

Electronic Funds Transfer Information Guide



Third Party Liability and Recovery Division

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State of California - Health and Human Services - Department of Health Care Services

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I. INTRODUCTION

A. Definition of Electronic Funds Transfer (EFT)

Electronic Funds Transfer (EFT) is a method of instructing financial institutions to electronically transfer money from one bank account to another eliminating the use of paper checks. With the Department of Health Care Services' (DHCS) EFT Program, a Medi-Cal beneficiary or their representative, providers and other entities can initiate payments using the Internet. Funds are electronically transferred from the payer's bank account to the state's bank account. Electronic funds transfers have been used for many years by the federal government, other state agencies, and a number of private businesses.

B. EFT Program Information Guide

Please read this guide carefully. It is a source of valuable information that will make your participation in the EFT program an easy, quick, and simple process and help avoid unwanted penalty and interest situations.

C. Voluntary Participation

Medi-Cal beneficiaries or their representatives, providers, beneficiary's heirs or representatives and other entities can voluntarily remit their payments to DHCS by EFT.

I. EFT PAYMENT OPTIONS

A. ACH Debit Method

The Automated Clearing House (ACH) Debit Method is when a person or entity initiates a payment to authorize the State to debit their account and credit the State's bank account. The transaction is simple and there is no cost to you, unless your financial institution charges a fee for the actual transfer of funds. To make online payments, you must have internet access.

Third Party Liability and Recovery Division's (TPLRD) EFT payment process offers two online debit methods called One-Time Pay and EFT Enrolled User. Both are secure, easy, and convenient electronic payment options that allow payers to make payments online using their checking or savings bank account. EFT Enrolled User allows users more flexibility in sending payments such as paying multiple accounts and access to payment history. This option requires users to submit a completed enrollment form to establish an account prior to using for the first time. The One-Time Pay option is open to all users that need to submit payments to DHCS and allows for quick and easy payment(s) without needing to create an account. Both options allow payers to schedule payments to DHCS up to 90 days in advance.

To make a payment for the next business day, the transaction must be completed before 3 p.m. Pacific Standard Time (PST) of the current day.

B. How to Access EFT Payment Options

The DHCS's EFT website can be accessed through one of the following:

- DHCS TPLRD web page located at <http://dhcs.ca.gov/epay>
 - select New [EFT website](#)
- www.govone.com/paycal/dhcstp

Online access is available 24 hours a day, 7 days a week. If you cannot access the above-mentioned websites, please try again at a later time.

C. Scheduling Payments to DHCS

Please be aware that the DHCS EFT system **does not automatically set your payments to reoccur**. You will need to schedule payments ahead of time to avoid missing payment due dates. The system does allow payers to schedule payments up to 90 days in advance. If you are expecting to be away from computer access for an extended period of time, please schedule your payments accordingly ahead of time or mail your payments to DHCS.

D. Before You Start using One-Time Pay Option...

Have the following information available before initiating an EFT transaction:

- Request for Payment Correspondence received from DHCS/TPLRD, if any.
- DHCS Account Number
 - Please refer to [Section VIII.A. Locating Your DHCS Account Number](#), if you are unsure of your DHCS Account Number.
- DHCS Case Name
- Amount Due
- Your bank routing and account numbers. You may use a checking or savings account.
 - Please contact your financial institution for the correct bank routing number and/or your bank account number to use.

Note: Do not use bank information from a deposit slip or your debit card number.

II. GENERAL EFT INFORMATION

A. Inquiries

Payments made through the EFT Enrolled User option are saved in your account for one year. To view your payment history, please log in your account and click on Payment Inquiry. You can also search for your past payments using the confirmation number provided after each confirmation screen, the payment amount, the date of submission, or the date of payment. Payments that are scheduled in advance are also viewable and cancelable in this option.

To inquire about a payment transaction made through the One-Time Pay EFT option, call the TPLRD Electronic Funds Transfer voice mailbox at (916) 650-0547 after 3 p.m., PST, the day the transaction settles. Leave your first and last name, a phone number where we can reach you, the date and time to call you back and a brief message. Please be sure to include your payment confirmation number. One of our representatives will get back to you as soon as possible.

B. Proof of Payment

Proof of payment is the statement from your bank showing the actual transfer of funds from your bank account into the State's bank account. The confirmation number given at the end of an EFT payment transaction does not constitute proof of payment; it only assists in locating data transmission.

