

# Optum Pay and Document Vault

Optum Alaska



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BH3150\_12/2020

# Optum Pay upgrade

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Optum Pay is being upgraded to implement a “full version.”

This will affect your access to the Remittance Advice at Optum Pay.

This training is to show you how to continue to access your Remittance Advice using Document Vault **for free, at no cost/expense.**

# Optum Pay upgrade

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You may have received an email in **December 2020** from Optum Pay about the recent Optum Pay upgrade that includes the information below.

This email is to inform you that if you choose to activate the full functionality (paid) version of Optum Pay, fees associated to the above COVID-19 stimulus payments will not be charged. All other payments will incur the 0.5% fee upon activation.

Current providers are not auto-enrolled in the full functionality version of Optum Pay and will not be charged the fee. If you have questions, please contact Optum Pay at **1-877-620-6194**.

# Optum Pay features and functionality

Optum Pay	Full Optum Pay Solution	Limited Optum Pay Solution
Access to claims payment data	36 MONTHS	1 MONTH
Access to historical remittance/claims payment data	36 MONTHS	✗
Payment search capabilities	✓	✗
Data Option: <ul style="list-style-type: none"> <li>• Downloadable 835</li> <li>• Remittance PDF</li> <li>• Payer's proprietary remittance PDF</li> </ul>	✓ ✓ ✓	✓ ✗ ✗
Number of Users	UNLIMITED	2 USERS
<b>NEW! Workflow management tools and Claim Counts</b> (Allows user to sort claims based on reconciliation status)	✓	✗
<b>Administrative Management</b> (Controls access and data per user)	✓	✓
<b>Third Party Billing Support</b> <i>(reflects provider's access)</i>	✓	✓
Ongoing charges	0.5% PER TOTAL PAYMENT AMOUNT*	\$0

\*0.5% per total payment amount (e.g., \$5 for every \$1,000 in payments). Billed monthly, taxes may apply.

# Optum Pay upgrade – continued

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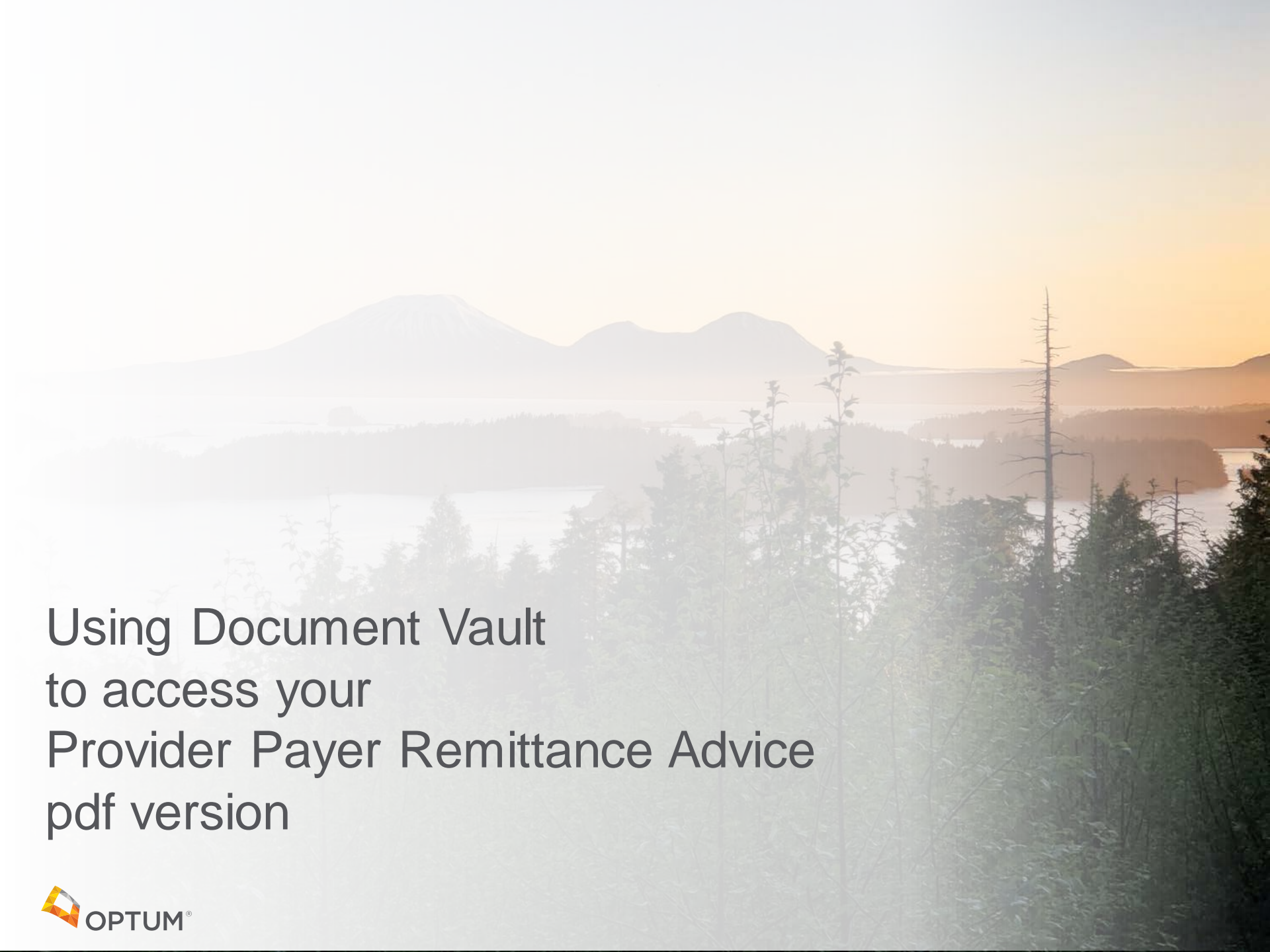
The Optum Pay upgrade goes into effect on **January 15, 2021**.

