

vpay® | The Total
Payment Solution



Creating better
claim payment
experiences
**for workers
compensation
payers**

Eliminate your payment costs on DAY ONE

Today, your service providers and vendors expect and deserve more connected and convenient payment experiences. With VPay, you can deliver—by taking advantage of a total payment solution that offers significant epayment adoption and eliminates check, banking and treasury fees.

VPay increases the payment satisfaction of every service provider/vendor and claimant you work with. But it also provides the tools and capabilities you need to quickly boost payment efficiency, lower your payment costs, maximize ROI and drive higher epayment adoption.

This includes streamlining and simplifying every part of the payment process by:

- Making it easy to understand and track how service providers and claimants want to be paid—and encouraging them to use more efficient and cost-effective epayment options.
- Providing a complete range of convenient payment choices, including VCard, paper checks, same day ACH and ACH alternatives like push-to-debit.
- Offering simple payment and enrollment options through a convenient mobile solution.
- Protecting every transaction with built-in authentication and security.



VPay delivers **80% electronic adoption** for injured worker payments as well as **90% medical provider claim payments.**

How much will VPay save your organization? With **no up-front costs, guaranteed revenue sharing** and **other proven savings**, one workers' compensation administrator reported **saving nearly \$1.3 million every year with VPay.** We're ready to help you do the same.

"We knew that in order to continue our strong growth we would need to revamp our approach to payments. With VPay, we have a scalable solution that delivers high levels of customer satisfaction and **measurable savings.**"

—John Kluth, Chief Financial Officer, CCMSI

Outsource your claim payments to simplify management and increase profits

Partnering with a proven claim payment specialist like VPay has never made more sense. It's the fastest, most efficient way to streamline your payment processes, lower your costs and connect seamlessly with your existing workflows and systems.



Eliminate print/mail costs

By moving your providers and claimants from paper checks to faster payment options, you eliminate the postage, printing, and treasury costs associated with paper checks. This includes leveraging our vast network of 2 million medical providers and vendors and their existing payment preferences to maximize epayment adoption.



Reduce banking fees

VPay offloads the hassles of dealing with positive-pay, stop pay, escheatment and other payment-related banking fees and management tasks, so you can focus your people and resources on more important priorities.



Simplify reconciliation and gain “always-on” visibility into all transactions

Available 24/7, VPay's portal provides real-time access to all of your payment transactions where you can track and reconcile payments efficiently.



Process payments efficiently from any location

With VPay, you get a fully remote-enabled solution that allows you to manage, control and deliver claim payments more quickly and safely—without being tied to a physical location.



Take advantage of revenue sharing

VPay doesn't just lower payment costs—it also allows you to tap into the revenue sharing opportunities that go with virtual card payments. This includes a proven payment preferencing system that actively encourages providers and vendors to adopt virtual card payments, so you gain the financial benefits faster and with less effort.



Improve security and increase fraud protection

VPay has a proven track record of keeping sensitive information safe and significantly reducing payment fraud. Last year, we prevented over \$100M in fraudulent payments.



Making payments easy with a mobile-friendly solution

VPay's Mobile Expedited Payment solution makes it easy for claimants to review claims, select their preferred payment type, and sign up for epayments—all without the extra friction, hassle and risk of enrolling and sharing bank account information with adjustors. This eliminates inefficient, paper-based processes for you and provides your claimants with faster, safer and more convenient epayment options.

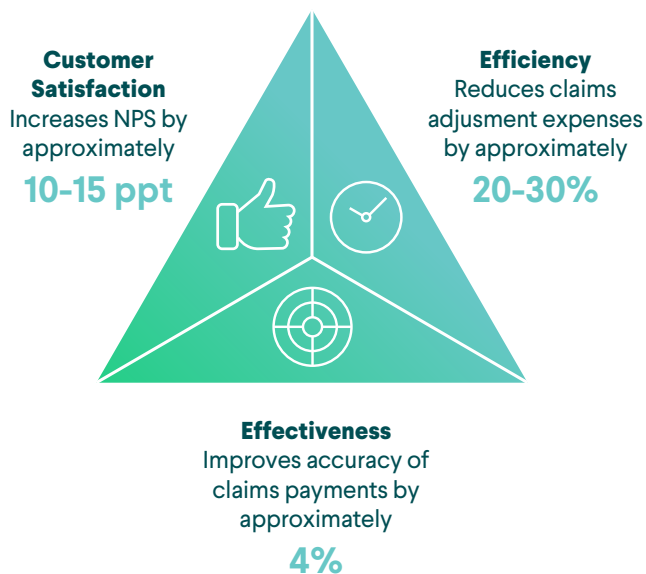


Offer your customers award-winning support

Whenever your service providers have a payment issue or question, they simply call VPay's dedicated Support Center, and our experienced service experts take care of it. Because VPay handles every step of the claim payment process in-house, we are in the best position to address problems quickly and efficiently—usually with a single call.

Experience the VPay total payment solution

The only turnkey outsourced payment processing solution for all payment types



Effect of **digitization** on customer satisfaction, efficiency and effectiveness for an auto insurance claim

Source: McKinsey, *Digital Disruption in Insurance: Cutting Through the Noise*.

Every payment comes with the **eDelivery of remittance** advice

44-80% reduction in admin costs day one

VPay processes claim payments for **130+ insurers**

2 million medical providers and vendors in our network

\$222B claims processed in 2020

Discover the advantages of a proven, complete payment platform

Not all payment solutions are created equal. With VPay, you get the most comprehensive and capable solution specifically configured for workers' compensation administrators.

Eliminate costs and offer payment flexibility

- ✓ Supports all payment types (checks, ACH, same day ACH, push-to-debit and virtual cards).
- ✓ Eliminates check print/mail costs.
- ✓ Delivers 40-60% epayment adoption for vendors, 80% epayment adoption for policyholder/claimant payments, and 90% epayment adoption for medical providers.
- ✓ Reduces banking and treasury fees.

Boost efficiency and satisfaction

- ✓ Provides an online portal with real-time access to claim, payment and delivery data.
- ✓ Simplifies reconciliation.
- ✓ Integrates seamlessly with existing claim systems and workflows.
- ✓ Includes in-house "one call resolution" support for claimants and service providers.

Improved security and compliance

- ✓ Provides a single, unified system of record where all financial, claims and delivery data are securely stored.
- ✓ Improves security and reduces fraud.
- ✓ VPay is Nacha, PCI, SOC1 and SOC 2, and HIPAA certified.

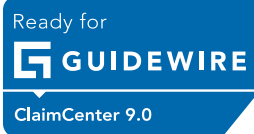


Partner with the trusted, proven claims payment leader

When you partner with VPay, you tap into a proven combination of patented technology, deep insurance industry expertise and uncompromising service and support—all dedicated to saving you money and making your claim processes more efficient and secure.

Let us show you how we can configure the ideal payment solution for your business.

Call **855-VPAY-USA**
or visit **vpayusa.com**
to get started.



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