

Electronic Payments & Statements (EPS) Frequently Asked Questions (FAQs)

Note: EPS features contained within these FAQs may not be applicable to all Payers.

General Questions

1) Overall explanation of what Electronic Payments and Statements is?

Electronic Payments and Statements (EPS) is a practical solution that provides electronic delivery of payments and electronic remittance advices (ERA) to physicians, hospitals and other health care professionals. This is a one-way electronic fund transfer (money cannot be taken *out* of your account) that allows for faster payments by eliminating the need to deposit paper checks, offers easier reconciliation, less paperwork and greater efficiency improving the way we all do business.

2) What benefits does EPS provide to our health care organization?

The benefits of enrollment in Electronic Payments and Statements for your organization include:

- Improved cash flow by eliminating mail time and check float
- Elimination of bank fees for depositing paper checks or lockbox processing
- No more paper checks to physically track and deposit
- Online access to your electronic remittance advices (ERA)
- Automated payment posting capabilities that streamline your administrative processing and more

3) Will we need to switch banks to take advantage of EPS?

No. You can direct electronic claims payments to the bank of your choice.

4) What are the benefits of using EPS?

There is significant time and cost savings available to clinicians' offices enrolled in this program. In addition, large payers, like Medicare are aggressively revising their policies to eliminate paper checks and remittances.

5) How will we receive claims payments and ERA information for posting receipts and reconciling patient accounts?

You can receive payment and EOB information in one of three ways:

- Instead of mailing you multiple ERAs daily, your ERAs will be consolidated into a single document that will be delivered to you via EPS. The ERAs contained in this document will match the amount of the funds deposited directly into your account. You can review and print your payments and ERA information online. Once you print these, you can post them just as you do



today. The only difference is that you will now avoid lock box and bank deposit fees and the hassle associated with depositing paper checks.

- Download a free 835 file that can be used to auto-post into your claims system. This is standard functionality in EPS, and negates the need to enroll with a Clearinghouse.
- Obtain the 835 file from your clearinghouse or EDI vendor.

Note: If you elect to receive the 835 file via your clearinghouse or EDI vendor, you will need to contact them and request receipt of this file. While you arrange to have this 835 delivered from your clearinghouse, you will be able to secure your remittances as noted in the first two options above.

Getting Started

6) How do we sign up for EPS or make changes to our current payment selection?

- If you have any questions on EPS enrollment, contact EPS customer service at 1-877-620-6194, prompt 1 for Enrollment.
- To enroll subsequent TIN(s), select the [TIN] - 'Not Enrolled' from the TIN dropdown menu. You will be asked if you wish to enroll this TIN in EPS. Select 'Yes' to enroll. Complete all required fields and select 'Continue'. Review your information for accuracy and choose 'Edit' to make corrections or 'Submit' to complete your enrollment.
- To print a copy of your enrollment record, select 'Print Enrollment Record' from the *Enrollment Completed Successfully* page.
- If your organization needs to establish separate depository accounts for specific NPI, call the Customer Service number listed on the EPS Welcome Page under Resources >> Contact Us to obtain the necessary form. An NPI Addendum form must be submitted for each NPI that requires a separate depository account.

EPS Credentials and Optum ID

7) Why do I need EPS credentials and an Optum ID to access the EPS website?

Electronic Payments and Statements (EPS) is taking steps to implement Know Your Customer (KYC) procedures to increase portal security. As a result of this strategy, all enrolled EPS providers accessing an online Portal direct from a payer site, from Optum.com or from OptumHealthFinancial.com, will be required to obtain an Optum ID and if they don't already have them, and EPS access credentials.

8) Will I have to use my EPS credentials and my Optum ID each time I log into EPS?

No. The EPS Tile on the Link Dashboard is enabled with Single Sign On (SSO) capabilities, so you'll only need to connect your EPS credentials with your Optum ID one time. For future logins, you'll just need your Optum ID.

9) What is the benefit of accessing EPS on the Link Dashboard?

Accessing EPS on the Link Dashboard will display all payments made to your organization via EPS. In the past, depending on which payers you've received payments from, you may have had to log into different portals to retrieve your claim payment information.

VirtualCard Payments — Frequently Asked Questions (FAQs)

1) What is a Virtual Card Payment?

Virtual card payments (VCPs) are electronic payments that use payment card-based technology to redeem claim payments. A 16-digit virtual account is created for each unique Payer/Provider TIN relationship.

2) Why has my Organization been issued more than one Virtual Card Payment account?

You may end up with more than one virtual account if multiple payers are making virtual payments to your practice. For security and tracking purposes, a unique card number will be established for each unique payer/provider TIN relationship.

3) Am I receiving the full claim payment amount on my virtual card?

Yes, like a check or an ACH payment, each virtual payment is set for a specific payment amount and contains a 30-day redemption period.

By processing a VCP, you are subject to the terms and conditions governing card processing between you and your card service processor, and you are responsible for any charges and related third party fees, including interchange, merchant discount or other card processing fees that may be imposed as a result of processing a VCP.

4) What is the benefit of a virtual card payment?

VCPs have various benefits and unlike an ACH/direct deposit payment option, there is no requirement to share your bank account information to receive a virtual card payment. Your practice will be able to receive electronic payments using your existing payment card terminal, minimizing changes to your workflow, while receiving payment five to seven days sooner than traditional paper check payments mailed via USPS.



5) How do I activate my virtual card?

The first virtual card payment you receive will require you to register for access to the EPS Provider Portal. Please follow the registration link and instructions in the pressure seal mailer. You'll be asked to enter the username (contained within the virtual card mailer) and your organization's TIN to get started. Once you complete the registration process including password set up you'll be provided the card activation phone number. After completing the registration process dial the card activation phone number. Your virtual card will then be ready to use.

