

# Optum Pay and Massachusetts Behavioral Health providers – payment options

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March 25, 2021

# What we will cover today

## Agenda

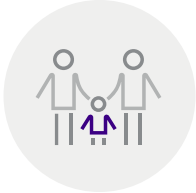
**1** Trends in payments

- 2** Ways to get paid
- Paper checks
  - Electronic options:
    - Virtual cards
    - ACH/direct deposit

**3** Optum Pay portal – demo

# Rethinking the way we approach the world

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Impacted every aspect of our lives



People want predictability and assurance during uncertain times



People need easier and faster access to their money anytime, anywhere



Always on

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**venmo** **zelle**<sup>®</sup>

**P PayPal**

**amazon** **Uber**

**24/7**

The world  
of today is  
“always on”

# Payment trends

## Insurance payments – evolving to meet expectations

**19%** increase in electronic payment adoption over 10 years

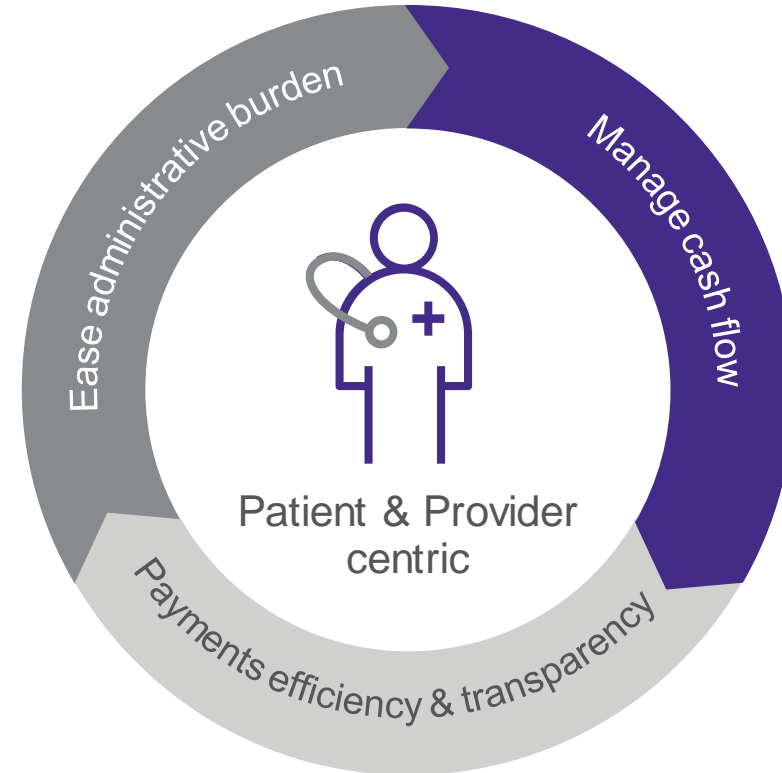
**46%** of U.S. income will be earned by millennials by 2025



# Advantage of electronic payments

## Compared to paper check

- Receive payments faster for improved cash flow
- Fewer resources required; saving time, money and labor
- More secure transaction
- Digital record makes reconciliation easier





# ACH / direct deposit

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- Funds deposited directly into your bank account
- Paid 5-7 days faster than with paper check
- Receive email notifications when payments are deposited
- Payments and remittances can be separated by NPI and/or payer

[ACH enrollment guide](#)





# Virtual cards

- Paid 5-7 days faster than with paper check
- Receive a separate card number for each payment
- Redeem payment with your credit card terminal
- Credit card processing fees apply *(confirm with your merchant processor)*

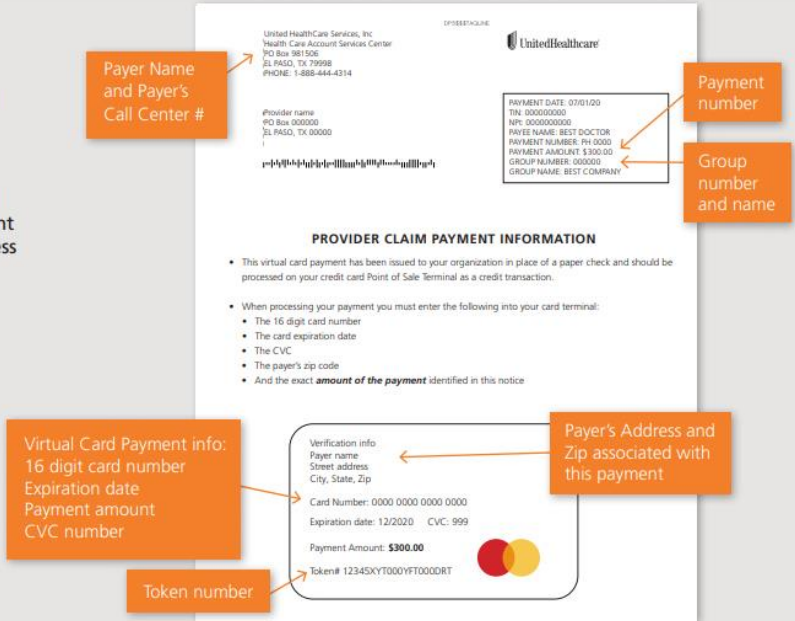
## VCP enrollment guide

### Sample: Virtual Card statement and processing instructions

**PRO TIPS...**


-  All virtual cards will be distributed in the mail
-  The virtual card is not an actual hard plastic. An image of the card prints on the Virtual Card Statement with all the info necessary to process the payment
-  Process as a credit transaction  
No PIN required
-  Providers receiving paper remittances will receive the remittance and virtual card in the same envelope


For more information, please visit: [Optum.com/optumpay](https://Optum.com/optumpay)





The sample statement includes the following information:

- PROVIDER CLAIM PAYMENT INFORMATION**
  - This virtual card payment has been issued to your organization in place of a paper check and should be processed on your credit card Point of Sale Terminal as a credit transaction.
  - When processing your payment you must enter the following into your card terminal:
    - The 16 digit card number
    - The card expiration date
    - The CVC
    - The payer's zip code
    - And the exact amount of the payment identified in this notice
- Virtual Card Payment info:** 16 digit card number, Expiration date, Payment amount, CVC number
- Verification info:** Payer name, Street address, City, State, Zip
- Card Number:** 0000 0000 0000 0000
- Expiration date:** 12/2020 CVC: 999
- Payment Amount:** \$300.00
- Token#** 12345XYT000YFT000DRT

