

My Optum Serve Employee Portal

Quick Reference Guide



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Optum Serve®

Workforce Resources Health and Medical Services

Overview

Optum Serve, formerly LHI, is Union Pacific's medical exam vendor. Optum Serve's employee portal, www.myoptumserve.com, can be utilized to schedule and manage appointments for regulatory medical exams. Outlined below are step-by-step instructions on how to log into the Optum Serve portal and schedule an exam.

How to Log In

- Navigate to the Optum Serve employee portal, www.myoptumserve.com. If you have already created an account, log in using your username and password then click "CONTINUE".
- If you do not recall your username and/or password, click on the blue link "Forgot your username or password?" and follow the prompts to recover needed information.
- If you have never created an account on the Optum Serve employee portal, you will need to click on the "GET STARTED" button and follow the prompts to create an account. To create an account, the following information will be needed: last name, date of birth, 7-digit Union Pacific Railroad employee ID.
- Optum Serve technical support is available by phone, 866-873-9261, if you encounter technical issues with creating an account or logging into the Optum Serve portal.

Welcome to myoptumserve.com

Your Individual Health Management Tool

Log In

Username

Password

Show

[Forgot your username or password?](#)

CONTINUE

New to myoptumserve.com?

Creating an account is easy and allows you to:

- Schedule appointments
- Fill out forms
- Provide feedback about your experience

GET STARTED

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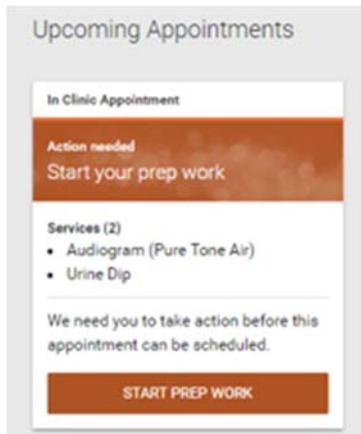
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Requesting an Exam

- Once you have logged onto the Optum Serve employee portal, www.myoptumserve.com you will automatically be directed to the home screen. If you have a pending exam order, you will see the exam listed in orange on the home screen under Upcoming Appointments similar to the image below. If this is the exam you want to schedule, skip to Schedule an Exam instructions on page 3.



- If you don't have a pending order for the exam you need, you can request an exam listed below on the Optum Serve employee portal, www.myoptumserve.com.
 - Audio Exam
 - Respirator Fit Test (RFT)
 - Return to Work Exam
 - CDL or CMV Exam

All other exam requests or questions should be directed to the medical exams team in Health and Medical via TRM ticket or email, medicalexams@up.com.

- To request an exam, click on Request Services in the upper right-hand corner of the Optum Serve employee portal.



- Next, click the "Request Services" button.

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Medical Eligibility

What would you like to do?



Request Services
Request the services you're currently due for or that you'll need soon.

REQUEST SERVICES ←

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- Select the exam service you need from the list on the screen. If you need an exam that is not listed, please contact medicalexams@up.com.



Request Services

Services included in this request

Complete the request form below to start the scheduling process for these services.

Service Request Form

All fields marked with * are required.

What type of exam are you requesting?

- Audiogram
- Respirator Fit Test
- Audiogram / Respirator Fit Test
- Return to Work
- Return to Work (Train, Engine, and Yard Employees)
- Lead Blood Test
- CDL New Certification
- CDL Recertification
- California DOT New Certification
- California DOT Recertification
- Louisiana DOT New Certification
- Louisiana DOT Recertification

- If your request includes an audio exam service, you will need to confirm the request is not part of an FRA Certification. If an FRA Certification exam is needed, contact medicalexams@up.com.

This is for a hearing only exam that is NOT part of your FRA Certification, correct?

- Yes
- No

I can create that for you

- Click the "Submit & Continue" button in the bottom right-hand corner of the screen.
- Optum will review your request which typically takes 1-2 business days. Once your request has been reviewed, your exam will be available on the portal to schedule.

Schedule an Exam

Follow the steps below to complete exam paperwork and provide availability to schedule an exam using the My Optum Serve employee portal – www.myoptumserve.com.



