

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](#) 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](#)
2. [Mail-in EFT Enrollment Form](#)

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.

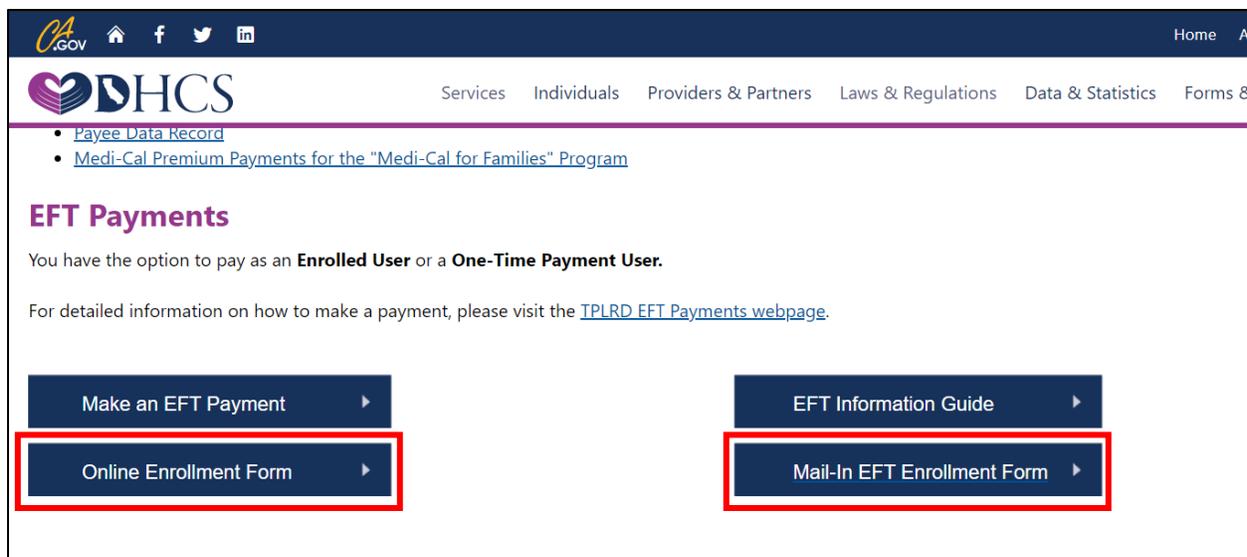


Figure 1 DHCS TPLRD Webpage

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.

FirstData. TPLRD One-Time Pay option Reference Links ▾ Return to the California EFT System Menu FAQ

Sign in
 For Enrolled Users, please enter your account information to access our secure system.
 If you want to make one time payment, please select the "TPLRD One-Time Pay option" tab above.
 To sign up for an Enrolled User account, please select the "Reference Links" above and click on the EFT Enrollment Form

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 4 EFT Login/Register Page

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**.

The screenshot shows a web interface for DHCS account registration. At the top, there is a navigation bar with 'FirstData.' on the left, and 'TPLRD One-Time Pay option', 'Reference Links >', and 'Return to the C' on the right. Below the navigation bar, the heading 'Registration' is displayed in blue. Underneath, a small instruction reads: 'For help with EFT, select the "Reference Links" above and click on one of the items.' The main content area is a white box with a light gray border. It contains two labels: 'DHCS Account:' and 'Security Code:'. To the right of 'DHCS Account:' is a red-bordered box containing the text 'DHCS account login'. To the right of 'Security Code:' is another red-bordered box containing the text 'Current (temporary) security code'. Below these fields are two buttons: a blue 'Continue' button and a blue 'Help?' link.

Figure 5 DHCS Account and Security Code Prompt

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**.

FirstData. TPLRD One-Time Pay option Reference Links > Return to the California EFT S

Update Security Code

Our records indicate that you have not changed your default security code.
*Security Code is 4 digits long. It cannot include letters or any special characters.

Current Security Code:

New Security Code:

Confirm Security Code:

Type the moving characters

[Continue](#)

Figure 6 Update Security Code Prompt

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.

