



OPTN Patient Registration Fees Pay.gov User Guide

September 8, 2025

ACCESSIBILITY DISCLAIMER: If you use assistive technology, you may not be able to access information in this file. For help, contact HRSA's Office of Communication at 800-221-9393.

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Background on OPTN Patient Registration Fee Collection

Most of the operating costs of the Organ Procurement and Transplantation Network (OPTN) are paid for by patient registration fees. These fees are paid by transplant programs for each candidate they add to the national transplant waiting list. The fee amount is set each year by the OPTN Board and approved by HRSA.

In March 2025, Congress passed the 2025 Full-Year Continuing Appropriations and Extensions Act ([Sec. 1904 in P.L. 1968](#)) which includes a key provision affecting the organ transplantation community. **Section 1904 grants HHS explicit legal authority to directly collect and distribute registration fees from OPTN member institutions.** For decades, UNOS, as the sole OPTN contractor, has managed this fee collection process.

Under the new law, HHS will now assume responsibility for collecting these fees, a shift designed to:

- Enhance transparency in how fees are collected and used;
- Expand opportunities for multiple best-in-class contractors to support the operations of the OPTN;
- Strengthen oversight, performance, and accountability across the network.

HRSA anticipates beginning to invoice transplant hospitals in October 2025 for OPTN patient registration fees for transplant candidates added to the waiting list after August 31st, 2025 via [Pay.gov](#), a secure, no-cost federal payment platform used by many U.S. government agencies.

On August 25, 2025, HRSA approved the OPTN Board of Directors' recommended Fiscal Year (FY) 2026 Patient Registration Fee of **\$1,036 per transplant candidate**. This fee will go into effect **on October 1, 2025**.

For more information, please visit the [OPTN Patient Registration Fee web page](#).

Important Reminders

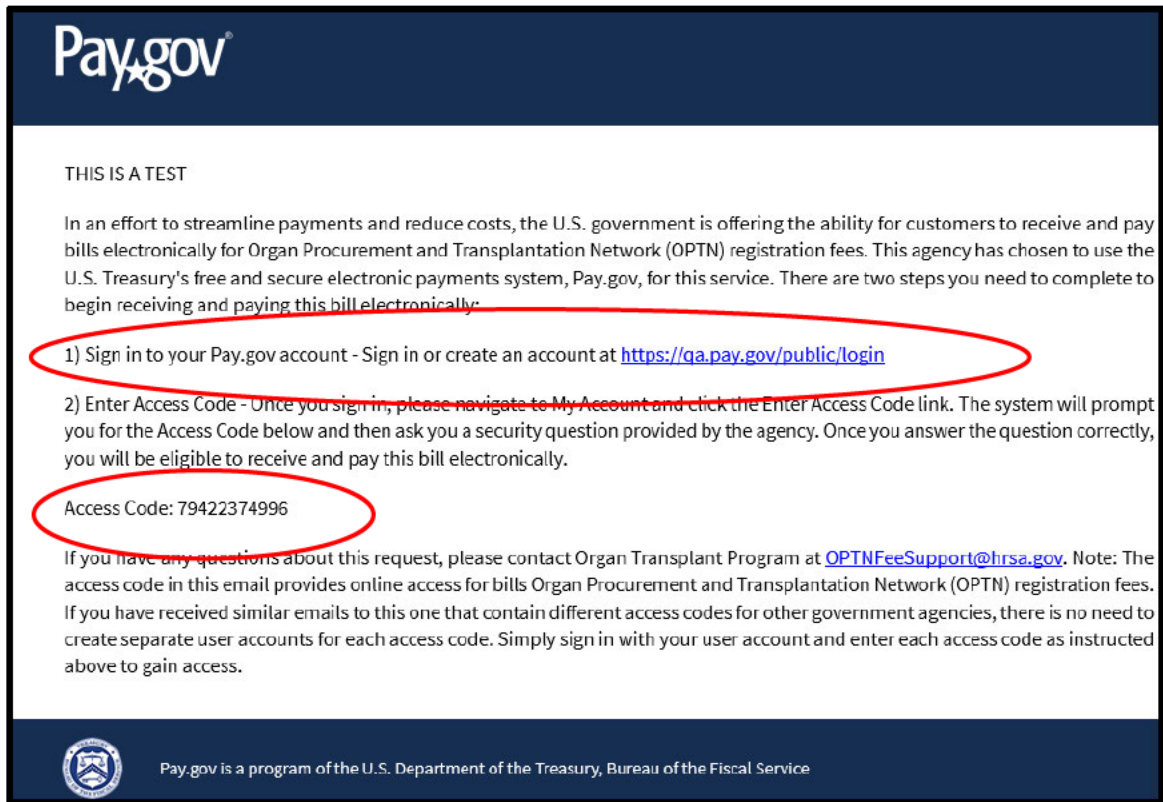
- 1) **Do not create a Pay.gov account at this time** as you will be prompted to create a Pay.gov account when you receive the first invoice.
- 2) Please ensure that you have provided HRSA the contact information (name, email, phone number) for all individuals at your organization who will be responsible for reviewing, approving, and/or processing the OPTN Patient Registration Fee payments; this **must** include the individual who actually pays the invoice. Only points of contact you have confirmed with HRSA will receive emails with links to the invoices. Invoices cannot be forwarded to other people in your organization. **Please send any updates or changes to your organization's contact information to OPTNFeeSupport@hrsa.gov.**
- 3) At this time, **Pay.gov can only accept payments via ACH debit or credit cards for registration fees.** ACH debit requires your organization to provide your bank account and routing information in Pay.gov, which is a secure web portal used by multiple federal agencies and sponsored by the U.S. Department of Treasury.
- 4) Transplant Centers will have **30 days from the date of invoice** to transmit payment to HRSA.
- 5) Payments from your bank account will be charged the next business day. Credit and debit card payments are charged immediately and should be reflected in your account within 24 hours.
- 6) HRSA will only bill transplant centers for the OPTN Patient Registration Fee (currently \$868 per transplant candidate; increasing to \$1,036 per transplant candidate beginning October 1). **The OPTN Patient Registration Fee is the only fee transplant centers are required to pay as OPTN members to support the operations of the OPTN** under the OPTN Final Rule (42 CFR § 121.5). Any additional fees, such as the UNOS fee, are payable at the discretion of the Transplant Hospital. Neither HRSA nor the OPTN has a role in billing or collecting those optional fees.

