



Electronic Payments & Statements (EPS): Virtual Card Payments Frequently Asked Questions

Overview

Starting Sept. 24, 2016 UnitedHealthcare will introduce a new Electronic Payments & Statements (EPS) payment system option: EPS with Virtual Card Payments (VCP). VCP is a secure electronic payment method that doesn't require a care provider's bank account information. These payments are processed like a credit card transaction¹.

With EPS, an electronic funds transfer (EFT) and electronic remittance advice (ERA) service currently used by UnitedHealthcare, some care providers receive claim payments electronically, directly to their specified bank account(s). EPS provides remittance advices (ERAs) online. EPS with Direct Deposit will continue to be available along with this new EPS with Virtual Card Payments option.

Optum – which specializes in providing health care financial information, tools and solutions – administers EPS on behalf of UnitedHealthcare. To learn more about EPS, please visit UnitedHealthcareOnline.com > Quick Links > [Electronic Payments and Statements](#). If you have questions, please call 877-620-6194. Thank you.

Frequently Asked Questions

Q1. What is a Virtual Card Payment?

- A. VCPs are electronic payments that use credit card-based payment technology; an actual card is not issued. The first time a payer makes a payment to you, you will receive mailer(s) with card number(s) that you should retain in a secure location for future use. You will need to manually enter the virtual card number into your point-of-sale (POS) terminal (same as a “card not present” transaction), and the card processing system generates an authorization for payment. For all subsequent payments, you will receive an email notification only and process your payment with the applicable card number.

You will receive a separate card number for each UnitedHealthcare payer from which you receive payments.

Current credit card processing fees apply. Please confirm those rates with your merchant processor directly.

Like a check or direct deposit, each VCP is set to a specific amount and contains a redemption date range. VCP payments should be redeemed within 30 days. Otherwise, payments will be reissued by mail, which delays payments. If you need a payment reissued sooner, please call EPS at 877-620-6194.

With VCP, paper remittance advice will no longer be mailed. The payment information and remittance advice are available on the same day through the EPS website at optumhealthfinancial.com and remain online for 12 months.

¹ Please note: current credit card processing fees will apply. Care providers should confirm those rates with their merchant processor.

Q2. How do I process the payment?

- A. You process your payments as a “credit card not present” transaction. Your current credit card processing fees apply. Please confirm those rates directly with your merchant processor.

Q3. Will I need special equipment, software or training to process VCP payments and use EPS?

- A. For VCP: you must have a credit card machine, but there is no special software or training. To access your explanations of benefits/remittance advice on EPS, you need an internet connection. You can view our seven minute [video](#) to see how it works, and we also offer webcast training sessions regularly. Click [here](#) and then use the drop down menu to select a session date and register.

Q4. Does enrollment in EPS affect my payment posting process?

- A. Although you will no longer receive paper explanations of benefits/remittance advice, your posting process does not need to change. You can view remittance advice online to enter information into your system and download files to store on your computer. You have several options for printing remittance advice.

Q5. Does UnitedHealthcare charge fees for VCP?

- A. No. Any fees for credit card processing are from your merchant processor. Please confirm your rate with them.

Q6. Can I change my mind about VCP? If so, who do I notify and how do I notify them?

- A. Yes, if you decide you prefer direct deposit or paper, you will be able to switch at any time.

Please call EPS at 877-620-6194 or go online:

- Login to EPS at optumhealthfinancial.com.
- Click the Maintain Enrollment tab.
- Select “Edit” from the bottom of the Organization Information page.
- A new tab menu will display, select “Payer(s).”
- Locate the UnitedHealthcare Payer ID line(s) for each payer from which you receive payments and click the corresponding Payment Method drop down, where the selection can be changed to:
 - ACH (automated clearing house, which is direct deposit) or
 - None (selecting none will result in receiving paper checks by mail)

Screenshots with detailed instructions are also available on page 22 of the [EPS User Guide](#).

Q7. Can I receive paper remittance advice with my electronic payments?

- A. No, we do not offer an option for electronic payments with paper remittance advice.

Q8. Do I need to process my payment within a certain timeframe?

- A. Please process your payments within 30 calendar days, or payments will be re-issued on paper checks and remittance advice.

Q9. If I submit my claims on paper, do I receive my payments on paper?

- A. Your claim submission method does not affect your payment method. You can submit claims on paper and receive payments through direct deposit or VCP. However, we do encourage all care providers to bill us electronically. You can learn more on UnitedHealthcareOnline.com > Tools & Resources > [EDI Education for Electronic Transactions](#).

Q10. What are the differences between VCP and EPS?

- A. The following is a summary comparison of VCP and ACH direct deposit to assist you.

| Direct Deposit/Automated Clearinghouse (ACH) | Virtual Card Payments (VCP) |
|---|---|
| <p>Process:</p> <ol style="list-style-type: none"> 1. Enroll in EPS online with ACH selection. 2. Receive email notifications when payments are deposited. 3. 835/ERA available the same day for auto-posting OR save, view or print remittance advice and post payments manually from Optum's EPS website. <p>Considerations:</p> <ul style="list-style-type: none"> • Receive payments and remittances five to seven days faster than with paper • No credit card processing fees from your merchant processor • Reduced risk of lost, misrouted and stolen checks • Potential elimination of bank lock box fees • Money is deposited directly into the account(s) you designate • Payments and remittances can be separated by NPI and/or payer | <p>Process:</p> <ol style="list-style-type: none"> 1. Enroll in EPS online with VCP selection. 2. Receive card number(s) in the mail with activation instructions (future payment notices delivered by email). Redeem payment using the standard "card not present" transaction. 3. 835/ERA available the same day for auto-posting OR save, view or print remittance advice and post payments manually from Optum's EPS website. <p>Considerations:</p> <ul style="list-style-type: none"> • Receive payments and remittances five to seven days faster than with paper • Credit card processing fees apply (confirm with merchant processor) • Reduced risk of lost, misrouted and stolen checks • Potential elimination of bank lock box fees • You will receive a separate card number for each payer from which you receive payments |

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