

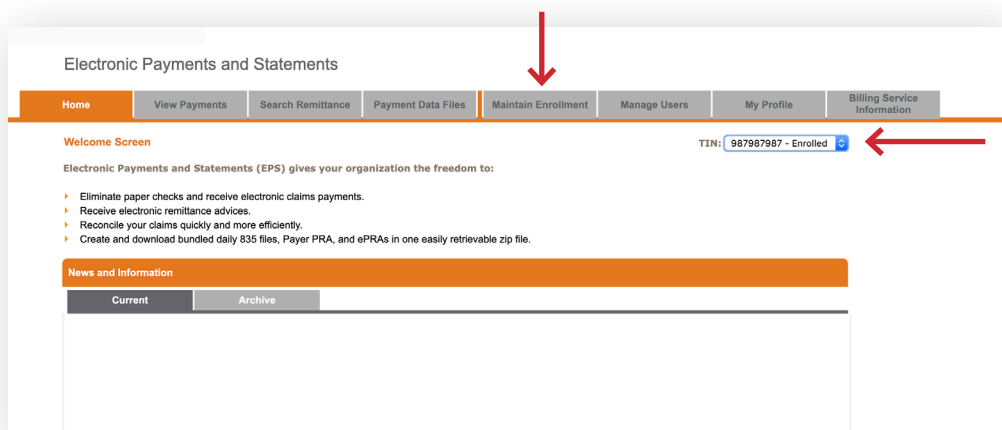
Updating payment method user guide

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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From your Welcome screen, select your **TIN** and then the **Maintain Enrollment** tab.



Electronic Payments and Statements

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

Welcome Screen TIN: 987987987 - Enrolled

Electronic Payments and Statements (EPS) gives your organization the freedom to:

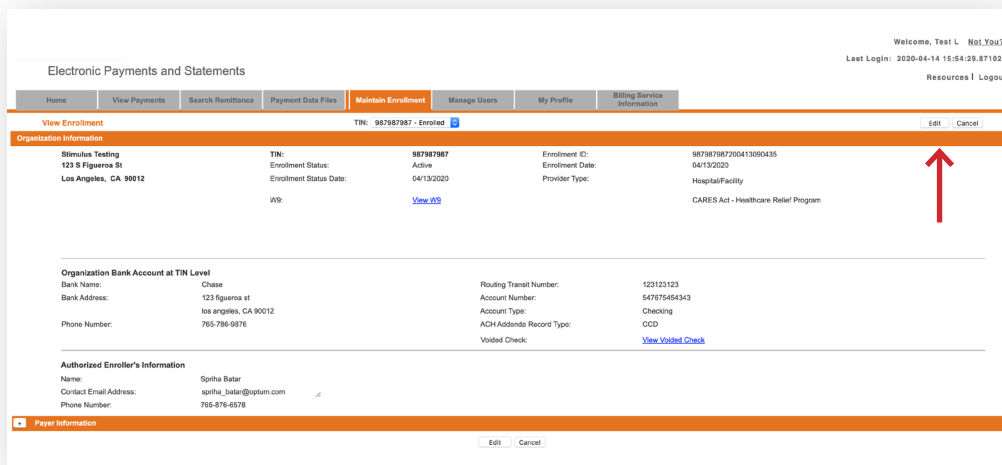
- Eliminate paper checks and receive electronic claims payments.
- Receive electronic remittance advices.
- Reconcile your claims quickly and more efficiently.
- Create and download bundled daily 835 files, Payer PRA, and ePRAs in one easily retrievable zip file.

News and Information

Current Archive

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Select **'Edit'** from View Enrollment page.



Electronic Payments and Statements

Welcome, Test L. Not You? Last Login: 2020-04-14 15:54:28.871921 Resources | Logout

Home View Payments Search Remittance **Maintain Enrollment** Manage Users My Profile Billing Service Information

View Enrollment TIN: 987987987 - Enrolled Edit Cancel

Organization Information

Stimulus Testing 123 S Figueroa St Los Angeles, CA 90012	TIN: 987987987 Enrollment Status: Active Enrollment Status Date: 04/13/2020 W9: View W9	Enrollment ID: 987987987200413080435 Enrollment Date: 04/13/2020 Provider Type: Hospital/Facility CARES Act - Healthcare Relief Program
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Organization Bank Account at TIN Level

Bank Name: Chase	Routing Transit Number: 123123123
Bank Address: 123 Figueroa St Los Angeles, CA 90012	Account Number: 547675454343
Phone Number: 765-786-9876	Account Type: Checking
	ACH Addenda Record Type: CCD
	Voided Check: View Voided Check

Authorized Enroller's Information

Name: Spruha Balar
Contact Email Address: spruha_balar@optum.com
Phone Number: 765-876-6578

Payer Information Edit Cancel

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Click on **'Payer(s)' tab**, then select **'ACH'** from the Payment Method dropdowns.