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:

Confirm Username: *same as above

Password:

Confirm Password: *same as above

Email:

Confirm Email: *same as above

Figure 7 Registration Prompt: Username and Password

- c. Enter a preferred contact name for your enrolled user account.

Contact Information

Contact Name:

Figure 8 Registration Prompt: Contact Name

- d. Now, select any three security questions and provide your answers. These security questions will be used whenever you reset your enrolled user account's password. Make sure you remember the answers to the questions you select.

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:

Answer:

Question 2:

Answer:

Question 3:

Answer:

An answer used for 1 question cannot be used as the answer for another question. Each answer must be unique.

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.

CTPR

Type the moving characters

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.

The image shows a registration prompt for adding a bank account. At the top, there is a sample check with a value of 2400. Below the check, there are labels for Routing Number, Account Number, and Check Number. The form contains the following fields:

- Account Holder Name :** A text input field with the placeholder text "FirstName LastName".
- Account Type:** A dropdown menu with "Checking" selected.
- Account Number:** A text input field containing "6724301068".
- Confirm Account Number:** A text input field containing "6724301068".
- Routing Number:** A text input field containing "122105278".

A blue **Submit** button is located at the bottom left of the form.

Figure 11 Registration Prompt: Add Bank Account Prompt

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.

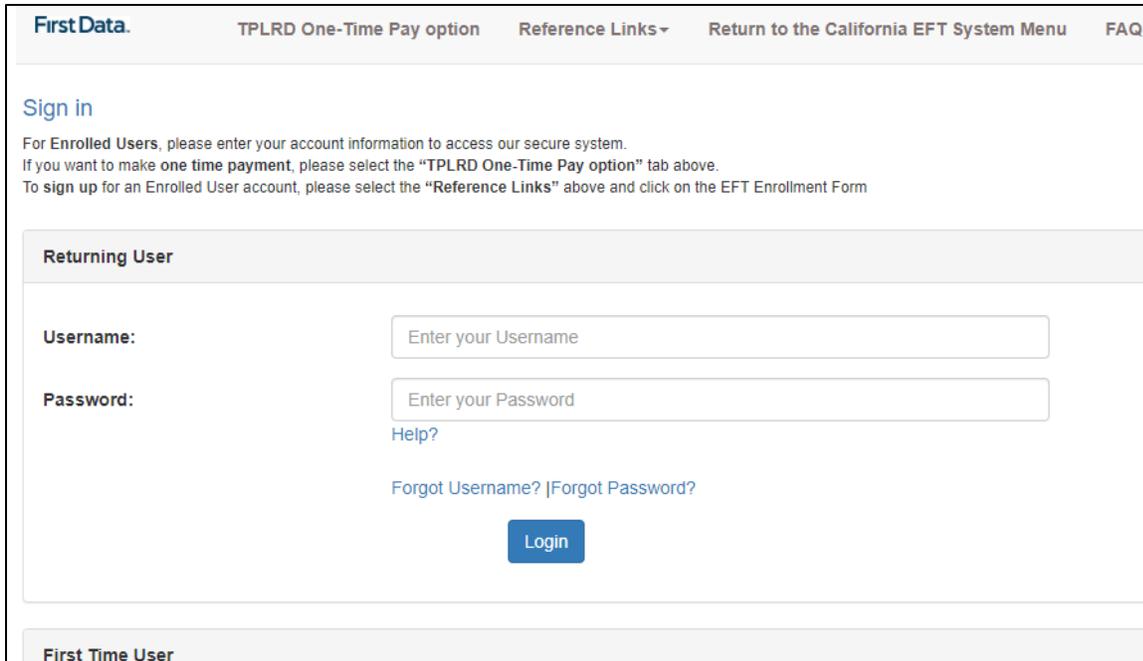


Figure 12 Login as Returning User

Account Menu Items

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

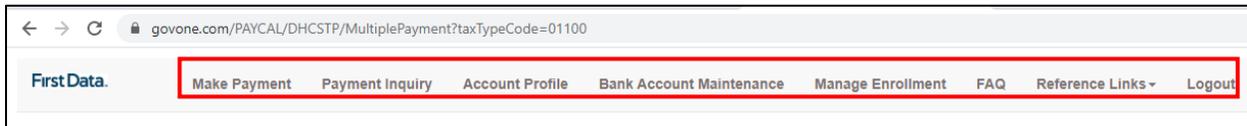


Figure 13 Enrolled User Account Menu Items

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.

