



Optum Pay is evolving to meet your needs

As an Optum Pay customer, we want you to know that we use provider data to continuously improve your claim payment experience, with added features to both the basic and premium levels of access. Below are our most recent changes:

Basic (free):

- Unlimited user access*
- Access to up to 13 months of historical payment data via the View Payments tab
- Downloadable Provider Remittance Advice (PRA) documents



If you are not a financial decision maker or have a financial leadership team, please share this information so they are aware of any upcoming premium charges.

Premium**:

- Fees are capped at \$2,000 per monthly billing period, per TIN
- Fees totaling less than \$10 per monthly billing period will be waived

Regarding premium billing:

- Prior months per payment fees can be found on the View Payments tab and the current month-to-date totals are available on the Solutions tab
- Your first invoices will be sent in late May with instructions on how to remit the payment

The choice is yours

Whether you want to upgrade to premium, or if you feel that basic now meets your needs and you wish to cancel your premium access, you can do so at any time. Canceling premium before May 15, 2021 will avoid any past or future fees being invoiced. Please visit the Solutions tab for more information.

If you have questions, please see our [FAQs](#).

Contact us:

• 1-877-620-6194 • optumpay@optum.com

*Unlimited user access for the basic level of Optum Pay will be available after 5/22/2021. If you were an existing/enrolled provider organization prior to the Optum Pay upgrade (January 2021), any active portal users will retain access. To avoid disruption, we recommend that you do not add or modify existing users until after 5/22/21. **Premium fees are 0.5% per payment (e.g. \$10,000 in total payments will result in fees of \$50). Fees will only be invoiced if over \$10 per month and will be capped at \$2,000 per billing period, per TIN. Billed monthly, taxes may apply. Fees associated with the Optum Pay service will not apply to any payments made to providers resulting from a provider's participation in the COVID-19 Claims Reimbursement to Health Care Providers and Facilities for Testing, Treatment, and Vaccine Administration for the Uninsured Program or the CARES Act Provider Relief Fund.