

How to locate or disable electronic member payments user guide

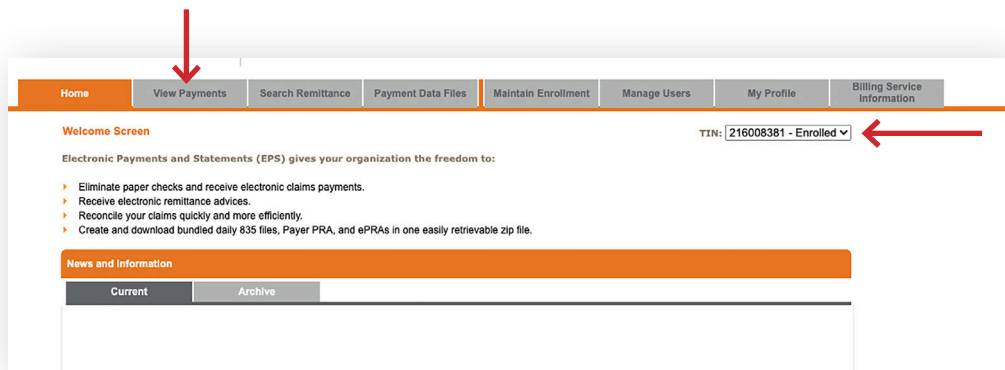
In 2019, Optum Pay™ partnered with UnitedHealthcare to streamline the delivery of member-to-provider payments. This guide is meant to provide helpful information to ensure that your organization has all the information to successfully find member payments in the Optum Pay provider portal and then credit the amount of the payment to the member's account in your organization's practice management system.

If your organization does not wish to receive member payments electronically, please follow the instructions at the end of this document to turn off ACH payments for UHC Member Payments.

How to locate member payments

1

From your Welcome screen, **select your TIN** and then the **Maintain Enrollment tab**.



2

Search for member payments (there are 2 search options available).

Option 1: From the view payments tab

- Select the Payer column and sort by Payer. Scroll through your list of payments and look for the Payer name: UHC Member Payment.

OR

- Use the Market type filter and select Patient Payments from the drop-down list. Using this option will filter your payments to only display your Patient/Member Payments.

Payment Summary

Organization: Planned Parenthood - Southern New Jersey

TIN: 216008381 - Enrolled

Filter Payments: **Show All**

Quick Search: **Last 30 days**

Active/Archived Payments: **Active Only** Market Type: **Show All**

Search Results: 1 Next Previous First Page Last Page Page 1 of 1

Payer	Payment Date	NPI	Payment Number	Proxy Number	Amount	Type	Payment Status / Trace Number	Redemption Date	Market Type	835 / ERA	Payer PRA	Archive
UHC Member Payment	08/14/2020		10523196CE83-88 92		\$0.99	ACH	Successful ACH		Patient Payments	835 N/A	N/A	<input type="checkbox"/>
UHC Member Payment	08/14/2020		10523196E77C-88 92		\$0.99	ACH	Successful ACH		Patient Payments	835 N/A	N/A	<input type="checkbox"/>

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Record Count: 2

[Print Payment Summary](#) [Save Archive Change\(s\)](#)

In order to print the ERA, you must have Adobe Reader installed on your machine. Please download [Adobe Reader](#). It is not installed on your machine.

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Option 2: From the Search Remittance tab

- Select your date range. You can search by either Date of Service or Date of Payment. If you are searching for a specific member payment, enter the patient account number in the Account Number field.

OR

- If searching for multiple Member Payments, select the Patient Payments Market Type. The results of this search will display all Member Payments made within your selected date range.

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Home View Payments **Search Remittance** Payment Data Files Maintain Enrollment Manage Users My Profile Billing Service Information

Search Remittance

Organization: Planned Parenthood of Southern New Jersey TIN: 216008381 - Enrolled

Search Criteria:

Account Number:

Subscriber ID:

NPI:

Claim Number:

Payment Number:

Payer:

Date(s) of Service: to

Date(s) of Payment: to

Patient Name (Last/First):

Rendering Provider:

Zero Payment Claims: ☐

Market Type: ☐ All Market Types

☐ Capitation ☐ CARES Act - Healthcare Relief Program

☐ Dental ☐ HRA

☐ Medical ☐ Other

☐ Patient Payments ☐ Pharmacy Payments and Rebates

☐ Property and Casualty ☐ UHC West

☐ Vision ☐ Workers Compensation

NOTE: Payment Number and NPI are the only search parameters available for Capitation Payments.

* Please be aware that not all Payers will submit a Nat 835 file to Optum Pay. As a result, Optum Pay will only display payment related data for these Payers.

3

Review your results and then apply the payment to the correct Member/Patient Account in your system.

Search Remittance

Organization: Planned Parenthood of Southern New Jersey TIN: 216008381

Search Criteria:

Market Type: Patient Payments
Payment Date: Start Date: 06/05/2020 End Date: 09/03/2020
Payer: All Payers

Search Results:

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Payer	Claim Date	NPI	Payment Number	Proxy Number	Patient Name	Subscriber ID	Account Number	Claim #	Claim Amount	Type	Payment Status / Trace Number	Market Type	Activate
UHC Member Payment	03/05/2019		105221982F33-55		Gregory Horsfall		904403051	115640694	\$0.99	ACH	Successful ACH	Patient Payments	<input type="checkbox"/>
UHC Member Payment	03/06/2019		105221982F33-55		Steve Horsfall		904403051	115640701	\$0.99	ACH	Successful ACH	Patient Payments	<input type="checkbox"/>

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Record Count: 2

How to disable electronic payments

1

To turn off electronic payments for all Member Payments, select the **Maintain Enrollment tab** and then select the **Edit** button in the upper right corner.

The screenshot shows the 'Maintain Enrollment' page for TIN: 216008381 - Enrolled. The 'Edit' button in the top right corner is highlighted with a red arrow. The page displays organization information, organization bank account details, and authorized enroller information.

Organization Information	
Planned Parenthood of Southern New Jersey 317 S Broadway Camden, NJ 08103	TIN: 216008381 Enrollment Status: Active Enrollment Status Date: 03/31/2014 View WP
Enrollment ID: 21600838140331104627 Enrollment Date: 03/31/2014 Provider Type: Physician (Group/Individual Practice) Medical	

Organization Bank Account at TIN Level	
Bank Name: 1st Colonial Community Bank Address: 1040 Madison Ave Collingswood, NJ 08108 Phone Number: 856-858-1100	Routing Transit Number: 031207869 Account Number: 0112077322 Account Type: Checking ACH Addenda Record Type: CCD Voided Check: View Voided Check

Authorized Enroller's Information	
Name: Steven Crowley Contact Email Address: steven.crowley@nowhere.com Phone Number: 215-351-5506	

2

Select the **Payer(s) subtab** and scroll through the payer list to find: UHC Member Payments. In the drop down, select 'None' as the payment type and then save your changes.

The screenshot shows the 'Edit Enrollment' page with the 'Payer(s)' subtab selected. A table lists payers and their payment methods. A red arrow points to the 'Payment Method' dropdown for 'UHC Member Payment'.

Payer Name	Payer Id	Payer Offers	Payment Method
Patient Payment	HM801	ACH/VCP	ACH v
UHC Member Payment	RPMP5	ACH/VCP	ACH v
AARP Supplemental Health Plans Insured by UnitedHealthcare	36273	ACH	ACH v
AIG Claims Inc	19402	ACH	ACH v
AppleCare Medical Group	APP01	ACH/VCP	ACH v

By changing the Payment Method to "None", all future payments from UHC members will be mailed to you in the form of a paper check.



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