Welcome, Michel

Electronic Payments and Statements

Home View Payments Search Remittance Payment Data Files **Maintain Enrollment** Manage Users Billing Service Information

Edit Enrollment

Organization Payer(s) Bank Accounts

Continue Cancel Finish

Electronic Payments and Statements (EPS) enables you to choose the payment option that's right for your practice, with the flexibility to choose between two types of electronic payments: Automated Clearing House (ACH) (also known as direct deposit) and Virtual Card Payments. Please note, not all Payers will accept Virtual Card Payments (VCP).

ACH payments are deposited direct to your bank account. Virtual Card Payments are payment card transactions that you process via your point of sale terminal, similar to the way patient co-pays would be processed. If you elect to receive payments via VCP, you agree that:

- Making of the VCP constitutes payment for purposes of a Payer's compliance with applicable law
- By processing a VCP, you are subject to the terms and conditions governing card processing between you and your card service processor and that you are responsible for any charges and related third party fees, including interchange, merchant discount, or other card processing fees that may be imposed as a result of processing a VCP

In order to receive payments via ACH you will need to provide your bank routing and account number along with supporting documentation to facilitate the payment method change.

If you would no longer like to receive payments electronically, you should select "None" for payment method and then all future payments will be paid by check for the selected payer(s). Please note that it may take up to 30 days to process your request to no longer receive electronic payments.

Payer Name	Payer Id	Payer Offers	Payment Method
Patient Payment	HM801	ACH/VCP	VCP
Rally Pay Member Payments	RPMP5	ACH/VCP	VCP
AARP Supplemental Health Plans insured by UnitedHealthcare	36273	ACH	None
AIG Claims Inc	19402	ACH	None
AppleCare Medical Group	APP01	ACH/VCP	VCP
CMT10	12310	ACH/VCP	VCP
COVID19-VRSA Uninsured Treatment Fund	55964	ACH/VCP	VCP
Dental Benefit Providers	52133	ACH/VCP	VCP
ECHO	ECHOH	ACH/VCP	VCP
Equitable Life and Casualty Ins Co	62952	ACH	None
Equitable National Life	91785	ACH	None
Erie Insurance Group	ERIE1	ACH	None
GCU	56693	ACH	None
Golden Rule	37602	ACH/VCP	VCP
Harvard Pilgrim	04271	ACH/VCP	ACH
Heartland	66214	ACH	ACH
Manhattan Behavioral Network Inc	41161	ACH/VCP	ACH

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

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

Payer Information			
Payer Name	Payer Id	Payer Offers	Payment Method
Patient Payment	HM801	ACH/VCP	VCP
Rally Pay Member Payments	RPMP5	ACH/VCP	VCP
AARP Supplemental Health Plans insured by UnitedHealthcare	36273	ACH	None
AIG Claims Inc	19402	ACH	None
AppleCare Medical Group	APP01	ACH/VCP	VCP
CMT10	12310	ACH/VCP	VCP
Colorado Health Group	95964	ACH/VCP	ACH
Dental Benefit Providers	52133	ACH/VCP	None
ECHO	ECHOH	ACH/VCP	VCP
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
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 .

Reset Update payment Method(s)

Continue Cancel Finish

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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)

Electronic Payments and Statements

Welcome, Test L. Not You? Last Login: 2020-04-14 17:02:25.774639 Resources | Logout

Home View Payments Search Remittance Payment Data Files **Maintain Enrollment** Manage Users Billing Service Information

Payment Method Change(s) - Are You Sure?

You have elected to change Payment Method(s) for the following Payer(s). Do you wish to continue?
Select 'Yes' to confirm change(s) to Payment Method(s).
Select 'No' to return to the previous page.

Payer Name	From	Payment Method Changed	To
UMR Inc.	None		ACH

Note: If you are changing from VCP only to an ACH option, you will need to provide your bank routing and account number along with supporting documentation to facilitate the payment method change.

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

☒ Yes ☐ No

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Click on Bank Account(s) tab, then 'Add Banking Data' button.

Home View Payments Search Remittance Payment Data Files **Maintain Enrollment** Manage Users Billing Service Information

Edit Enrollment

Organization Payer(s) **Bank Account(s)**

To update your banking information online click on "Add Banking Data" button.

TIN Level Banking Information

Bank Name: Routing Transit Number:
Bank Address: Account Number:
Phone Number: Account Type:
ACH Addenda Record Type:

Payer/Patient Level Banking Information

No Payer Bank Accounts have been added to this enrollment.

NPI Level Banking Information

No NPI Bank Accounts have been added to this enrollment.

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Enter required User Information, then hit 'Continue'.

