

Electronic Funds Transfer (EFT) Beneficiary and Law Firm Information Guide



Third Party Liability and Recovery Division

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Introduction

This guide will assist users in making payments online and accessing their accounts. If you have questions related to what an Electronic Funds Transfer (EFT) payment is, please review the [Frequently Asked Questions \(FAQ\)](#). The use of the EFT payment service is optional.

First Time Users: Sign Up for EFT

If you have not completed an enrollment form please follow the steps below. Enrolling in the EFT program allows you to schedule payments online and provides you with essential payment information. If you have an existing account and are unable to access it, please follow the steps [here](#).

Step 1: Enroll as an EFT User

To enroll as an EFT user, you will need to complete two processes: **1) enrollment and 2) registration.**

To begin the enrollment process, follow the steps below:

1. Navigate to the [DHCS Third Party Liability and Recovery Division \(TPLRD\) page](#) and click **Online Enrollment Form** at the bottom of the page to open the EFT enrollment form.

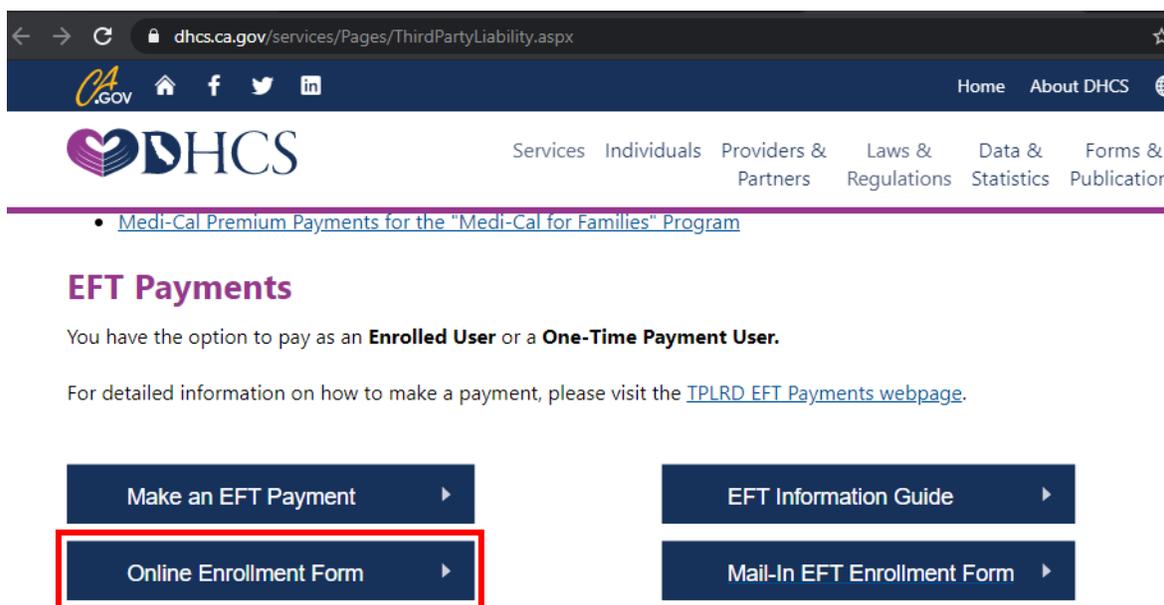


Figure 1 Online Enrollment Form Button

2. Fill out the information as requested on the form.
 - a. If you have a State of California Benefits Identification Card (BIC):
 - i. Enter the first nine characters of your BIC number. These nine characters make up your [Client Identification Number](#) (CIN). Refer to the below image for the location of your BIC number.



Figure 2: Beneficiary Identification Card

- b. If you do not have, or cannot find your BIC:
 - i. Locate your DHCS account number found on correspondence you received from TPLRD. Your CIN is the DHCS account number without the prefixed letter, beginning with a 9 (e.g. 90000000A-001).
 - ii. If you do not have a BIC or are unable to locate your DHCS account number, please [contact us for assistance](#).
3. Submit the enrollment form when it is complete.
4. Allow up to two business days for TPLRD staff to process your enrollment. Once processed, you will receive two similar emails with instructions to register your account. One email will have your temporary **security code** and the other will include your **DHCS account login**. Once you have received both emails, please continue to the [Step 2: Register](#) to complete the registration process.

Note: You may need to check your junk folders in your email to ensure the emails are not misdirected.
5. If you do not receive both emails within three business days, please [contact us for assistance](#).

*An EFT enrollment form can be completed and sent by mail, but will require additional time to process. Click [here](#) for a link to the printable version of the form. You can mail the completed form to:

Department of Health Care Services
 TPLRD ASU EFT Admin, MS 4718
 P.O. Box 997425
 Sacramento, CA 95899-7425

Step 2: Register Your Account with FirstData

1. Within two days after submitting the enrollment form, you will receive two emails from TPLRD.EFT@dhcs.ca.gov. The emails will contain the information required to complete the registration process.
 - a. The first email's subject is **EFT Enrollment – DHCS Account Login**
 - i. This email contains the [DHCS account login](#).

