

## Bill Pay Frequently Asked Questions



Q – How do I enroll in Bill Pay?

A – Select the **Click Here to Enroll** button. Enter your Bill Pay Number and the 5 initial digits of your zip code. Click **Validate**. Then enter a username, a password, answer 5 security questions, and enter an email address. You will receive an activation email. Make sure to click on the blue **activate** button to finalize the process.

Q – I received a message that my account is not activated. What do I need to do to make a payment?

A - Make sure you click the blue **activate** button from the email sent to you after enrolling. Then close your browser, go to <https://billpay.optum.com>, log in and go to **Pay Invoices** to proceed with payment.

Q - I clicked the blue “Activate” button from the email I received but it did not work. Why?

A - To activate the account, you must first close your browser and then login to Bill Pay

Q - How can I set up recurring payment?

A - After you login, go to the Auto Pay tab at the bottom of the screen, click the **Create New Recurring Payment** button, and follow the next steps. You will receive an email confirming that recurring payment has been set up.



Q – I am using the bill pay number and zip code, but I get an error message. What is wrong?

A – The Bill Pay Number is located at the bottom of your invoices. Make sure you enter the complete number, in some cases including zeros and/or suffix.

Q – How do I reset my password?

A - Click on **Password Help?** to retrieve the information using your initial **Login ID** and email address. You will receive an e-mail with a new temporary password. After logging in with the temporary password, you will be prompted to answer two of the security questions before changing the password. Key in the temporary password provided and select a new password. **Note:** Users will be locked out after 3 incorrect attempts.

Q – I don't remember my Login ID. What so I do now?

A - Click **Forgot your Login ID?** to retrieve the information using the Bill Pay Number and the email address originally used to enroll.

Q – I received a message that my account is locked. Which are the steps to unlock it?

A – Starting soon you will be able to unlock your account. In the meantime, reach out to us using **billpay@optum.com** and ask us to unlock it for you.

Q – I need a copy of my invoice. Where can I get it?

A – You can verify the open invoice numbers and amounts but are not able to pull invoices from Bill Pay. Please reach out to [arinquiry@optum.com](mailto:arinquiry@optum.com) to request an invoice copy.

Q – My payment has returned. What do I need to do next?

A – You need to contact your bank. The returned payment is associated with a bank code.

- **R02** = Bank account closed
- **R03** = No bank account/unable to locate account
- **R29** = Corporate customer advises not authorized



Q – What do I tell my bank?

A – Below is the explanation for each code:

- For **R29** you just need to contact your bank and provide the ACH originator ID for Optum, which is **1411858498**.
- For **R03**, the account number or routing number attached to your payment does not match the **Customer name** on the Optum account, so you must confirm with your bank that the name on your account is different than the name listed with Optum.

**\*\*\*Should you still need assistance, please contact us via e-mail at [billpay@optum.com](mailto:billpay@optum.com)\*\*\***