Electronic Funds Transfer (EFT)
Provider
Information Guide

Third Party Liability and Recovery Division
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**Introduction**

The Department of Health Care Services (DHCS) has an online payment service in place that eliminates the need for paper checks, is faster, and more secure. With the electronic funds transfer (EFT) program, Medi-Cal providers can send payments directly to the state’s bank account via the internet.

This information guide will assist users with creating an online payment account, making payments, and navigating account menu options.

For other information regarding the EFT program, please refer to [FirstData’s Frequently Asked Questions page](https://www.firstdata.com) for questions and answers regarding:

- The EFT web based payment system.
- Login assistance.
- Scheduling, canceling, and searching payments.

**EFT Enrollment**

The enrolled user payment option allows users to save banking information on their account to easily submit multiple payments, view payment history, and cancel scheduled payments. To sign up for the enrolled user payment option, an EFT enrollment form needs to be completed and submitted. You may sign up to become an enrolled user by completing and submitting one of the following enrollment forms:

1. [Online EFT Enrollment Form](https://www.dhcs.ca.gov/services/Pages/ThirdPartyLiability.aspx)
2. [Mail-in EFT Enrollment Form](https://www.dhcs.ca.gov/services/Pages/ThirdPartyLiability.aspx)

Both enrollment forms can be accessed by going to the [DHCS Third Party Liability and Recovery Division (TPLRD) page](https://www.dhcs.ca.gov/services/Pages/ThirdPartyLiability.aspx) and scrolling toward the bottom like in the below image.
Once your submitted enrollment form is processed, you will receive two emails with instructions to register your account. One email will have your temporary security code and the other will have your DHCS account login. Below are examples of both emails.
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:

1. Go to the FirstData login page.
2. Click Register under the First Time User section.
3. Input your DHCS account login in the DHCS Account field and the temporary security code in the Security Code field.
   a. Refer to the “EFT Enrollment – Login” email you received from us for your DHCS account login.
4. Complete the remaining prompts to register your account.

If you have not received the “EFT Enrollment – Login” email, send us an email with “Login” as the subject line and we will email you your DHCS account login.

Please refer to the EFT Information Guide for information regarding the enrolled user payment option and account registration. You may reach us by email if you have any questions.

Figure 2 Security Code Email Example
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: LFNAME1234

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

1. Go to the FirstData login page.
2. Click Register under the First Time User section.
3. Input your DHCS account login in the DHCS Account field and the temporary security code in the Security Code field.
   a. Refer to the “EFT Enrollment – Security Code” email you received from us for your temporary security code.
4. Complete the remaining prompts to register your account.

If you have not received the “EFT Enrollment – Security Code” email, send us an email with “Resend Code” as the subject line and your DHCS account login in the body of the email.

Figure 3 DHCS Account Login Email Example

Once you receive both the security code and DHCS account login emails, continue to the EFT Account Registration section for information regarding the registration process.

**EFT Account Registration (First Time User)**

Once your enrollment is processed, your enrolled user account needs to be registered before you can submit payments. The registration process includes creating your own personalized username and password. Once registered, you may login to your enrolled user account with your personalized login credentials.

If you already have login credentials and are trying to link an additional DHCS account number to be able to submit payments for multiple accounts, please refer to the Manage Enrollment section.