To whom it may concern:

You have been successfully added to the Electronic Funds Transfer (EFT) Enrolled User option with the Department of Health Care Services (DHCS).

Your DHCS account login is: << TSMITH5555| >>

Figure 3: DHCS Account Login Example

- b. The second email's subject is **EFT Enrollment – Security Code**
 - i. This email contains a temporary [Security Code](#).

To whom it may concern:

You have been successfully added to the Electronic Funds Transfer (EFT) Enrolled User option with the Department of Health Care Services (DHCS).

Your temporary security code is: 0000

You will need to register your account before you can make payments with the Enrolled User payment option. To register your account:

Figure 4: Security Code Email Example

2. With your [DHCS account login](#) and temporary [security code](#) readily available, register your account by clicking [here](#) or by typing <https://www.govone.com/PAYCAL/DHCSTP/Account/Logon> into your browser.
3. Scroll to the bottom of the page and click **Register**.

Sign in

Please enter your account information to access our secure system.

Returning User

Username:

Password:

[Help?](#)

[Forgot Username?](#) | [Forgot Password?](#)

First Time User

Are you an Enrolled User using this payment website for the very first time? If so, please click here to activate your web account.

Figure 5: FirstData Login/Registration Page

4. Enter your **DHCS Account login**, temporary **Security Code**, and click **Continue**.
 - i. If you are unable to log in, follow the instructions [here to recover your account information or reset your password](#).

Registration

For help with EFT, select the "Reference Links" above and click on one of the items.

DHCS Account:

Security Code:

[Help?](#)

Figure 6: FirstData Registration Page

5. On the security code update screen, enter your **Current Security Code** followed by a new four-digit security code of your choice. Enter the **New Security Code** a second time in the **Confirm Security Code** field. Make sure to save your **New Security Code**. This code may be used to reset your account if you lose access.

Current Security Code:	1234	Old 4 digit code
New Security Code:	5555	New 4 digit code
Confirm Security Code:	5555	New 4 digit code (repeated)

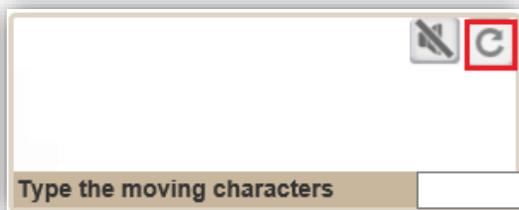
Figure 7: Security Code Update Screen

- a. There is a user authentication box at the bottom of the screen. Please enter the letters as they appear in the authentication box.



Figure 8: Authentication Box

- a. If you cannot read the letters in the authentication box click the refresh button. This will refresh the letters allowing you to enter them.



6. Click **Continue**.
7. Complete the username and password information prompt.

Username and Password Information

Username Requirements: Usernames are required to be a minimum of six letters and/or numbers in length and a maximum of 16 characters.

Password Help: Passwords are required to be a minimum of 8 characters in length and contain at least 1 uppercase, 1 lowercase, 1 number and 1 special character(!@#%&^*).

Username: JSMITH5555

Confirm Username: JSMITH5555

Password:

Confirm Password:

Email: na@na.com

Confirm Email: na@na.com

Figure 9: Create Username/Password Page

- a. **Usernames** are required to be a **minimum of six letters and/or numbers** in length and a **maximum of 16 characters** (see example above).
 - b. **Passwords** are required to be a **minimum of at least eight characters** in length and contain at least **one uppercase letter**, at least **one lowercase letter**, **one number**, and **one special character** such as !@#\$%.
8. Select security questions.

Security Questions

You are required to select and answer three questions for security purposes. You will be asked for your answers if you need to retrieve your password.

Question 1: What is the first name of your oldest uncle/aunt?

Answer:

Question 2: What was the name of your first stuffed animal?

Answer:

Question 3: What is your paternal grandfather's first name?

Answer:

Answers must be different from each other.
Example: If your oldest uncle shared your grandfather's first name you would have to select a different answer.

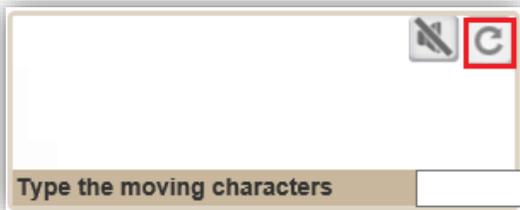
Figure 10: Security Questions Page

- a. There is an authentication box at the bottom of the screen. Please enter the letters as they appear in the authentication box:



Figure 11: Authentication Box

- b. If you cannot read the letters in the authentication box click the refresh button. This will refresh the letters allowing you to enter them.



- c. Click **Continue**.
9. Retrieve your bank account's routing and account numbers. You can typically find these on the bottom of your personal check.

