



Practice Alert

Attention Clinical Social Workers: Optum Pay Update

May 2021

On January 18, 2021, Optum Pay, a platform of UnitedHealthcare, launched an upgraded version of its payment management system, Optum Pay premium. The premium version is a paid option that offers several new features to help providers manage electronic claim payments. These include:

- Access to up to 36 months of payment and remittance search history.
- Enhanced search options
- Capability to sort claims according to reconciliation status
- Ability to track the number of claims consolidated into each payment.

The rollout was met with numerous complaints from clinical social workers (CSWs) and other providers, particularly as it related to paying a .5 percent per claim fee to access remittance data, elimination of the option for paper checks, and limited functionality of its Optum Basic platform which is free.

In response to this feedback, Optum expanded the features of Optum Pay basic. Most notably, CSWs will now have access to up to 13 months of payment data, which they will be able to download onto 813 and PDF files. In addition, they will continue to:

- have access to third party billing support and claim notification emails
- be able to receive direct deposit payments
- have access to the Provider Express Portal to view payment and claim details.

CSWs may choose to be reimbursed via direct deposit (ACH) or virtual credit card payment (VCP). However, it should be noted that processing fees may apply for those who select the VCP option. CSWs should confirm these fees with their merchant processor.

To cancel your Optum Pay premium subscription visit:

<https://optumpaystatic.z19.web.core.windows.net/Cancellation%20Form.pdf>. **Please be advised cancellation requests may take up to 7 business days to process.**

To enroll in Optum Pay basic, please visit:

<https://myservices.optumhealthpaymentservices.com/registrationSignIn.do>

For more information or questions regarding the payment management system, contact Optum Pay Support at 1-877-620-6194, Monday - Friday, 7 am - 6 pm CST.

Providers who do not wish to enroll in Optum Pay may use Provider Express which is a website where Optum behavioral health providers can access clinical and administrative resources. CSWs can register for a free account, which will allow them to access up to 24 months of remittance data. Claims for services can also be entered using the Claim Entry feature within the Provider Express Portal.

To register for a free Provider Express account, please visit:

<https://www.providerexpress.com/content/ope-provexpr/us/en.html>

To access provider remittance data using Provider Express, please visit:

<https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/home/admin-news/PRA-QRG.pdf>

Provider Express related questions can be addressed by contacting 1-866-209-9320 Monday - Friday, 8am - 5pm CST.

NASW will continue to monitor Optum's payment management system for any future changes.

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