

Optum Pay® billing services enrollment guide

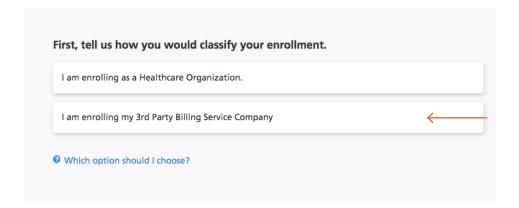
Before you start the enrollment process, please have the following on hand:

- · Contact information (name, phone number and email address)
- One or two individuals from your organization to support administration and oversight of your account
- W9

The billing service enrollment form should be completed by all third-party billing service companies contracted to perform services on behalf of health care organizations.

Following the successful submission of your billing service enrollment, the contacts that you establish will receive an email with instructions on how to register for access to the Optum Pay portal. Once your portal access is set up, you'll be able to navigate to the billing service information tab and associate the TINs for your health care clients.

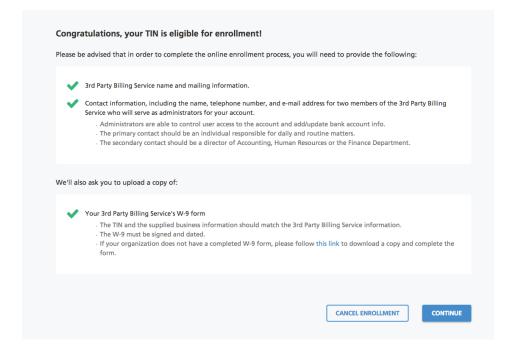
1 Visit optum.com/enroll and select "Enroll Now." Then select "I am enrolling my 3rd Party Billing Service Company."



2 After selecting "I am enrolling my 3rd Party Billing Service Company," you will then be asked to select and enter your TIN (Tax Identification Number) or SSN (Social Security number) and complete the CAPTCHA image field.



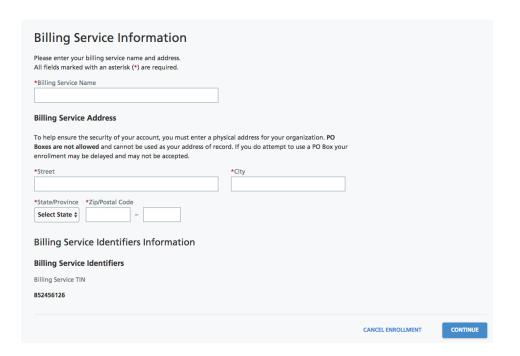
3 Upon selecting "Continue," you will be given a message to continue the enrollment process.



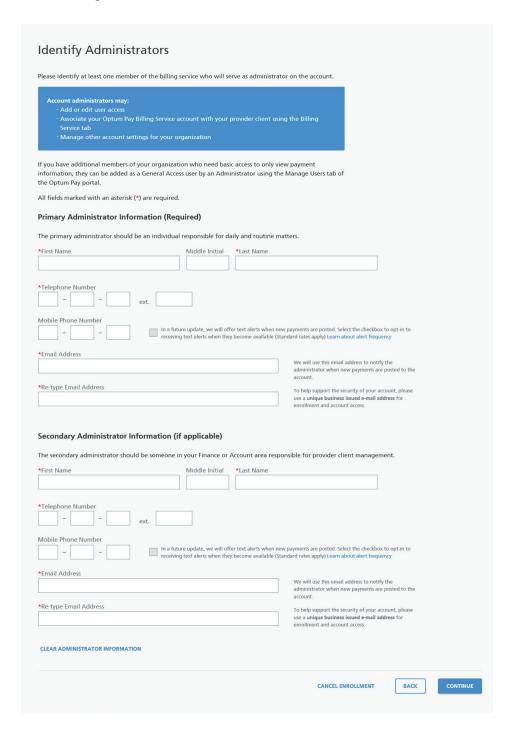
Billing services user guide

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- Enter your billing service information. You will need to enter the following information:
- · Billing service name
- Billing service address (no P.O. boxes)

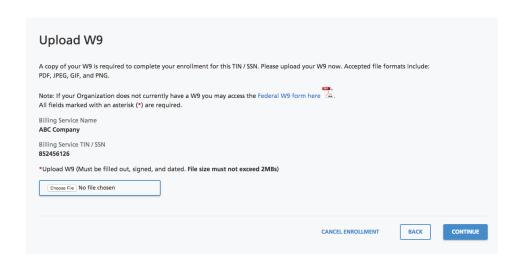
Please note: Special characters are not allowed in the name and address fields. Refrain from using characters such as: &, \backslash ./:#()%<*;>"'|-+



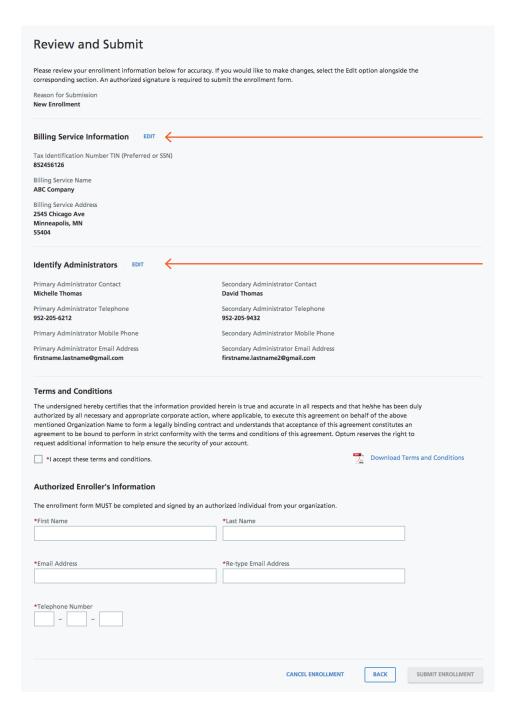
- **5** Click on **"Continue"** and go to the Identify Administrators page.
 - Set up two administrative contacts. Administrators will have the ability to associate provider TINs to your billing service account and set up additional billing service users.



6 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, you may download a blank W9 by clicking the "Federal W9 form here" link.



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- 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.
- Review, agree and download the Terms and Conditions, and complete the Authorized Enroller's Information section.



After hitting "Submit Enrollment," you will get a message that your enrollment has been successfully submitted. You can print a copy of your online enrollment, if you choose.

Thank you! 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 1 Once we have approved your enrollment application, both account adminstrators will receive an email with an Optum Pay security PIN and instructions for how to setup your online account. 2 Using the link in the email, sign in or register for a One Healthcare ID. Once signed in, enter your security PIN and Tax ID to complete account setup and start accessing your payment information.

9 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 One Healthcare ID with your Optum Pay PIN.

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