



Temporary Funding Assistance Program Overview



Cory Gundberg
COO, Optum Financial Services

Temporary Funding Assistance Program Overview

- On March 1, Optum launched a Temporary Funding Assistance Program to help bridge the gap in short-term cash flow needs for providers impacted by the disruption of Change Healthcare's services.
- UnitedHealthcare expanded the program to provide further funding solutions for its provider partners.
- There are no fees, interest or additional or associated costs.

Eligible providers include:

- UnitedHealthcare medical, dental and vision providers.
- Providers who receive payments from payers that are processed by Change Healthcare.
- Providers who have exhausted all available connection options or may be in the process of implementing technical workaround solutions and who work with a payer who has opted not to advance funds to providers during the period when Change Healthcare systems remain down.
- Since the initial launch we have made significant enhancements to the Temporary Funding Assistance Program including extending repayment period to 45 days, eligibility expansions, terms and conditions flexibility and improvements, and individual provider needs based assessments.

Provider Funding Assistance Program Awareness

Optum [Webinar](#) Announcement



Temporary Funding Assistance Program

Webinar On-Demand

The **Temporary Funding Assistance Program** is designed to help bridge the gap in short-term cash flow needs for providers impacted by the disruption of Change Healthcare's services. We are determined to support providers during this extraordinary time and are offering financial relief at no cost. Funding is based on the difference between historical weekly claims/payments volume pre-disruption compared to weekly volume post-disruption.

Please view this webinar to learn more about how we've made it easier for providers to navigate this program including:

- How providers can first determine eligibility
- How eligible providers can review and accept available funding
- How to request more support or help with eligibility

[Register now](#)

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UHC [Webinar](#) Announcement



Register today

Temporary Funding Assistance Program On-Demand Webinar

[Available now](#)

-  Find out if you're eligible for the program
-  How to review and accept available funding
-  How to request support or help with eligibility

Temporary Funding Assistance Program

Get financial relief at no cost for recent service disruptions. Support for impacted providers with funding based on pre and post-disruption claims volume. We're here to help during this time.

Email: UHC Funds available, not accepted



Support and Assistance: Change Healthcare Cybersecurity Incident

We understand the cybersecurity incident affecting Change Healthcare in late February may have impacted your operations and ability to submit claims.

Maintaining connectivity and cash flow are important. We're reaching out to offer temporary funding assistance and share features available through the UnitedHealthcare Provider Portal.

-  Learn more about eligibility for the Provider Temporary Assistance Funding Program.
[Inquire now](#)
For assistance with your Optum Pay account information, call 1-877-702-3253.
-  Use the UnitedHealthcare Provider Portal self-service tools to complete eligibility checks, submit and check the status of prior authorizations and submit and check the status of claims.
[Explore our tools](#)

Social Media Awareness Campaigns

How the Temporary Funding Assistance Program Works

TFA Landing Page

Optum

Solutions by segment - Insights - Forms and resources - Request more information

Health systems - Solutions - Insights - Get started

Temporary Funding Assistance Program for providers

This program is designed to help bridge the gap in short-term cash flow needs for providers impacted by the disruption of Change Healthcare's services.

We are determined to support providers during this extraordinary time and are offering financial relief at no cost.

Sign in to Optum Pay Register to check eligibility

If you are a provider and are not seeing the amounts to cover your weekly shortfall, please contact us and we can help you. Please submit a request through the temporary funding assistance inquiry form or call 1-877-702-3253.

We've made it easier for providers to navigate this program:

- Providers can first determine their eligibility by selecting "Register to check eligibility" above and entering the taxpayer identification number.
- Eligible providers should receive and accept available funding by logging into their Optum Pay account or creating one here. Providers will need to accept funding each week.
- For help with eligibility or if the available funds are insufficient to cover the difference between your current claim payments and your pre-incident payments, and your pre-incident payments please submit a request through the temporary funding assistance inquiry form.

Eligible providers under this program include:

- UnitedHealthcare medical, dental and vision providers.
- Providers who receive payments from payers that are processed by Change Healthcare.
- Providers who have exhausted all available connection options or may be in the process of implementing technical workaround solutions and who work with a payer who has opted not to advance funds to providers during the period when Change Healthcare systems remain down.

Funding is based on the difference between historical weekly claims/payments volume pre-disruption compared to weekly volume post-disruption.