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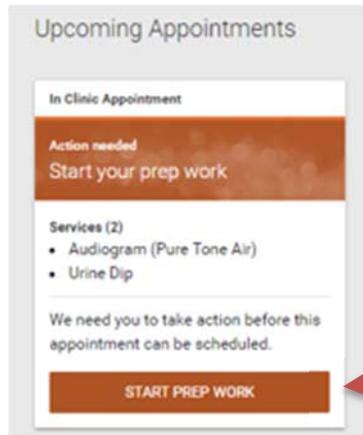


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- Once you have logged onto the Optum Serve employee portal, www.myoptumserve.com, you will automatically be directed to the home screen. If you have a pending exam order, you will see the exam listed in orange on the home screen under Upcoming Appointments similar to the image below. Click the “START PREP WORK” button to complete appointment paperwork and begin the scheduling process.



- Complete required forms for appointment by clicking the “START” button associated with each form.

- Once all forms are complete, click “START” to provide your appointment availability.



Complete the following steps:

- ✓ UP Hearing History Form completed Make Changes
- ✓ COVID-19 Questionnaire completed Make Changes
- 3 Provide appointment availability START

- Select or update the address you would like to use to schedule your appointment. Optum Serve will schedule your appointment with a qualified healthcare provider near this address. Click the “CONTINUE.”

Select the address you'd like to use for your appointment

Scheduling Address
We'll schedule your appointment with a qualified healthcare provider near this address.

Primary
1400 Douglas Street Omaha, NE 68179
[Update Address\(es\)](#)

Shipping Address
If your appointment requires paperwork that will need to be taken to your appointment, it will be shipped to you at this address. Any follow up paperwork will be sent here too.

Primary
1400 Douglas Street Omaha, NE 68179
[Update Address\(es\)](#)



Complete the following steps:

- 1 Complete UP Hearing History Form START
- 2 Complete COVID-19 Questionnaire START
- 3 Provide appointment availability CONTINUE

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- Select a convenient clinic location from the list of available providers and click the “CONTINUE” button. Note: Click the blue ‘Hours of Operation’ link to see operating hours for a specific clinic.

<input checked="" type="radio"/>	Heartland Occupational Medicine 1400 Senate Ave., Red Oak, IA 51566 Hours of Operation
<input type="radio"/>	Concentra Medical Center 9602 M Street, Omaha, NE 68127 Hours of Operation
<input type="radio"/>	CHI Health Mercy Occupational Health Services 715 Harmony Street, Council Bluffs, IA 51503 Hours of Operation
<input type="radio"/>	Alegent Health Occupational Medicine 5005 S 153rd Street, Omaha, NE 68137 Hours of Operation

[BACK](#) [CONTINUE](#)

- Provide your availability by selecting from the options below then select dates available to attend an appointment. Click the “CONTINUE” button when complete.

Your Availability

- Any time, any day of the week.
- Only certain times and days of the week.
- Certain times on specific dates.

First Preference

03/01/2023

Morning	Afternoon	Evening
<input checked="" type="checkbox"/> 7AM - 12PM	<input type="checkbox"/> 12 - 5PM	<input type="checkbox"/> 5 - 8PM

Second Preference

03/03/2023

Morning	Afternoon	Evening
<input type="checkbox"/> 7AM - 12PM	<input checked="" type="checkbox"/> 12 - 5PM	<input type="checkbox"/> 5 - 8PM

Third Preference

03/06/2023

Morning	Afternoon	Evening
<input checked="" type="checkbox"/> 7AM - 12PM	<input type="checkbox"/> 12 - 5PM	<input type="checkbox"/> 5 - 8PM

Fourth Preference

03/09/2023

Morning	Afternoon	Evening
<input checked="" type="checkbox"/> 7AM - 12PM	<input type="checkbox"/> 12 - 5PM	<input type="checkbox"/> 5 - 8PM

[+ Add Another Preference](#)

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- Optum Serve will schedule an appointment with your selected provider within two business days. You will receive a text and/or email notification of your appointment based upon your selected notification preference.



Nice. You've completed all required steps.

No further action is needed at this time.

- The My Optum Serve employee portal should be used to schedule and reschedule exam appointments.