



## Alaska Medicaid Provider Update

# REVIEW YOUR OPTUM PAY ACCESS OPTIONS

**October 4, 2021**

This update is for Alaska Medicaid Behavioral Health Providers who are currently enrolled in Optum Pay premium level access.

We hope you are enjoying the workflow management tools available within the Optum Pay premium experience. It's important for you to know that changes are occurring beginning January 1, 2022 and you may want to review your Optum Pay access level.

Throughout 2021, we have been pleased to offer you access to premium level services for Optum behavior health claims at no cost. **Beginning January 1, 2022, if you elect to continue your premium level access in Optum Pay, premium level fees will accrue for Optum behavioral health claims** based on the rate of 0.5% per total payment amount (e.g., \$5 for every \$1,000 in payments). Fees will only be invoiced if over \$10 per month and will not accumulate if under \$10. Fees will be capped at \$2,000 per monthly billing cycle, per TIN, and taxes may apply. **Basic level access will continue to be available for no cost** (see table below).

This is a good time to review the features available through premium and basic level access to assess which is the best option for your practice. We've also included information about what is available to you on Provider Express at no cost to help you evaluate your choices.

Feature	Optum Pay		Provider Express
	Premium Level	Basic Level	<i>providerexpress.com</i>
Access to claims payment data	36 months	13 months	24 months
Single portal access to multi payer remittance PDFs	Yes	Yes	Yes
Data options:			
• Downloadable 835	Yes	Yes	No
• Electronic Remittance PDF (data contained in 835 file)	Yes	Yes	No
• Payer's proprietary remittance PDF (includes data not contained in 835 file, such as state required disclosure language or proprietary remark/adjudication codes)	Yes	Yes	Yes
Third party billing support (reflects provider's access)	Yes	Yes	Yes
Number of new users	Unlimited	Unlimited	Unlimited
Administrative Management (controls access and data per user)	Yes	Yes	Yes
Payment search capabilities	Yes	No	Yes
Data bundling	Yes	No	No
Workflow management tools (sort claims based on reconciliation status and claim count per payment)	Yes	No	No
Fees	0.5% per	No fee	No fee

	payment		
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Additional information can be found in the Optum Pay [FAQs](#).

**If you are enrolled in premium and would like to change to basic level access:**

1. Log in to [Optum Pay](#) and click on the **Optum Pay Solutions** tab
2. On the right side of the page, make sure the appropriate **TIN** is selected
3. Locate **Manage My Plan** and click on **Cancel My Plan**
4. Select the **Reason for Termination**, then click **Yes, I want to cancel**

If you have questions or need assistance, please contact Optum Pay at [optumpay@optum.com](mailto:optumpay@optum.com) or call 1-877-620-6194.