Customer Support

Issue	Contact Information	Availability
Pay.gov account issues	800-624-1373 Contact form	Monday - Friday from 8 am - 7 pm Eastern time. Hours are subject to change.
Pay.gov FAQs	https://www.pay.gov/public/help/faqs - note that not all of these Q&As will apply to OPTN Patient Registration Fee collection	
Log-in issues	ID.me support center or Login.gov support center – depending on which sign-in method you elected to use.	
Questions about OPTN Patient Registration Fee invoice (e.g., amount, due date, etc.)	OPTNFeeSupport@hrsa.gov	Monday – Friday
W-9 and/or vendor support applications	Toni Spencer toni.spencer@psc.hhs.gov Please cc OPTNFeeSupport@hrsa.gov for awareness	Monday – Friday

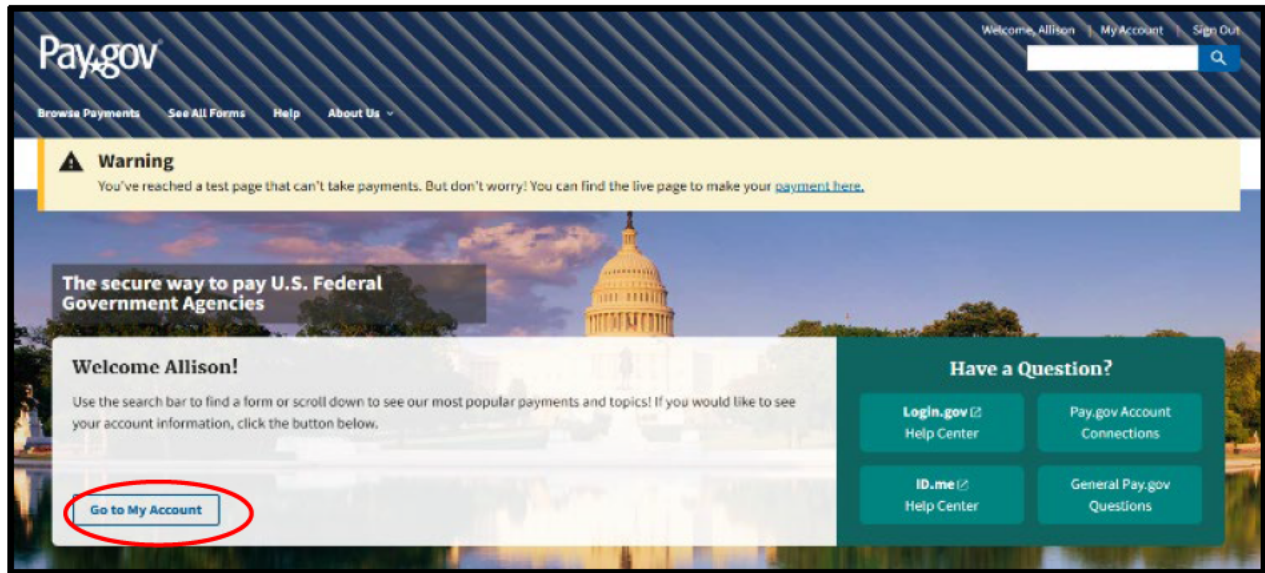
Pay.gov User Guide

- 1) Every month, the points of contact you sent to HRSA for your transplant center will receive your bill via an email from [Pay.gov](#) that includes a **Link to Sign In** and an **Access Code**.



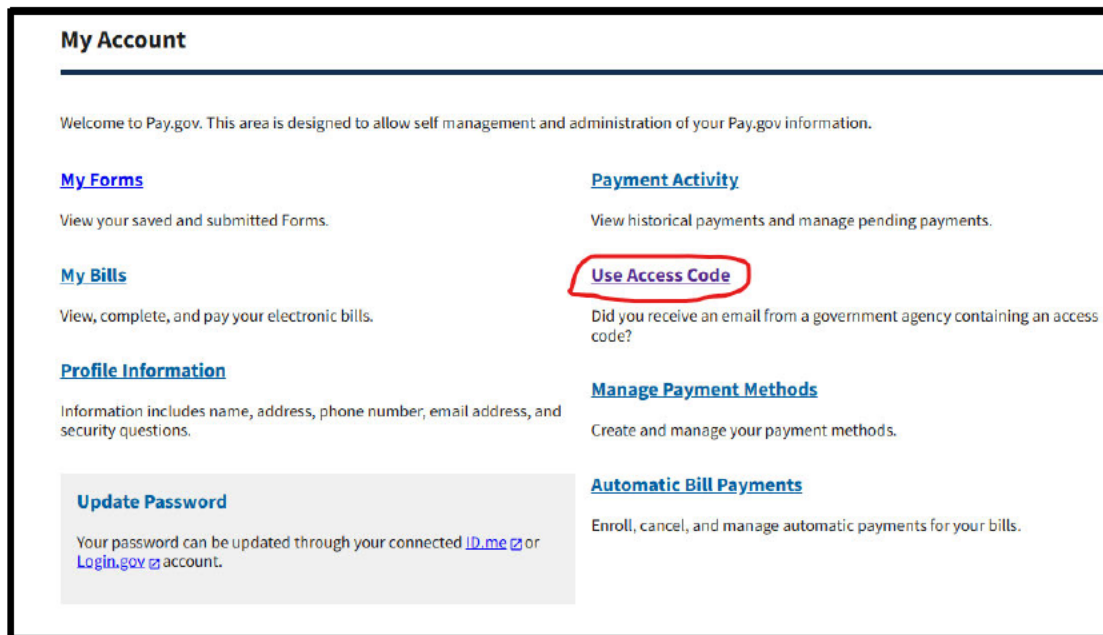
- 2) **FOR THE FIRST INVOICE (OCTOBER):** You will be prompted to **create a Pay.gov account**. Click the link in the email to create an account.
 - a. **ALL SUBSEQUENT INVOICES (NOVEMBER and later):** You will not need to input an **Access Code** to view and pay your invoice. Instead, you will only need to click the link in the email, log in to your account, and answer the **Security Question**.
- 3) Once logged in, navigate to **My Account**, and click the **Enter Access Code** link from the original email from PAY.GOV. Input the **Access Code** you received in the email and the **answer to the Security Question** when prompted. The Security Question response is not case sensitive.

Welcome Screen:



The screenshot shows the Pay.gov homepage. At the top left is the Pay.gov logo. To the right, there is a user greeting "Welcome, Allison", a "My Account" link, and a "Sign Out" link. Below this is a search bar. A navigation menu includes "Browse Payments", "See All Forms", "Help", and "About Us". A yellow warning banner states: "Warning: You've reached a test page that can't take payments. But don't worry! You can find the live page to make your payment here." The main content area features a background image of the U.S. Capitol building. On the left, a white box says "The secure way to pay U.S. Federal Government Agencies" and "Welcome Allison!". Below this, it instructs the user to use the search bar or scroll down, and provides a "Go to My Account" button, which is circled in red. On the right, a teal box titled "Have a Question?" contains four buttons: "Login.gov Help Center", "Pay.gov Account Connections", "ID.me Help Center", and "General Pay.gov Questions".

