

# Electronic payments and statements

Dental Benefit Providers, Inc. (DBP), a UnitedHealthcare company, uses ePayment Center to accelerate and add efficiency to our claim payment process. With ePayment Center, you'll receive claim payments through your automated clearing house (ACH) at no cost to you. Plus, delivery of 835 files to clearing houses is made directly through the ePayment Center enrollment portal. You can easily download remittance files for your records.



## Enroll in ePayment Center

### 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)
- Store payment remittances securely online for 7 years

### If you're currently using a different electronic payment system or receiving paper checks, use the following instructions to register for ePayment Center:

- Go to [UHCdental.epayment.center/registration](https://UHCdental.epayment.center/registration)
- Follow the instructions to obtain a registration code
- A customer service representative will review your registration and send a link from [help@epayment.center](mailto:help@epayment.center) to your email
- Follow the link to complete your registration and set up your account

### After your ePayment Center registration is complete:

- Sign in to [UHCdental.epayment.center](https://UHCdental.epayment.center)
- Enter your bank account information
- Select a remittance data delivery option
- Review and accept the ACH Agreement
- Click Submit

Your bank account will go through a prenotification process to validate the account before electronic checks can be processed. This will take up to 6 business days.

If you have enrollment questions, please reach out to ePayment Center at **855-774-4392** or [help@epayment.center](mailto:help@epayment.center). You can also review enrollment instructions at [UHCdental.com](https://UHCdental.com).



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## Frequently asked questions

### What is the ePayment Center?

The ePayment Center is an online portal that allows you to enroll in electronic delivery of payments and electronic remittance advice (ERA) transactions. Benefits of enrolling in ePayment Center include:

- Improved cash flow with faster primary payments
- Simpler account reconciliation
- Elimination of lockbox processing
- Secure, 24/7 online access to ERAs

### If we were enrolled in Optum Pay™, do we need to enroll in ePayment Center?

Yes. You need to register for ePayment Center to ensure your electronic payments and statements continue without disruption. If you didn't register before the transition of UnitedHealthcare payments from Optum Pay to ePayment Center, your payments reverted to paper checks. Follow the enrollment instructions to resume electronic payments with ePayment Center.

### We're currently enrolled with Zelis Payments for our medical claim payments. Do we need to re-enroll with Zelis for our dental claim payments?

No. Because you're already enrolled with Zelis Payments, you'll also receive electronic payments and statements from Dental Benefit Providers for your UnitedHealthcare dental plans through your preferred Zelis Payments method. No further action is required on your part.

### We're currently enrolled with Zelis Payments. Can we change to receive our payments through ePayments Center?

Yes. If you no longer want to receive electronic payments through Zelis Payments, you can enroll in ePayment Center using the instructions above for continued service.

### We currently receive paper checks. How can we get our payments faster?

Enrolling in electronic payments through ePayment Center or Zelis Payments will help ensure you'll receive your claims payments faster. See the enrollment instructions for ePayment Center above or call Zelis Payments at 877-828-8770 for enrollment assistance.

### Do we need to switch banks to take advantage of ePayment Center?

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

### What do I need to enroll in ePayment Center?

You'll need the following information available before enrolling:

- 9-digit federal tax identification number (TIN) or employer identification number (EIN)
- Corporate name and principal information
- Bank routing transit number (RTN) and your organization's checking account number



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**What is the RTN and where do we find it?**

The RTN is a 9-digit number that identifies the financial institution for your checking account. It's located on the bottom corner of your check to the left of your account number. The RTN does not appear on a deposit slip. We strongly recommend you confirm the RTN and your account number with your financial institution. Incorrect information will reject or delay the electronic payments.

**We don't have checks for this account. Can we use the information on the deposit slip to enroll?**

No. The deposit slip displays a different RTN. If you use this RTN, your financial institution will reject or delay the electronic payment. We strongly recommend you confirm the RTN and your account number with your financial institution.

**Can we give our outside billing service access to ePayment Center?**

Yes. You can create users with read-only access so they can view claim payment information. They will be restricted from making account changes and performing administrative tasks.

**Is there a cost to using ePayment Center?**

No. There is no cost for you to enroll in ePayment Center or to receive claim payments and remittance information.

**How soon after we enroll can we expect our first electronic payment?**

Once you've successfully enrolled, ePayment Center will verify the financial institution's RTN and your account number during a prenotification process. You'll receive your electronic payments when the process is complete. This typically takes 6 days.

**Does enrolling in ePayment Center affect how we submit claims?**

No. Continue to use your current process for all claim submissions.

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

You can receive payment and remittance information through the ePayments Center. You can search, view, download and print your payments and ERA information online. You have a choice of 3 remittance file formats:

- 5010
- 835
- PDF

The 835 file can be used to auto-post into your claims system, eliminating the need to enroll in a clearing house.

**We want to receive the 835 file from a clearing house. How do we initiate the process?**

You can designate the clearing house during the ePayment Center enrollment process. Enrolling in ePayment Center also enables you to search, view and download remittance data on the website.



## Register with Zelis Payments

As an alternative to ePayment Center, our alliance with Zelis offers you access to multiple payers and the latest in secure electronic payment technology. Enrolling in Zelis Payments enables you to:

- Access all payers in the Zelis Payments network through a single portal
- Experience award-winning customer service
- Receive electronic funds faster than checks sent by mail
- Improve the accuracy of your claim payments
- Improve revenue stability with virtual card and ACH
- Protect your account with 24/7 Office of Foreign Assets Control (OFAC) fraud monitoring
- Streamline your operations, boost efficiency and reduce costs by eliminating manual payment processing
- Gain visibility and insights from your payment data with a secure provider portal
- Store files for 10 years and download files in XLS, PDF, CSV and 835 formats

You can register by calling Zelis Payments at 877-828-8770. Once enrolled, you can access “Provider Login” at [zelispayments.com](https://zelispayments.com).



## We're here to help

If you have questions about electronic payments through ePayment Center or Zelis Payments, please reach out to Provider Services at **800-822-5353**.