

Optum Pay™ portal – Comparing access options

Features	Premium level	Basic level
Enhanced portal user experience and user interface with upgraded security features	✓	✓
Access to claims payment data	36 months	13 months
Access to historical remittance/claims payment data	36 months	13 months
Single-portal access to multi-payer remittance PDFs	✓	✓
Data options:	✓	✓
• Downloadable 835	✓	✓
• Remittance PDF	✓	✓
• Payer's proprietary remittance PDF	✓	✓
Third-party billing support (reflects provider's access)	✓	✓
Number of new users	Unlimited	Unlimited (effective May 21, 2021)
Administrative management (controls access and data per user)	✓	✓
Payment search capabilities	✓	✗
Data bundling	✓	✗
Workflow management tools (sort claims based on reconciliation status and claim count per payment)	✓	✗
Fees	0.5% per payment*	✗

*0.5% total payment amount (e.g., \$5 for every \$1,000 in payments). Fees will only be invoiced if over \$10 per month and be capped at \$2,000 per billing cycle, per organizational tax ID number (TIN). Billed monthly, taxes may apply.



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