My Account Interface:



The screenshot shows the "My Account" interface. The title "My Account" is at the top left. Below it, a welcome message reads: "Welcome to Pay.gov. This area is designed to allow self management and administration of your Pay.gov information." The interface is organized into two columns of links. The left column includes: "My Forms" (View your saved and submitted Forms.), "My Bills" (View, complete, and pay your electronic bills.), "Profile Information" (Information includes name, address, phone number, email address, and security questions.), and "Update Password" (Your password can be updated through your connected ID.me or Login.gov account.). The right column includes: "Payment Activity" (View historical payments and manage pending payments.), "Use Access Code" (Did you receive an email from a government agency containing an access code? - this link is circled in red), "Manage Payment Methods" (Create and manage your payment methods.), and "Automatic Bill Payments" (Enroll, cancel, and manage automatic payments for your bills.).

Enter the Access Code included in the Pay.gov email:

Enter Access Code - Step 1

Please enter the data below to complete an access request provided to you by a government agency. Required fields are marked with an *

* Access Code

 [Cancel](#)

Respond to the Security Question (not case sensitive; *HRSA will provide you with the question and answer needed to log in*):

Enter Access Code - Step 2

Please provide the correct answer to the question below. Required fields are marked with an *

If you do not know the answer, please contact Organ Transplant Program at OPTNFeeSupport@hrsa.gov

Access Code: 79422374996

Agency Name: HSHRSA

Application Name: Organ Procurement and Transplantation Network (OPTN) registration fees

* Question:

* Answer

 [Cancel](#)

- 4) After responding to the security question, you will be directed to the **My Bills** section of your account where all pending and completed bills will be viewable. Click **View Bill** to review the line items. You can view your invoice on the web page or via PDF or Excel.

My Bills

[← My Account](#)

Pending (1) **Completed (1)**

Sort by:

Organ Procurement and Transplantation Network (OPTN) registration fees Bill **\$8,680.00**

Billing Account Number: 1234

Date Posted: 08/26/2025

Date Due: 09/26/2025

Application Name: Organ Procurement and Transplantation Network (OPTN) registration fees

Agency Tracking ID: 345235234

Status: New

[Pay Bill](#) [View Bill](#)

Sample Invoice Snapshot

OPTN Organ Procurement & Transplantation Network

Organ Procurement and Transplantation Network (OPTN) Registration Fees
Health and Human Services (HHS)

[REDACTED] ← **Unique code assigned to your TXC by HRSA; will not change**
 Billing Account Number: 1234

Bill Details

Total Amount Due	\$8,680.00
Issue Date	August 26, 2025
Due Date	September 26, 2025
Agency Tracking ID	345235234

Line Items

	Price	Quantity	Total Amount
Item Name John Smith Item ID 293850834908 Item Description Kidney Registration Date 07/13/2025	\$868.00	1	\$868.00
Item Name Jane Smith Item ID 23904802384 Item Description Kidney Registration Date 07/03/2025	\$868.00	1	\$868.00
Item Name Jill Smith Item ID 298340238 Item Description Lung Registration Date 07/11/2025	\$868.00	1	\$868.00

You will have 30 days after the invoice issue date to transmit payment to HRSA.



Item Name = Patient Name
Item ID = Patient's Waitlist ID
Item Description = Organ
Registration Date = Date Patient was added to the waitlist



[...]

Item Name Jennifer Smith Item ID 32880848 Item Description Kidney Registration Date 07/22/2025	\$868.00	1	\$868.00
Item Name Janna Smith Item ID 778098092834 Item Description Kidney Registration Date 07/03/2025	\$868.00	1	\$868.00
Amount Due			\$8,680.00

5) Once you have reviewed the invoice, click **Pay Bill**.

My Bills

[← My Account](#)

Pending (1)	Completed (1)
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Sort by:

Organ Procurement and Transplantation Network (OPTN) registration fees Bill \$8,680.00
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Status: New

[Pay Bill](#) [View Bill](#)

- 6) Fill in your account information. **Currently, the only options to transmit payments are ACH Debit or credit card.** Select “I would like to save this payment account to my profile” if you would like to store this information for future bill payments. Once completed, select **Review and Submit Payment**.

* Account Holder Name
Allison

Please select a payment account

Business Checking *****0000

I want to enter a new account

I would like to save this payment account to my profile

* Select Account Type

Select ...

Select ...