Electronic Payments and Statements

Home View Payments Search Remittance Payment Data Files **Maintain Enrollment** Manage Users Billing Service Information

Update Bank Account - User Information

Only authorized representatives from your organization will be allowed to make online banking information changes. A confirmation email will be sent to you that will require your attention for acknowledging banking changes. Please note, all banking changes will be monitored.

*** Required Fields**

* User Name:
 * First Name:
 * Last Name:
 Middle Initial:
 * Title:
 * Phone Number: - - Ext:
 * Email Address:
 * Retype Email Address:

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Enter required banking information, including an upload of a Voided Check or Bank Letter, then select **'Add Bank Account'**.

Payer/Patient Level Banking Information (Designate separate bank accounts by Payer or for Patient payments)

Select Payer/Patient: COVID19 HRSA Uninsured Treatment Fund

Bank Name: US Bank

Bank Address: 123 Main Street

City: Anywhere

State: AK

Zip: 12345

Phone Number:

Populate from existing bank account(s): -- Select --

Routing Transit Number: 123123123

Account Number: 123123123

Account Type: ☒ Checking ☐ Savings

ACH Addenda Record Type: CCD

Upload Document: ☒ Voided Check ☐ Bank Letter

[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](#)

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You will also be required to upload a copy of your W9. Select **'Yes'**.

Electronic Payments and Statements

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

Edit Enrollment - Are You Sure?

You have changed banking information. Payments will no longer be directed to your current account and will be paid to the bank account you entered.

Are you sure you want to continue with this banking information change?
If yes please upload your current W9 and click on "Yes".

Upload W9: [Choose File](#) No file chosen

The W9 must be filled out, signed and dated.

[Yes](#) [No](#)

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When you return to Bank Accounts page, select **'Finish'**.

Electronic Payments and Statements

Home View Payments Search Remittance Payment Data Files **Maintain Enrollment** Manage Users Billing Service Information

Edit Enrollment

[Change Banking Data](#) [Cancel](#) [Finish](#)

Organization: WACHOVIA BANK

Payer(s): Bank Address: WEST VALLEY CITY, UT 84120

Bank Account(s): Bank Address: 123 Main St

Phone Number: 999-999-9999

Routing Transit Number: 053000219

Account Number: 2074228052466

Account Type: Checking

ACH Addenda Record Type: CCD

Update Bank Account Reset All Fields

Pending Bank Information

Bank Name: Bank of USA

Bank Address: One Main St

Phone Number: 999-999-9999

Routing Transit Number: 123123123

Account Number: 1111111111

Account Type: Checking

ACH Addenda Record Type: CCD

Voided Check: [View Voided Check](#)

W9: [View W9](#)

Change Initiated By: MS Tester

Change Date: 04/14/2020

User Name: steeber, Tester

Contact Name: graphic designer

Title: molly.steeber@optum.com

Email Address: 612-838-3130

Phone Number: 612-838-3130

Acknowledgement Status: [View W9](#)

Acknowledgement Status Date:

Acknowledged By: User Name: Contact Name:

[Void](#)

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

Organization Bank Account at TIN Level

Active Bank Information

Bank Name:	WACHOVIA BANK	Routing Transit Number:	053000219
Bank Address:	WEST VALLEY CITY, UT 84120	Account Number:	2074228052468
Phone Number:	999-999-9999	Account Type:	Checking
		ACH Addenda Record Type:	CCD

Pending Bank Information

Bank Name:	Bank of USA	Routing Transit Number:	123123123
Bank Address:	One Main St Windsor, CT 06095	Account Number:	1111111111
Phone Number:	999-999-9999	Account Type:	Checking
		ACH Addenda Record Type:	CCD
		Voided Check:	View Voided Check
Change Initiated By:		W9:	View W9
Change Date:	04/14/2020	Acknowledgement Status:	
User Name:	MSFeiler	Acknowledgement Status Date:	
Contact Name:	steleber, Teiler		
Title:	graphic designer	Acknowledged By:	
Email Address:	molly.steeler@optum.com	User Name:	
Phone Number:	612-830-3130	Contact Name:	

Authorized Enroller's Information

Name:	APRIL MCCORVEY
Contact Email Address:	EPS_holding@bridge123.com
Phone Number:	999-999-9999

Page Information

[Edit](#) [Cancel](#) [Submit](#)

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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 Enrollment Form: Enrollment Completed Successfully

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 **now** to print or save a copy.

At this time you may print your updates.

*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 Enrollment' tab above. If this is a new enrollment and you would like to add NPI information please contact the EPS Support Center at 877-620-6194 prompt 1.

**Note: To reprint an enrollment form, please select the TIN and then select the Edit option. Then select Finish and then Submit, even if no changes were made. At that time a "Print Enrollment Form" button will appear on the following screen.

If your enrollment or account maintenance is complete please proceed to the Home Page.

[Print Enrollment Form](#)

In order to print the EPS Enrollment Form, please download [Adobe Reader](#) if it is not installed.

[Return to Home Page](#)

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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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