**How to Register**

1. With your DHCS account login and temporary security code emails readily available, select the Register button on the EFT Login Page to start the registration process.
2. After you click Register, you will be directed to a screen with two fields named DHCS Account and Security Code. Input your DHCS account login and current (temporary) security code as they appear in the emails and click Continue.
3. After clicking **Continue**, you will be prompted to complete the fields outlined and pictured below.
   a. Input the current security code, found in the enrollment email, in the **Current Security Code** field.
   b. Input your new preferred security code in the **New Security Code** field and again in the **Confirm Security Code** field.
   c. Below the security code fields, you may be prompted with a **Type the Moving Letters** verification field. Enter the four characters displayed.
   d. Once all the fields are completed, click **Continue**.
4. You will now be prompted with a username and password screen containing fields like the images below.
   a. Both the username and password you create will be used to login to your enrolled user account to submit payments. To create a username and password for your EFT enrolled user account enter a preferred username and password in the corresponding fields shown in the image below.
      i. A username must be a minimum of **6 characters** (letters and/or numbers) in length and a maximum of **16 characters**.
      ii. A password must be a minimum of **8 characters** in length and contain at least 1 uppercase, 1 lowercase, 1 number, and a special character (Allowed characters: !@#$%^&*).
   b. Next, you need to enter the email address associated with the account. Please enter the email address you provided in the EFT enrollment form.
c. **Enter a preferred contact name for your enrolled user account.**

![Figure 7 Registration Prompt: Username and Password](image)

**Figure 7 Registration Prompt: Username and Password**

- Username: `username`
- Confirm Username: `username` *same as above*
- Password: `password`
- Confirm Password: `password` *same as above*
- Email: `email`
- Confirm Email: `email` *same as above*

![Figure 8 Registration Prompt: Contact Name](image)

**Figure 8 Registration Prompt: Contact Name**

- Contact Name: 

![Figure 9 User Agreement](image)

**Figure 9 User Agreement**

- By checking this box, I attest to the accuracy of the information provided and agree to the terms and conditions outlined in the provider manual.

**DHCS 6252 Provider Instructions**

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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:** An answer used for 1 question cannot be used as the answer for another question. Each answer must be unique.
- **Question 2:**
- **Question 3:**

Figure 9 Registration Prompt: Security Questions

**e.** Below the **Security Questions** section, you may be prompted with a **Type the Moving Letters** verification field. Enter the four characters displayed.

Figure 10 Registration Prompt: Moving Letters Verification

**f.** Once all the fields are completed, click **Create Profile.**

- **i.** If you receive an error message, such as a technical or session timeout error, and are redirected to the EFT Login Page prior to successfully creating your account login username and password, repeat **step 1** and **step 2** and use the new security code you previously entered in **step 3.**

5. Once you click Create Profile, a bank account information prompt will display. Complete the fields with your bank account information, then click **Submit.**

- **a.** If for any reason you are redirected to the EFT Login page, such as due to a session expired error, login as a Returning User with the login credentials you created in **step 4.** Once logged in, you will be prompted to add your bank account information.
Once you click **Submit**, you will automatically be logged into your EFT enrolled user account. You have completed the registration process. Please refer to the Enrolled EFT User section for details on accessing your account and navigating the menu items.

### Enrolled EFT User

Once you have completed the registration process, you may login under the Returning User section on the [FirstData login page](#), pictured below, with the username and password you chose during registration.
When you are logged into your account, you will have access to multiple menu items like in the below image.

![Login as Returning User](image)

**Account Menu Items**

When you are logged into your account, you will have access to multiple menu items like in the below image.

![Enrolled User Account Menu Items](image)

**Make Payment**

The **Make Payment** page is where you navigate to submit payments.

To submit a payment, you will need to complete the following steps:

1. You will be prompted with a payment information screen similar to the below image. Enter the payment information into the fields. Click **Add Row** for each additional payment you would like scheduled. Once all the fields are completed, click **Continue** to proceed.

   Note: All Quality Assurance Fee (QAF) providers must input an invoice number. If you do not know your invoice number, click the **Get Invoice Number** link to determine the invoice number.
2. After clicking **Continue**, you will be prompted with a payment verification screen. Check and ensure the information displayed on the screen is correct, then click **Submit Payment**.
3. After clicking **Submit Payment**, a payment confirmation screen will display, similar to the below image, to inform you of your payment’s confirmation number and
Please keep the confirmation number for your records. You may record the number or print the screen by clicking **Print this page**.