**STEP 1:** Type in the 16-digit number 

**STEP 2:** Type in the exact dollar amount 

**STEP 3:** Enter the 3-digit CVC 

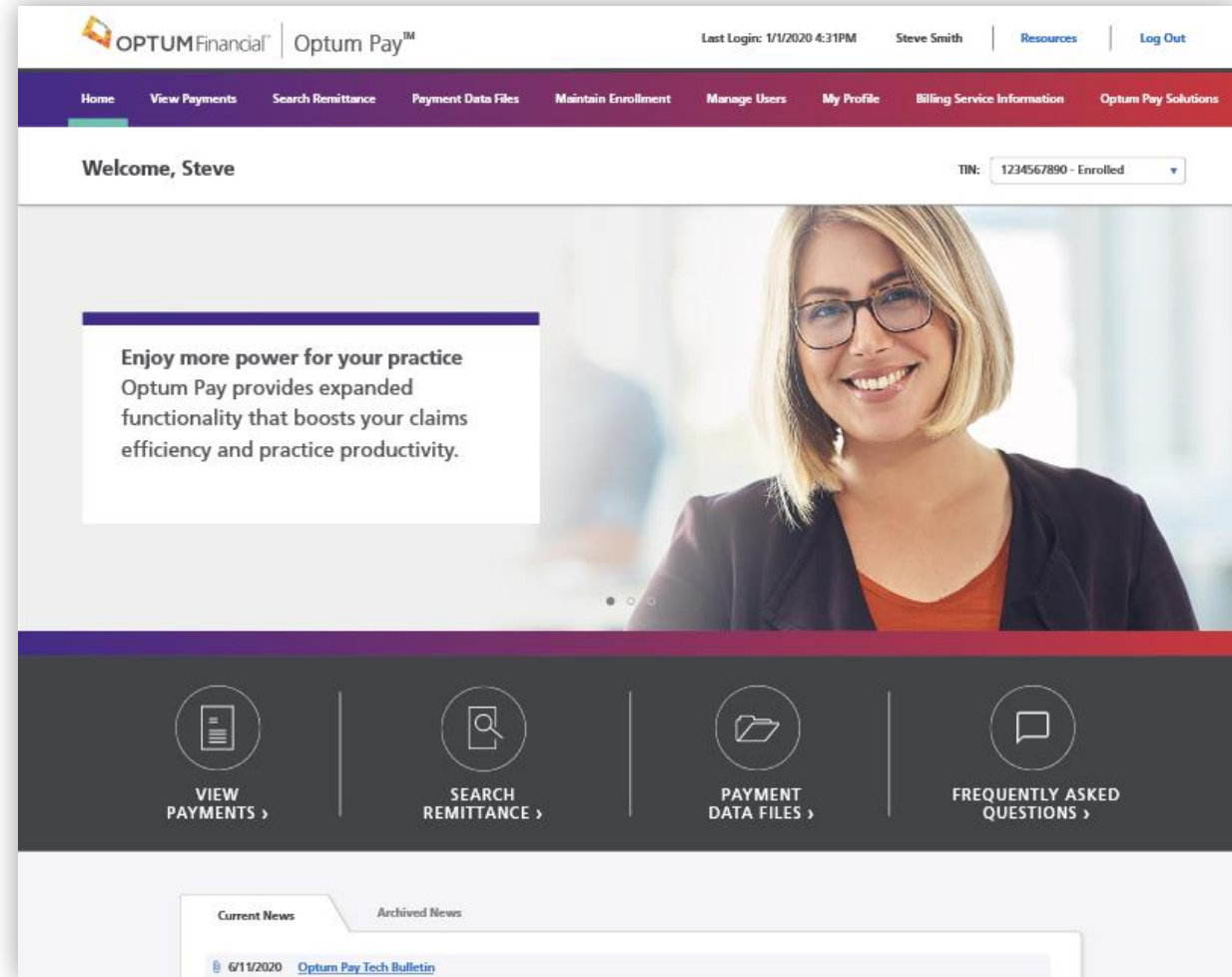
**STEP 4:** Enter the expiration date and if requested, enter the payer address or zip code 



# Optum Pay portal – new look

## Formerly Electronic Payments and Statements

- ✓ Deeper, broader search history
- ✓ Claims sorting
- ✓ Unlimited user access
- ✓ Multiple remittance options
- ✓ Data bundling tools
- ✓ Claim count details



# Optum Pay offer – Massachusetts providers

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Effective through 12/31/21

If sign up for premium level access, fees related to Optum Behavioral Health claim payments will be waived through the end of 2021.

Medical claim payments and/or payments from other payers (e.g., UHC), will be assessed the standard fee of 0.5% per payment.

- Taxes may apply
- If you are tax exempt, submit your tax-exempt certificate to [optumpay\\_taxexempt@optum.com](mailto:optumpay_taxexempt@optum.com)

# Access options – Optum Pay portal

Optum Pay	Premium level	Basic level
Enhanced portal user experience & user interface with upgraded security	✓	✓
Access to claims payment data	36 MONTHS	13 MONTHS
Access to historical remittance/claims payment data	36 MONTHS	13 MONTHS
Single portal access to multi payer remittance PDFs	✓	✓
<b>Data Option:</b> • Downloadable 835 • Remittance PDF • Payer's proprietary remittance PDF	✓ ✓ ✓	✓ ✓ ✓
Third Party Billing Support <i>(reflects provider's access)</i>	✓	✓
Number of new users	UNLIMITED	2 USERS*
Administrative Management <i>(controls access and data per user)</i>	✓	✓
Payment search capabilities	✓	✗
Workflow management tools <i>(sort claims based on reconciliation status and claim count per payment)</i>	✓	✗
Data bundling	✓	✗
Fees	0.5% PER PAYMENT **	✗

\*Regardless of access level, any provider who enrolled in Optum Pay prior to the upgrade (1/18/21), will retain their portal user access. Once users are modified in the basic level, the two-user limit will be enforced.

