



Alaska Medicaid Provider Message

Optum Pay Access and Electronic Remittance Advice March 11, 2024

All Providers \ Agencies that are enrolled with Optum Pay (Basic or *Premium**) have the ability to access downloadable 835 and remittance advice information direct from the Optum Pay [website](#).

Benefits of Optum Pay:

Feature	Optum Pay		Provider Express
	Premium Level	Basic Level	<i>providerexpress.com</i>
Access to claims payment data	36 months	13 months	24 months
Single portal access to multi payer remittance PDFs	Yes	Yes	Yes
Data options:			
• Downloadable 835	Yes	Yes	No
• Electronic Remittance PDF (data contained in 835 file)	Yes	Yes	No
• Payer’s proprietary remittance PDF (includes data not contained in 835 file, such as state required disclosure language or proprietary remark/adjudication codes)	Yes	Yes	Yes
Third party billing support (reflects provider’s access)	Yes	Yes	Yes
Number of new users	Unlimited	Unlimited	Unlimited
Administrative Management (controls access and data per user)	Yes	Yes	Yes
Payment search capabilities	Yes	No	Yes
Data bundling	Yes	No	No
Workflow management tools (sort claims based on reconciliation status and claim count per payment)	Yes	No	No
Fees	0.5% per payment	No fee	No fee

If you are not enrolled with Optum Pay and would like to enroll:

1. Log in to [Optum Pay](#) and select the **Enroll Now** icon.
2. On the *What You Need to Know About Enrollment* screen, you can view the benefits of Optum Pay prior to selecting the **Continue** icon.
3. Select either the **I Am Enrolling as A Healthcare Organization**, or **I Am Enrolling my 3rd Party Billing Service Company**

4. Continue with the enrollment process.

If you are enrolled in Optum Pay Premium and would like to change to Optum Pay Basic:

1. Log in to [Optum Pay](#) and click on the **Optum Pay Solutions** Tab
2. On the right side of the page, select the appropriate **TIN**, that needs to be changed.
3. Locate Manage My Plan and select **Cancel My Plan**
4. Select the **Reason for Termination**, then select **Yes, I Want to Cancel**

If you have questions or need assistance, please contact Optum Pay at optumpay@optum.com or call 1-877-620-6194. Additional information can be found in the Optum Pay [FAQs](#).

* *Optum Pay Premium* access is subject to fees based on the rate of 0.5% per total payment amount (e.g., \$5 for every \$1,000 in payments). Fees are capped at \$2,500 per monthly billing cycle, per TIN, and taxes may apply.