How to locate or disable electronic member payments user guide
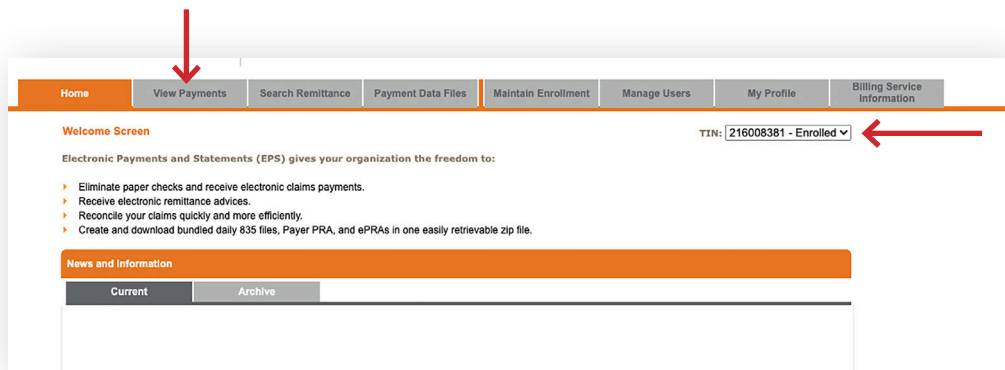
In 2019, Optum Pay™ partnered with UnitedHealthcare to streamline the delivery of member-to-provider payments. This guide is meant to provide helpful information to ensure that your organization has all the information to successfully find member payments in the Optum Pay provider portal and then credit 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.

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.

| **3** | Review your results and then apply the payment to the correct Member/Patient Account in your system. |

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.

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.

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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