



Optum Payment Card Frequently Asked Questions

Why is Optum sending me a new card?

The new Optum cards are part of the overall transition activities to Optum.

When will I receive my new Optum card?

You will receive your card no later than March 1, 2016.

Will my new card have a different card number?

Yes, your new card will have a different card number. If you have a provider with your card on file, you will need to update this information with them.

What if I just received a brand new card from Optum? Will I still be getting a new card?

You may have just received a new Optum payment card either as a new enrollee or as part of a natural card replacement cycle. However, because of transition activities, all cardholders will receive a new card.

How long will my current payment card continue to work?

Your existing payment card will continue to work through February 29, 2016. After that date, your current card will be turned off and transactions will be declined. You should destroy your old card after this date.

Why won't my cards work on March 1st, 2016?

There is a 1-day "blackout period" for all cards on March 1, 2016. This is to ensure a smooth transition to the new card. However, this will only affect your cards. You will still be able to access your account and complete web-based payments by logging in to your account at www.MyCDH.Optum.com.

What if I have a qualified medical expense on March 1st, 2016?

If you have a medical expense on March 1, 2016, you have several options available:

- Make arrangements to complete the payment at an earlier or later date
- Set up a direct payment to your provider through your online account
- Complete the payment using another source of funds (example: a checking account or a credit card). Using this option, you can reimburse yourself at a later date for any eligible expenses.

If you have any questions about these options, please call customer service using the phone number located on the back of your payment card and they will be happy to assist you.

Are there any changes in how my new card will work?

No. The new card will continue to function the same as your current card does today and there is no change in how you are able to use your card.

Additional questions:

If you have any other questions about the new Optum payment card, please contact the customer service team by calling the number on the back of your existing card or your new payment card (that number has not changed). Customer service representatives are available to assist you Monday through Friday, 8 am – 8 pm ET.

Health savings accounts (HSAs) are individual accounts offered by Optum Bank®, Member FDIC, and are subject to eligibility requirements and restrictions on deposits and withdrawals to avoid IRS penalties. State taxes may apply. Fees may reduce earnings on account. Flexible spending accounts (FSAs) and health reimbursement accounts (HRAs) are administered by OptumHealth Financial Services and are subject to eligibility and restrictions. This communication is not intended as legal or tax advice.



11000 Optum Circle, Eden Prairie, MN 55344

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