United Healthcare | Dental Benefit Providers

Dental Benefit Providers, Inc. (DBP), a UnitedHealthcare company, is excited to introduce a new electronic payment platform called ePayment Center to accelerate and add efficiency to our claims payment process.

Through the ePayment Center, DBP will continue to offer a no-fee Automated Clearing House (ACH) delivery of claim payments with access to remittance files via download. Delivery of 835 files to clearing houses is available directly through the ePayment Center enrollment portal.

ePayment Center allows you to:

- Improve cash flow with faster primary payments and speed up secondary filing/patient collections
- Access your payment remittance remotely and securely 24/7
- Streamline reconciliation with automated payment posting capabilities
- Download remittances in various formats (835, CSV, PDF)
- Payment remittances stored securely online for 7 years

ePayment Center will be replacing Optum Pay for UnitedHealthcare Dental Plans. If you are enrolled in Optum Pay for both medical and dental payments, this transition will only impact dental payments.

To enroll, follow the steps listed below based on your current payment experience:

Currently enrolled in Optum Pay	Currently enrolled with Zelis	Currently receiving Paper Checks
You will need to register for the ePayment Center. Registering with the ePayment Center will ensure there is no disruption in your electronic payments and statements. Failure to register with ePayment Center before the end of the year will result in your current electronic payments being disrupted and your payments reverting to paper checks.	No further action is required. Electronic payments and statements from DBP for UnitedHealthcare Dental Plans will now come to you through your preferred Zelis payment methodology. If you are currently enrolled with Zelis Payments but would like your Optum Pay payments to transfer over to the ePayment Center, you will need to register for the ePayment Center.	Consider enrolling in the ePayment Center or with Zelis. To enroll in the ePayment Center, follow the registration steps noted. To enroll with Zelis, please contact Zelis Payments at **1-855-496-1571** for more information. Once enrolled, visit **zelispayments.com** and click "Provider Login" to access the provider portal login screen.

To register for the ePayment Center:

1. Visit **uhcdental.epayment.center/registration**
2. Follow the instructions to obtain a registration code
3. Your registration will be reviewed by a customer service representative and a link will be sent to your email once confirmed
4. Please note, the email will come from help@epayment.center
5. Follow the link to complete your registration and setup your account
6. Log into **uhcdental.epayment.center**
7. Enter your bank account information
8. Select remittance data delivery options
9. Review and accept ACH Agreement
10. Click "Submit"
11. Upon completion of the registration process, your bank account will undergo a pre-notification process to validate the account prior to commencing the electronic fund transfer delivery. This process may take up to 6 business days to complete

As an alternative to ePayment Center, you can also enroll with Zelis Payments. This alliance offers you access to multiple payers and the latest in secure electronic payment technology by accelerating and adding efficiency to today's claims payment process.

The Zelis Payments Advantage:

- Access all payers in the Zelis Payments network through one single portal
- Experience award winning customer service
- Receive funds weeks faster than mailed checks and improve the accuracy of your claim payments
- Streamline your operations and improve revenue stability with virtual card and ACH
- Protect your account with 24/7 Office of Foreign Assets Control (OFAC) fraud monitoring
- Reduce costs and boost efficiency by simplifying administrative work from processing payments
- Gain visibility and insights from your payment data with a secure provider portal. Download files (ten years of storage) in various formats (XLS, PDF, CSV or 835)

For questions or concerns:

Related to the transition of electronic payments to ePayment Center or Zelis Payments:	Related to enrolling in the ePayment Center:	Related to enrolling with Zelis:
Please contact your provider advocate team or call Provider Services at **1-800-822-5353**.	Additional enrollment instructions and a detailed question and answer guide are available for download at **uhcdental.epayment.center.**	Please contact Zelis Payments Client Service Department at **1-877-828-8770**.

	For questions related to enrolling in the ePayment Center, please call **1-855-774-4392** or email help@epayment.center.	

ePayment Center Frequently Asked Questions (FAQS)

What is the ePayment Center?

The ePayment center is an online portal which will allow you to enroll in electronic delivery of payments and Electronic Remittance Advice (ERA).

Some of the benefits with enrollment are:

- Improved cash flow – faster primary payments and account reconciliation
- Elimination of lockbox processing
- 24/7 secure, online access to your electronic remittance advice

Will we need to switch banks to take advantage of ePayment Center?

No. You can direct electronic claims payments to the bank of your choice.

How will we receive remittance data for posting receipts and reconciling patient accounts?

You can receive payment and remittance information via the ePayment Center. You can search, view, download and print your payments and ERA information online. You have a choice of three remittance file formats: 5010, 835, or PDF. The 835 file can be used to auto-post into your claims system. This is standard functionality and negates the need to enroll with a clearing house.

How do we enroll in ePayment Center?

Enrolling in ePayment Center is simple. You can quickly register online. We've outlined the enrollment instructions below, for your convenience.

To enroll, you'll need to have the following information available.

- 9-digit Federal Tax Identification Number (TIN) or Employer Identification Number (EIN)
- Corporate name and principal information
- Bank account routing transit number (RTN) or ABA Routing Number

What is the Routing Transit Number (RTN) and where do I find it?

Your Routing Transit Number (RTN) is a 9-digit number that identifies the financial institution where the account is located. The RTN is usually located in the bottom lower left-hand corner of your check

and usually precedes your account number. It is strongly recommended that you confirm the appropriate RTN and account number with your financial institution. Incorrect entries will delay your payments. Please note that the Routing Transit Number cannot be sourced from a deposit slip.

We don't have checks for this account. Is it ok to use the information from the deposit slip instead?

No. The deposit slip contains a different RTN that will cause the payment to be rejected by your financial institution. It is strongly recommended that you confirm the appropriate RTN and account numbers with your financial institution

Can you provide access to ePayment Center for our organization's outside billing service?

Yes. You can create users with read-only access so that claim payment data can be accessed while account changes and administrative tasks remain restricted.

What does ePayment Center cost?

There is no cost for you to enroll or to receive electronic claims payments and remittance information through ePayment Center.

After we complete enrollment, when can we expect our first payment to be sent electronically?

Payments will be sent after the pre-note process is successfully completed, which typically occurs six business days after the enrollment.

Does enrollment in ePayment Center affect the way we submit claims?

No. Please continue to use your current process for all claims submissions.

If we want to begin receiving the 835 from a clearing house, what must we do to initiate the process?

You will be able to designate the clearing house to which you'd like your 835 files directed during the enrollment process on ePayment Center. By enrolling in ePayment Center, you will also be able to search, view, and download remittance data via the website.