6) Where do I find the payment amount?

You will find the payment amount on the secure Provider Portal. Log into EPS and navigate to the 'View Payment' page. On the View Payment page you'll find the payment amount along with the 835 and an EPRA (electronic provider remittance advice document). The EPRA is a PDF document containing data from the 835 in an easy to use format.

7) What is the maximum payment amount on a virtual card?

Virtual card payments are capped at \$50,000.00. If your claim payment exceeds \$50,000.00 you will be issued a paper check with a paper copy of the remittance advice documents.

8) How do I redeem my virtual card payment?

All virtual card payments will be redeemed using your existing payment card point of sale terminal. After your virtual card has been activated, enter the 16-digit account number, the CVC, the amount, expiration date, and billing zip code (the zip code is located on your card mailer) into your point of sale terminal. Please redeem your payment promptly as payments expire after 30 days.

9) How will I receive my 16-digit virtual card number?

With your first virtual card payment, you will receive a mailer via the US Postal Service that will contain a 16-digit card number, CVC number, card expiration and the 13 digit proxy number. You will only receive your card information one time so please retain the card information in a secure location as you will need this data to redeem future payments. Please note that the billing zip code you will use to redeem your card payments will be the zip code for the address to which your card arrived.

10) What is the 'Proxy Number' and why does it display on the website?

The 13 digit Proxy Number is a secure way to identify which 16-digit account the claim payment was loaded to. The proxy number is found on the original mailer that contained the 16-digit account number. Simply match the proxy number displayed online to the proxy number on the mailer to find the account number to redeem your claim payment.



11) Why is my virtual card payment being declined?

Your virtual card payment may have been declined for several reasons, including:

- Your virtual card was not activated.
 - To activate your virtual card, please dial 1-855-345-0482.
- The payment date is greater than 30 days.
 - Virtual card payments not redeemed within 30 days are voided. Any payments not redeemed after 30 days will be automatically re-issued as a check payment without further action by you.
- Incorrect virtual card number used to redeem the payment.
 - A unique 16-digit virtual card number and unique Proxy number will be issued for each provider TIN by payer. The Proxy number associated to your virtual card number can be located on the virtual card payment notification and on the EPS web portal.
- Only terminals coded with Healthcare Merchant Category Codes (MCC) are enabled to redeem virtual payments.
 - Only healthcare MCC codes are allowed for virtual card payment redemption. Contact your merchant card processor for further assistance.
- Billing address or zip code required for payment redemption.
 - If your point of sale terminal requires a billing address or zip code, enter the billing address or zip code that is located on the front of the virtual card payment notification.

12) Can I return a virtual card payment?

No, once a virtual card payment has been redeemed via your merchant terminal, the funds cannot be returned to Optum.

13) How will I be notified of subsequent virtual payments?

During registration and/or enrollment, contact information including name and email address is collected. When a subsequent virtual payment is ready, you will be notified via email that a payment has been processed and is ready to be redeemed. Simply log into the EPS Portal and navigate to the 'View Payment' tab to review your list of payments. Please note that all future mailers for the payer after the initial mailer will contain a card image with 16 zeroes.

14) How will I be notified when Payers begin offering virtual card payments?

During registration and/or enrollment, contact information including name and email address is collected. When a payer activates virtual card payments, you will be notified



via email that the payer will soon begin making virtual payments. Simply log into the EPS Portal and navigate to the 'Maintain Enrollment' >> 'Payer Tab' to review the list of payers offering virtual card payments. At any time you may change your payment preference by payer.

15) Do I still use the EPS Portal for my 835 and Remittance Advice when paid with a Virtual Card Payment?

Yes. Simply log into the EPS Portal, select your TIN and go to the 'View Payments' tab to review your remittance advice documents. Using the 'View Payments' tab you can print, save or download both the 835 file and Remittance Advice PDFs.

16) Are virtual card payments limited to Healthcare payments?

Yes. We have coded each virtual card payment with healthcare specific merchant category codes which prevent unauthorized redemption by non-healthcare associated point of sale terminals.

17) Will I be paid sooner with a Virtual Card Payments?

You will receive notification that your virtual card payment is ready five to seven days sooner than you would a traditional paper check payment sent via US Postal Service. You will receive funds after you process the payment using your point of sale terminal.

18) I have lost a virtual card number or one has been stolen. How do I report it and receive a new card number?

Please call 1-855-345-0482 to report the lost or stolen virtual card, a new virtual card will be sent to you. Please retain the new card information in a secure location for future use.

19) If I have more than one virtual payment do I have to redeem them separately or can I redeem both in the same transaction?

The answer is you have the option to do both. For example, if you have two payments from the same payer for \$100 each, you can redeem both payments in a single transaction by entering the amount as \$200. Or if it makes tracking easier, you can redeem each payment separately. If the payments are from different payers, multiple transactions will be required.



20) How do I opt-out from receiving virtual card payments?

You will first need to register for access to the secure web site using information found on the original mailer.

Once you've completed the short registration process, you can then opt-out of virtual card payments by changing the payment method within the Payer tab under Maintain Enrollment.

- First select 'Maintain Enrollment' tab
- Next select the 'Edit' button
- Then select the 'Payer Tab' to set your payment preference per payer
- Payment options include:
 - ACH = Direct Deposit. To opt-in for direct deposit you'll need your routing number and account number for the account you wish to use.
 - VCP = Virtual Card Payment
 - None = Paper Check. Once updated, the changes will take effect within 2-5 business days.

If a virtual payment expires, a paper check will automatically be mailed to your office; no further action is required to receive a check payment.

To completely dis-enroll from Electronic Payments and Statements, please contact the Provider Support Center and ask for instructions on how to dis-enroll. You can reach the EPS Provider Support Center at: 1-877-620-6194.