

## COVID-19 FAQ

***16. I've heard about the CARES Act stimulus money payment, but our organization has not received anything. How can we find out more information about our payment amount and when it might be coming to us?***

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**Answer:** More information from HHS about the Stimulus payments is available [here](#). The Stimulus payments are coming out in waves, the first of which occurred Friday April 10, and a second one is scheduled for Friday April 17. Some pointers:

- United Health Group (not the MAC) is helping to administer the CARES Act Stimulus payments. In turn, United Health Group is working with Optum Bank to distribute payments. Therefore, do **not** contact your MAC (or expect to hear information from your MAC) about this payment.
- Payments are scheduled to come electronically, based on information registered with CMS through your PECOS/ CMS 855 enrollment information. Thus, if you are not enrolled with Medicare for EFT, you might not receive payment (or might see a delay, if a paper check is mailed).
- If you still do not receive payment after the second wave, there are several options:
  - o You can contact the United Health Group at (866)569-3522. You will need (at least) the TIN, NPI and the registered name of the entity as registered through PECOS. The representatives from United Health Group would be able to provide more information about the payment amount, when payment was (or will be) made, or if there are other problems.
  - o Your EFT account might not be active with Optum Bank, which could be checked or verified by calling (877) 620-6194 or going [here](#). It is possible you will have to enroll for EFT, in which case you will need a voided check and a W-9 to complete the enrollment.
  - o There might be an issue (such as a mismatch among enrollment/PECOS information) that needs to be corrected, perhaps before enrollment with Optum Bank can even occur.