



VCP / ACH / Optum Pay Quick Reference Guide for Massachusetts Behavioral Health Providers

Below, please find a Quick Reference Guide grid that summarizes recent changes to the Virtual Card Payment / ACH (direct deposit) and Optum Pay services.

KEY FEATURE	2021	Notes
Paper Checks	If you received paper checks & they stopped, Optum is automatically reverting to paper checks	No action required by the Provider
Payment Search History (Look-Back Period)	36-month payment search history via Optum Pay Premium	Opt-in to Optum Pay Premium version - fees are waived through 12/31/21 for Optum Behavioral Health claim payments.
PDF versions of RA (EOP)*	Ability to print PDFs of EOPs continues via Optum Pay Premium-no cost to the provider	Opt-in to Optum Pay Premium version - fees are waived through 12/31/21 for Optum Behavioral Health claim payments.
Number of Users	Access to the Optum Pay portal for an unlimited number of users continues via Optum Pay Premium	Opt-in to Optum Pay Premium version - fees are waived through 12/31/21 for Optum Behavioral Health claim payments.

Prior to January 1, 2022, Optum will communicate steps to continue paper checks and details regarding how to have necessary provider payment features, including search functionality through Optum Pay.

Frequently Asked Questions are available on [Provider Express](#).