

## Updating payment method user guide

**This guide provides a step-by-step process to update your payment method with Optum Pay.** If you are moving from virtual card payments to ACH, please be advised that you'll be required to supply banking information and associated documentation. You will continue to receive payments based on your current settings until the new payment method goes into effect. This process may take up to 10 business days.

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process your request to no longer receive electronic payments.				
Payer Infor Paver Name	Paver Id	Paver Offers		
Patient Payment	HM801	ACH/VCP	VCP V	
Rally Pay Member Payments	RPMP5	ACH/VCP	VCP V	
AARP Supplemental Health Plans insured by UnitedHealthcare	36273	ACH	None V	
AIG Claims Inc	19402	ACH	None V	
AppleCare Medical Group	APP01	ACH/VCP	VCP V	Salact 'ACH' from
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Equitable National Life	91785	ACH	None V	
Erie Insurance Group	ERIE1	ACH	None 🗸	
GCU	56693	ACH	None 🗸	
Golden Rule	37602	ACH/VCP	VCP V	
Harvard Pilgrim	04271	ACH/VCP	ACH 🗸	
Heartland	66214	ACH	ACH 🗸	
Managed Obvisiant Maturatic Inc.	44.964	A CHA/CD	ACH X	

Select 'ACH' from Payment Method dropdown to receive payments via direct deposit.

4

Once you've made your updates, then select **'Update payment Method(s)'** at bottom of page.

Payer Info	Dayment Method			
Payer Name	Payer Id	Payer Offers	Payment Method	
Patient Payment	HM801	ACH/VCP	VCP V	
Rally Pay Member Payments	RPMP5	ACH/VCP	VCP V	
AARP Supplemental Health Plans insured by UnitedHealthcare	36273	ACH	None 🗸	
AIG Claims Inc	19402	ACH	None 🗸	
AppleCare Medical Group	APP01	ACH/VCP	VCP V	
CMT10	12310	ACH/VCP		
Colorado Health Group	95964	ACH/VCP	VCP	
Dental Benefit Providers	52133	ACH/VCP	None	
ECHO	ECHOH	ACH/VCP	VCP V	
Equitable Life and Casualty Ins Co	62952	ACH	None 🗸	
Equitable National Life	91785	ACH	None 🗸	
Erie Insurance Group	ERIE1	ACH	None 🗸	
US Dept of Health and Human Services	HHSP5	ACH	ACH 🗸	
Golden Rule	37602	ACH/VCP	VCP V	
Harvard Pilgrim	04271	ACH/VCP	ACH 🗸	

\* Note: We cannot support VCP for State of Missouri under UMR at this time.

+ Please be aware that not all Payers will submit a full 835 file to Optum Pay. As a result, Optum Pay will only display payment related data for these .



Continue Cancel Finish

5	You will be presented an "Are you sure" page to validate your payment method updates. Select 'Yes'. Note: If ACH was selected, you will be required to add banking information in order to receive direct deposit. (See following steps)
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Einex, Faloy, 1 Terms of Jae e 2020 Option:	Click on Bank Account(s) tab, then <b>'Add Banking Data'</b> button.
Home Edit Enrollment Organization To update your banking in TN Level Bankin Bankin	View Payments Search Remitte ce Payment Data Files Maintain Enrollment Manage Users Billing Service Information Payer(s) Bank Account(s) Information Online cick on "Add Banking Data" Dutton. Ing Information
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7	Enter required User Information, then hit <b>'Continue'.</b>
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Enter required banking information, including an upload of a Voided Check or Bank 8 Letter, then select 'Add Bank Account'. - $\checkmark$ Select Payer/Patient: COVID19 HRSA Uninsured Treatment Fund Populate from existing bank account(s) -- Select --Routing Transit Number: 123123123 Bank Name: US Bank Enter the routing number from your voided check or bank letter. Do not use the routing number from your deposit slip. Bank Address: 123 Main Street City: Account Number: 123123123 Anywhere State: AK 🗸 Account Type: Checking 

Savings Zip: 12345 ACH Addenda Record Type: CCD 🗸 Phone Number: Upload Document: O Bank Letter Voided Check Browse... Please note, uploading a new document will replace the existing document. Please take the time to review your uploaded document to ensure it is the most up-to-date version Add Bank Account Update Bank Account Clear All Fields ♪ 9 You will also be required to upload a copy of your W9. Select 'Yes'. Electronic Payments and Statements me View Payments Search Remittance Payment Data Files Maintain Enrollment Manage Users My Profile Edit Enrollment - Are You Sure? changed banking information. Payments will no longer be directed to your current will be paid to the bank account you entered. Are you sure you wanted to continue with this banking information change? If yos please upload your current W9 and click on "Yes". nt and ose File No file cho Upload W9: The W9 must be filled out, signed and dated. Yes No 10 When you return to Bank Accounts page, select 'Finish'. Last Login: 2020-04-14 17:03:2 Electronic Payments and Statements Resources 
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 View Payments
 Search Remittance
 Payment Data Files
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 Billing Service Information
 Edit Enrollment Cancel Finish Organization Bank Account(s) - \* TIN Level Ba WACHOVIA BANK Bank Address WEST VALLEY CITY, UT 84120 Bank Name: Bank Address: Routing Transit Number: Account Number: 053000219 2074228052466 Account Type: ACH Addenda Record Type: Checking CCD Phone Number 999-999-9999 Pending Ban Bank Name Bank of USA Routing Transit Number Account Number: 123123123 Bank Address One Main St Windsor, CT 06095 Account Number: Account Type: ACH Addenda Record Type Checking CCD Phone Nur 999-999-9999 Voided Check: W9: View Voi View W9 Change Date: User Name: Contact Name 04/14/2020 Ackno

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Title:

Email Address:

Phone Number

MSTester steeber, Tester graphic designer

molly.steeber@optum.com 612-839-3130

11

You will be brought to the Verification page to review your entered banking information. Select **'Submit'** 



12

You will receive notification that your request has been successfully updated.

Home	View Payments	Search Remittance	Payment Data Files	Maintain Enrollment	Manage Users	Billing Service Information		
Online Enrollm	Online Enrollment Form: Enrollment Completed Successfully							
Thank you! You have successful to print or save a cop	Thank you! You have successfully completed the enrollment application for EPS. If you would like an electronic copy of this application please select the "Print Enrollment Form" button new to print or stress e corpy.							
At this time you may	At this time you may print your updates.							
*Note: If this was a n new enrollment and	Note:         If this was a reactivation of a previously inactive TIN and you would like to view the existing NPI information please click on the 'Maintain Enrolment' lab above. If this is a new enrolment and you would like to add NPI information please contact the EPS Export Center at 877:420-6194 prompt 1.         Print Enrolment Form							
**Note: To reprint an "Print Enrollment For	enrollment form, please se m" button will appear on ti	elect the TIN and then sele he following screen.	ect the Edit option. Then s	elect Finish and then Submit	, even if no changes we	re made. At that time a		Please download Adobe Reader if it i
If your enrollment or account maintenance is complete please proceed to the Home Page.								
					Retur	n to Home Page		

13

You will receive an email from Optum Pay, asking you to validate the entered bank account information. **Please click on the link and follow the directions to complete the process.** 



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