submitted.

## How does UnitedHealthcare keep patient data secure?

UnitedHealthcare is a covered entity under HIPAA (Health Insurance Portability and Accountability Act of 1996). We comply with regulations and have rigorous internal standards and security measures. These include establishing and managing role-based access rights, encrypting data at rest and in motion, and extensive access auditing.

## How will I receive system maintenance notifications?

Users will receive an email notification within 24 hours of any scheduled system downtime.

## User notes

- The IHR is a patient-level record, not a population health tool. Future enhancements to the IHR will include population-level tools and reports.
- The IHR reflects data available to UnitedHealthcare at a point in time and may not reflect all available data
- The IHR looks at gaps in care broadly against patient information. It does not calculate official HEDIS gaps in care. The Patient Care Opportunity Report (PCOR) continues to be the source of truth for UnitedHealthcare HEDIS® gaps in care. Patient data may be limited by patient-imposed restrictions or SDC restrictions.

Practitioners, and their staff, who are licensed in the state of Minnesota will soon be able to access patient Individual Health Record.

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