



Important Information for Massachusetts Behavioral Health Providers

Regarding Optum Pay Services

February 28, 2021

Recently, Optum advised you that we would offer the enhanced Optum Pay™ Premium service, at no cost for Optum behavioral health claim payments, for Massachusetts behavioral health providers through 12/31/21.

Please be aware that, on the Optum Pay website, you will see references to Optum Pay Premium as “not available without paid activation” and the indication that acceptance of the Optum Pay Enrollment Agreement Terms and Conditions is an agreement to participate in the fee-for-service option. Unfortunately, we are unable to tailor the messaging displayed so that a different message would display for Optum behavioral health providers in Massachusetts.

We want to assure you that internal processes have been implemented to ensure that, throughout 2021, no fees will be charged to Massachusetts Optum behavioral health claim payments for the Optum Pay Premium services for Optum behavioral health claim payments. Payments from any other Behavioral or Medical payer will incur a per payment fee from Optum Pay. It is necessary for you to accept the Optum Pay Agreement Terms and Conditions to activate Optum Pay Premium services, but no fees will be charged for Optum behavioral health claim payments. These processes will remain in place through 12/31/21.

Prior to Jan 1, 2022, Optum will communicate details re: how to continue to have necessary provider payment features including search functionality.

If you have questions regarding this communication, please contact our Provider Service Line at 1-877-614-0484 or Optum Pay at 1-877-620-6194.

Thank you.