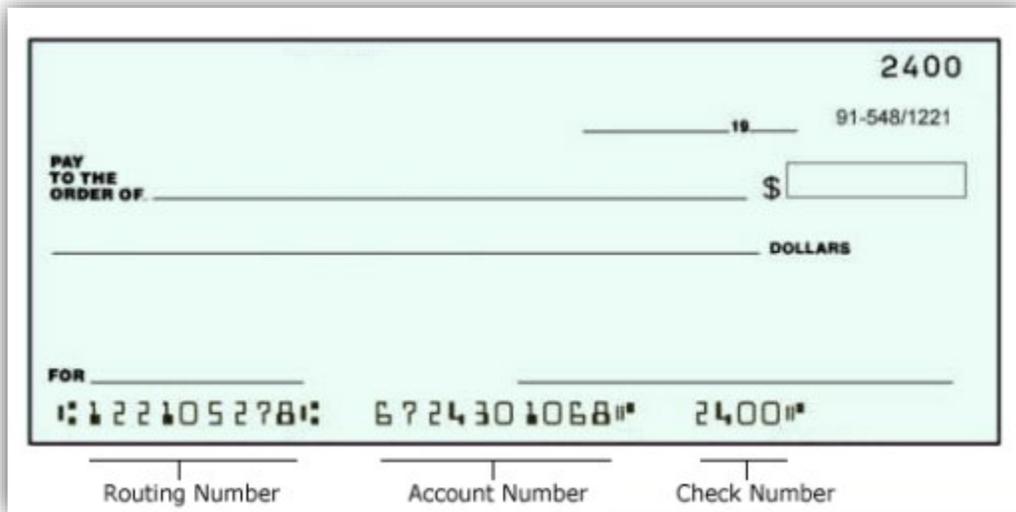
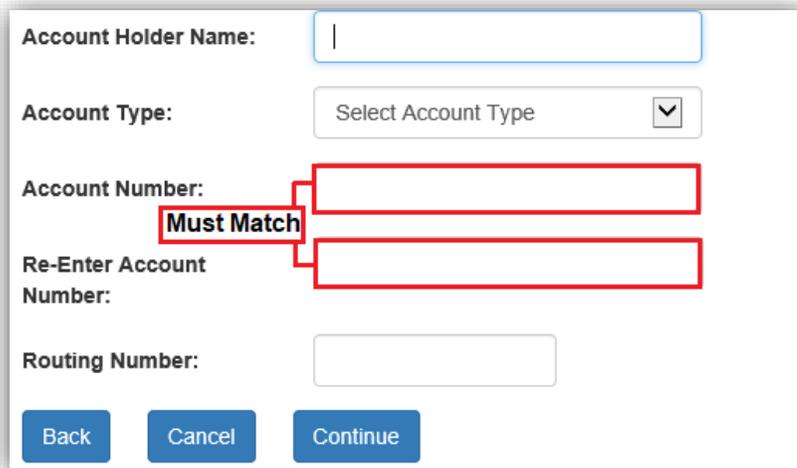


Figure 12: Locate Routing/Account Number

10. Enter your banking information, including the name of the account holder, the account type, and the account and routing numbers.



The screenshot shows a form for entering banking information. The fields are: Account Holder Name (text input), Account Type (dropdown menu), Account Number (text input), Re-Enter Account Number (text input), and Routing Number (text input). A red box highlights the 'Account Number' and 'Re-Enter Account Number' fields, with a red arrow pointing to the text 'Must Match' between them. At the bottom of the form are three buttons: 'Back', 'Cancel', and 'Continue'.

Figure 13: Account Number Match

- a. Once your banking information is entered into the fields, click **Continue** located at the bottom of the page.
- b. Click **Submit** located at the bottom of the following page to confirm your information.

You will receive a confirmation email from FirstData once your account is registered. You are now ready to make EFT payments!

Log In to an Enrolled Account

1. Click [here](#) to go to the FirstData login portal or by typing <https://www.govone.com/PAYCAL/DHCSTP/Account/Logon> into your browser.
2. In the **Returning User** section, enter your username and password and click **Login**.

Figure 14: FirstData Login Page

- a. If you are unable to log in, follow the instructions [here](#) to recover your account information or reset your password.

Make and Schedule Payments

- 1. Once you have logged in, you will be directed to the payment screen. From here you can make and schedule payments from the payment screen.

	Payment Amount	Debit Date	Action
1.	\$ 20.00	05/06/2020	Remove
2.	\$ 20.00	06/05/2020	Remove
3.	\$ 20.00	07/06/2020	Remove
Total:	\$ 60.00		

Figure 15: Scheduling Payments Page

- a. For each payment, enter your [Payment Amount](#) (without a dollar sign) and the desired [Debit Date](#).
- b. To make additional payments, click the **Add Row** button.
- c. Click **Continue**.
- d. If desired, write down or print the [confirmation number](#)(s) for your records.
- e. Attorneys and law firms will be prompted to enter the case number and case

name for a third-party liability case. This information is located on correspondence sent from the TPLRD recovery program managing the case.

DHCS Account : JSMITH5555

Payment Type : Personal Injury

Case Number

Case Name

Figure 16: Alternate Fields

Change Bank Account Information

Users are unable to modify existing bank account details. To make changes, you will need to delete the bank account information and add a new bank account with the updated information.

1. To add or delete a bank account, click [here](#) or type <https://www.govone.com/PAYCAL/DHCSTP/Account/Logon> into your browser to go to the FirstData login page.
2. Login and click **Bank Account Maintenance** located at the top of the page.

