Trading Partner Electronic Fund Transfer
Enrollment Procedural Guideline

*Step #	*Responsible Party	*EFT
*1	*Enrollment Process	*The electronic funds transfer (EFT) enrollment process must be completed by the Trading Partner (TP) before Program and Accounting's verification.
		Initial Enrollment
1a	TP	First, TP confirms initial enrollment in the Information Technology Web Services (ITWS) system. To continue the following process, the TP is expected to have access into the ITWS system. For access, complete the enrollment form process via ITWS system.
1b	TP	Go to the ITWS via website Uniform Resource Locator (URL) – https://itws.dhcs.ca.gov.
1c	TP	Select on "ENROLL" tab.
1d	TP	Pull down menu, select "ENROLL into ITWS."
1e	TP	Complete the form via 6 steps (See ITWS Enrollment: https://itws.dhcs.ca.gov/enroll/default/asp)
1f	TP	Print completed form & fax to ITWS (See form for fax number).
1g	ITWS	Result: ITWS approves or rejects enrollment request. (TP can expect an automated email notification indicating the approval or rejection status. If there is a rejection decision, the reason and instruction will be provided.)
		Additional Membership
2	TP	With access into ITWS -- TP requests additional membership. This provides new enrollment into the EFT process.
2a	TP	Go to the ITWS via website URL – https://itws.dhcs.ca.gov
2b	TP	Login with your username and password.
2c	TP	Select "UTILITIES" tab.
2d	TP	Pull down menu, select "REQUEST ADDITIONAL MEMBERSHIP."
2e	TP	Complete the form process.
2f	TP	Print completed form & fax to ITWS (See form for fax number).
2g	ITWS	Result: ITWS approves or rejects enrollment request. (TP can expect an automated email notification indicating the approval or rejection status. If there is a rejection decision, the reason and instruction will be provided.)
		Staging Environment
3	TP	With approval from ITWS, TP can log into the ITWS staging environment. (This provides the TP with the opportunity to test the EFT changes in staging before going into production.)
3a	TP	Go to QA staging via URL - https://qaitws.dhcs.ca.gov.
3b	TP	Login with your username and password.
3c	TP	Select "SYSTEMS" tab.
3d	TP	Select "SHORT DOYLE/MEDI-CAL CLAIMS-EOB" (SDMC).
3e	TP	Select "FUNCTIONS" tab.
3f	TP	Select "EFT ENROLLMENT."

Staging Environment (con't)

3g	TP	Complete the electronic form. Review and click on "SUBMIT" button.
3h	ITWS	Result: ITWS sends an email confirmation.
3i	PV	Program Verifier (PV) opens new Remedy ticket # and emails TP verifying receipt of EFT request.
*4	*Testing Process	*Testing can begin after the completion of the EFT enrollment activities.
		Testing
4a	AV	After AV sends email notification of new enrollment acceptance to Program – Program notifies TP.
4b	PV	Program notifies TP to begin testing via manual email: • Referencing Remedy ticket #. • Providing instructions (with ITWS instructions link) to TP to begin testing.
4c	TP	TP uploads the TP's 837 files (Electronic Data Interchange - *EDI* test files) in the SDMC staging environment. • Refer to URL - https://qaitws.dhcs.ca.gov
4d	ITWS	TP receives an 835 transaction via the staging ITWS.
4e	TP	TP may need to make system changes to consume the new 835.
4f	TP	TP notifies Program once the TP can consume the new 835.
*5	*Production Process	*Production can begin after the completion of testing.
		Production
5a	PV	Program instructs TP via manual email: • Referencing Remedy ticket #. • Providing TP with instructions to complete the EFT enrollment form in production.
		Trading Partner
5b	TP	With approval from ITWS, TP can log into the ITWS production environment (This provides the TP with access into production).
5c	TP	Go to production environment via URL - https://itws.dhcs.ca.gov.
5d	TP	Login with your username and password.
5e	TP	Select "SYSTEMS" tab.
5f	TP	Select "SHORT DOYLE/MEDI-CAL CLAIMS-EOB."
5g	TP	Select "FUNCTIONS" tab.
5h	TP	Select "EFT ENROLLMENT."
5i	TP	Complete the electronic form. Review and click on "SUBMIT" button.
5j	ITWS	Result: ITWS sends an email confirmation.
5k	PV	Program emails TP Late/Missing EFT/Electronic Remittance Advice (ERA) procedures. • PV closes Remedy ticket

*6		*Post Production
		**EFT Changes (Bank Information)
6a	TP	TP logs into the ITWS: Go to production environment via URL - https://itws.dhcs.ca.gov
6b	TP	Login with your username and password.
6c	TP	Select "SYSTEMS" tab.
6d	TP	Select "SHORT DOYLE/MEDI-CAL CLAIMS-EOB."
6e	TP	Select "FUNCTIONS" tab.
6f	TP	Select "EFT ENROLLMENT."
6g	TP	TP selects "CHANGE ENROLLMENT" that indicates reason for submission.
6h	TP	TP reports the change in the bank information (routing number, account number, or bank selection) by completing the online EFT enrollment form. This form is used to report changes to Program.
6i	TP	TP completes the electronic form. Reviews and clicks on "SUBMIT" button.
6j	ITWS	Result: ITWS sends an email confirmation to TP and Program of notification. • TP will temporarily be placed in paper warrant mode for up to 60 calendar days. • TP will be returned back to electronic (EFT) mode after the EFT change has been completed. • TP completes the EFT Enrollment form with the new bank information. This must be an individual authorized by the county or its agent to initiate, modify, or terminate an enrollment. The printed name of person submitting enrollment form serves as an authorized signature and the title must be indicated. • An EFT Enrollment Form is required to complete when making any changes. • All other changes will not trigger the TP to go into paper warrant mode. It can take up to 60 calendar days for non-Banking changes (tax id, contact information, and etc.) to take effect.
6k	TP	TP must include and upload a Bank letter when filling out a *New* or *Change* enrollment form. A Bank letter is not required for cancelling enrollment. The Bank letter must be printed on a Bank letterhead that formally certifies the account owner's routing and account numbers. List the type of account the provider will use to receive EFT payments, e.g., Checking, Saving. The letter must have an original signature and the title must be indicated. The EFT enrollment form must include any identifier information: • National Provider Identifier (NPI). • New account number and / or routing number.
6l	TP	Please DO NOT close the old account until the new account is set up and the new account is receiving payments.
6m	PV	Program instructs TP via manual email: • Assign new Remedy ticket # • Notifies the TP of the effective date for the EFT change.

		EFT Issues
7	PV	PV is notified of an issue regarding an EFT payment.
7a	PV	Program instructs TP via manual email: • Assign new Remedy ticket # • Notifies the TP of the EFT issue within 3 business days of notification of the issue.
7b	PV	PV contacts TP within one business day when the issue has been resolved (PV will periodically follow-up with TP on the progress of the resolution of the issue). • PV closes Remedy ticket when issue has been resolved.

LEGEND

Color	Description
*	Major Phases in the EFT Enrollment Process
**	Procedural Milestones
	Steps