Optum Pay User Changes

Optum Pay offers multiple options for electronic claim payments as well as access to the entire explanation of Benefits for payers in addition to UnitedHealthcare. These include: Oxford, UMR, and United Healthcare Community Plan. Optum Pay has recently made some changes. See below for common questions and answers. **Important Update: March 31, 2021 is the last day to submit a cancelation request if you enrolled in Optum Pay premium during the recent free trial period without penalty. This means you won't be charged the $0.5% per payment fee for any claim payments.**

I have an Optum ID. Is this the same as the Optum Pay login?
Optum ID will allow the user to use a single sign-on to access all associated applications seamlessly. Once the user has created their Optum ID, they will be able to link to their Optum Pay website login information, allowing the user to use one user log in to both websites.
[Summary Guide to Optum ID]

Having access to Optum Pay why is this important?
Optum Pay's website allows access to the whole explanation of benefits (EOB) for carriers such as Oxford, UMR, and United Healthcare Community Plan.

Can users access these payers using the document vault within the United Healthcare link application?
The document vault will provide a user access to explanation of benefits (EOB) only the specific payer United Healthcare. Currently the vault does not list EOBs for Oxford, UMR, and United Healthcare Community Plan.

What type of plans are available?
If your office or facility is enrolled with Automated Clearing House (ACH)/direct deposit through Optum Pay, you have the two options below:

Basic Portal Access – free

- Access to 13 months of payment data
- Online access to detailed remittance information (PPRA and EPRAs), as well as access to 835 files, for each payment processed through Optum Pay
- Ability to associate a 3rd Party Billing Service
- Payment and remittance notification emails
- If your organization receives all 835 files from a Clearinghouse and you routinely auto-post claim payments, the basic portal access package would likely meet your needs

Optum Pay Premium Portal Access- 0.5% per payment fee

includes all features of basic, as well as:

- Access to the Optum Pay portal for an unlimited number of users
- Enhanced practice management features enable users to identify and sort new payments, payments pending reconciliation and fully reconciled payments
- Expanded claims payment data identifies the number of claims consolidated within a payment
- Access to data aggregation tools, eliminating individual data file downloads

If your office or facility is enrolled with Virtual Card Payment (VCP), you will receive the premium level access referenced above at no additional cost.

Virtual card transactions are subject to additional terms and conditions, including fees, between you and your card service processor.

Optum Pay	Free Service with Optum Pay Basic	Paid Service with Optum Pay Premium
Access to claims payment data and historical remittances	13 months	36 months
Payment search capabilities	No	Yes
Number of new users	2 users	Unlimited Users
Ongoing charges	$0.00	0.5% Per Total Payment Amount

How do I cancel my Office premium-level access?

1. Fill out this cancellation form
2. Email the completed form to optumpay_cancel@optum.com, March 31,2021 to avoid the $0.5% per payment fee
   a. Please note: Cancellations are effective on the date the form is received by Optum Pay. You won't be charged for any additional days needed to process your request. Click here to read more about the cancelation policy and changes.

Enrollment Link for Optum Pay   Learn more about Optum Pay. Common FAQs