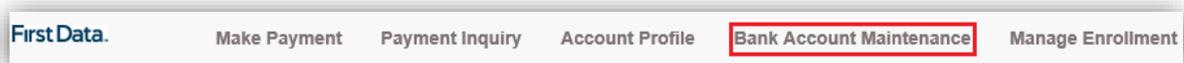


Figure 17: Bank Account Change 1

3. Click the **Delete** button located on the right hand side of the screen to delete a bank account.

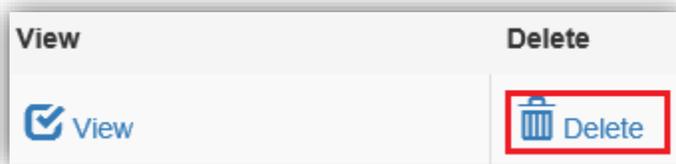


Figure 18: Bank Account Change 2

4. Confirm deletion on the next page by clicking **Delete** again.



Figure 19: Bank Account Change 3

- a. Click **Confirm**.



Figure 20: Bank Account Change 4

- b. You will need to [cancel](#) any existing scheduled payments and then [reschedule](#) them with the new account information.

Click the **Add Bank Account** button on the left side of the web page. Retrieve your bank account’s routing and account numbers. You can typically find these on the bottom of your personal check.

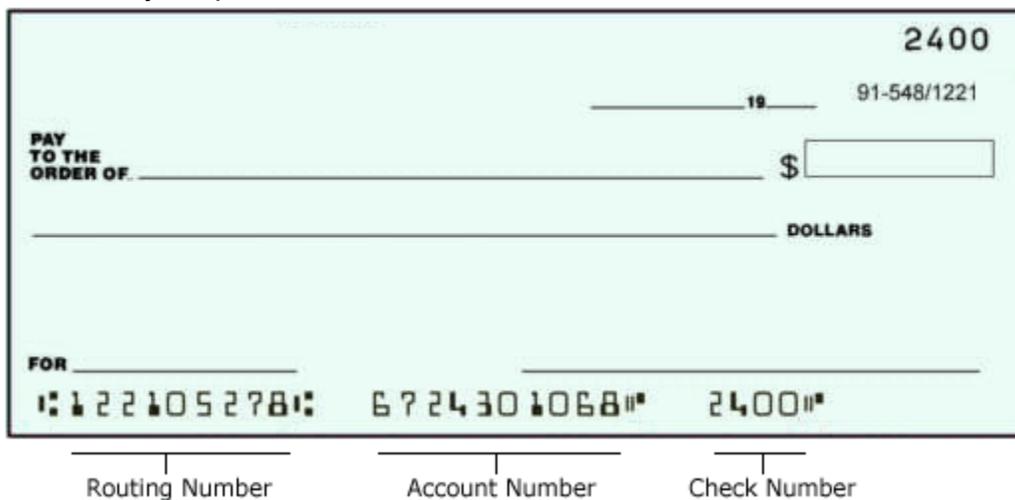


Figure 21: Locate Routing/Account Number

- 5. Enter your banking information, including the name of the account holder, the account type, and the account and routing numbers.

Figure 22: Account Number Match

- a. Click **Submit** located at the bottom of the page once all of the information has been added.
- 6. Click **Continue** to save your new bank account information.

Review Payments

To review past payments you may call the payment inquiry line at **1-916-445-9891** or follow the below instructions to check payments in your enrolled EFT account.

1. Click [here](#) or type <https://www.govone.com/PAYCAL/DHCSTP/Account/Logon> into your browser to go to the FirstData login page.
 - a. Log in and click **Payment Inquiry** located at the top of the page.



Figure 23: Select Payment Inquiry Page

2. Search payments by entering dates in the **From** and **To** fields.

The image shows a 'Payment Inquiry' search form. It includes a header with instructions: 'Use the filters to search a specific transaction. Multiple filters can be used at the same time. A Scheduled payment status can be cancelled. Once a payment is cancelled, the status will display as Cancelled. If a payment is not cancelled, it will change to Access Legacy Payment History: 7/1/2014 - 7/1/2016'. Below this, there are two input fields: 'From' with the date '01/01/2020' and 'To' with the date '05/05/2020'. Both date fields have '(MM/DD/YYYY)' written below them. The 'From' and 'To' labels and the date input boxes are highlighted with red boxes.

Figure 24: Payment Inquiry Search Parameters

3. Review and edit your scheduled payments as needed.

Select	Confirmation Number	Payment Type	Payment Amount	Payment Submission Date and Time PST	Debit Date	Payment Method	Status
View/Cancel	4604514	250% Working Disabled Program	\$1.00	05/05/2020 10:12:18 AM	05/13/2020	Web	Scheduled
View/Cancel	4604515	250% Working Disabled Program	\$2.00	05/05/2020 10:12:18 AM	06/12/2020	Web	Scheduled
View/Cancel	4604516	250% Working Disabled Program	\$3.00	05/05/2020 10:12:18 AM	07/13/2020	Web	Scheduled
View	4578136	250% Working Disabled Program	\$1.00	04/23/2020 01:30:13 PM	04/24/2020	Web	Returned
View	4578137	250% Working Disabled Program	\$2.00	04/23/2020 01:30:13 PM	04/24/2020	Web	Returned

Figure 25: Viewing Payments

- a. Review each payment’s status to see if the payment was returned, paid, or is scheduled.
 - b. A scheduled payment may be [canceled prior to being processed](#) by clicking **View/Cancel**.
4. To download your payment history, click the **Export to File** button located at the bottom right of the screen.

