PEIA provider
Address
Address 2
City, State, Zip

November 1, 2019

Dear Provider:

UMR, as the TPA for the West Virginia Public Employees Insurance Agency (PEIA) as of July 1, 2019, has received several inquiries regarding Electronic Remittance Advices and 835 files. We wanted to share some valuable information with you to assist you in getting the information you need to accurately reconcile your payments to your patient files. Whether you are enrolled in the VPAY program with the WV State Treasurer's office, or have chosen to receive EFT payments or a paper check, we wanted to clarify how the remittances are to be received.

1. **Checks:** Checks are printed for the WVPEIA PPB plans by the WV Treasurer's office. For checks, a paper remit is produced and mailed with the actual check, unless the provider has signed up for electronic remittances on umr.com.
2. **EFT:** The remittance will be issued separately and is available on the Optum Pay portal the day after the ACH payment is made unless the provider has signed up for paper remittances on umr.com.
3. **VPAY:** The remittance will be issued separately and sent via US mail. It should be mailed approximately a week after the VPAY payment is received.

Please note the information on the back of this letter for the necessary steps to receive remittance files (835), ERAs, or the VPAY remittances.

As a reminder, if not submitting your claims electronically, the mailing address for UMR can be found on the back of the PEIA member's ID card. Details for submitting claims for services on or after July 1, 2019:

>   Issuer ID: 911-39026-02
>   EDI# 39026
>   UMR
>   PO Box 30541
>   Salt Lake City, UT 84130-0541

Please note it is important to update your claim filing clearinghouse with the UMR EDI# 39026.

We trust this information is helpful to you but if you have any questions, please contact our offices at 888-440-7342.

Sincerely,

Katherine Wiseman

Provider Electronic Remittance Advices and 835 files

- ☐ Providers can submit EDI claims using a clearinghouse other than Optum. Please remember to provide your clearinghouse the **UMR payer ID 39026**, if your clearinghouse is not Optum. *Failure to update your clearinghouse will cause your claims to not be received at UMR.*
- ☐ UMR uses Optum as our clearinghouse. Optum receives 837I (institutional claims) and 837P (professional claims) and routes them to UMR.
- ☐ If your clearinghouse is not Optum, and you wish to receive an 835 electronic file, your clearinghouse has to enroll at Optum. To enroll, contact UMR 835 File Enrollment at Optum, 866-367-9778, Option 1.
- ☐ If you wish to have an Electronic Remittance Advice (ERA), you must enroll with Optum Pay (formerly Optum Health Financial). To enroll for an ERA, please contact Optum Pay (formerly Optum Health Financial), 877-620-6194. You may also go online: https://www.optumbank.com/partners/providers.html.
- ☐ Electronic 835 files or Electronic Remittance Advice (ERA) will start after your confirmed enrollment.

Enrollment for UMR EFT

- ☐ New providers to UMR need to contact Optum Pay (formerly Optum Health Financial) to enroll for UMR EFT.
  - Call 877-620-6194
  - https://myservices.optumhealthpaymentservices.com/registrationSignIn.do

VPAY Providers: Helpful Information

- ☐ The State of WV Treasurer's office administers virtual payments (VPAYS) through PaymentPlus.
- ☐ Questions regarding VPAY payments should go to PaymentPlus@access-online.com - 855-268-5386.
- ☐ Questions regarding VPAY remits are handled by UMR.
- ☐ Providers receive an email from PaymentPlus when they have a VPAY to claim. Sample email:

To: ██████████████████████

Payment Authorization Notification

Supplier Name: ████████████████████
Supplier ID: 000000█████

A payment for $303.46 has been authorized by State of West Virginia to be paid using a One Time Card Account.

Please process the following payment no later than 10/20/19:

One Time Card Account:	Total Amount:	Payment Number:
xxx-xxx-xxxx████	$████	██████████

Payment Processing Instructions:
1. Contact State of West Virginia before processing if you have questions regarding remittance details or the total amount specified.
2. To receive the remaining card account information click on or copy and paste the below link into your web browser address field:
   https://saa.access-online.com/cpsApp2/notify.htm?guid=6a7b8742bcg7b321d269fd7998cc8342878e&lang=en_us
3. Log in by entering the last four digits of the account number, ████ and the credential information previously provided to you. Note: Login is allowed up to five times.
4. Select the Card Security Code button to receive an email with the CVC2/CVV2 code if needed to process the payment.
5. Process the full payment amount of $█████ in a single transaction.
6. Include the Payment Number of ████████ in either the Purchase ID or the Customer Reference Indicator (CRI) field, if available, when processing this payment.

Invoice Information:

Invoice Number	Amount
180████████████	$█████

- ☐ The invoice numbers listed on the payment Authorized Notification can be used to match to an UMR paper remit. Please have this information available when calling UMR or questioning a payment made by the State of WV Treasurer's office.
- ☐ UMR produces VPAY paper remits weekly during each check run and is mailed from our Charleston location.   Note: because of the file exchanges, remits will generally go out a week after the VPAY payment.