C. Refunds

If you have transmitted more than the amount due or would like a refund, you may send a refund request or, in some cases, request to apply the overpayment to another reporting period. Please send your 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:

- 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
- Name and contact phone number to use for any question(s).
- Name the refund check is to be made payable.
- Address to send the refund check.

Please note that refund requests may take up to 90 days to process. In case your request is denied, a notification letter will be mailed to you.

D. Holidays

Bank Holidays

Banking days are days the Federal Reserve banks are open. They are open Monday through Friday, except for the following dates:

- New Year's Day - January 1
- Martin Luther King Jr. Day (third Monday in January)
- Presidents Day (third Monday in February)
- Memorial Day (last Monday in May)
- Independence Day - July 4
- Labor Day (first Monday in September)
- Columbus Day (second Monday in October)
- Veterans Day - November 11
- Thanksgiving Day (fourth Thursday in November)
- Christmas Day - December 25

Note: If a holiday falls on a Saturday, the Friday preceding is considered a bank holiday. If a holiday falls on a Sunday, the following Monday is considered a bank holiday.

State Holidays

In addition to the bank holidays above, the following holidays are also recognized by the State of California:

- Cesar Chavez Day - March 31
- Day after Thanksgiving - Friday after Thanksgiving

Note: If a holiday falls on a Sunday, the holiday is observed on the following Monday.

III. EFT ENROLLED USER PAYMENT OPTION

The Enrolled User payment option is an EFT option offered by DHCS as an alternative to the One-Time Pay option. This option is more robust in features compared to the One-Time Pay option as it is a user login account based payment system. Additionally, Enrolled Users may find this option more convenient and easier to use as it allows users to schedule multiple payments in the future without having to enter your personal and banking information each time you make a payment; view/track your payment history, as well as cancel scheduled payments. Interested users are required to submit a completed enrollment form to be added in the program. Please visit the [DHCS TPLRD website](#) and refer to the Quick Reference Links for a copy of the enrollment form. You have the option of completing the enrollment form online by selecting the EFT Enrollment AutoForm link or you can download the manual [EFT Enrollment Form Mail-in](#) if you would like to submit the form by mail.

❖ **Important Note:** if you are a Medi-Cal beneficiary, for security purposes, the information you provide in the enrollment form must match your Medi-Cal records. If you had a change of address, please contact your local Social Services Office to request the change in your Medi-Cal records.

Once we receive your enrollment form, please allow up to one week for the processing of your application. We will send you a letter confirming the creation of your DHCS EFT Enrolled User account. An email containing your temporary security code needed for activating your account will also be sent to you. When you have both your DHCS Account and temporary Security Code, you can register your account. Please note that it may take up to two weeks processing time after we receive your enrollment form. If you need to make an immediate payment to DHCS, use the One-Time Pay option. (For more information on One-Time Pay, refer to [Section VI. One-Time Pay Option](#))

A. **First Time Users**

First time users of the EFT Enrolled User option will need to register their account and create their login security credentials. You will be prompted to change the temporary security code when you register your account. Please remember the Username and Password that you created to access your account in the future.

Prior to submitting any payments, your bank account information must be entered and stored on the EFT website. The EFT Enrolled User option will only allow you to save one bank account per DHCS Account. For more detailed instructions on payment method setup, refer to [Section V.D. Bank Account Maintenance](#).

B. How to Register an Enrolled User Account

You need to submit an enrollment form to access the Enrolled User section of the EFT website. Once you have received your DHCS Account and Security Code from DHCS, you can register your account and create a Username and Password for access.

1. Access the DHCS EFT website at www.govone.com/paycal/dhcstp
2. Click on the **Register** button in the **First Time User** box.

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.

[Register](#)

3. Enter your **DHCS Account** and **Security Code** in the Registration screen.

[FirstData.](#) [Access to the One-Time Pay option](#) [Reference Links](#) ▾ [Return to the](#)

[Registration](#)

DHCS Account:

Security Code:

[Continue](#) [Help?](#)

4. On the Update Security Code screen, please enter your **Current (temporary) Security Code**. Please create a new 4 digit security code and enter in the **New Security Code** field and again under the **Confirm Security Code** field and click **Continue**.

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

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:	<input type="text"/>
New Security Code:	<input type="text"/>
Confirm Security Code:	<input type="text"/>
<input type="button" value="Continue"/>	

- a. You may be prompted to enter Moving Letters verification at this point. Please enter the letters displayed on your registration screen if prompted for this verification.



5. You will be prompted to create a Username and Password. Make sure to remember these as you will need them to access your EFT account in the future.

