



## Important Information for Massachusetts Behavioral Health Providers

### Regarding Virtual Card Payments and Optum Pay Services

January 25, 2021

Recently, Optum announced expanded options for all providers to receive claims payments, which included options to enroll in Automated Clearing House (“ACH” or direct deposit) for claims payments or through a Virtual Card Payment (“VCP”) rather than a paper check. These services are available to providers through Optum Pay.

Optum Pay also recently announced an enhanced version of their offering in 2021 which includes a new, paid subscription option.

#### **As you consider these new options, you can be assured that:**

- Optum will continue to issue paper checks through December 31, 2021 for Massachusetts behavioral health providers who choose not to enroll in ACH for direct deposit or VCP for claims payments. **Prior to Jan 1, 2022, Optum will communicate steps to continue paper checks.**
  - If you are currently enrolled for ACH or VCP, no further action is required and no changes to your receipt of payment method will occur
  - If you receive payment via paper check, there is no further action needed by you unless you prefer to receive payment via a VCP or direct deposit.
- Optum Pay is also extending its trial period for the enhanced Optum Pay product at no cost through 12/31/21 for Massachusetts behavioral health providers to include:
  - Payment history search functionality (36 months)
  - The ability to print a PDF of a payment (RA-remittance advice or EOP-explanation of payment)
  - There is no limit to the number of users
- **Prior to Jan 1, 2022, Optum will communicate details re: how to continue to have necessary provider payment features including search functionality.**

**Please note:** providers must **opt in** to the enhanced option by February 28, 2021 in order to retain the premium functionality. Providers will receive additional information regarding this process by February 1, 2021.

Our Behavioral Health Provider solution will be informed by provider feedback and will ensure Behavioral Health providers have the necessary tools to effectively manage their business.

We will provide regular updates to our behavioral health providers throughout the year

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.