\*\*0.5% per total payment amount (e.g., \$5 for every \$1,000 in payments). Billed monthly, taxes may apply. MA providers will not have transaction fees for OBH payments through 12.31.21

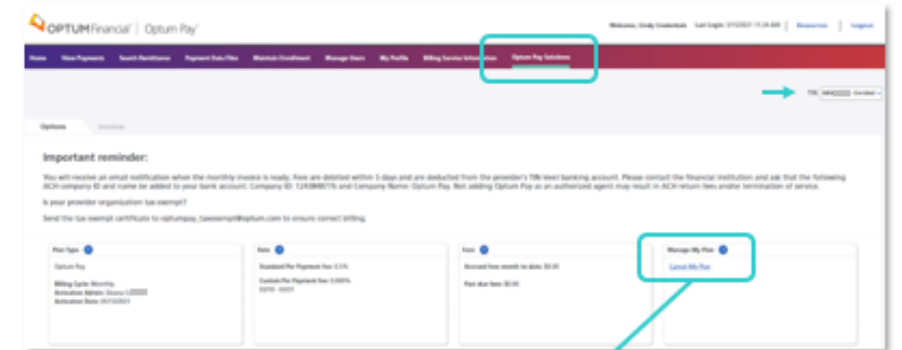
# If basic access now meets your needs

## How to cancel:

- Visit the Solutions tab
- Click “Cancel my Plan”
- State reason for termination
- Confirm cancellation

## Optum Pay – How to cancel premium level access

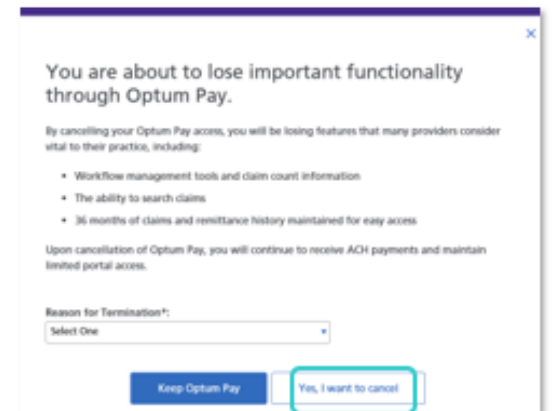
- 1** Log into Optum Pay and click on the Solutions tab  
Make sure the appropriate TIN is selected



- 2** Click on “Cancel my Plan”



- 3** Select reason for termination  
Confirm cancellation



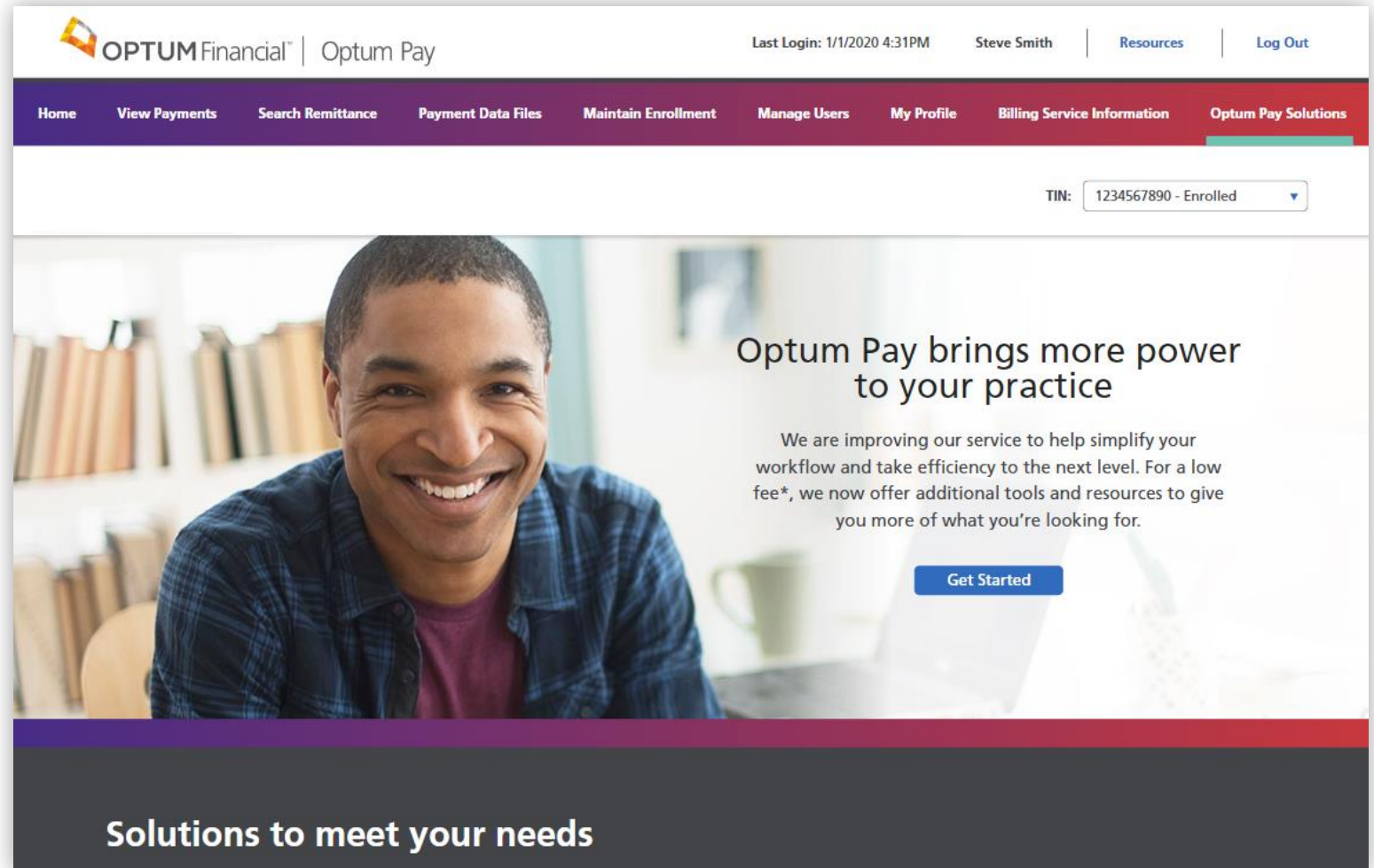
# Optum Pay portal

User experience – premium vs. basic

# Optum Pay Solutions page – activation process

Optum Pay Solutions tab – this is a new page where the provider can learn more about the Optum Pay features and options.