We strongly recommend providers implement the workaround solutions we have brought forward to restore services. The funding assistance program now extends the repayment period to 45 business days to provide even greater flexibility. Change Healthcare will send notice to the recipient that the funding amount is due after claims processing and/or payment processing services have resumed and payments impacted during the service disruption period are processed.

Learn more with the on-demand webinar

Discover how providers can determine eligibility, accept available funding, and get support with the process. This webinar is available any time on-demand.

Watch the webinar

One Health ID Login

One Healthcare ID

Welcome to One Healthcare ID

Secure your account by logging away from Passwords

Get Started

Sign In

One Healthcare ID or Email address

Forgot One Healthcare ID?

Continue

OR

Create One Healthcare ID

Manage My One Healthcare ID

One Health Access? | Help Center?

Funding Acceptance

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Home View Payments Search Numbers Payment Data File Matchment Feedback Manage Data My Profile Billing Service Information Optum Pay Submits Temporary Funding Assistance Program Upgrade to Premium

Temporary Funding Assistance Program

Temporary Funding Inquiry Form

Upgrade to Premium

Accessing funds

These are the taxpayer identification numbers (TIN) associated with your account that are eligible to receive funding.

TINs may be eligible for one or more funding allotments based on the impact of system disruptions. The amounts presented below are based on a TIN's dependency on Change Healthcare for payments, as well as the difference between pre-incident and current United Healthcare payments.

For providers who have a greater need based on the inability to submit claims to other payers, please submit the temporary funding assistance inquiry form or call 1-877-702-3253.

Any funds accessed under this Program must be repaid once standard operations resume. You will receive an invoice once standard payment operations resume. Funding is available in weekly allotments. The "supplemental" funding allotments do not automatically renew. You must request available funding each week through the temporary funding assistance inquiry form to receive supplemental program funds. Once accepted, you can expect your funding disbursement in 3-5 business days.

Available TIN(s)

Deselect all	Offer date *	TIN *	Organization *	Funding source *	Eligible funding amount
<input checked="" type="checkbox"/>	03/04/2024	*****	Apex Valley Clinic	TFA	\$3,000.00
<input checked="" type="checkbox"/>	03/05/2024	*****	Apex Valley Clinic	UHC	\$3,000.00
<input type="checkbox"/>	03/05/2024	*****	Green Valley Clinic	UHC	\$3,000.00
<input type="checkbox"/>	03/05/2024	UHC*****	Lakeland Clinic	UHSUPP	\$3.00

Selected funding amount: \$9,000.00
Total eligible funding amount: \$15,000.00

Prior Program Funding Disbursements

Offer date *	Submitted on *	TIN *	Organization *	Funding source *	Accepted by *	Funding amount
03/04/2024	03/04/2024	*****	Other Clinic	TFA	Admin Name	\$3,000.00

IMPORTANT: This is a legal contract to receive funds that will require repayment.

By selecting this checkbox, I acknowledge that I've reviewed the temporary funding assistance program agreement and understand the terms and conditions. I understand that any funding amounts issued to me under this program will need to be repaid in accordance with the program agreement. I understand this funding program to be temporary and that I will need to implement restorative services as directed by Change Healthcare, or its affiliates, to resume standard operations.

By selecting this checkbox, I acknowledge and represent that I am authorized to sign a legal agreement for the business entity associated with my request and my Optum Pay account. Further, I acknowledge and represent that I am authorized to agree to the funding disbursement and repayment term as set forth in the Program Agreement.

I understand and agree that selecting this checkbox is my electronic signature. I agree my electronic signature is evidence of my intent to be contractually bound by the agreement and shall constitute a valid signature for purposes of any provision of this agreement.

Full name * Email address * Phone number *

Cancel Submit

Confirmation

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Temporary Funding Assistance Program

Temporary Funding Inquiry Form

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Thank you for submitting your request

You've successfully applied for the Temporary Funding Assistance Program. You can expect your funding disbursement to be deposited to your organization's bank account on its with Optum Pay in 3-5 business days. An invoice will be emailed to you once payment operations resume. If you have any questions, please contact us at 1-877-702-3253.

