



# CLAIMS SYSTEM CONVERSION UPDATE

March 3, 2022

**Alert Summary:** This alert details the change for the payment schedule that went into effect late February 2022.

Dear Provider,

The previous Optum Behavioral Health Electronic Fund Transfer (“EFT”) payment schedule paid twice a week on Tuesdays and Thursdays. The new schedule will provide direct deposits up to four times a week on Mondays, Wednesdays, Thursdays and Fridays.

## Types of payments impacted

- This change **may impact** the frequency of your direct deposit (EFT) payments by increasing the payment schedule from twice a week to four times a week on Mondays, Tuesday, Thursdays and Fridays, depending on when claims are received and processed.
- This change does not affect paper checks.

## Frequency of direct deposit payments

- The Optum system runs claim payment cycles on Tuesdays through Saturdays. The new payment schedule will make direct deposits payments on Mondays, Tuesday, Thursdays and Fridays.
- The payment will settle to your bank account two (2) days after the claim has been released for payment processing, excluding holidays.

Claim Processed before 5 p.m. on:	Payment data sent to Optum Pay	Optum Pay Processing	Settled in Provider Account/Direct Deposit Date
Tuesday	Tuesday	Wednesday	Friday
Wednesday	Wednesday	Thursday	Monday
Thursday	Thursday	Friday	Monday
Friday	Friday	Monday	Wednesday
Saturday	Monday	Tuesday	Thursday

If you have any questions or need assistance, please contact Customer Service at 1-855-202-0983, Option 3.