Multiple call outs to ‘Get Started’ and activate Optum Pay throughout the site will bring the user here.





# Activating Optum Pay

## Multiple call outs to “Get Started”

The screenshot displays the Optum Pay portal interface. At the top, a navigation bar includes links for Home, View Payments, Search Remittance, Payment Data Files, Maintain Enrollment, Manage Users, My Profile, Billing Service Information, and Optum Pay Solutions. A prominent blue button labeled "Get Started with Optum Pay Today" is located in the top right corner, with a red arrow pointing to it. Below the navigation bar, a "Payment Summary" section contains a notification: "We've added functionality to our basic level of access. We've upgraded our basic service to now include PPRA and EPRA documents as well as 13 months of historical data. Your organization may want to consider upgrading to the premium level of access if there is a need for search capabilities, data bundling features and unlimited portal users. [Get Started.](#)" A red arrow points to the "Get Started" link. Below the notification, the organization is identified as "Vail Valley Medical Center". There are four filter dropdowns: "Quick Search" (set to "Last 30 days"), "Filter Payments" (set to "Show All"), "Market Type" (set to "Show All"), and "Payment Status" (set to "Show All"). The main content area shows "Showing 14 Results" and a table of payment information. The table has columns for Payer, Payment Date, NPI, Payment Number, Proxy Number, Amount, Claim Count, ACH Trace Number, Redemption Date, Market Type, 835 / EPRA, Payer PRA, and Payment Status. The first row shows a payment from "COVID19 HRSA Uninsured Treatme..." on 03/12/2021 for \$668.15. The table also includes pagination controls: "1 Next Previous First Page Last Page Page 1 of 1".

Payer	Payment Date	NPI	Payment Number	Proxy Number	Amount	Claim Count	ACH Trace Number	Redemption Date	Market Type	835 / EPRA	Payer PRA	Payment Status
COVID19 HRSA Uninsured Treatme...	03/12/2021	199	<a href="#">439674054</a>		\$668.15	N/A			Medical	<a href="#">835</a>   <a href="#">PDF</a>	N/A	N/A
Pinnacol Assurance	03/12/2021	199	<a href="#">9439594014</a>		\$169.10	N/A			Workers Compensation	<a href="#">835</a>   <a href="#">PDF</a>	<a href="#">PDF</a>	N/A
Pinnacol Assurance	03/12/2021		<a href="#">9439594060</a>		\$303.84	N/A			Workers Compensation	<a href="#">835</a>   <a href="#">PDF</a>	<a href="#">PDF</a>	N/A
UnitedHealthcare	03/12/2021	199	<a href="#">1439647217</a>		\$56,440.72	N/A			Medical	<a href="#">835</a>   <a href="#">PDF</a>	<a href="#">PDF</a>	N/A
Pinnacol Assurance	02/16/2021		<a href="#">1545031813</a>		\$432.14	N/A			Workers Compensation	<a href="#">835</a>   <a href="#">PDF</a>	<a href="#">PDF</a>	N/A
Pinnacol Assurance	02/16/2021	199	<a href="#">1545031989</a>		\$4,195.76	N/A			Workers Compensation	<a href="#">835</a>   <a href="#">PDF</a>	<a href="#">PDF</a>	N/A

# Activating Optum Pay

## “Get Started”

Anytime the user selects the “Get Started” link from within the portal they will get this pop-up.

Once the user selects an action button at the bottom the pop-up will close, and they will be returned to the page they were on when the link was selected.

### Note:

- No, Thanks – the TIN remains in the free level.
- I Accept, Activate Premium Services – activates the paid portal election for the TIN the Admin is currently viewing\*.

## Bring more power to your practice

Optum Pay has improved our service to help simplify your workflow and elevate your efficiency. We now offer the following tools and resources to give you more of what you're looking for:

- Multiple years of claim and remittance history (30 days without a paid activation)
- Search claims to find any of your previous data\*
- Unlimited users (you will only have 2 users without a paid activation)
- Claim sorting and count display\*
- Multiple remittance options (you will only have an 835 PDF without a paid activation)
- Data bundling tools\*

Optum Pay is a fee-based service and based on the level of portal access you require to reconcile ACH payments, fees may be incurred. The current rate is 0.5% per total ACH payment amount. This is billed monthly and taxes may apply. If your organization is exempt from paying taxes, please email your tax exemption certificate to [optumpay\\_taxexempt@optum.com](mailto:optumpay_taxexempt@optum.com).

Only administrative-level users are authorized to accept the [terms and conditions](#). By accepting, this TIN will be activated and agrees to participate in our fee-for-service solution. Changes in service levels will be reflected at your next login.

If you choose not to accept the terms and conditions, you will be given access to a limited ACH portal functionality option at no charge. With this option, some access and functionality will be restricted.

\*Not available without paid activation

Optum Pay™ Enrollment Agreement Terms and Conditions

No, Thanks

I Accept, Let's Get Started

# View Payments – Premium access experience

The screenshot displays the 'View Payments' interface. At the top, a navigation bar includes links for Home, View Payments (active), Search Remittance, Payment Data Files, Maintain Enrollment, Manage Users, My Profile, Billing Service Information, and Optum Pay Solutions. Below the navigation bar, a 'Payment Summary' section contains a message: 'You have enhanced data management with Optum Pay. As an Optum Pay user, you are leveraging expanded functionality when viewing payments.' The interface also shows a 'Provider: PROVIDER ABC' and search filters for Quick Search, Filter Payments, Market Type, and Payment Status, each with a 'Select One' dropdown. A pagination bar indicates 'Showing 30 Results' and includes navigation arrows. The main data table has columns: Payer, Payment Date, NPI, Payment Number, Claim Count, Proxy Number, Redemption Date, Amount, Fee Amount, ACH Trace, Market Type, 835/ERPA, Payer PRA, and Payment Status. The 'Fee Amount' column is highlighted with a red box, and a red arrow points to it from below. The table contains 12 rows of data, all showing a fee amount of \$1.00. At the bottom, there are 'Print Payment Summary' and 'Save' buttons.

