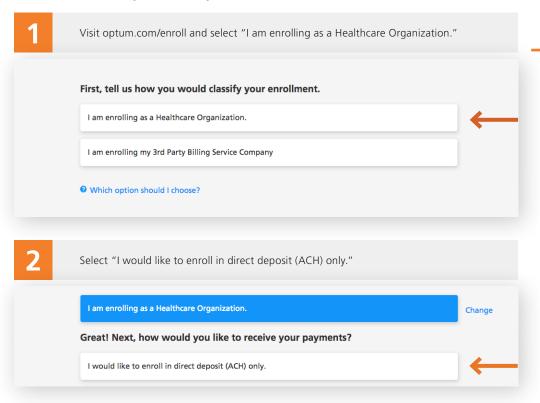


Optum Pay™ direct deposit enrollment guide

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

Online enrollment process for providers:



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and reimbursement process with Optum Pay: an advanced solution that reduces costs, brings efficiencies and modernizes outdated payment methods.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.



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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.



Your Routing Transit Number (RTN) is a 9-digit number that identifies the financial institution where the account is located. This number is usually located in the bottom, lower left hand corner of your check and usually precedes your account number.





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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.

Upload W9

A copy of your W9 is required to complete your enrollment for this TIN. Please upload your W9 now. Accepted file formats include: PDF, JPEG, GIF and PNG.

Note: If your Organization does not currently have a W9 you may access the Federal W9 form here All fields marked with an asterisk (*) are required.

Business Name

Optum

Business TIN or EIN 852456123

*Upload W9 (Must be filled out, signed, and dated. File size cannot exceed 2MBs)

Choose File No file chosen

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

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

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

- 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
- 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

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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