



Temporary Funding Assistance Program Overview



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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



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How the Temporary Funding Assistance Program Works

TFA Landing Page

One Health ID Login

Funding Acceptance

Offer date *	TIN *	Organization *	Funding source *	Eligible funding amount
03/04/2024	*****	Apple Valley Clinic	TFA	\$3,000.00
03/05/2024	*****	Apple Valley Clinic	UHC	\$3,000.00
03/05/2024	*****	Green Valley Clinic	UHC	\$3,000.00
03/06/2024	UHC*****	Lakeville Clinic	UHC/UPP	\$0.00

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

Confirmation



For more information go to optum.com/temporaryfunding

If you have questions, or are looking for additional funding

Inquiry Form

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Temporary Funding inquiry 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.

Once submitted, we will review your request and be in touch with next steps. If you have questions, please contact us at 1-877-702-3253. Submitting this inquiry form does not guarantee your eligibility nor does it guarantee any funding amount will be received.

Funding amounts are available in weekly allotments. These weekly funding allotments do not automatically renew. Instead, providers must sign into their Optum Pay account and request available funding each week in which they elect to receive program funds. **This form must be submitted every 7 days to be considered for additional funding.**

All fields marked with an asterisk (*) are required.

Organization name *

Taxpayer Identification Number (TIN) *

Contact name *

Contact title *

Contact email address *

Contact phone number *

Dollar amount requested per week *

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

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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

An Optum Pay account is required to complete registration, receive funds and repay funds. [Enroll now](#)

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 review 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

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Temporary Funding Assistance Program eligibility

Enter your taxpayer identification numbers (TINs) to determine your eligibility for up to five TINs.

Have questions about your eligibility? Please submit the [temporary funding inquiry form](#)

TIN eligibility look up

Enter your TIN (9 digits)

Add another TIN

Check eligibility

Company

Countries

Accessibility

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