

# POWER UP

**For improved efficiency and cash flow.**

Introducing Electronic Payments and Statements



## **Power up to a better way to receive claim payments and remittance advice.**

Our records indicate that you are enrolled to receive UnitedHealthcare's 835/ERA (electronic remittance advice) file. Now you can also enjoy the benefits of electronic funds transfer by enrolling in a free Electronic Payments & Statements (EPS) service brought to you by UnitedHealthcare.<sup>1</sup>

With EPS, you receive claim payments and remittance information electronically. By enrolling in EPS, you can reduce paperwork, save time and receive payments faster. You can use EPS whether you submit claims electronically or on paper.

Instead of checks arriving in the mail, your payments are deposited directly into your office's checking account.<sup>2</sup> You receive a payment notification via e-mail one business day in advance, and you can view the amount of the payment and the corresponding ERAs online at **UnitedHealthcareOnline.com**.

There is no fee for enrolling in or using EPS, and no special software or licensing is involved. All you need is a computer with Internet access.

## **What else can EPS offer?**

- The convenience of direct deposit
- Reduced bank and lockbox fees
- Improved cash flow
- Easy online access that lets you view, search, print and download remittance information
- The ability to manually post or auto-post information into your practice management system with the 835/ ERA file
- Online access to each ERA for 13 months
- Less wasted paper and fewer trips to the bank

**More than 366,000 health care professionals already use EPS.**

**79% report improved office efficiencies.**

**83% report improved cash flow.**

## **Power up today**

Enroll today with the EPS enrollment instructions included with this fax communication. To learn more, view an online demo at **WelcomeToEPS.com** or attend a monthly training session (details at **UnitedHealthcareOnline.com > Tools & Resources > Training & Education > Seminars**).

### **Still have questions?**

Call the EPS Customer Service line at **(866) 842 3278** to speak with a dedicated UnitedHealthcare EPS representative.

1 OptumHealth Financial Services (formerly Exante), administers the EPS service on behalf of UnitedHealth Group.

2 Please note that OptumHealth Bank, Member FDIC, the administrator of all electronic funds transfers for UnitedHealthcare and OptumHealth Financial Services, may effectuate adjusting/correcting debit or credit entries when required by applicable rules, regulations, and guidelines governing financial institutions.

# EPS Enrollment Instructions

## ***If you have only one business checking account for your Tax ID***

Log on to **UnitedHealthcareOnline.com**. Need a User ID & Password? Click the *New User* link in the upper right hand corner of the home page and follow the prompts, or contact our help desk at **(866) 842-3278, option 2**.

The screenshot shows the UnitedHealthcare Online website interface. At the top, there is a navigation bar with links: Practice/Facility Profile, Physician Directory, Affiliates & Strategic Alliances, Contact Us, User ID & Password Management, and Help. Below this is a main navigation bar with tabs: Patient Eligibility & Benefits, Claims & Payments, Notifications, Tools & Resources, and Clinician. The 'Claims & Payments' tab is selected, and a drop-down menu is open, listing options such as Claim Status, Claim Submission, Claim Estimator, Claim Reconsideration, Claim Research Project, Electronic Claims Submission (EDI), **Electronic Payments & Statements (EPS)** (highlighted with a red circle), and Fee Schedule Lookup. Below the menu, there are search fields for Enrollee#, Alpha Search, Enrollee Number, Date of Birth, Date to Check, and Subscriber Information, along with a SEARCH button.

1. Select 'Claims & Payments' on the top navigation bar, and then select 'Electronic Payments and Statements' from the drop-down menu.
2. From the 'Electronic Payments and Statements' page, click on the drop down box and highlight your Tax ID Number.
3. From the 'Secure Transfer to the Welcome to Electronic Payments and Statements' page, click 'continue'.
4. Complete and submit the online enrollment form.

## ***If you have more than one business checking account for your Tax ID***

If your office uses more than one business checking account and would like to direct specific payments to these accounts by your National Provider Identifier (NPI) number, follow the instructions below rather than enrolling online.

1. Got to Complete and return the *UnitedHealthcareOnline.com* > *Most Visited* > *Electronic Payments & Statements*.
2. Complete and return the EPS Enrollment form *and* EPS NPI Addendum form.

The screenshot shows the UnitedHealthcare Online website interface. At the top, there is a navigation bar with links: Home & Resources, Clinician Resources, User ID, Password, LOGIN, Forgot User ID?, Forgot Password?, and New User. Below this is a main navigation bar with tabs: Home & Resources, Clinician Resources, and a section for professionals. The 'Most Visited' section is highlighted, and the 'Electronic Payments and Statements' link is circled in red. Other links in the 'Most Visited' section include National Provider Identifier (NPI), Network Bulletin, Policies, Protocols and Administrative Guides, Prescription Drug Lists, Training & Education, and View Your UnitedHealth Premium Assessment Report.