Optum Pay™ direct deposit enrollment guide

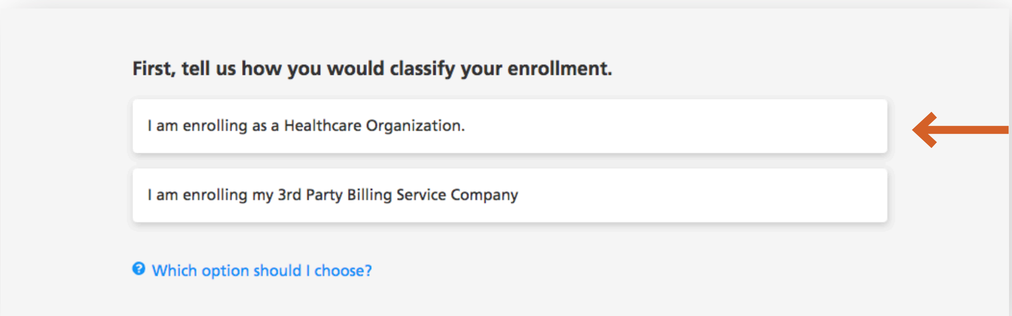
Before you start the enrollment process, please have the following on hand:

- Contact information (name, phone number and email address)
- One or two individuals from your organization to support administration and oversight of your account
- Banking information (RTN, account number and account type)
- Voided check or bank letter
- W9

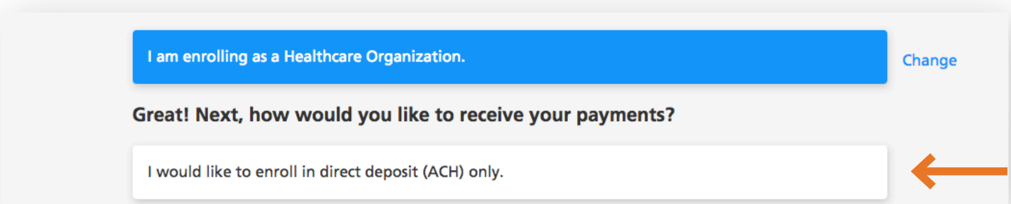
Optum Bank is revolutionizing the health care payment and reimbursement process with **Optum Pay:** an advanced solution that reduces costs, brings efficiencies and modernizes outdated payment methods. Optum Pay allows payers and providers to spend less time on administrative tasks and more time on improving health outcomes.

Online enrollment process for providers:

1 Visit optum.com/enroll and select "I am enrolling as a Healthcare Organization."



2 Select "I would like to enroll in direct deposit (ACH) only."



3

Enter your TIN (Tax Identification Number) or EIN (Employer Identification Number) and complete the CAPTCHA image field.

I am enrolling as a Healthcare Organization. Change

I would like to enroll in direct deposit (ACH) only. Change

Please enter your 9 digit Organizational Tax Identification (TIN):

Enter TIN or EIN

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Once your TIN/EIN is eligible for enrollment, continue with the enrollment process.

Congratulations, your TIN is eligible for enrollment!

Please be advised that in order to complete the online enrollment process, you will need to provide the following:

- Organization name, mailing information, and National Provider Identifier (NPI)
- Contact information, including the name, telephone number, and e-mail address for two members of your organization who will serve as administrators for your account.
  - Administrators are able to control user access to the account and add/update bank account info.
  - The primary contact should be an individual responsible for daily and routine matters.
  - The secondary contact should be a director of Accounting, Human Resources or the Finance Department.
- Banking information (if setting up ACH direct deposit)

NOTE: If you have received a check from UnitedHealthcare or an affiliate in the past 60 days, you will have the opportunity to submit payment details (check number, payment amount and date). This will be used to verify your current provider status and will expedite the review process.

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Enter the following organization information and click “Continue”:

- Business Name
- Business Address (No P.O. Box)
- National Provider Identifier (NPI) (Not required)
- Provider Type
- Market Type

NOTE: if you are enrolling in order to receive a stimulus payment, please select CARES Act - Healthcare Relief Program

PLEASE NOTE: Special characters are not allowed in the name and address fields. Refrain from using characters such as: & , \ . / : # ( ) % < * ; > “ ‘ | - +

Please select your Market Type

- [ ] Behavioral Health
- [x] CARES Act - Healthcare Relief Program
- [ ] Dental
- [ ] Medical
- [ ] Other
- [ ] Property and Casualty
- [ ] Vision

It is important that you select this instead of your market/practice type. The ‘CARES Act - Healthcare Relief Program’ market type is an identifier that will be used to route enrollments for priority and faster processing.

