

Optum Financial Frequently Asked Questions

Pinnacol has partnered with Optum Financial, formerly VPay, for payments and explanation of remittance (EOR). What does this mean?

Optum Financial is Pinnacol's only partner for payments to our providers. Optum Financial is not the same as Optum Pay, which is the legacy vendor Pinnacol used for many years for electronic provider payments.

With the transition to Optum Financial for payments, EORs are sent by Optum Financial instead of Pinnacol.

How will I receive payment from Optum Financial?

- If Optum Financial, formerly VPay, ever paid you, you will continue to be paid by whatever payment method Optum Financial previously paid you. If you want to change your payment method, contact Optum Financial Payment Support Services at 1-888-920-0592.
- If Optum Financial, formerly VPay, has never paid you, your default payment method is a virtual card payment. After your first payment, you may contact Optum Financial Payment Support Services at 1-888-920-0592 to select your preferred payment method (ACH, check or virtual card). You will a payment transaction ID available when you call.

What preferred payment options are available to me through Optum Financial?

Optum Financial has three payment options available to you:

- ACH
- Check
- Virtual card (subject to credit card processing fees)

What will happen if I do not select a preferred payment method with Optum Financial?

If you have never received a payment from Optum Financial, your payments will default to a virtual card payment. You may change this payment method after the first payment by contacting Optum Financial at 1-888-920-0592.

If Optum Financial has paid you, your payments will continue to be in the same method you currently receive payments in.

If I received electronic payments from Pinnacol's legacy vendor, Optum Pay, will I receive electronic payments from Optum Financial?

No. If you received electronic payments from Optum Pay before Pinnacol's switch to Optum Financial, and your existing agreement is still in effect, you will continue to receive payments from Optum Pay. No action is required for this transition to be made.

What is a Virtual Card Payment (VCP)?

A virtual card payment is also referred to as a VCard. A VCard is an electronic replacement for checks. VCards allow providers to receive electronic payments with a unique 16-digit number. Once payment is processed, funds will be deposited directly into your merchant services provider account. Because a VCard is processed like a credit card, processing fees may apply.

How will I receive my VCard?

Your VCard will be delivered by fax or mail. If Optum Financial has a secure fax number on file for you, your VCard will be sent by fax. If Optum Financial does not have a secure fax number on file or is unable to obtain one from you, your VCard will be sent by mail.

How are payments processed using VCard?

VCard payments are processed through your merchant service provider terminal just like any other card transaction. You will need to enter the 16-digit card number, the dollar amount, the CVC on the digital card, and if requested, Optum Financial's address: 111 W Spring Valley Rd, Richardson, TX 75081.

How long does it take for funds to be available through my merchant service provider terminal?

Each merchant service provider agreement is different. You are encouraged to reach out to your specific merchant service provider to determine how quickly funds are made available.

How long will I have to access payments issued to my VCard?

Payments issued on the VCard are available for 45 days. If payment is not processed within 45 days, Optum Financial will manually cut a check for the payment.

How will I receive my EOR from Optum Financial?

This depends on the payment method you select.

- If you select to receive payments through ACH, your EORs will be available on the Optum Financial provider portal.
- If you select to receive payments through VCard and Optum Financial has a secure fax number on file, you will receive your EORs via fax.
- If you select to receive payments through VCard and Optum Financial does not have a secure fax number on file, your EORs will be mailed to you.
- If you receive payments via a VCard, you may also use the Optum Financial provider portal to obtain your EORs.
- If you select to receive payments by check, your EORs will be mailed with the check.

Can I use Pinnacol's provider portal to review submitted bills or appeal a bill?

Bill and payment information is still available through Pinnacol's provider portal. Due to the change in Pinnacol's payment vendor, you will no longer receive a Pinnacol bill number. Instead, you will receive an Optum Financial bill ID number. The portal was enhanced to search by the Optum Financial payment ID number. To review submitted bills or appeal a bill, log into [Pinnacol's provider portal](#) and search for a bill using a bill ID number, claim number, date of service, or date of service range.

How do I report a lost check payment?

To report a lost check, please contact Optum Financial at 1-888-920-0592. Optum Financial is the responsible party for reissuing checks.

Do I need to switch to one of Pinnacol's preferred clearinghouses, Carisk or Data Dimensions?

No. You may continue to use the clearinghouse you are established with. The clearinghouse will make sure that bills are routed properly to one of Pinnacol's clearinghouses.

What steps do I need to take to switch to Carisk or Data Dimensions?

Please reach out to the clearinghouse you wish to switch to directly.

Carisk Intelligent Clearinghouse

Enroll: <https://www.cariskic.com/Signup.aspx>

Phone: 888.207.6366

Data Dimensions:

Website: <https://datadimensions.com/pinnacol-assurance/>

Phone: 800.297.6909

Email: info@datadimensions.com

What are the payer IDs for Carisk and Data Dimensions?

Carisk Clearinghouse

Pinnacol's Payer ID = E4050

Data Dimensions Clearinghouse

Pinnacol's Payer ID = CB746

Can I submit medical records electronically through my existing clearinghouse?

Yes. Please check with your clearinghouse to confirm they have this capability and to learn how to get set up.

How do I submit medical records electronically?

You will need to contact your clearinghouse to confirm they have this capability and to learn how to get set up.

If you have questions about payments processed through Optum Financial, please contact Optum Financial's Payment Support Services by calling 1-888-920-0592.