Return to homepage

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For more information go to optum.com/temporaryfunding

If you have questions, or are looking for additional funding

Inquiry Form

The screenshot shows the landing page for the Temporary Funding Assistance Program inquiry form. The page includes the Optum logo, navigation menus, and a breadcrumb trail: Home > Business > Health care provider solutions > Solutions for health systems > Payments and lending > Optum Pay > Temporary Funding Assistance. The main heading is "Temporary Funding inquiry form". Below the heading, there is a paragraph explaining the purpose of the form: "Submit this form for help with eligibility or if the available funds are insufficient to cover the difference between your current claim payments and your pre-incident payments." This sentence is highlighted in red. Further down, there are two buttons: "Sign In to Optum Pay" and "Register to check eligibility". A callout box states: "If you are a provider and are not seeing the amounts to cover your weekly shortfall, please contact us and we can help you. Please submit a request through the temporary funding assistance inquiry form or call 1-877-702-3253." This callout is also highlighted in red. The form itself consists of several input fields, each with an asterisk indicating it is required: Organization name, Taxpayer Identification Number (TIN), Contact name, Contact title, Contact email address, Contact phone number, and Dollar amount requested per week.

Inquiry Form is available from both the landing page & TIN look up tool

The screenshot shows the TIN eligibility look up tool. It features the Optum logo and navigation menus. The main heading is "Temporary Funding Assistance Program for providers". Below the heading, there is a paragraph explaining the program's purpose: "This program is designed to help bridge the gap in short-term cash flow needs for providers impacted by the disruption of Change Healthcare's services." This sentence is highlighted in red. There are two buttons: "Sign In to Optum Pay" and "Register to check eligibility". A callout box states: "If you are a provider and are not seeing the amounts to cover your weekly shortfall, please contact us and we can help you. Please submit a request through the temporary funding assistance inquiry form or call 1-877-702-3253." This callout is also highlighted in red. Below the callout, there is a section titled "We've made it easier for providers to navigate this program:" followed by a list of bullet points. The first bullet point is: "Providers can first determine their eligibility by selecting 'Register to check eligibility' above and entering the taxpayer identification number." The second bullet point is: "Eligible providers should review and accept available funding by logging into their Optum Pay account or creating one here. Providers will need to accept funding each week." The third bullet point is: "For help with eligibility or if the available funds are insufficient to cover the difference between your current claim payments and your pre-incident payments, and your pre-incident payments please submit a request through the temporary funding assistance inquiry form." Below the list, there is a section titled "Eligible providers under this program include:" followed by a list of bullet points. The first bullet point is: "UnitedHealthcare medical, dental and vision providers." The second bullet point is: "Providers who receive payments from payers that are processed by Change Healthcare." The third bullet point is: "Providers who have exhausted all available connection options or may be in the process of implementing technical workaround solutions and who work with a payer who has opted not to advance funds to providers during the period when Change Healthcare systems remain down." Below the list, there is a paragraph: "Funding is based on the difference between historical weekly claims/payments volume pre-disruption compared to weekly volume post-disruption." Below the paragraph, there is a paragraph: "We strongly recommend providers implement the workaround solutions we have brought forward to restore services. The funding assistance program now extends the repayment period to 45 business days to provide even greater flexibility. Change Healthcare will send notice to the Recipient that the Funding Amount is due after claims processing and/or payment processing services have resumed and payments impacted during the service disruption period are processed." At the bottom, there is a section titled "Learn more with the on-demand webinar" followed by a button "Watch the webinar".

The screenshot shows the eligibility page for the Temporary Funding Assistance Program. It features the Optum logo and navigation menus. The main heading is "Temporary Funding Assistance Program eligibility". Below the heading, there is a paragraph: "Enter your taxpayer identification numbers (TIN) to determine program eligibility. Enter up to five TINs. Have questions about your eligibility? Please see the temporary funding inquiry form." This sentence is highlighted in red. Below the paragraph, there is a section titled "TIN eligibility look up" with a text input field for "Enter your TIN (9 digits)" and a button "Add another TIN". Below the input field, there is a button "Check eligibility". At the bottom, there is a table with three columns: "Company", "Countries", and "Accessibility". The table lists various Optum services and their accessibility information. Below the table, there is a section titled "Follow us" with social media icons for LinkedIn, Facebook, and YouTube. At the bottom, there is a copyright notice: "© 2024 Optum, Inc. All rights reserved. Stock photos used | Privacy policy | Terms of use | Contact | Accessibility | Vulnerability report".



For more information go to optum.com/temporaryfunding

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