Business Checking

Business Savings

Personal Checking

Personal Savings

* Routing Number

* Account Number

* Confirm Account Number

[Previous](#) [Return to Bill](#) [Cancel](#) [Review and Submit Payment](#)

- 7) Click **Review and Submit Payment**. You will be taken to a **Payment Review** page. Input any additional email addresses for others who may want to receive a payment confirmation. Click the checkbox “I agree to the Pay.gov authorization and disclosure statement” and click **Submit Payment**.

Organ Procurement and Transplantation Network (OPTN) registration fees Bill

Progress: 1. Before You Begin (checked) 2. View Bill (checked) 3. Enter Payment Info (checked) 4. Review & Submit (4) 5. Confirmation (5)

Please review the payment information below. Required fields are marked with an *

Payment Information

Payment Type: Bank account (ACH)
Payment Amount: \$8,680.00
Payment Date: 09/03/2025

Account Information

Account Holder Name: [REDACTED]
Routing Number: 042000424
Account Number: *****0000

* Email Address: [REDACTED]
* Confirm Email Address: [REDACTED]
CC: [REDACTED]

You may enter multiple email addresses in this field. Separate email addresses with a comma.

Authorization and Disclosure Statement

Authorization and Disclosure--Consumers and Businesses
The debit transaction(s) to which you are agreeing are handled on behalf of Federal agencies by "Pay.gov," which consists of services offered by the U.S. Treasury Department's Bureau of the Fiscal Service. As used in this document, "we" or "us" refers to the Bureau of the Fiscal Service and its agents and contractors operating Pay.gov. "You" refers to the end-

[Printable version](#)

* I agree to the Pay.gov authorization and disclosure statement

[Previous](#) [Return to Bill](#) [Cancel](#) [Submit Payment](#)

8) Once you submit payment, you will be taken to a **Payment Confirmation** page that summarizes the transaction.

Payment Confirmation - Organ Procurement and Transplantation Network (OPTN) registration fees Bill

Before You Begin View Bill Enter Payment Info Review & Submit Confirmation

Need Help?

Contact:
Organ Transplant Program

Email:
[Click to email](#)

Your payment is submitted

You can find your confirmation in your account payment activity. A confirmation email has been sent to [REDACTED]

To confirm your payment went through:

Check your bank statement or account on the payment date

For questions or to cancel this transaction:

Contact the federal government agency you paid. Pay.gov is unable to cancel this transaction. You may be able to cancel a recent transaction in your account payment activity.

We value your feedback!

Do you have any feedback regarding your Pay.gov experience? [Please share it here.](#)

Tracking Information

Pay.gov Tracking ID: 3FQ0JMAQ

Agency Tracking ID: 345235234

Bill Name: Organ Procurement and Transplantation Network (OPTN) registration fees Bill

Application Name: Organ Procurement and Transplantation Network (OPTN) registration fees

Payment Information

Payment Type: Bank account (ACH)

Payment Amount: \$8,680.00

Transaction Date: 09/02/2025 11:42:13 AM EDT

Payment Date: 09/03/2025

Account Information

Account Holder Name: [REDACTED]

Routing Number: [REDACTED]

Account Number: *****0000

[View this payment on the Payment Activity page.](#)
[Want to pay bills automatically? Click here to register for Automatic Bill Payments.](#)
[Want to pay more bills? View your pending bills by clicking here.](#)

- 9) You and any additional individuals you indicated in the **Payment Review** page will also receive a confirmation email from Pay.gov.



THIS IS A TEST

Your payment has been submitted to the designated government agency through Pay.gov and the details are below. Please note that this is just a confirmation of transaction submission. To confirm that the payment processed as expected, you may refer to your bank statement on the scheduled payment date. If you have any questions or wish to cancel this payment, you will need to contact the agency you paid at your earliest convenience.

You will receive a reminder email several days before the payment is processed.

If you wish to cancel this transaction, sign in to your account at <https://qa.pay.gov/> and choose the Pending tab of the Payment Activity page.

Application Name: Organ Procurement and Transplantation Network (OPTN) registration fees

Pay.gov Tracking ID: 3FQ0JMAQ

Agency Tracking ID: 345235234

Account Holder Name: [REDACTED]

Transaction Type: ACH Debit

Transaction Amount: \$8,680.00

Payment Date: 09/03/2025

Account Type: Business Checking

Routing Number: [REDACTED]

Account Number: *****0000

Transaction Date: 09/02/2025 11:42:13 AM EDT

Total Payments Scheduled: 1

Frequency: OneTime

THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY.