



## Review Your Options for Optum Pay

Throughout 2021, Optum Pay offered free access to premium level features for Massachusetts providers who enrolled for Automated Clearing House (ACH)/Direct Deposit. Beginning January 1, 2022, if you are enrolled for premium access, fees at a rate of 0.5% per consolidated payment will be charged.

Now is a good time to review the different features available through Optum Pay premium and basic levels of access. **Which option makes the most sense for your practice?**

Feature	Optum Pay	
	Premium Level	Basic Level
Access to claims payment data	36 months	13 months
Single portal access to multi payer remittance PDFs	Yes	Yes
Data options:		
• Downloadable 835	Yes	Yes
• Electronic Remittance PDF	Yes	Yes
• Payer's proprietary remittance PDF	Yes	Yes
Third party billing support (reflects provider's access)	Yes	Yes
Number of new users	Unlimited	Unlimited
Administrative Management (controls access and data per user)	Yes	Yes
Payment search capabilities	Yes	No
Data bundling	Yes	No
Workflow management tools (sort claims based on reconciliation status and claim count per payment)	Yes	No
Fees	0.5% per payment*	<b>No fee</b>

\* 0.5% per total payment amount (e.g., \$5 for every \$1,000 in payments). 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 are currently enrolled for premium access through Optum Pay and would like to change to basic level access:**

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](mailto: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 have not yet enrolled for electronic payment via Automated Clearing House (ACH)/direct deposit or Virtual Card Payments (VCP), please visit [Optum Pay](#) to learn more about your payment options.**