Payer	Payment Date	NPI	Payment Number	Claim Count	Proxy Number	Redemption Date	Amount	Fee Amount	ACH Trace	Market Type	835/ERPA	Payer PRA	Payment Status
United Healthcare	2020-06-02	1234567890	<a href="#">1234567890</a>	4	1234567890	2020-06-02	\$1.00	\$1.00	12345	Medical	<a href="#">835 I PDF</a>	<a href="#">PDF</a>	Pending
United Healthcare	2020-06-02	1234567890	<a href="#">1234567890</a>	4	1234567890	2020-06-02	\$1.00	\$1.00	12345	Medical	<a href="#">835 I PDF</a>	<a href="#">PDF</a>	Pending
United Healthcare	2020-06-02	1234567890	<a href="#">1234567890</a>	4	1234567890	2020-06-02	\$1.00	\$1.00	12345	Medical	<a href="#">835 I PDF</a>	<a href="#">PDF</a>	Pending
United Healthcare	2020-06-02	1234567890	<a href="#">1234567890</a>	4	1234567890	2020-06-02	\$1.00	\$1.00	12345	Medical	<a href="#">835 I PDF</a>	<a href="#">PDF</a>	Pending
United Healthcare	2020-06-02	1234567890	<a href="#">1234567890</a>	4	1234567890	2020-06-02	\$1.00	\$1.00	12345	Medical	<a href="#">835 I PDF</a>	<a href="#">PDF</a>	Pending
United Healthcare	2020-06-02	1234567890	<a href="#">1234567890</a>	4	1234567890	2020-06-02	\$1.00	\$1.00	12345	Medical	<a href="#">835 I PDF</a>	<a href="#">PDF</a>	Pending
United Healthcare	2020-06-02	1234567890	<a href="#">1234567890</a>	4	1234567890	2020-06-02	\$1.00	\$1.00	12345	Medical	<a href="#">835 I PDF</a>	<a href="#">PDF</a>	Pending
United Healthcare	2020-06-02	1234567890	<a href="#">1234567890</a>	4	1234567890	2020-06-02	\$1.00	\$1.00	12345	Medical	<a href="#">835 I PDF</a>	<a href="#">PDF</a>	Pending
United Healthcare	2020-06-02	1234567890	<a href="#">1234567890</a>	4	1234567890	2020-06-02	\$1.00	\$1.00	12345	Medical	<a href="#">835 I PDF</a>	<a href="#">PDF</a>	Pending
United Healthcare	2020-06-02	1234567890	<a href="#">1234567890</a>	4	1234567890	2020-06-02	\$1.00	\$1.00	12345	Medical	<a href="#">835 I PDF</a>	<a href="#">PDF</a>	Pending
United Healthcare	2020-06-02	1234567890	<a href="#">1234567890</a>	4	1234567890	2020-06-02	\$1.00	\$1.00	12345	Medical	<a href="#">835 I PDF</a>	<a href="#">PDF</a>	Pending
United Healthcare	2020-06-02	1234567890	<a href="#">1234567890</a>	4	1234567890	2020-06-02	\$1.00	\$1.00	12345	Medical	<a href="#">835 I PDF</a>	<a href="#">PDF</a>	Pending

Fee Amount column is only visible with the Premium experience

# Search Remittance – Premium access experience

Home
View Payments
Search Remittance
Payment Data Files
Maintain Enrollment
Manage Users
My Profile
Billing Service Information
Optum Pay Solutions

TIN 071861780

## Search Remittance

### Deep search history to better manage claims

As an Optum Pay user, we maintain your remittance search history for years so you can better manage claims.

Organization: Dr David Javdan

Search Criteria:

Date(s) of Payment:

Payment Date: Start Date: 10/01/2020 - End Date: 10/20/2020

Payer: AARP Supplemental Health Plans insured by UnitedHealthcare

Search Results:

Payer	Claim Date	NPI	Payment Number	Proxy Number	Patient Name	Subscriber ID	Account Number	Claim #	Claim Amount	ACH Trace Number	Redemption Date	Market Type	Payment Status
AARP Supplemental ...	07/09/2020	175000012	<a href="#">1543466627</a>		ANGIE [REDACTED]	3366000011	P18000000	<a href="#">021464069681</a>	\$18.19			Medical	New
AARP Supplemental ...	07/20/2020	114000180	<a href="#">1543461929</a>		BRENNA J [REDACTED]	3098000011	P18000000	<a href="#">022014068391</a>	\$48.45			Medical	New
AARP Supplemental ...	01/14/2020	148000006	<a href="#">1543467327</a>		CAROL J [REDACTED]	0771000011	P18000000	<a href="#">022044568881</a>	\$1.94			Medical	New
AARP Supplemental ...	07/08/2020	175000012	<a href="#">1543466627</a>		CAROLYN S [REDACTED]	0222000011	P18000000	<a href="#">021474060421</a>	\$18.19			Medical	New
AARP Supplemental ...	07/18/2020	165000028	<a href="#">1543465237</a>		ELOISE [REDACTED]	3225000011	P18000000	<a href="#">021754565171</a>	\$0.00			Medical	New
AARP Supplemental ...	07/15/2020	177000003	<a href="#">1543468111</a>		ELOISE [REDACTED]	3225000011	P18000000	<a href="#">021714166981</a>	\$0.00			Medical	New
AARP Supplemental ...	07/19/2020	165000028	<a href="#">1543465237</a>		ELOISE [REDACTED]	3225000011	P18000000	<a href="#">021724760361</a>	\$0.00			Medical	New
AARP Supplemental ...	07/17/2020	165000028	<a href="#">1543465237</a>		ELOISE [REDACTED]	3225000011	P18000000	<a href="#">021735665571</a>	\$0.00			Medical	New

# Payment Data Files – Premium access experience

The screenshot displays the 'Payment Data Files' section of the Optum Financial portal. The navigation bar at the top includes links for Home, View Payments, Search Remittance, Payment Data Files (highlighted), Maintain Enrollment, Manage Users, My Profile, Billing Service Information, and Optum Pay Solutions. The user's TIN is shown as '\*\*\*\*\* - Enrolled'.

