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.