![Payment Confirmation](image)

**Figure 16 Make Payment: Payment Confirmation**

**Payment Inquiry (View/Cancel Payments)**

The **Payment Inquiry** page lists all payments you have made with your account for the past twelve months. You may search for payments, view payment details, and cancel pending payments.
Each payment on this page will have a View or View/Cancel button like in the image below. Payments with at least two business days left before the scheduled bank debit date can be cancelled and will have a View/Cancel button.

To cancel a payment, you need to complete the following steps:
1. Click View/Cancel by a payment, then click the Cancel Payment button below the payment details display.

2. Once you click View/Cancel, you will be directed to a page displaying the selected payment’s details similar to the image below. Confirm the payment details belong to the payment you would like to cancel and click Cancel Payment.
Bank Account Maintenance

On the Bank Account Maintenance page you will see the bank account associated with your EFT account and may delete and/or add bank accounts.

To delete an account, you would click Delete by the bank account to be removed.

To add a bank account, you will need to complete the following steps:

1. Click Add Bank Account like shown in the below image.
2. Once you click **Add Bank Account**, a bank account information prompt will display. Complete the fields with your bank account information, then click **Submit**.

Once you click **Submit**, your bank account will be added to your EFT enrolled user account. You may start submitting payments with this bank account.

**Unable to Login**

If you need assistance with your username and/or password:

- Click the “Forgot User Name?” link on the **EFT Login Page**.
Click the “Forgot Password?” link on the EFT Login Page.
Call FirstData’s customer service at 1-800-554-7500 and select option 0 to be transferred to a representative for assistance. FirstData’s customer service hours of operations are between 7:00 AM-6:00 PM Monday-Friday.

Reset Security Code
You may request to reset your security code by completing the following steps:
1. Send an email with “Reset” in the subject line and your DHCS account login in the email body.
2. You will receive an emailed response with your reset security code.

One-Time Payment
The one-time payment option is available for anyone to use to submit payments. An enrolled EFT user account is not needed. To submit a one-time payment:
1. Go to the FirstData login page (https://www.govone.com/PAYCAL/DHCSTP/Account/Logon) and click TPLRD One-Time Pay option.
2. You will be directed to a screen prompting for you DHCS Account. Input your DHCS account number, NPI, or OSHPD number in the DHCS Account field and click Continue.
3. On the following screen, click on the appropriate program.
4. Once a program is selected, fields will populate for payment information similar to the below image. You need to enter:
   - Your NPI or DHCS account number.
   - The business’ name.
   - The payment amount.
   - The debit date.
   - QAF providers must input an invoice number. If you do not know your invoice number, click the Get Invoice Number link to determine the number.

Once the fields are completed, click Continue.

Figure 26 One-Time Payment: Payment Information
5. The following screen, pictured below, will prompt for your contact information. Input your contact information and click **Continue** when done.

![Contact Information Form](image)

*Figure 27 One-Time Payment: Contact Information*

6. Now, a bank account information prompt will display like the image below. Complete the fields with your bank account information, then click **Continue**.
7. After clicking Continue, a payment confirmation screen will display with your payment’s details. Please keep the confirmation number for your records. Review the details and confirm the payment by clicking Submit Payment.

You have submitted your payment via the one-time payment option.

**Pay-by-Phone**

If you are unable to submit a payment via the one-time payment or EFT enrolled user account options, you may submit a payment by phone by speaking with a customer service representative. Please call 1-800-554-7500 and select option 0 between 7:00 AM-6:00 PM Monday-Friday.
Refunds

If you would like to a refund for an EFT payment that has posted, you may submit a refund request.

If fewer than 90 days have passed since the payment has posted:
Please contact us by email.

If more than 90 days have passed since the payment has posted:
Please send your refund request 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, CA 95899-7425

The following information must be included in your refund request to avoid any delays in processing:

- The confirmation number issued after completing the EFT transaction that you are requesting to refund.
- Proof of payment (bank statement showing withdrawal of funds).
- Date of payment.
- Payment amount.
- The name and contact phone number to use for any question(s).
- The name that the refund check is to be made payable.
- The address to send the refund check.