Two tabs are visible: 'Create Data Bundle' (active) and 'Download Data Bundle'. The main content area features a heading 'Data bundling boosts your efficiency' and a sub-heading 'Data bundling saves you time. Simply create a data bundle and Optum Pay will email you when it's available for download.' Below this, a paragraph explains that the feature enables faster access to payment data and can be used to create bundles by day, file type, and payer. A link for 'Detailed Instructions For Bundle Creation' is provided.

The 'Provider' is listed as 'FACULTY PRACTICE ASSOCIATES MOUNT SINAI SCHOOL OF MEDICINE'. Under 'File Types', there are three checkboxes: '835s', 'Payer PRAs', and 'EPRAs'. A note states: 'Note: Payer PRAs and EPRAs may not be available for all Payers.' The 'Settlement Date Range' section includes 'From:' and 'To:' date pickers. The 'Payer Selection' section shows a list of 'Available Payer(s)' on the left and a 'Selected Payer(s)' list on the right. The available payers include UHC Member Payment, AARP Supplemental Health Plans insured by UnitedHealthcare, AIG Claims Inc, Allied National, AppleCare Medical Group, and COVID19 HRSA Uninsured Treatment Fund. Action buttons for 'Add', 'Add All', 'Remove', and 'Remove All' are positioned between the two lists.



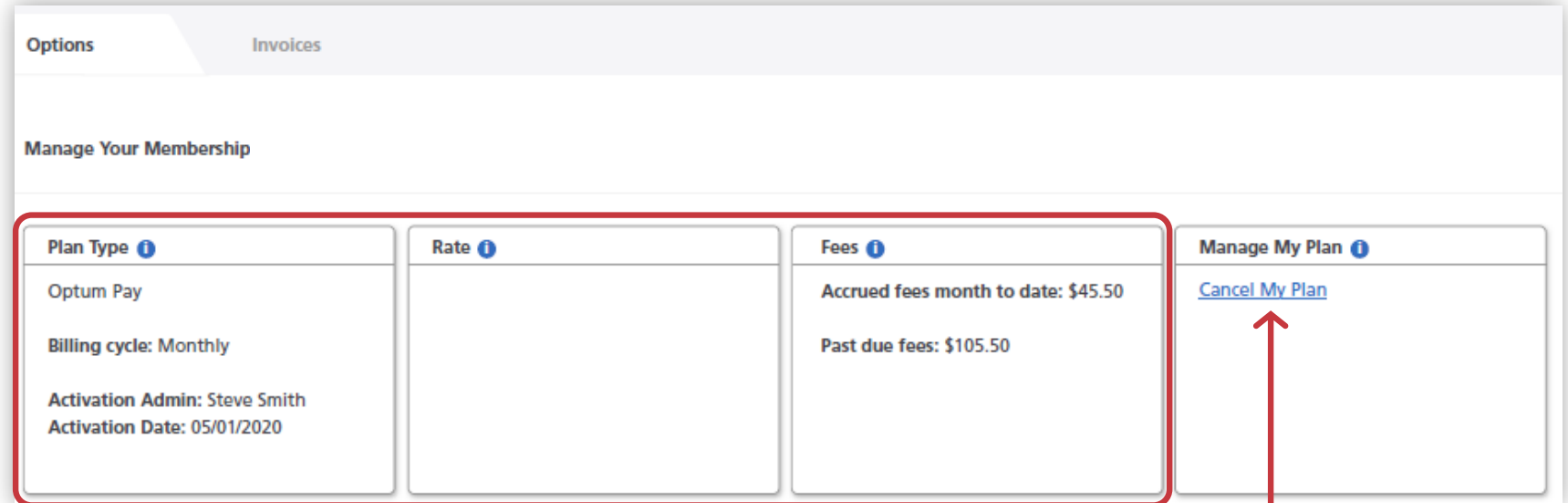




# Optum Pay Solutions page – Premium access experience

Information available:

- **Billing Cycle**
- **Informational icons** – provide basic information about fees and billing
- **Accrued fees month to date** – displays the total fees accrued during the billing cycle
- **Past due fees** if applicable



The screenshot displays the 'Manage Your Membership' section of the Optum Pay Solutions page. It features four informational cards: 'Plan Type' (Optum Pay, Billing cycle: Monthly, Activation Admin: Steve Smith, Activation Date: 05/01/2020), 'Rate', 'Fees' (Accrued fees month to date: \$45.50, Past due fees: \$105.50), and 'Manage My Plan' (with a 'Cancel My Plan' link). A red box highlights the first three cards, and a red arrow points to the 'Cancel My Plan' link.

To cancel, the provider can either submit a cancellation form or click here. No fees will be incurred if cancel before April 30, 2021.

# View Payments – Basic access experience

View Payments Search Remittance Payment Data Files Maintain Enrollment Manage Users My Profile Billing Service Information Optum Pay Solutions

Get Started with Optum Pay Today

TIN: [REDACTED] - Enrolled

### Payment Summary

We've added functionality to our basic level of access

We've upgraded our basic service to now include PPRA and EPRA documents as well as 13 months of historical data. Your organization may want to consider upgrading to the premium level of access if there is a need for search capabilities, data bundling features and unlimited portal users. [Get Started.](#)

Organization: Vail Valley Medical Center

Quick Search: Last 30 days Filter Payments: Show All Market Type: Show All Payment Status: Show All

Showing 14 Results (Click on column headings to re-sort payment information)

Payer	Payment Date	NPI	Payment Number	Proxy Number	Amount	Claim Count	ACH Trace Number	Redemption Date	Market Type	835 / EPRA	Payer PRA	Payment Status
COVID19 HRSA Uninsured Treatme...	03/12/2021	199	<a href="#">439674054</a>		\$668.15	N/A			Medical	<a href="#">835</a>   <a href="#">PDF</a>	N/A	N/A
Pinnacol Assurance	03/12/2021	199	<a href="#">9439594014</a>		\$169.10	N/A			Workers Compensation	<a href="#">835</a>   <a href="#">PDF</a>	<a href="#">PDF</a>	N/A
Pinnacol Assurance	03/12/2021	199	<a href="#">9439594060</a>		\$303.84	N/A			Workers Compensation	<a href="#">835</a>   <a href="#">PDF</a>	<a href="#">PDF</a>	N/A
UnitedHealthcare	03/12/2021	199	<a href="#">1439647217</a>		\$56,440.72	N/A			Medical	<a href="#">835</a>   <a href="#">PDF</a>	<a href="#">PDF</a>	N/A
Pinnacol Assurance	02/16/2021	199	<a href="#">1545031813</a>		\$432.14	N/A			Workers Compensation	<a href="#">835</a>   <a href="#">PDF</a>	<a href="#">PDF</a>	N/A
Pinnacol Assurance	02/16/2021	199	<a href="#">1545031989</a>		\$4,195.76	N/A			Workers Compensation	<a href="#">835</a>   <a href="#">PDF</a>	<a href="#">PDF</a>	N/A