*Note that FirstData only maintains records for 12 months. Proof of payments made outside of this period can be found on the corresponding bank statement(s).

Cancel a Payment

To cancel a scheduled payment follow the steps below:

1. Locate the scheduled payment that you wish to cancel. For information on how to locate payments, refer to the previous [review payment](#) section. Click **View/Cancel** to the left of the payment you want to cancel.

Select	Confirmation Number	Payment Type	Payment Amount	Payment Submission Date and Time PST	Debit Date	Payment Method	Status
View/Cancel	4604514	250% Working Disabled Program	\$1.00	05/05/2020 10:12:18 AM	05/13/2020	Web	Scheduled
View/Cancel	4604515	250% Working Disabled Program	\$2.00	05/05/2020 10:12:18 AM	06/12/2020	Web	Scheduled
View/Cancel	4604516	250% Working Disabled Program	\$3.00	05/05/2020 10:12:18 AM	07/13/2020	Web	Scheduled
View	4578136	250% Working Disabled Program	\$1.00	04/23/2020 01:30:13 PM	04/24/2020	Web	Returned
View	4578137	250% Working Disabled Program	\$2.00	04/23/2020 01:30:13 PM	04/24/2020	Web	Returned

Figure 26: Cancelling Payments 1

2. Select **Cancel Payment** located at the bottom of the page.

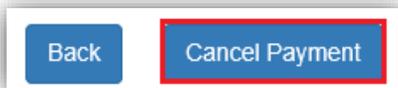


Figure 27: Cancelling Payments 2

Request a Refund

If fewer than 90 days have passed

A refund may not be possible during this time. For further information, please contact us by [email](#).

If more than 90 days have passed

Submit a request for refund to the following address:

Department of Health Care Services
 Third Party Liability and Recovery Division
 Attention: Posting Unit, MS 4720
 P.O. Box 997425
 Sacramento, CA95899-7425

The following information **must** be included in all refund requests to avoid delays in processing:

- Confirmation number issued after the EFT transaction has been completed
- Proof of payment (e.g. a bank statement showing withdrawal of funds)
- Date of payment

- Payment amount
- Name and contact phone number for any question(s) processing staff may have
- Name that the refund check is to be made payable to
- Address to send the refund check

Note: Refund requests may take up to **90 calendar days** to process. In cases where a refund request is denied, a notification letter will be mailed with an explanation of why a refund cannot be granted.

Recover an Account

If you have lost access to your account, you have several options to retrieve your information.

Forgot Your Username?

1. Click [here](#) or type <https://www.govone.com/PAYCAL/DHCSTP/Account/Logon> into your browser to go to the FirstData login page.
2. Click **Forgot Username**.

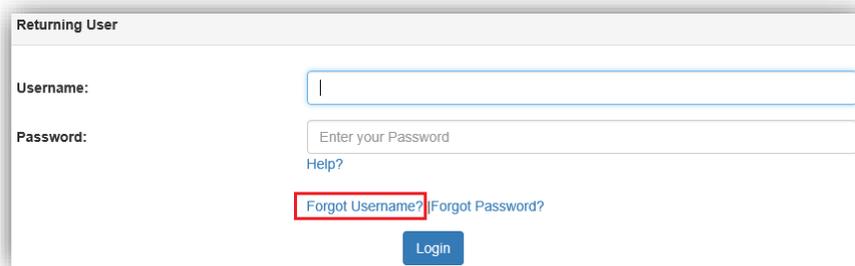


Figure 28: Forgot Username 1

3. Enter the email address associated with the account.

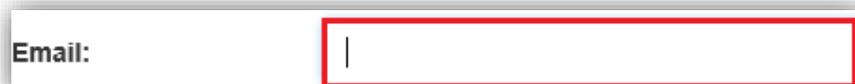


Figure 29: Forgot Username 2

4. Enter the letters as they appear in the authentication box.



Figure 30: Authentication Box

5. Click **Submit**.
6. You will receive an email with the subject **CA EFT Payment System Username Recovery** if the email you entered is associated with an account.
 - a. The email should be sent to you immediately after entry. If you do not see the email in your inbox please check your spam or junk folders.
7. If you were unable to retrieve your username using the steps outlined above, dial **1-800-554-7500** between 7:00 AM-6:00 PM Monday-Friday, select your preferred language, and press **0**. A customer service representative will be able to assist you.

