



Alaska Medicaid Provider Update

Important Information for Alaska Medicaid Behavioral Health Providers Regarding Optum Pay and Provider Express Services

August 13, 2021

The Optum Pay Basic Level of service has been improved and now includes additional payment information. In addition, [Provider Express](#) functionality has now been expanded to include the ability to obtain Provider Remittance Advice (PRA) through the secure Transactions section of the portal.

The table below outlines some of the main services now available to providers to help with your financial management and claims reconciliation:

Feature	Optum Pay		Provider Express <i>providerexpress.com</i>
	Premium Level	Basic Level	
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

* 0.5% per total payment amount (e.g. \$5 for every \$1,000 in payments). Billed monthly, taxes may apply. Note that fees for Optum behavioral health claims for providers in Alaska are waived through December 31, 2021. Payments from any other behavioral or medical payer will incur the 0.5% fee per payment. Fees will only be invoiced if over \$10 per month and will not accumulate if under \$10. Fees will be capped at \$2,000 per monthly billing cycle, per TIN. Billed monthly, taxes may apply.

If you enrolled for Optum Pay Premium Level of service but find that all of the features you need are now available at no cost through Provider Express and/or Optum Pay Basic Level of service, you can easily cancel your Premium enrollment online using the instructions shown below.

How to cancel Premium Level access for Optum Pay

1. Log in to [Optum Pay](#) and click on the **Optum Pay Solutions** tab
2. On the right side of the page, make sure the appropriate **TIN** is selected
3. Locate **Manage My Plan** and click on **Cancel My Plan**
4. Select the **Reason for Termination**, then click **Yes, I want to cancel**

For escalation requests or for additional Optum Pay fee information, email optumpay_fees@optum.com.

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.

If you need to check your Optum Pay enrollment status:

1. Sign in to [Optum Pay](#)
2. Select the **Optum Pay Solutions** tab
3. In the Solutions tab, you can see if you're enrolled in the Basic or Premium version of OptumPay:
 - If you're enrolled in the Premium version, you will see the date of enrollment and the user who completed the enrollment process
 - If you're enrolled in the Basic version, you may not have visibility to certain features (*users in Basic version may see NA in certain columns*)

Quick Reference Guides (QRG):

- Optum Pay QRG: walks you through the process of cancelling Optum Pay Premium Level access
- Provider Express PRA QRG: walks you through the process of accessing Provider Remittance Advices through secure "Transactions" on providerexpress.com

If you have questions regarding this communication, please contact our Provider Service Line at 1-877-614-0484 or Optum Pay at 1-877-620-6194.

Thank you.