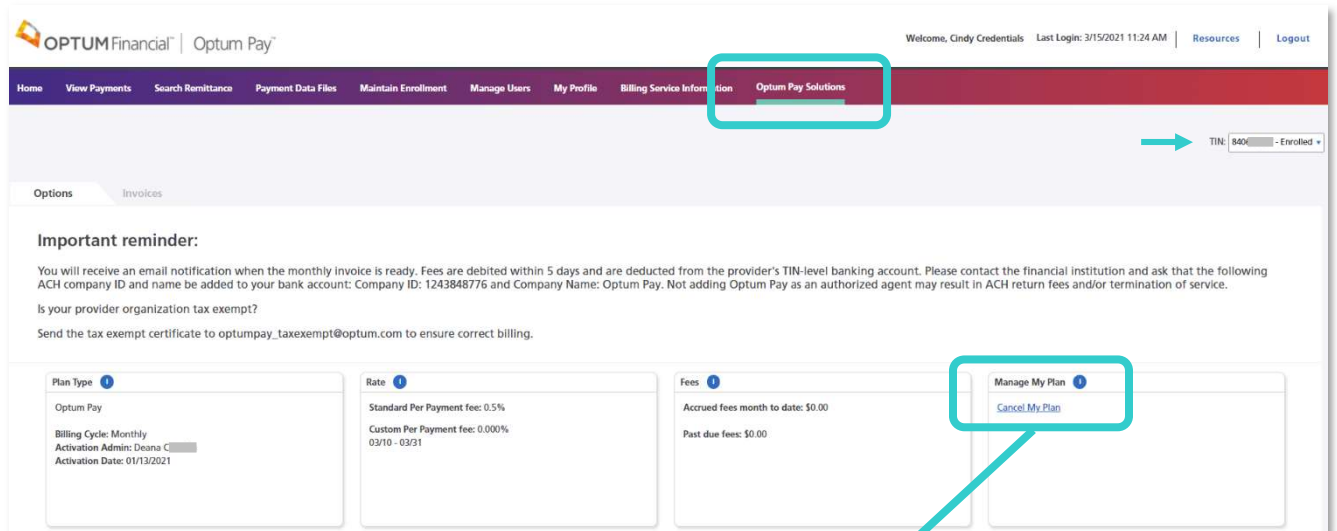


Optum Pay – How to cancel premium level access

This process will be available after March 20, 2021

1

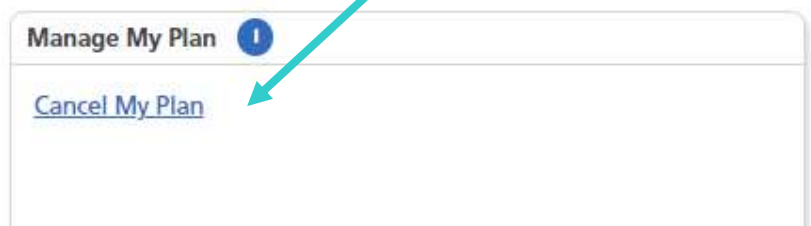
Log into Optum Pay and click on the Optum Pay Solutions tab. Make sure the appropriate TIN is selected.



The screenshot shows the Optum Pay Solutions dashboard. The navigation bar includes Home, View Payments, Search Remittance, Payment Data Files, Maintain Enrollment, Manage Users, My Profile, Billing Service Information, and Optum Pay Solutions (highlighted with a red box). The user is logged in as Cindy Credentials, with a last login of 3/15/2021 11:24 AM. The TIN is 8406 and the user is enrolled. The main content area has an 'Important reminder' section and four summary cards: Plan Type (Optum Pay), Rate (Standard Per Payment fee: 0.5%, Custom Per Payment fee: 0.000%), Fees (Accrued fees month to date: \$0.00, Past due fees: \$0.00), and Manage My Plan (with a red box around the 'Cancel My Plan' link).

2

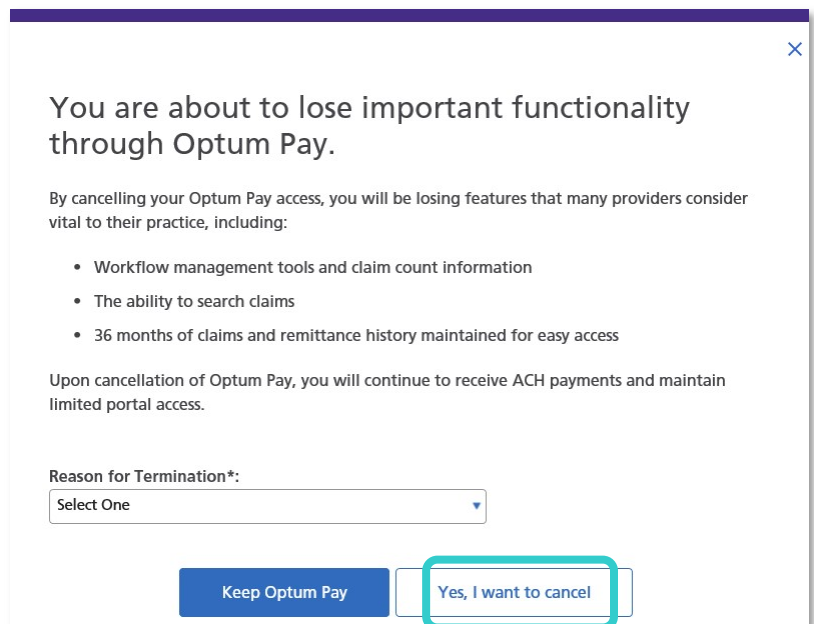
Click on “Cancel my Plan”



The screenshot shows the 'Manage My Plan' dialog box. The 'Cancel My Plan' link is highlighted with a red box and an arrow pointing to it.

3

Select reason for termination
Confirm cancellation



The screenshot shows the 'You are about to lose important functionality through Optum Pay.' dialog box. It lists the features that will be lost: workflow management tools and claim count information, the ability to search claims, and 36 months of claims and remittance history. It also states that upon cancellation, the user will continue to receive ACH payments and maintain limited portal access. A 'Reason for Termination*' dropdown menu is set to 'Select One'. At the bottom, there are two buttons: 'Keep Optum Pay' and 'Yes, I want to cancel' (highlighted with a red box).