



Frequently Asked Questions for Alaska Behavioral Health Providers

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Overview

Recently, Optum announced an enhanced, “premium” version of the Optum Pay portal which includes a new, paid subscription option. The fee for the premium version option offered to Alaska Medicaid behavioral health providers is waived for the remainder of 2021 for behavioral health claims.

Below are Frequently Asked Questions to assist you in understanding the options available to you through Optum Pay.

Key Headlines

Optum Pay Portal

- **Why do I have to enroll to take advantage of the free trial period for premium portal access?**
Optum Pay requires affirmative consent to activate Optum Pay services. You will need to agree to the terms and conditions in order to experience the premium level. If you do not activate, you will have basic level access.
- **What if I enrolled in Optum Pay direct deposit services prior to the free trial period?**
If you have already enrolled in Optum Pay, you are eligible for free premium portal access for behavioral health claims through December 31, 2021.
- **What if I missed the February 28, 2021 deadline to enroll for ACH and sign up for the free trial period of premium portal access?**
If you enroll in ACH after February 28, 2021, you will be given the option to upgrade to premium portal access and take advantage of the remainder of the trial period, through December 31, 2021.
- **I did not become an Alaska Medicaid behavioral health provider until after March 1, 2021. Can I still enroll for ACH and the free trial period for Optum Pay premium?**
Yes. Optum Pay requires affirmative consent to activate Optum Pay premium. You will need to agree to the terms and conditions in order to experience the premium level. If you enroll, you will have access to premium services through the remainder of the trial period, ending December 31, 2021.

Optum Pay Services

Q1. What is Optum Pay?

Optum Pay is a fully integrated, full-service payment and remittance advice solution for all sizes and types of healthcare professionals.

Optum Pay speeds delivery of claim payments by:

- Eliminating traditional paper checks
- Converting the paper remittances into 835 files and PDF documents
- Enhancing the reconciliation process
- Reducing paperwork
- Introducing greater efficiencies to the way we all do business.

Q2. Why should I sign up for Optum Pay?

Optum Pay offers several benefits:

- Improved cash flow by 5-7 business days because mail time is eliminated
- Elimination of bank fees for depositing paper checks or lockbox processing
- No more paper checks to physically track and deposit
- Safe and secure online access to your electronic remittance advice (ERA) documents and files
- Automated payment posting capabilities that streamline your administrative processing

Q3. What payment options and services are available?

1. **Automated Clearing House (ACH)** - This form of payment, also known as direct deposit, is the quickest form of payment. Simply provide your current banking information during enrollment and payments will be deposited directly into your existing bank account.

- a. **Premium Portal Access – TRANSACTION FEES WAIVED DURING FREE TRIAL PERIOD FOR ALASKA OPTUM BEHAVIORAL HEALTH PAYMENTS THROUGH DECEMBER 31, 2021.**

Highlights of the ACH Premium portal experience:

- 36 months of payment search history
- Online access to detailed remittance information, 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.
- 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 and pdfs.

- b. **Basic Portal Access – free**

Highlights of the basic ACH portal experience:

- Access to 30 days of payment data.

- Online access to detailed remittance information, 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.

Direct Deposit FAQs

Q4. How can I sign up for ACH/direct deposit?

Please go to providerexpress.com > Quick Links > **Optum Pay** and click the **ENROLL TODAY** link on that page. You will be taken to Optum Pay's website, where you will be guided through enrollment.

Q5. What are the benefits of ACH/direct deposit?

- Funds are deposited directly into your bank account so you can get paid without ever going into the office
- Easy and fast way to get paid
- Improved financial control – no paper checks or remittance information to lose or misplace
- Ability to track customized information online

Q6. What information do I need to sign up for direct deposit?

- Bank account number
- Routing number
- Type of account – typically a checking account
- Bank name and address – any branch of the bank or credit union
- Copy of a voided check or bank letter confirming ownership of the account
- Copy of a signed and dated W-9

Q7. How long will it take for my application to get processed for ACH/direct deposit?

Optum Pay's standard processing time takes 10 business days.

Q8. How do I track my payments after signing up for ACH/direct deposit?

As payments and remittances are processed, you will receive an email notification with a link to the Optum Pay provider portal. Once you are logged in to the portal, you can review all claims and remittance information on the "View Payments" tab.

Q9. I signed up for ACH/direct deposit, but am still receiving paper checks for Optum claim payments, why?

Please call the Optum Pay Call Center at 1-877-620-6194 (7 am - 6 pm CST, Monday – Friday) to inquire about this issue.

Q10. If I signed up in the past, do I need to reactivate my ACH/direct deposit account?

If you're not receiving payment by direct deposit, you may need to reactivate your account. Please call the Optum Pay Call Center at 1-877-620-6194 (7 am - 6 pm CST, Monday – Friday).

Q11. What happens if I don't sign up for ACH/direct deposit?

If you don't sign up for ACH/direct deposit, you will receive paper checks.

Q12. Where can I find information about this program?

Additional information is posted on providerexpress.com > Quick Links > **Optum Pay**.