

Who is Optum?

Optum is a health services company with more than 35,000 people dedicated to making the health system work better for everyone. Our solutions and services are used at every point in the health system, from provider selection to diagnosis and treatment, and from network management, administration and payments to the innovation of better medications, therapies and procedures.

Optum helps solve the fundamental challenges facing the health system with unmatched depth and breadth of capabilities, a diverse portfolio of innovative health services and technologies and the exceptional expertise of our people. Our solutions and capabilities:

- Provide physical and mental health information and services to more than 60 million Americans – helping them and other health organizations navigate the system, finance their health care needs and attain their goals
- Improve the performance of the health system with analytics, technology and services that enable better decisions and results
- Assist with clinical management and delivery of prescription medications and consumer health products.

Every day, we shape how health care is managed, and how information and technology drives improvements in the system. Optum works with our clients and partners to improve the delivery, quality and cost effectiveness of health care in ways that support and empower more patient-centered, value-driven care.



HQPAF/PAF administrative reimbursement guidelines

Direct deposit enrollment



11000 Optum Circle, Eden Prairie, MN 55344

This guidance is to be used for easy reference.

Optum™ and its respective marks are trademarks of Optum, Inc. Other brand or product names may be registered marks of their respective owners. As we are continuously improving products and services, Optum reserves the right to change specifications without prior notice. Optum is an equal opportunity employer.

©2015 Optum. All rights reserved • Revised 05/20/2015 • CPC0079

Administrative reimbursement and the HQPAF/PAF program

When you accurately complete and submit your Healthcare Quality Patient Assessment Forms/Patient Assessment Forms (HQPAFs/PAFs), Optum™ may pay an administrative fee for the administrative time necessary to complete the form.

As of January 1, 2016, all providers that qualify for HQPAF/PAF administrative reimbursement must receive their reimbursement via direct deposit. In 2016, administrative reimbursement will be completely paperless and checks will be no longer be available.

To ensure accurate and timely PAF/HQPAF reimbursement, you must first complete the following:

- You must submit a copy of your W-9 to Optum
- You must return the completed "Account Set-Up form" (provided by Optum)
 - All fields must be accurate and complete
 - The "Pay To" TIN on the "Account Set-Up form" *must match* the TIN on your W-9
 - You must list *all of the providers within the practice* who will participate in the HQPAF/PAF program

Please note: Optum recommends that you periodically review this list to confirm that it is accurate. Please report all changes to your HQPAF/PAF program as quickly as possible to avoid any disruptions in reimbursement processing. As an example, any providers who are new to the practice, and who will be participating in the HQPAF/PAF program, must be reported via submission of an updated "Account Set-Up Form". Providers who have left the practice must also be reported so that their affiliation with the practices' HQPAF/PAF program can be terminated.

- Your completed 'Account Set-Up' form and your W-9 *must be submitted prior to submission of a completed PAF/HQPAF* to ensure that your reimbursement account setup has been completed by Optum.

Returning your Account Set-Up Form and W-9

To expedite processing, email is the preferred method. Please return the completed "Account Set-Up Form" and W-9 via email to:

pafasf@optum.com

Although email is the preferred method, you may also return your completed "Account Set-Up Form" and W-9 via secure fax or traceable carrier.

Secure Fax:

Attn: Optum – Prospective Programs Processing

Fax #: 1-877-889-5747

- or -

Traceable Carrier:

Optum

Attn: Prospective Programs Processing

7105 Moores Lane Suite. 200

Brentwood, TN 37027

Direct deposit enrollment

In 2015, enrollment in direct deposit reimbursement is required for all providers and groups that are participating in the HQPAF/PAF program for the first time.

As of January 1, 2016, administrative reimbursement will be completely paperless and checks will no longer be available.

All providers that qualify for HQPAF/PAF administrative reimbursement must receive their reimbursement via direct deposit. Enrollment in direct deposit must be completed through Electronic Payments & Statements (EPS).

Getting set-up for the HQPAF/PAF program and enrolling for direct deposit are two unique and separate processes. To start the HQPAF program and enroll in direct deposit, you must do both of the following:

1. Complete and submit the HQPAF/PAF "Account Set-Up Form" and the W-9 (as outlined to the left)
2. Complete the direct deposit enrollment as outlined below.

To enroll in direct deposit, please visit: www.optum.com/hqpaf

You can also contact Electronic Payments & Statements' (ESP) customer support center at 1-877-620-6194. The customer support center is available for assistance from 7:00a.m. to 6:00p.m. CST, Monday through Friday.

Please note: The TIN and W-9 provided to EPS for direct deposit enrollment *must match* the "Pay To" TIN that is on the "Account Set-Up Form" and W-9 submitted to Optum.

Frequently asked questions about direct deposit

Question: Will the HQPAF/PAF reimbursements appear separately in my bank account?

Answer: Yes, the HQPAF/PAF reimbursements will appear as 'Optum PAF Program' in the provider's bank account.

Example: If Optum processes 100 HQPAFs for a group at a reimbursement rate of \$75/HQPAF/PAF, the group will see a deposit in their bank account from the 'Optum PAF Program' in the amount of \$7,500. If a claims reimbursement was also processed on the same day, the claims payment will appear separately in the bank account, i.e., there will be two separate deposits and separate Electronic Payment Remittance Advice (EPRA) for the HQPAF/PAF reimbursement(s) and the claims reimbursement(s).

Question: Will the HQPAF/PAF reimbursements appear on a separate remittance?

Answer: Yes, the HQPAF/PAF reimbursements will appear on a separate remittance. "Optum PAF Program" will be listed as the "Payer". The provider will have the ability to search for, and isolate, HQPAF/PAF reimbursements separate from other direct deposit reimbursements being managed by EPS.

Using the example from the previous question, that provider will also have an EPRA that clearly itemizes each of the 100 HQPAFs for which reimbursement was issued. The PAF EPRA will include the member names, member IDs, health plan name, provider name, group name and other information to assist providers in reconciling their PAF/HQPAF program reimbursements.

Question: Can I receive my HQPAF/PAF reimbursements in a different bank account than the one used for my claims reimbursements?

Answer: Yes. Providers can elect to use different bank accounts for their HQPAF/PAF reimbursements and their claims reimbursements.

Question: Can I designate a HQPAF/PAF-specific bank account without providing a separate TIN?

Answer: EPS does have the capability to set-up separate bank accounts for a TIN at the payer level. As such, a provider could have a separate bank account for HQPAF/PAF that differs from other payers.

If you are currently enrolled in direct deposit and wish to designate a separate bank account for HQPAF/PAF reimbursements, please contact the EPS Customer Support Center at 1-877-620-6194 and request the "Payer Level Form".

If you are not yet enrolled in direct deposit and wish to designate a separate bank account for HQPAF/PAF reimbursements, you must do the following:

- Contact the EPS customer support center at 1-877-620-6194 to request a copy of the EPS "EFT Enrollment Authorization Agreement" and the "Payer Level Form" or download them from: www.optum.com/hqpaf
- Complete both forms as directed with TIN level bank account
- Return a copy of both forms via fax or to the address on the forms along with a copy of voided check or bank letter and completed W-9

Please note: Standard enrollments that do not require a HQPAF/PAF specific account can complete the form as usual or complete the online enrollment.

Question: Who should providers contact with questions about direct deposit?

Answer: All questions about direct deposit (before, during or after enrollment) should be directed to EPS' Provider Support Center at 1-877-620-6194. All questions pertaining specifically to the PAF program should continue to be directed to your local Optum Healthcare Advocate or the Optum Provider Support Center at 1-877-751-9207