Claim & Remittance data is accessible via the Payment Number link

Columns in grey are unavailable

# View Payments – Basic access experience

**View Payments** Search Remittance Payment Data Files Maintain Enrollment Manage Users My Profile Billing Service Information Optum Pay Solutions

[Get Started with Optum Pay Today](#)

TIN: [redacted] - Enrolled

### Payment Summary

**We've added functionality to our basic level of access**

We've upgraded our basic service to now include PPRA and EPRA documents as well as 13 months of historical data. Your organization level of access if there is a need for search capabilities, data bundling features and unlimited portal users. [Get Started](#).

Organization: Vail Valley Medical Center

Quick Search: Last 30 days Filter Payments: Show All

Showing 14 Results

(Click on column headings to re-sort payment information)

Payer	Payment Date	NPI	Payment Number	Proxy Number	Amount	Claim Count	ACH Trace Number	Redemption Date	Market Type	835 / EPRA	Payer PRA	Payment Status
COVID19 HRSA Uninsured Treatme...	03/12/2021	199	<a href="#">439674054</a>		\$668.15	N/A			Medical	<a href="#">835   PDF</a>	N/A	N/A
Pinnacol Assurance	03/12/2021	199	<a href="#">9439594014</a>		\$169.10	N/A			Workers Compensation	<a href="#">835   PDF</a>	PDF	N/A
Pinnacol Assurance	03/12/2021	199	<a href="#">9439594060</a>		\$303.84	N/A			Workers Compensation	<a href="#">835   PDF</a>	PDF	N/A
UnitedHealthcare	03/12/2021	199	<a href="#">1439647217</a>		\$56,440.72	N/A			Medical	<a href="#">835   PDF</a>	PDF	N/A
Pinnacol Assurance	02/16/2021	199	<a href="#">1545031813</a>		\$432.14	N/A			Workers Compensation	<a href="#">835   PDF</a>	PDF	N/A
Pinnacol Assurance	02/16/2021	199	<a href="#">1545031989</a>		\$4,195.76	N/A			Workers Compensation	<a href="#">835   PDF</a>	PDF	N/A

Leverage broader, deeper data management with Optum Pay

Multiple features on this page, including the PDF remittance documents, are not available without activating Optum Pay.

[Get Started](#)

← If user clicks on a grey area, they get this message

↑ Columns in grey are unavailable ↑

# Search Remittance – Basic access experience

Home View Payments **Search Remittance** Payment Data Files Maintain Enrollment Manage Users My Profile Billing Service Information Optum Pay Solutions

Search Remittance

Organization: NYU LUTHERAN MEDICAL

Search Criteria

Account Number

Subscriber ID

NPI

Claim Number

Payment Type  Payment Number  Rendering Provider

Let us archive your claim payment and remittance data.

Optum Pay supports multiple years of history that you can access when you need it. With a paid activation, you will be able to access this page to search claims and retrieve data.

[Get Started](#)

# Payment Data Files – Basic access experience

Home View Payments Search Remittance **Payment Data Files** Maintain Enrollment Manage Users My Profile Billing Service Information Optum Pay Solutions

Get Started with Optum Pay Today

TIN: 840563230 - Enrolled

### Create Data Bundle

The Payment Data File feature enables faster and easier access to large amounts of data by date range and by payer.

[Detailed Instructions For Bundle Creation](#)

Provider: Vail Valley Medical Center

**File Types:**  
Note: Payer PRAs and EPRAs may not be available for all Payers.

835s  
 Payer PRAs  
 EPRAs

**Settlement Date Range**  
From:  To:

**Payer Selection:**

Available Payer(s):

- Member HSA Payment
- AARP Supplemental from UnitedHealthcare
- AIG Claims Inc
- AppleCare Medical Group
- COVID19 HRSA Uninsured Treatment Fund
- Dental Benefit Providers
- ECHO
- Enterprise Capitation
- Equitable Life and Casualty Ins Co
- Equitable National Life
- GCU
- Golden Rule
- Harvard Pilgrim
- HealthSCOPE Benefits
- IAC

Selected Payer(s):

Add  
Add All  
Remove  
Remove All

Reset Submit

### Organize data your way.

When you activate Optum Pay, you can bundle remittance data by date range and by payer. The system organizes the data in a zip file that you can upload to post and close your claims. Ask your administrator to activate Optum Pay.

# Manage Users – Basic access experience

Home View Payments Search Remittance Payment Data Files Maintain Enrollment **Manage Users** My Profile Billing Service Information Optum Pay Solutions

## Manage Users

### More users with Optum Pay

Without the full Optum Pay functionality, you are limited to only 2 users. If your practice requires more than 2 users, activate Optum Pay today. [Learn More.](#)

**User List** ▲

- Acosta, Angelica
- Acosta, Damian
- Alaya, Rakhilya
- Allen, Shequan
- Alvarado, Jessica
- Angelini, Luz
- As, Loretta
- Asensio, Virginia
- Beale, Jameeka

View Purged Users

To add a new user, you will need to delete an existing user or activate Optum Pay.