Note: Refund requests may take up to 90 days to process. In case your request is denied, a notification letter will be mailed to you.

Appendix

Identifying Your DHCS Account Number
Your DHCS account number is comprised of a program identifier prefix, your ten digit National Provider Identifier (NPI) or 9 digit Office of Statewide Health Planning and Development (OSHPD) number, and if applicable, a sequence number. If you are a Managed Care Organization (MCO), your DHCS account number is a four digit identifier. The DHCS account number can be found on correspondence from DHCS. Below you will find the DHCS account format and examples for each program.
## Overpayments Program

<table>
<thead>
<tr>
<th>Overpayments Program</th>
<th>DHCS Account Number Format</th>
<th>DHCS Account Number Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overpayments</td>
<td>V + NPI + Sequence Number</td>
<td>V9876543210-001</td>
</tr>
<tr>
<td>State Share</td>
<td>Format varies</td>
<td>GDME00000F-001</td>
</tr>
</tbody>
</table>

## Quality Assurance Fee Programs

<table>
<thead>
<tr>
<th>QAF Program</th>
<th>DHCS Account Number Format</th>
<th>DHCS Account Number Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developmental Day Treatment</td>
<td>DAY + NPI</td>
<td>DAY9876543210</td>
</tr>
<tr>
<td>Ground Emergency Medical Transport</td>
<td>GEM + NPI</td>
<td>GEM9876543210</td>
</tr>
<tr>
<td>Hospital Quality Assurance Fee—Fee-For-Service</td>
<td>HQF + OSHPD</td>
<td>HQF987654321</td>
</tr>
<tr>
<td>Hospital Quality Assurance Fee—Managed Care</td>
<td>HQM + OSHPD</td>
<td>HQM987654321</td>
</tr>
<tr>
<td>Designated Intermediate Care Facilities</td>
<td>ICF + NPI</td>
<td>ICF9876543210</td>
</tr>
<tr>
<td>Managed Care Organization Tax</td>
<td>4 Digit DHCS account number</td>
<td>0001</td>
</tr>
<tr>
<td>Skilled Nursing Facilities</td>
<td>SNF + NPI</td>
<td>SNF9876543210</td>
</tr>
</tbody>
</table>

### Glossary

**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.

**Confirmation number:**
The number generated by the EFT website to confirm submission of the payment scheduled. This number is used to track your payment in the transaction database.

**Debit date:**
The date an EFT payer instructs a bank or the data collector to process the transfer of funds.

**DHCS account login:**
This is generated for enrolled users and sent via email. See [here](#) for more details.
**DHCS account number:**
Comprised of a program identifier prefix, your ten digit NPI or 9 digit OSHPD number, and if applicable, a sequence number. If you are a MCO Tax Provider, this number is four digits in length with no identifier prefix. Can be found on correspondence from the DHCS. Refer to the Identifying Your DHCS Account Number section for more information.

**Electronic funds transfer (EFT):**
A generic term used to describe any Automated Clearing House (ACH) transaction.

**Enrolled user:**
A user with an account in the FirstData website.

**One-time payment:**
This option should only be used when making one-time payments. It does not store confirmation numbers and payments cannot be canceled once made.

**Payment contact person:**
The authorized person to contact for a provider.

**Registered account:**
An account in the FirstData website that has been fully set up to make payments.

**Security code:**
A 4-digit code that is required to register your account in the FirstData website to create a username and password to log in and make payments. You will receive a temporary code by email and will be required to change the code upon registering/activating your account.

**Submitted date:**
The date an EFT payer originally submitted their payment.

**Username:**
Created by payer to login to their account. Click [here](#) for details.

**Terms and Conditions**
**Please read all of the terms and conditions carefully.**

By clicking Submit Payment on the EFT transaction, you agree to the terms and conditions as stated below:

1. By completing the Electronic Funds Transfer 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. The Department makes no warranties, expressed or implied, about the electronic funds transfer process. In no event will the Department 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 electronic funds transfer 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.