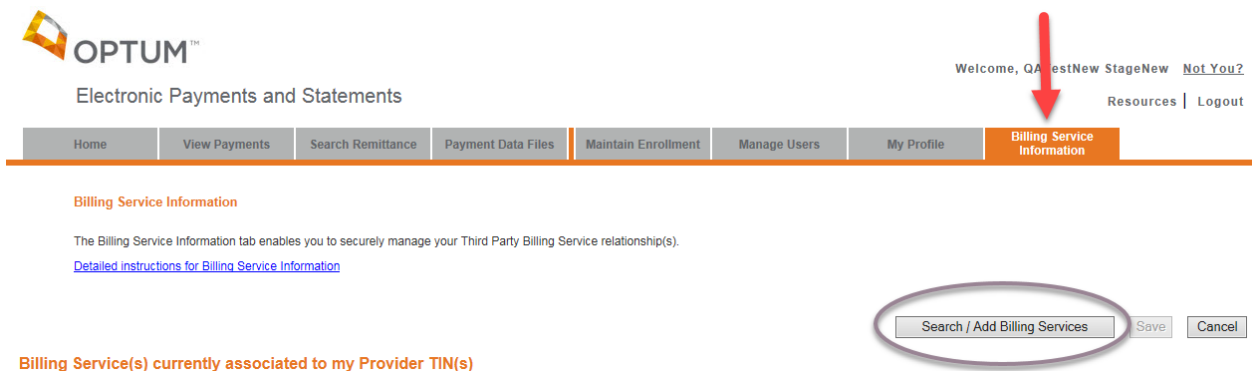


## Electronic Payments and Statements (EPS) Billing Service FAQs

- **Question: Can I add my Biller as a user on my EPS Account?**
- Answer: The provider contact section under your organization's enrollment profile is only for your organization employees. Adding any third-party individuals to your provider enrollment provides them access to your bank account data. Your Biller must be enrolled as a Billing Service Company and must be set up as a user on the Biller's EPS Account. In addition, your Biller likely has other Provider clients and if your Biller is set up as a user under your Provider Account they will be unable to associate their credentials with other clients.
  
- **Question: What happens if I already set up my Billing Service as a user on my Provider account?**
- Answer: Please call the EPS Provider Support Center at 1-877-620-6194 and request to have the Billing Service contact removed as a user from your Provider account. The Billing Service should enroll their organization and then add themselves as users on their Biller account.
  
- **Question: How can my Billing Service enroll and access EPS?**
- Answer: EPS created a new Portal, just for Third Party Billing Service Companies. The Billing Service first needs to enroll for access to EPS at: [www.Optum.com/enroll](http://www.Optum.com/enroll)  
After your Billing Service is enrolled they will be able to setup users on their EPS account and then associate their EPS Account with your Practice, enabling them to access the claim payment information needed to post and close claims.
  
- **Question: Can I set up the association between my Billing Service and my EPS Provider account?**
- Answer: Yes! On the Billing Service Tab you can search the list of enrolled Billing Services. When you find your Billing Service enter the effective date to connect your EPS account to your Biller's EPS account.



**OPTUM**<sup>™</sup>

Electronic Payments and Statements

Welcome, QA [TestNew](#) [StageNew](#) [Not You?](#) [Resources](#) | [Logout](#)

Home | View Payments | Search Remittance | Payment Data Files | Maintain Enrollment | Manage Users | My Profile | **Billing Service Information**

**Billing Service Information**

The Billing Service Information tab enables you to securely manage your Third Party Billing Service relationship(s).  
[Detailed instructions for Billing Service Information](#)

**Billing Service(s) currently associated to my Provider TIN(s)**

Search / Add Billing Services | Save | Cancel

- **Question: What if my Billing Service isn't enrolled?**
- Answer: If you're not able to find your Billing Service you can select the option to send an email to ask your Billing Service to enroll for EPS access. Simply enter in the email address and then if you'd like, customize the message.
- **Question: After my Billing Service is enrolled can they request access to my EPS account?**
- Answer: Yes, On the Billing Service Tab your Biller can associate each Provider client one by one or they can upload a file containing all of their Provider clients. You, as a provider, will receive a notice from EPS to let you know your Biller has requested access. You will need to approve the request to associate your TIN with the Billing Service Account. You will also need to re-approve the Biller's access on an annual basis.
- **Question: What happens if I don't approve the request to associate my Account with my Billing Service account?**
- Answer: Your Billing Service will need to re-submit the request. Or, you can log into EPS and access the Billing Services Information tab and setup the association between your account and your Biller's EPS account.
- **Question: What happens if I switch Billing Service Companies and need to connect my EPS Provider Account with a new Billing Service?**
- Answer: The first thing you'll need to do is to set a termination date to disconnect your Provider TIN(s) to your current Billing Service Company. The next step is to search for your new Billing Service Company and then pick your effective date. This will ensure that your new Billing Service is connected on the right transition day.

The screenshot shows the Optum Electronic Payments and Statements interface. At the top, there is a navigation bar with tabs: Home, View Payments, Search Remittance, Payer PRAs, Payment Data Files, Maintain Enrollment, Manage Users, My Profile, and Billing Service Information. Below the navigation bar is a search bar with the text "Search / Add Billing Service Agents". The search bar contains the text "Name of Billing Service: J M" and buttons for "Search" and "Clear". Below the search bar is a "Search Results:" section with a table of results. A red arrow points to the "Associate Billing Service to TIN" checkbox in the table. To the right of the table are "Save" and "Cancel" buttons.

TIN	Name of Billing Service	Address	City	State	Zip	Primary Administrator Name	Contact Email	Contact Phone	Associate Billing Service to TIN	Effective Date	Provider TIN
202397898	J M Billing Service	33 lake st	Minneapolis	MN	56565	Jimmy Johns	jjohns@gmsn.com	(952)234-4567	<input type="checkbox"/>		333444333 873444333 453444333 893444333