## Direct Deposits:

- Providers will continue to receive direct deposits through Optum Pay at no charge
- Direct deposits are included in the free version of Optum Pay

## 835 Files:

- The downloadable 835 is included in the free version of Optum Pay

A scenic landscape featuring a large body of water in the foreground, surrounded by dense evergreen trees. In the background, there are several mountain peaks under a hazy, light-colored sky. The overall atmosphere is calm and natural.

Using Document Vault  
to access your  
Provider Payer Remittance Advice  
pdf version



# Document Vault



Document Vault

## Access Letters and Reports Online With Document Vault

Use **Document Vault** to download claim and prior authorization letters and access reports. Letters are available in Document Vault the day they're generated so all authorized users\* in your organization can view them right away — no more waiting to take action. Check [UHCprovider.com/documentvault](https://UHCprovider.com/documentvault) often to see which new letters and reports have been added.

### With Document Vault, you can:

- ✓ Access reports and data files for UnitedHealthcare and UnitedHealthcare West members
- ✓ Get claim letters for most UnitedHealthcare commercial and Medicare members
- ✓ Get prior authorization letters for UnitedHealthcare commercial, Medicare and UnitedHealthcare West members
- ✓ Easily find your letters in folders or using one of the search options
- ✓ Flag letters for convenient viewing
- ✓ Download and print documents

### Go Paperless

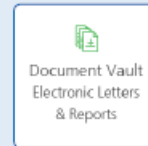
Now that you use Document Vault to access claim letters, your Link Password Owner can turn off delivery of paper copies in the mail. Go to [UHCprovider.com/paperless](https://UHCprovider.com/paperless) to learn more.

### Learn More

Visit [UHCprovider.com/documentvault](https://UHCprovider.com/documentvault) for more information.

If you have questions, please call the UnitedHealthcare Connectivity Help Desk at **866-842-3278, option 1**, from 7 a.m. to 9 p.m. Central Time, Monday through Friday.

[Link: Online self service for care providers](#)



### How to Access Document Vault

Sign in to Link by clicking on the Link button in the top right corner of [UHCprovider.com](https://UHCprovider.com). Then, select the Document Vault tile from your Link dashboard.



# Document Vault – continued

A Document Vault Quick Reference Guide is located at:

[uhcprovider.com/content/dam/provider/docs/public/resources/link/Document-Vault-UHC-Reports-Quick-Reference-Guide.pdf](https://uhcprovider.com/content/dam/provider/docs/public/resources/link/Document-Vault-UHC-Reports-Quick-Reference-Guide.pdf)

**United Healthcare**

**Document Vault**  
UnitedHealthcare Reports  
QUICK REFERENCE

Document Vault allows Link users to leverage storage best practices and a simple user interface to make it easy to centrally access their secure reports and documents from within Link.

**Get Started**

1. From [UHCprovider.com](https://UHCprovider.com), select **Sign In To Link**



2. Enter your User ID and Password and sign in  
3. Select the Document Vault tile or the symbol, at the top right



4. The Document Vault tool



**UnitedHealthcare Reports**

1. Select **External Reports**
2. Select the **UnitedHealthcare Reports** icon



**NOTE:** UnitedHealthcare Reports include: Capitation, Claim Recovery, Early Preventative Screenings Diagnostic Tests (EPSDT) for Medicaid, Hospital Monitoring, PCP Panel Roster, Preventive Health Measures and Stars Scorecards

3. Choose the appropriate search details from the pull-down menus
4. Click **Search**



Additional **Help Resources** are available at [UHCprovider.com/link](https://UHCprovider.com/link)



# Document Vault – continued

Register for Live Training on Document Vault at:  
[uhcprovider.com/en/resource-library/link-provider-self-service/document-vault.html](https://uhcprovider.com/en/resource-library/link-provider-self-service/document-vault.html)

The screenshot shows the UnitedHealthcare Document Vault interface. At the top, there is a search bar with the text "What can we help you find?". Below the search bar, there are navigation links for "Resource Library", "Link Self-Service Tools", and "Document Vault". The main content area is titled "Document Vault" and includes the sub-heading "Access Letters and Reports Online". A red arrow points to the "Register for Live Training" button. Below this, there is a section titled "Benefits and Features" with a list of bullet points.

**Document Vault**

Access Letters and Reports Online

Letters are available in Document Vault the day they're generated, so all authorized users in your organization can view them right away. As we begin to transition from print and mail to electronic, eventually all your letters will be in Document Vault. Please refer to the Available Letters section below for types of letters that are no longer mailed.

[Find Password Owner](#) [Register for Live Training](#)

**Benefits and Features**

- Get claim letters for most UnitedHealthcare commercial and Medicare members
- Get prior authorization letters and provider remittance advices (PRAs) for UnitedHealthcare commercial, Medicare and UnitedHealthcare West members
- Access reports and data files for UnitedHealthcare and UnitedHealthcare West members
- Easily find your letters in folders or using one of the search options
- Flag letters for convenient viewing
- Download and print documents