


Virtual Card statement and processing instructions

Pro tips

- All Virtual Card statements will be distributed electronically and available in Document Library.
- The Virtual Card is not an actual hard plastic. An image of the card prints on the Virtual Card statement with all the information needed to process the payment.
- Process as a credit transaction. No PIN required.



4 easy steps to process the payment

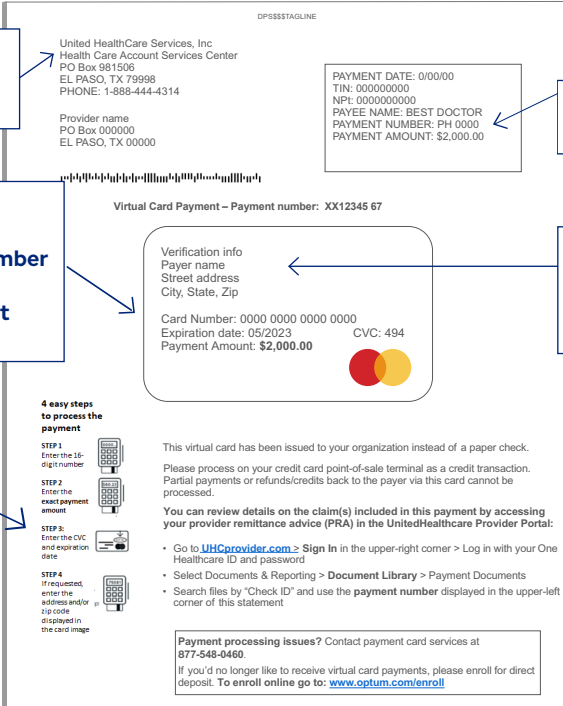
Step 1:
Enter the 16-digit number into the point of sale credit card terminal

Step 2:
Enter exact payment amount

Step 3:
Enter CVC and expiration date

Step 4:
If requested, enter address and/or zip code displayed in the card image

Sample statement



Payer's name and call center number

United HealthCare Services, Inc
Health Care Account Services Center
PO Box 981506
EL PASO, TX 79998
PHONE: 1-888-444-4314

Provider name
PO Box 000000
EL PASO, TX 00000

Payment number

PAYMENT DATE: 0/00/00
TIN: 000000000
NPI: 000000000
PAYEE NAME: BEST DOCTOR
PAYMENT NUMBER: PH 0000
PAYMENT AMOUNT: \$2,000.00

Virtual Card Payment info:
16-digit card number
Expiration date
Payment amount
CVC number

Virtual Card Payment – Payment number: XX12345 67

Payer's address and ZIP associated with this payment

Verification info
Payer name
Street address
City, State, Zip

Card Number: 0000 0000 0000 0000
Expiration date: 05/2023
Payment Amount: \$2,000.00
CVC: 494

4 easy steps to process the payment

STEP 1: Enter the 16-digit number

STEP 2: Enter the exact payment amount

STEP 3: Enter the CVC and expiration date

STEP 4: If requested, enter the address and/or zip code displayed in the card image

This virtual card has been issued to your organization instead of a paper check. Please process on your credit card point-of-sale terminal as a credit transaction. Partial payments or refunds/credits back to the payer via this card cannot be processed.

You can review details on the claim(s) included in this payment by accessing your provider remittance advice (PRA) in the UnitedHealthcare Provider Portal:

- Go to UHCprovider.com > Sign In in the upper-right corner > Log in with your One Healthcare ID and password
- Select Documents & Reporting > Document Library > Payment Documents
- Search files by "Check ID" and use the **payment number** displayed in the upper-right corner of this statement

Payment processing issues? Contact payment card services at 877-548-0460.
If you'd no longer like to receive virtual card payments, please enroll for direct deposit. To enroll online go to: www.optum.com/enroll

Document Library questions?

Email providertechsupport@uhc.com or call UnitedHealthcare Web Support at 1-866-842-3278, **Option 1**, 7 a.m.-9 p.m. CT Monday-Friday.