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Enter the following contact information and click "Continue":

- First and Last Name for Primary and Secondary Administrators
- Telephone Number
- Mobile Phone Number (Not Required)
  If entered, you can opt to receive text alerts when payments and remittances have been processed for your organization.
- Email Address
  (must be unique to each user)
- Confirmation of Email Address

NOTE: If you are enrolling a new TIN and wish to associate an existing user to that TIN during the online enrollment process, a Confirm Existing User page will display. The current user information and TIN association(s) will display. You will need to click Yes to validate that the correct individual is being associated with the new TIN.

The database does not allow for multiple users to share the same email address. This only allows the current individual to add new TINs to an existing user during or after enrollment.

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Financial Institution Information: This is where you provide banking information. You may also submit a separate bank account for the NPI level at this time. You must provide the following information:

- Financial Institution/Bank Name
- Financial Institution Address
- Financial Institution Telephone Number
- Financial Institution Routing Number
- Provider's Account Number with Financial Institution
- Type of Account at Financial Institution

Please note: Special characters are not allowed in the name and address fields. Refrain from using the following characters: & , \ . / : @ # ( ) % , < ^* ; > " ' | - +. If you would like to establish an NPI Bank Account, you will also need to fill out this same information at the NPI level.

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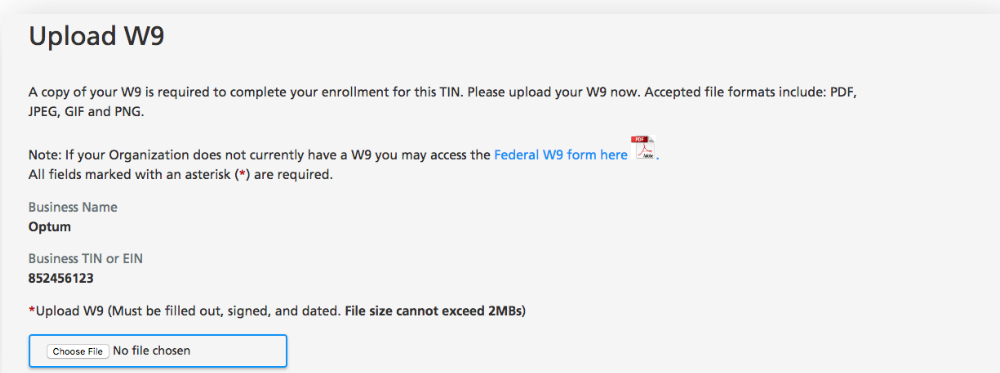
Upload W9: You will now need to upload a signed and dated W9. Acceptable file formats to upload are: pdf, jpg, gif or png. If you do not have a current W9, they may download a blank W9 by clicking the Access W9 Form link.



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Review and Submit: Review your entered enrollment information before you submit. If you need to revise any data, select the Edit option next to the area you need to update.

You are required to accept the Terms and Conditions and enter the Authorized Enroller's Information. You must provide the following:

- First Name
- Last Name
- Title
- Telephone Number
- Email Address
- Re-type Email Address

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After hitting Submit, you will get a message that your enrollment has been successfully submitted. You can print a copy of your online enrollment, if you choose.

Enrollment Submitted

Thank you!

You have successfully submitted the enrollment application for Optum Pay.
Standard processing time for all enrollment applications is five (5) business days.

Please print or save a copy of your enrollment information for your records. You will not be able to return to this page.

Print Completed Enrollment Form

Next Steps

1 If you selected the ACH/direct deposit payment option, please contact your bank and request delivery of the 'ACH Addendum Record' for payments from Optum Bank. What is the ACH Addenfum Record for?

2 Once we have approved your enrollment application, both account administrators will receive an email with an Optum Pay security PIN and instructions for how to setup your online account.

3 Using the link in the email, sign in or register for an Optum ID. Once signed in, enter your security PIN and Tax ID to complete account setup and start accessing your payment information.

EXIT ENROLLMENT

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Set up user access to the portal: After the enrollment application is processed (5–8 business days), the Administrators established during enrollment will receive an email containing registration and activation instructions for the Optum Pay Provider Portal. Please follow the directions in the email to complete the portal access activation and associate your Optum ID with your Optum Pay PIN.

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