**Middle Initial:**

**Email Address:**

**Terms and Conditions Acceptance**

Y

**Terms and Conditions Acceptance Date**

01/04/2021

**Add TIN**

Select TIN

**Name:** Acosta

**Phone Number:** 646 - 381 - XXXX - Ext:

**User Type:** Provider

**Status:** Active

TIN ▲	Provider Name	TIN Access Level ⓘ	NPI	NPI Name	Plan Type	Email Notification ⓘ	Delete User
01087120	Centimarketing Consultants of Laredo PA	Administrator ▼			Optum Pay	<input checked="" type="checkbox"/>	<input type="button" value="Delete"/>
13387106	WYU LUTHERAN MEDICAL	Administrator ▼			Limited	<input checked="" type="checkbox"/>	<input type="button" value="Delete"/>



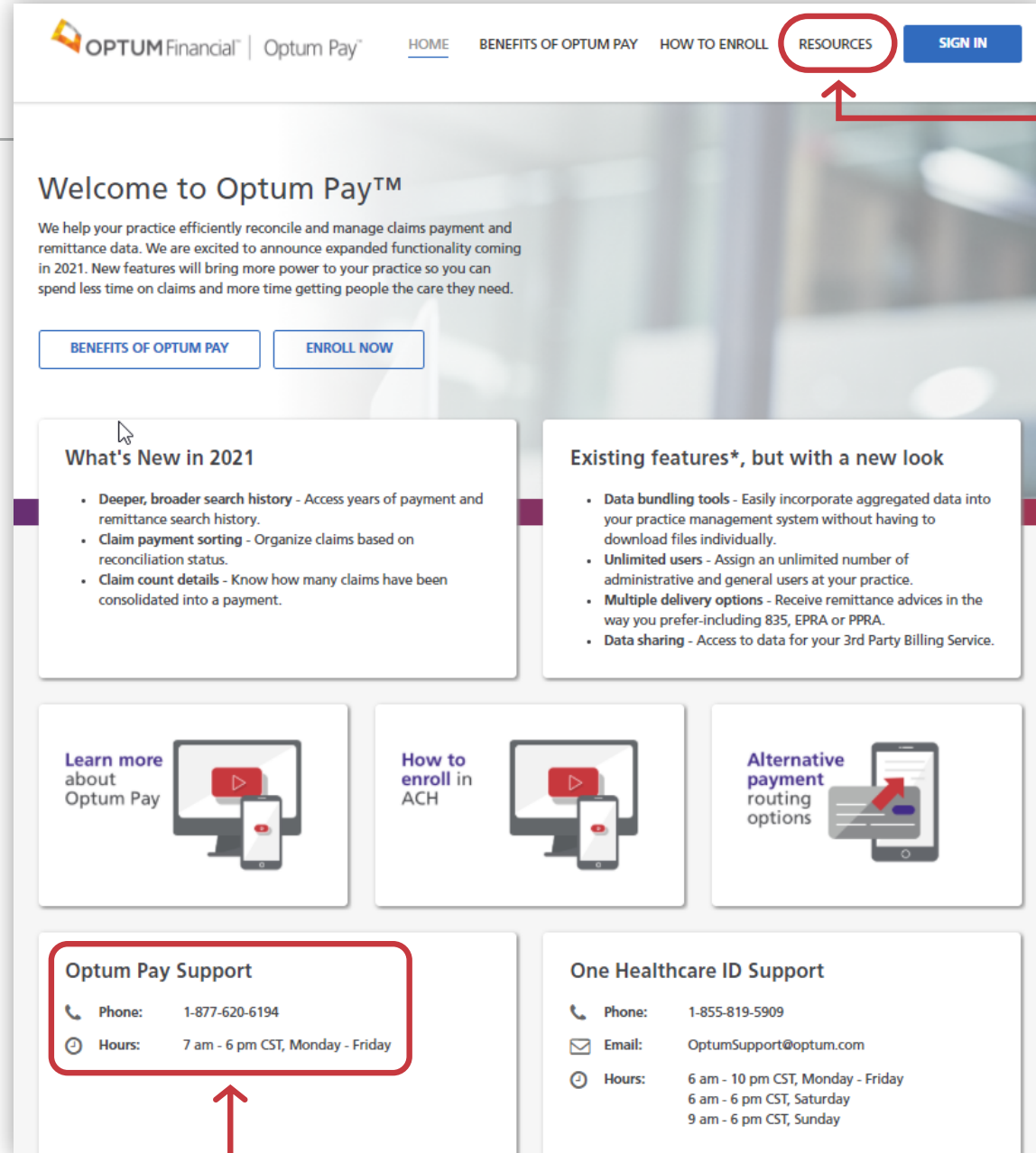
# Additional resources

[www.providerexpress.com](http://www.providerexpress.com)

- MA-specific [FAQs](#)

[www.optum.com/optumpay](http://www.optum.com/optumpay)

- User/enrollment guides
- Videos
- Contact us:
  - Email: [optumpay@optum.com](mailto:optumpay@optum.com)
  - Phone: 877-620-6194



The screenshot shows the Optum Pay website homepage. At the top, the navigation bar includes the Optum Financial logo, the text 'Optum Pay', and links for 'HOME', 'BENEFITS OF OPTUM PAY', 'HOW TO ENROLL', 'RESOURCES', and a 'SIGN IN' button. The 'RESOURCES' link is circled in red, with a red arrow pointing to it from the right. Below the navigation bar is a large banner with the heading 'Welcome to Optum Pay™' and a paragraph of introductory text. Two buttons, 'BENEFITS OF OPTUM PAY' and 'ENROLL NOW', are positioned below the banner. The main content area is divided into two columns. The left column features a section titled 'What's New in 2021' with a list of three bullet points: 'Deeper, broader search history', 'Claim payment sorting', and 'Claim count details'. The right column features a section titled 'Existing features\*, but with a new look' with a list of four bullet points: 'Data bundling tools', 'Unlimited users', 'Multiple delivery options', and 'Data sharing'. Below these sections are three cards: 'Learn more about Optum Pay' (with a play button icon), 'How to enroll in ACH' (with a play button icon), and 'Alternative payment routing options' (with a play button icon). At the bottom, there are two support cards. The left card is titled 'Optum Pay Support' and is highlighted with a red border and a red arrow pointing to it from below. It lists the phone number 1-877-620-6194 and hours of 7 am - 6 pm CST, Monday - Friday. The right card is titled 'One Healthcare ID Support' and lists the phone number 1-855-819-5909, email address OptumSupport@optum.com, and hours of 6 am - 10 pm CST, Monday - Friday; 6 am - 6 pm CST, Saturday; and 9 am - 6 pm CST, Sunday.

# Q&A

