

EFT Enrollment Frequently Asked Questions (FAQ)

1) Q: What are the benefits of enrolling in the Electronic Fund Transfer (EFT) process?

A: The EFT process should expedite the receipt of claim payments by several days compared to the current timeframe to receive paper warrants.

2) Q: Are the trading partners required to sign up for EFT Enrollment?

A: Trading partners (TP) are not required to sign up for EFT. Pursuant to the Affordable Care Act, TP's are given an option to enroll for direct deposit, known as the EFT process.

3) Q: How do trading partners register for EFT?

A: Trading partners may request EFT enrollment membership through the Information Technology Web Services (ITWS) system. This will allow TP's to enroll in the testing environment (staging) before accessing EFT in production.

4) Q: What information is needed to enroll in EFT?

A: The TP will be expected to provide user information during the enrollment process including contact information (name and other identifying information). Refer to the EFT enrollment form and online EFT Enrollment instructions accessible from the ITWS system and answer 17 on FAQ's.

5) Q: How long does the EFT process take?

A: The EFT process can take up to 60 calendar days from the submission date of the EFT enrollment form.

6) Q: What are the expectations for EFT testing?

A: EFT testing will **only** be conducted in the testing environment on ITWS, also referred to as the staging area. The participating TP's will have the opportunity to validate the functionalities of the system in the testing environment before implementation to production. To participate in testing activities, TP's will need to complete the EFT enrollment form located on the ITWS Staging website. Once the TP is enrolled in the EFT process, the TP will upload a test 837 transaction file into the staging test environment to receive an 835. Once the TP confirms they can consume the 835 changes, then the TP is ready for EFT in the production.

7) Q: What happens after the TP's EFT enrollment form is approved?

A: The TP is notified via an email notification when the TP's EFT enrollment form has been accepted and approved. After the TP has successfully completed the EFT enrollment process, the TP can begin testing. The TP must test in the staging environment. This prepares the TP for production access. In production, the EFT payment process can take up to 60 calendar days; at which time, the County Customer Services Section (MedCCC) or the SUD services program area will notify the TP via an email notification.

8) Q: What happens when the TP is not approved for EFT? What is the next step?

A: When a TP's EFT enrollment form is not approved, the respective Mental Health or Substance Use Disorders (SUD) services program will send an automatic email notification that includes the reason for the denial to the TP. The TP must correct the noted error(s) and resubmit the EFT enrollment form to the appropriate program. The EFT enrollment process will restart once the new application is submitted.

9) Q: How do TP's make changes to their EFT information?

A: In order to maintain current information, the TP is expected to update the EFT enrollment form online when there is a change in bank information or user information. When the TP submits a Change Enrollment Form with bank information changes, the new change will not go into effect until the change is processed. During the transition, the TP can expect the process to revert back to paper warrants until the new change is implemented. This process can take up to 60 calendar days.

10)Q: What happens if the EFT/ERA is late or missing?

A: DHCS has established written procedures pursuant to Federal requirements in alignment with the Office of HIPAA Compliance (OHC). The late/missing EFT/ERA transactions resolution procedures are available on ITWS. For details on Federal requirements refer to 17d.

11) Q: How do TP's elect to "opt out" of the EFT enrollment process?

A: Trading Partners are not required to sign up for EFT. Pursuant to the Affordable Care Act (ACA), TP's are provided an option to enroll for direct deposit, known as the EFT process. The EFT process provides the TP's with the option to cancel or elect not to participate in the EFT enrollment. The TP is instructed not to complete the EFT enrollment form when the TP decides to "opt out" of EFT. When the TP elects to cancel EFT, the TP is

instructed to complete the EFT enrollment form on ITWS and select “Cancel Enrollment” under the section, “Submission Information.”

12) Q: What is the timeframe to cancel participation in the EFT enrollment process?

A: The TP can cancel participation in the EFT process at any time. When the TP submits a cancellation request, then the TP can expect up to 60 calendar days before the EFT cancellation is processed and implemented; for which time, the process will revert the TP back to paper warrants.

13) Q: Where can TP’s go for more information?

A: Additional information is available through the DHCS website. Also provided are guidelines and references.

a.) DHCS systems enrollment guides on the ITWS website:

<https://itws.dhcs.ca.gov/docs/public/enrollmentGuides.asp>

b.) Procedural Guidelines:

http://www.dhcs.ca.gov/provgovpart/documents/lpfs/03-itws_enroll_08-09.pdf

c.) Testing in Staging:

https://itws.dhcs.ca.gov/systems/sdmc/docs/public/short_doyle_-_medi-cal_phase_ii.asp. Key document at this location is:

Short Doyle Medi-Cal Phase II (SDMC II) Testing Strategy Trading Partners Instructions (general information on test client information for SDMC testing; v1.6 is current at the time of this document).

d.) Reference - Committee on Operating Rules for Information Exchange (CORE) & Glossary:

http://www.caqh.org/sites/default/files/core/phase-iii/policy-rules/CARCsRARCs_835_Rule.pdf.

14) Q: Who may the TP’s contact for assistance?

A: Questions related to mental health services may be directed to the MHSD County Customer Services Section at: MedCCC@dhcs.ca.gov or (916) 650-6525.

A: Questions related to SUD Services may be directed to SUDFMAB@dhcs.ca.gov