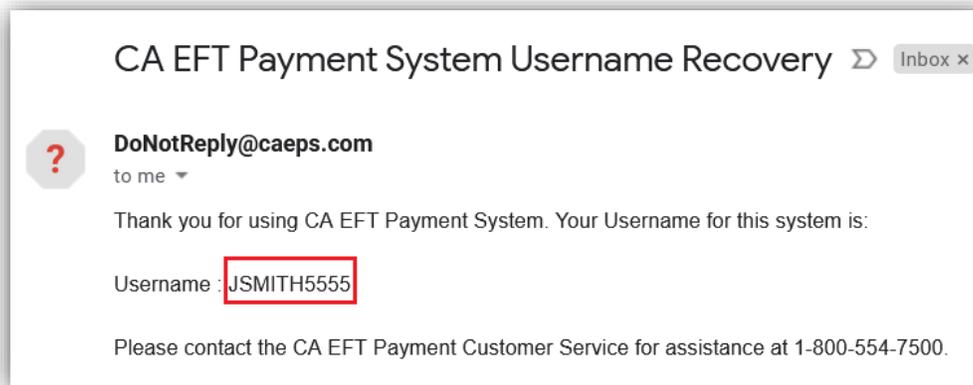


Figure 31: Username Reset Email

Forgot Your Password?

1. Click [here](#) or type <https://www.govone.com/PAYCAL/DHCSTP/Account/Logon> into your browser to go to the FirstData login page.
1. Click **Forgot Password**.

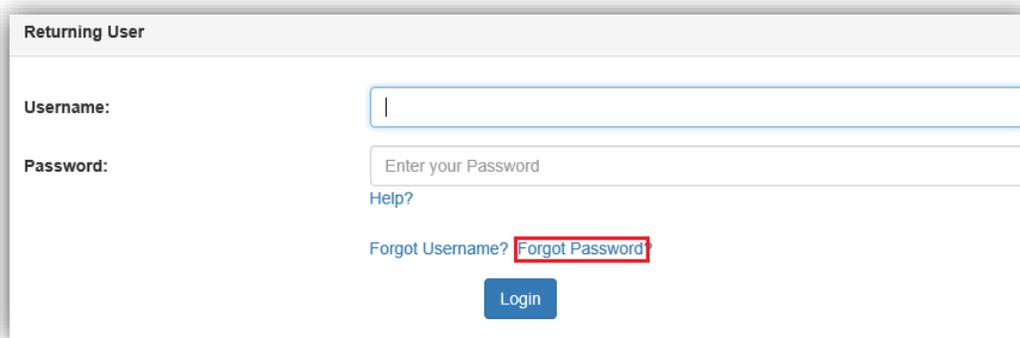


Figure 32: Forgot Password 1

2. Enter your username and click **Next**.

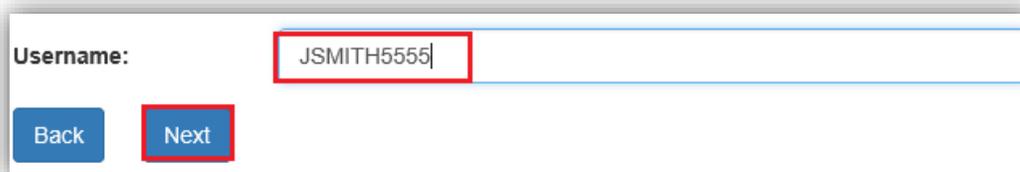


Figure 33: Forgot Password 2

3. You will be asked a [Security Question](#) to access the account. Answer the security question and click **Continue**.



Figure 34: Forgot Password 3

11. Enter a new password in both fields. Passwords are required to be a minimum of at least **eight characters** in length and contain at least **one uppercase letter**, at least **one lowercase letter**, **one number**, and **one special character** (e.g. !@#\$\$%), and both password fields must match.

4. . Click **Submit**.

Your password must be in the following format:

- At least 8 characters
- At least 1 special character (example @, #, \$,&)
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number

New Password:

Confirm New Password:

Figure 35: Forgot Password 4

5. If you were unable to update your password with the above steps, dial **1-800-554-7500** between 7:00 AM-6:00 PM Monday-Friday, select your preferred language, and press **0**. A customer service representative will be able to assist you.

Reset a Security Code

If you cannot complete the registration process or you cannot recover your username and password, you will need to reset your **security code**.

1. Please [email](#) us to reset your **security code**.
 - a. Include “RESET” in the subject line.
 - b. Include your [DHCS account login](#).
2. You will be emailed a new **security code**. Follow the [security code reset registration](#) steps in the received email.

Make a One-Time Payment

Only follow these steps if you do not have a registered account and you need to make a payment quickly. To sign up for an enrolled account, click [here](#).

1. Click [here](#) or type <https://www.govone.com/PAYCAL/DHCSTP/Account/Logon> into your browser to go to the FirstData login page.
2. Select **TPLRD One-Time Pay option** at the top left of the page.

FirstData. [TPLRD One-Time Pay option](#) Reference Links ▾ Return to the California EFT System Menu FAQ

Figure 36: OTP Selection from Homepage

3. Enter your **DHCS account number**. This information is located on correspondence sent from the TPLRD recovery program managing the case.
 - a. If you are in the Working Disabled Program please enter your CIN. If you are

unsure how to locate your CIN please click this link [here](#).

