



To: All Optum360 Employees  
From: Sarah Chavarria, Human Resources, Optum360  
Date: December 16, 2013  
Subject: Payroll Conversion Complete!

I'm pleased to announce that we completed a key step in your transition to Optum360 over the weekend. As of December 15, 2013, you are receiving your pay from Optum360. This note is to help you continue your onboarding into Optum360.

As communicated in the employee meetings, everyone has some key tasks to complete in the near future, including:

- Dignity Health legacy employees will receive and use their system credentials Wednesday, December 18 (employee ID, MSID and password in two email messages). Optum legacy employees will continue to use their existing credentials.
- All employees will enroll online in their benefits beginning December 19.
- All employees will use the Time and Attendance System to report their hours.

I have attached two key pieces of information to help you perform these tasks. The first is the [Onboarding Checklist](#). All employees should check it daily and follow the instructions to meet their onboarding deadlines. Tasks are marked for either Dignity Health legacy employees, Optum legacy employees, or all employees. The second piece is the [How to Use Citrix MyAppsRemote to Access UnitedHealth Group Systems](#) guide, which instructs Dignity Health legacy employees how to use their new system credentials to access Optum/UnitedHealth Group systems.

Here are some additional resources for you:

### **HRdirect**

Optum360 employees are to use HRdirect as their primary source for HR information about Optum360. Contact HRdirect at 800-561-0861 between 7 a.m. and 7 p.m. Central Time, Monday through Friday, for answers to questions about benefits, payroll and Human Capital policies and programs. You'll need your employee ID, distributed to Dignity Health legacy employees through email on Wednesday, December 18.

HRdirect is also an online portal with information and access to Global Self-Service applications such as Time and Attendance. To access HRdirect online, you'll need your employee ID and your MSID and password, distributed to Dignity Health legacy employees through email on Wednesday, December 18. To access HRdirect through the internet, visit: <https://www.unitedhrdirect.net>. This will take you to the Common Logon screen, which will prompt you to type your Employee ID and your MS Password. The first time you use Common Logon your password is the last four digits of your Social Security number. You will then be prompted to change your password.

### **Help Desk Assistance:**

If you need technical assistance accessing a computer system:

- Dignity Health legacy employees continue to call your Dignity Health support desk at 888-307-0222
- Optum legacy employees should continue to call UnitedHealth Group's Help desk at 888-848-3375

**Optum360 2014 Benefits Information Website**

The Optum360 2014 Benefits Information Website is available 24/7 on the internet at <https://www.unitedhrdirect.com/optum360/oe2014/index.html>. The website contains details on your medical options for 2014, including premiums, deductibles, and out-of-pocket maximums; Information about prescription drug coverage; details on the 401(k) and ESPP plans and much more. You'll enroll in your 2014 benefits via using the "Enroll" buttons that will appear on this website beginning December 19.

**Optum360 Welcome Website**

This site contains information and tools about the transition to Optum360, including an Overview of your Optum360 Benefits, the 2014 Payroll and Holiday Calendar, and instructions for completing your I-9 employment verification forms. Access this site through the internet at [www.transitionOptum3602013.com](http://www.transitionOptum3602013.com) using password Optum36013 (case sensitive).

Thank you for everything you are doing to help us achieve our goal to provide patient-centered and client-focused revenue cycle services to health care providers nationwide.