Make a Payment

If making more than one payment, use Add Row button and enter each NPI under NPI/ DHCS Account Number field. The DHCS Account and NPI can be the same in some situations.
For help with EFT, select the "Reference Links" above and click on one of the items.

DHCS Account :
TM# SNF9876543210

Payment Type :
Quality Assurance Fee/MCO Tax

NPI/DHCS Account Number	Business Name	Invoice Number Get Invoice Number	Payment Amount	Debit Date MM/DD/YYYY
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ 0.00	05/04/2020

[+ Add Row](#)

[Continue](#)

Click link for a default invoice number.

Click to populate another row of the above fields for another payment.

Figure 14 Make Payment: Payment Information

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**.

Payment Verification

Please confirm the following payment information.

DHCS Account :

SNF9876543210

Payment Type :

Quality Assurance Fee/MCO Tax

Bank Account :

*****1068

NPI/DHCS Account Number	Business Name	Invoice Number	Payment Amount	Debit Date
SNF9876543210	SNF9876543210	SNF12345678	\$1.00	05/20/2020

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.

[Edit Payment](#) [Submit Payment](#)

Figure 15 Make Payment: Payment Verification

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

details. Please keep the confirmation number for your records. You may record the number or print the screen by clicking **Print this page**.

First Data. **Make Payment** Payment Inquiry Account Profile

Payment Confirmation

Please take note of the confirmation number or print this page for your records.

Payment Initiation Date: 05/01/20 Time: 4:27:48 PM **Print this page**

DHCS Account : SNF9876543210

Payment Type : Quality Assurance Fee/MCO

Bank Account : ****1068

Payment Amount	Debit Date	Confirmation number
\$1.00	05/20/20	13186

New Payment

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.

Payment Inquiry

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 not cancelled, it will change to Submitted status when it is sent for processing. Once the payment has posted, it will display as Paid.

[Access Legacy Payment History: 7/1/2014 - 7/1/2016](#)

Payment Submission Date: From (MM/DD/YYYY) To (MM/DD/YYYY)

Debit Date: (MM/DD/YYYY)

Status:

Confirmation Number:

Search fields you can use to search payments.

Figure 17 Payment Inquiry Page: Payment Search

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.

Select	Confirmation Number	Payment Type	Payment Amount	Payment Submission Date and Time PST	Debit Date	Payment Method	Status
<input type="button" value="View/Cancel"/>	14227	Estate Recovery	\$500.00	06/14/2016 09:30:41 AM	06/27/2016	Web	Scheduled
<input type="button" value="View/Cancel"/>	14226	250% Working Disabled Program	\$20.00	06/14/2016 09:30:21 AM	06/22/2016	Web	Scheduled

Figure 18 Payment Inquiry: View/Cancel

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**.

View/Cancel Payment

View your payment details below. You may choose to cancel your payment by selecting Cancel Payment below, or Back to return to Payment Inquiry

Confirmation Number:	14227
Payment Status:	Scheduled
Payment Method:	Web
Payment Submission Date and Time (PST) :	06/14/2016 09:30:41 AM
Bank Account:	*****4321
DHCS Account :	00000008
Payment Type :	Estate Recovery
Payment Amount :	\$500.00
Debit Date :	06/27/2016

[Back](#) [Cancel Payment](#)

Figure 19 Payment Inquiry: View/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.