TPLRD One Time Payment Only

This option is for Third Party Liability and Recovery (TPLRD) payments for any of the following programs: 250% Working Disabled Program, Personal Injury, Special Needs Trust, Estate Recovery, Overpayments, Quality Assurance Fee/MCO Tax, and Workers' Compensation. You will need your DHCS account number, your bank routing and account numbers. Payments made before 3:00 p.m. Pacific Time (PT) will settle on the next banking day. There is no payment inquiry screen to view submitted payments for this option.

Account Info Payment Info Contact Info Payment Method Confirm Payment Payment Complete

DHCS Account:

[Help?](#)

Cancel Continue

Figure 37: DHCS Account Number

4. Select the correct TPLRD recovery program for your case.

Third Party Liability and Recovery

- [250% Working Disabled Program](#)
- [Personal Injury](#)
- [Estate Recovery](#)
- [Overpayments- Single Account](#)
- [Overpayments- Multiple Accounts](#)
- [Quality Assurance Fee/MCO Tax](#)
- [Special Needs Trust](#)
- [Worker's Compensation](#)

Figure 38: Select Program Page

- a. To avoid lost or misdirected payments, be sure to select the correct recovery program. Please follow this link [here](#) if you would like more information on the different recovery programs.
5. Enter the [Payment Amount](#) and [Debit Date](#).

Figure 39: Payment Info Page

2. For each payment, enter your [Payment Amount](#) (without a dollar sign) and the desired [Debit Date](#).
 - a. To make additional payments, click the **Add Row** button.
3. Click **Continue**.
 - a. Write down or print the [confirmation number](#)(s) for your records.
4. Attorneys and law firms will be prompted to enter the case number and case name for a third-party liability case.
 - a. This information is located on correspondence sent from the TPLRD recovery program managing the case.

Figure 40: Alternate Fields

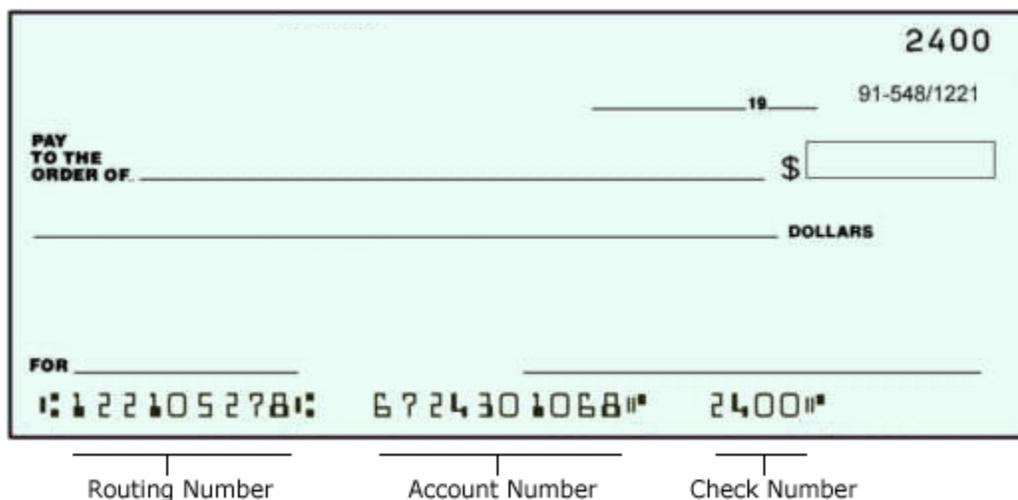
6. Enter your banking information, including the name of the account holder, the account type, and the account and routing numbers.
 - a. You can typically find this information on your personal check.

The screenshot shows a form with the following fields:

- Account Holder Name: [Text Input]
- Account Type: [Dropdown Menu: Select Account Type]
- Account Number: [Text Input]
- Re-Enter Account Number: [Text Input]
- Routing Number: [Text Input]

 A red box labeled "Must Match" is positioned between the "Account Number" and "Re-Enter Account Number" fields, indicating that the two values must be identical. At the bottom of the form are three buttons: "Back", "Cancel", and "Continue".

Figure 41: Account Number Match



- Once your banking information is entered into the fields, click **Continue** located at the bottom of the page..
- If the payment information is correct, click **Submit Payment** on the following page.

The screenshot shows a payment information page with the following details:

- Account Info: DHCS Account: A
- Payment Info: Payment Type: 250% Working Disabled Program
- Contact Info: Bank Account: [Redacted]
- Payment Method: Payment Amount: \$1.00, Debit Date: 09/22/2020
- Confirm Payment: [Buttons: Edit Payment, Submit Payment]
- Payment Complete: [Empty]

 The "Submit Payment" button is highlighted with a red box. A small blue text note at the bottom reads: "ACH Debit Authorization: By clicking 'Submit Payment', you are authorizing designated Financial Agents of DHCS to initiate debit entries to the financial institution account indicated, for payments owed to DHCS using the ACH Debit method."

