

Optum Pay™ Quick Guide

How to manage payment preferences

This quick reference guide provides instructions on how to manage payments preferences for an Optum Pay Premium account. For additional questions about payments feature, please contact the Optum Pay Support Team at 877-620-6194, from 7am to 6pm CST, Monday through Friday.

About managing your Optum Pay payment preferences

Billing service administrators and providers can easily update and change the payment preferences for an associated TIN(s) from their Optum Pay dashboard. They will also have the ability to view bank account information prior to and after making any updates or bank account deletions.

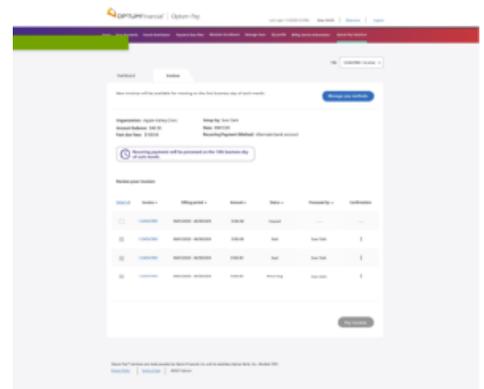
This new feature gives users the ability to manage the following:

- Move TIN(s) from a TIN level bank account to an Alternate bank account
- Move TIN(s) from an Alternate bank account to a TIN level bank account
- Move TIN(s) from one Alternate bank account to another existing Alternate bank account
- Remove an Alternate bank account and assign as a TIN level bank account

Accessing recurring payment preferences

Admins and providers can access the recurring payments workflow from their Optum Pay dashboard.

Users simply navigate to the [Solutions | Invoice](#) tab to view a listing of all invoices and select the ['Manage pay methods'](#) button located in the upper right-hand corner to initiate the recurring payment preferences workflow.

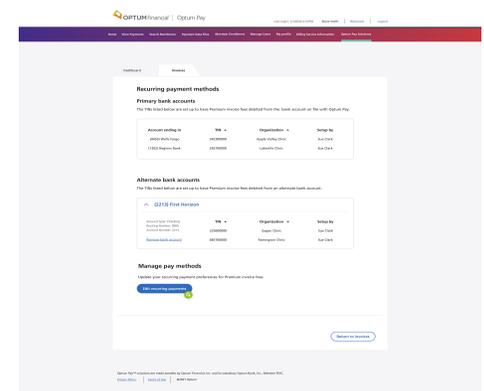


Initiating changes to recurring payment preferences

The workflow provides a listing of Optum Pay Premium TIN(s) and the associated primary bank account(s) on file from which Premium invoice fees are debited.

Users who have assigned an alternate bank account for debiting Premium invoice fees can view details and make changes/updates by choosing the applicable bank account from the pick list and selecting the ['Edit recurring payments'](#) button at the bottom of the page.

To exit out of the managing recurring payments workflow, users can select the ['Return to Invoices'](#) button on the lower right hand corner of the screen.



Managing recurring payment preferences:

After selecting the 'Edit recurring payment' button the portal will display the 'Edit recurring ACH debit payments' page. This page contains a three (3) step process which will walk the user through editing and updating their recurring payment preferences. Users will have the ability to update a single TIN or multiple TIN(s) at one time using the 'Select all' link.

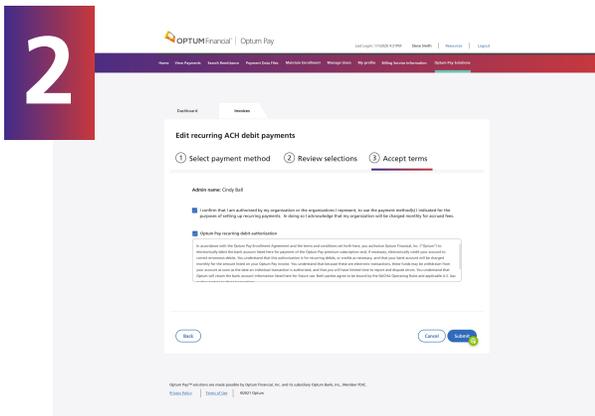
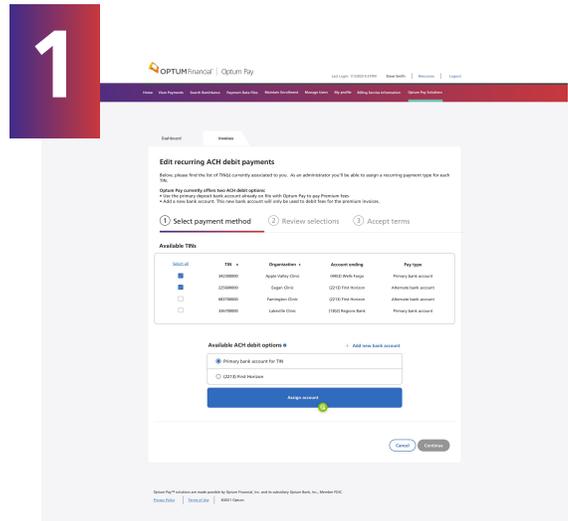
Step 1: Select payment method

To edit the payment preferences for a specific TIN(s), select the check box located to the left of the TIN(s) account listed.

Next, the 'Available ACH debit options' section will be enabled to allow the user to select whether to apply updates to the existing TIN level bank account, an existing alternate bank account, or select the hyperlink to add a new bank account.

Once a radio button is selected for either the TIN level bank account or the Alternate bank account, select the 'Assign account' button and the 'Continue' button to move to step two.

Note: The 'Available ACH debit options section and 'continue' button will be disabled until a TIN(s) are selected in the first section.



Step 2: Review Selections

After the payment method has been updated and assigned, users must review and confirm their selections.

Any changes/updates to bank account information will take effect on the next invoice. Note that Optum Pay invoices are processed on the 10th business day of each month.

Select the 'Continue' button to Accept the terms and conditions.

Step 3: Accept Terms

In the third and final step, the user's First and Last name will be displayed along with two checkboxes that must be selected before enabling the 'Submit' button.

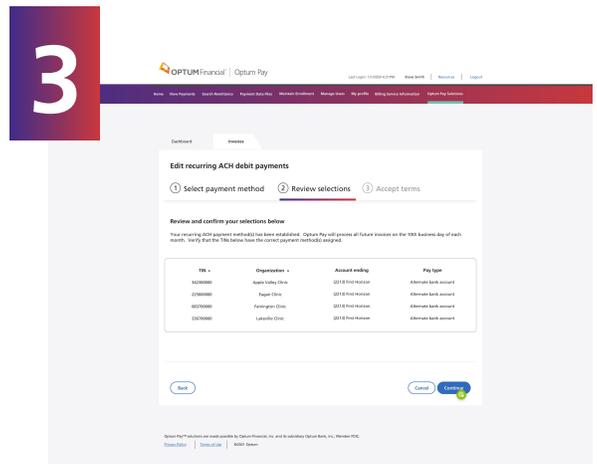
Checkbox 1

Requires the user to confirm that they are authorized to make decisions on behalf of their organization.

Checkbox 2

Requires the user to give Optum Pay authorization to debit recurring payments from the bank account provided.

Once confirmed, users can select the 'Submit' button to successfully complete updates.



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