Payment Bank Account Maintenance
Manage or view the account information linked to your profile. When adding bank accounts, please note that we do not accept [International ACH Transactions \(IAT\)](#)

Enrollment:

Account	Account Type	Account Holder Name	View	Delete
*****1068	Checking	FirstName LastName	View	Delete

Figure 20 Bank Account Maintenance: View/Delete

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

1. Click **Add Bank Account** like shown in the below image.

Figure 21 Bank Account Maintenance: Add Bank Account

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**.

Figure 22 Bank Account Maintenance: Add Bank Account Prompt

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**.

The screenshot shows the FirstData login interface. At the top, there is a navigation bar with the following items: 'FirstData.', 'TPLRD One-Time Pay option' (highlighted with a red box), 'Reference Links >', 'Return to the California EFT System Menu', and 'FAQ'. Below the navigation bar, there is a 'Sign in' section with instructions: 'For Enrolled Users, please enter your account information to access our secure system. If you want to make one time payment, please select the “TPLRD One-Time Pay option” tab above. To sign up for an Enrolled User account, please select the “Reference Links” above and click on the EFT Enrollment Form'. The main login area is titled 'Returning User' and contains two input fields: 'Username:' with the placeholder 'Enter your Username' and 'Password:' with the placeholder 'Enter your Password'. Below the password field is a 'Help?' link. At the bottom of the login area are links for 'Forgot Username?' and 'Forgot Password?', and a blue 'Login' button.

Figure 23 One-Time Payment: FirstData Login Page

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**.

Figure 24 One-Time Payment: Account Information

3. On the following screen, click on the appropriate program.

Figure 25 One-Time Payment: 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**.

The screenshot shows a form for entering payment information. At the top, it displays 'DHCS Account : TMa SNF9876543210' and 'Payment Type : Quality Assurance Fee/MCO Tax SNF9876543210'. Below this is a table of input fields:

NPI/DHCS Account Number	Business Name	Invoice Number Get Invoice Number	Payment Amount	Debit Date MM/DD/YYYY
<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ 0.00	05/04/2020

Below the table is an '+ Add Row' button and a 'Continue' button. Red boxes and arrows highlight these elements with the following text:

- A red box around the 'Get Invoice Number' link with an arrow pointing to it and the text: "Click link for a default invoice number."
- A red box around the '+ Add Row' button with an arrow pointing to it and the text: "Click to populate another row of the above fields for another payment."
- A red box around the 'Continue' button.

Figure 26 One-Time Payment: Payment Information

- The following screen, pictured below, will prompt for your contact information. Input your contact information and click **Continue** when done.

The screenshot shows a web form for entering contact information. The fields are as follows:

- Case Name:** A text input field with a blue border and a vertical cursor. Below it is a blue link labeled "Help?".
- Contact Name:** A text input field.
- Address:** Two stacked text input fields.
- City:** A text input field.
- State/Province:** A dropdown menu with "CA" selected.
- Zip/Postal Code:** A text input field.
- Country:** A dropdown menu with "UNITED STATES" selected.
- Daytime Phone Number:** A text input field with a note "10 characters minimum" to its right.
- Email Address:** A text input field with a blue link labeled "Help?" below it.
- Re-type Email Address:** A text input field.

At the bottom left of the form are two blue buttons: "Back" and "Continue".

Figure 27 One-Time Payment: Contact Information

- Now, a bank account information prompt will display like the image below. Complete the fields with your bank account information, then click **Continue**.

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

2400
19____ 91-548/1221
PAY TO THE ORDER OF _____ \$ _____
DOLLARS
FOR _____
⑆ 1 22105278⑆ 6724301068⑆ 2400⑆

Routing Number Account Number Check Number

Account Holder Name:

Account Type:

Account Number:

Re-Enter Account Number:

Routing Number:

Figure 28 One-Time Payment: Payment Method

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		
Overpayments Program	DHCS Account Number Format	DHCS Account Number Example
Overpayments	V + NPI + Sequence Number	V9876543210-001
State Share	Format varies	GDME00000F-001

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

[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.