Figure 42: Payment Information

- a. If the payment is not correct, click **Edit Payment**.
9. Attorneys and law firms will be prompted to enter the case number and case name for a third-party liability case. This information is located on correspondence sent from the TPLRD recovery program managing the case.

DHCS Account :	JSMITH5555
Payment Type :	Personal Injury
Case Number	Case Name

Figure 43: Alternate Fields

Make a Phone Payment

1. Dial **1-800-554-7500** between 7:00 AM-6:00 PM Monday-Friday, select your preferred language, and press **0**.
2. Provide your [username](#) or [DHCS account login](#) to the customer service representative.
3. Provide your payment date and amount to authorize your payment over the phone.
4. Write down the confirmation number(s) for your records.

Appendix

Find the DHCS Account Number

DHCS account numbers are comprised of:

- Program identifier prefix followed by CIN
 - 9 characters, beginning with a “9”, and ending with a letter (e.g. 98765432A).
 - Three- or four-digit sequence number (e.g. 001, 001T), if applicable.

- You can find this information on your BIC.



Figure 44: Beneficiary Identification Card

- You can also review correspondence received from DHCS will include **DHCS account numbers**.

Incorrect DHCS account numbers may result in delays in processing. Please see below for additional information on DHCS account number formats for specific recovery programs:

- Working Disabled Program: D + CIN (e.g. D98765432A)
- Estate Recovery: P + CIN + sequence no. (e.g. P98765432A-001)
- Personal Injury: C + CIN + sequence no. (e.g. C98765432F-001) or C + CIN + sequence no. + T (e.g. C98765432F-001T)
- Workers' Compensation: W + CIN + sequence no. (e.g. W98765432A-001)
- Special Needs Trust: C + CIN + sequence no. + T (e.g. C98765432C-001T)
- Overpayments:
 - Beneficiaries: B + CIN + sequence no. (e.g. B987654321-001)

Glossary

- **ID No:** Located on your California Benefits Identification Card (BIC), and is also known as the Client Index Number (CIN).
- **DHCS account number:** Located on correspondence sent from the TPLRD recovery program managing the case. Includes the Prefix, CIN, a sequence number, and—in some cases—an additional letter suffix. Click [here](#) for more information.
- **DHCS account login:** This is generated for enrolled users and will be emailed from TPLRD.EFT@dhcs.ca.gov after the submission of an enrollment form.
- **Username:** Created by a payer to log in to their FirstData account. Click [here](#) for details.
- **Debit date:** The date a payer instructs a bank or the data collector to process the payment.
- **Submitted date:** The date an EFT payer initially submits a payment.
- **Business day:** Any banking day except those that are observed as a bank holiday. Please refer to the [FAQ](#) for holidays where payments cannot be made.
- **Electronic Funds Transfer (EFT):** is a generic term used to describe any Automated Clearing House (ACH).
- **Payment amount:** The amount of the payment made to DHCS. This amount cannot be equal to or less than zero dollars.
- **Payment contact person:** The authorized person to contact for a payment.
- **Confirmation number:** The number generated by the FirstData website to confirm submission of the scheduled payment
- **Security code:** A 4-digit code that is required to log in your account in the FirstData website. You will receive a temporary code by email and will be required to change the code upon registering your account.
- **One-time payment:** An option for making one-time payments without an enrolled account. It does not store confirmation numbers and payments cannot be canceled once scheduled.
To inquire about a payment transaction made through the [one-time pay](#) option, email TPLRD Electronic Funds Transfer team at TPLRD.EFT@dhcs.ca.gov. Include your first and last name, a phone number where we can reach you, and the payment confirmation number. One of our representatives will get back to you as soon as possible.
- **Enrollment:** The process of creating and registering an account in the FirstData website.
- **Registered account:** An account in the FirstData website that has been fully enrolled.

Terms and Conditions

By clicking **submit payment** on an EFT transaction, you agree to the terms and conditions as stated below:

1. By completing the EFT authorization, you are authorizing DHCS to transfer funds from your financial institution account to DHCS.
2. The bank account debit date is the actual day the funds from your bank transfers out to DHCS. Make sure to schedule your payments accordingly to avoid any problems with funds availability.
3. It is your responsibility to check your financial institution account statement to verify the accuracy of the date and amount of any EFT payments. If you discover an error, please notify your financial institution immediately.
4. If your financial institution returns an EFT payment transaction unpaid for any reason, including but not limited to, insufficient funds in your account or inaccurate information provided when you submit your electronic payment, any incurred penalties (such as returned check fee) will be your responsibility.
5. The use of the DHCS EFT is offered at no cost, but it is your responsibility to check with your financial institution whether they charge a fee for the actual transfer of funds.
6. DHCS makes no warranties, expressed or implied, about the electronic funds transfer process. In no event will DHCS be responsible for any incidental or consequential losses or damages arising out of, or in any way resulting from, the performance or non-performance, acts or omissions of third parties involved in the EFT process, including but not limited to various courier services, the Federal Reserve Bank, the Automated Clearing House, the banks and their employees/agents involved in the process, or any financial institution which receives or originates or makes electronic funds transfers.