



Alaska Medicaid

Provider Update

Optum Pay – Payment Schedule Change February 10, 2022

The Optum Behavioral Health payment schedule is changing on February 10, 2022. The current Electronic Fund Transfer (“EFT”) payment schedule pays twice a week, on Thursdays and Fridays. The new schedule will provide direct deposits up to four times a week, on Mondays, Wednesdays, Thursdays, and Fridays.

The first electronic payment file will be sent to Optum Pay on Wednesday, February 16, 2022.

Types of payments impacted

- This change **may impact** the frequency of your direct deposit (EFT) payments by increasing the payment schedule from twice a week to four times a week on Mondays, Wednesdays, Thursdays, and Fridays, depending on when claims are received and processed.
- This change does not affect paper checks.

Frequency of direct deposit payments

- The Optum system runs claim payment cycles on Tuesdays through Saturdays. The new payment schedule will make direct deposits payments on Mondays, Wednesdays, Thursdays, and Fridays.
- The payment will settle to your bank account two (2) days after the claim has been released for payment processing, excluding holidays.

Claim Processed before 5 p.m. on:	Payment data sent to Optum Pay	Optum Pay Processing	Settled in Provider Account/Direct Deposit Date
Tuesday	Tuesday	Wednesday	Friday
Wednesday	Wednesday	Thursday	Monday
Thursday	Thursday	Friday	Monday
Friday	Friday	Monday	Wednesday
Saturday	Monday	Tuesday	Thursday

If you have questions or need assistance, please contact Optum at 1-800-225-8764.