[Registration](#)

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

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:

Password:

Confirm Password:

Email:

Confirm Email:

6. Enter your contact name then select and answer Security Questions.

Contact Information

Contact Name:

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:

7. After creating your login credentials, you will be prompted to enter your bank information on the Add Bank Account Information screen. Please enter the bank **Account Holder Name**, select whether the **Account Type** is a Checking or Savings account, enter bank **Account Number** twice to check for accuracy, and enter the 9-digit bank **Routing Number**. Review the entered information and Click **Submit**.
 - a. Please use the information as found on your check or bank statement.
 - b. A deposit slip or debit card number will not work on the EFT system.
 - c. Contact your financial institution if you need help on your bank account number or the bank's routing number.

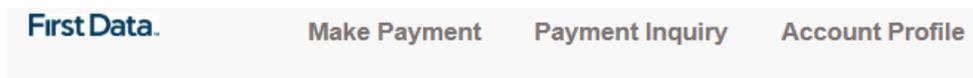
Add Bank Account Information

To add a bank account to your profile, fill in the account information fields and click the submit button.

*When changing bank account information, you need to cancel all currently scheduled payments and resubmit payments as necessary. Any previously scheduled payments will not update with the new bank account information. Refer to the EFT Info Guide on how to cancel payments.

The screenshot shows a form titled "Add Bank Account Information". At the top, there is a check image with the following fields: "PAY TO THE ORDER OF", "DOLLARS", and "FOR". Below the check image, there are input fields for "Account Holder Name", "Account Type" (a dropdown menu with "Select Account Type" as the current selection), "Account Number", "Confirm Account Number", and "Routing Number". A "Submit" button is located at the bottom left of the form area.

8. After saving your bank information, you can now schedule payments either by clicking Continue or Make Payment.



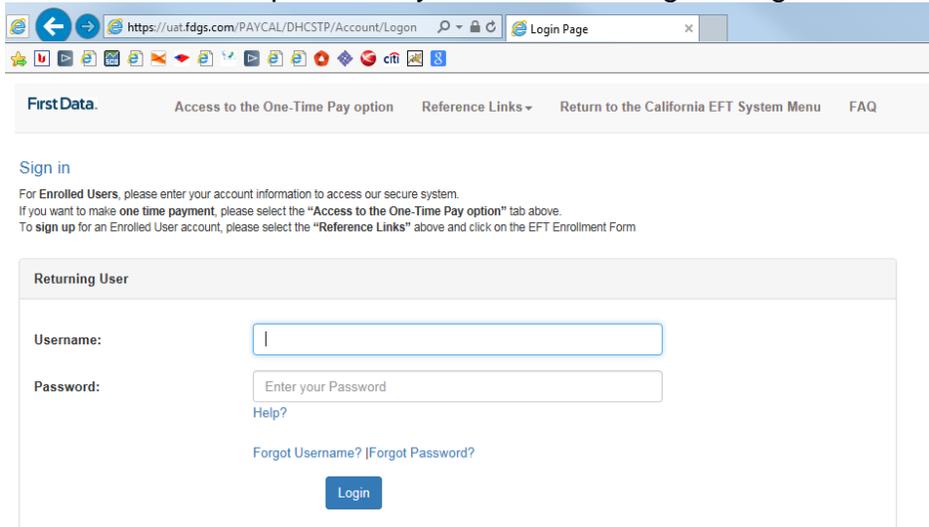
Add Bank Account Confirmation

You have successfully set up your payment information. Select Continue to access the application.



C. Returning Enrolled Users

Once your account has been registered, log in under the **Returning User** screen. Enter the username and password you created during the registration of your account.



The screenshot shows a web browser window with the URL <https://uat.fdgs.com/PAYCAL/DHCSTP/Account/Logon>. The page title is "Login Page". Below the browser window, there is a navigation bar with the following links: "FirstData.", "Access to the One-Time Pay option", "Reference Links", "Return to the California EFT System Menu", and "FAQ".

Below the navigation bar, there is a "Sign in" section with the following text:

For **Enrolled Users**, please enter your account information to access our secure system.
If you want to make **one time payment**, please select the "Access to the 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 content area is titled "Returning User" and contains the following form:

Username:

Password:

[Help?](#)

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

- **Username:** Please enter the username that you created when you registered your DHCS Account as a First Time User.
- **Password:** Use the password you created during the account profile setup as a First Time User (If you had already changed this information, then use the most recent password you created). Your password must be a minimum of 8 characters and contain at least 1 number, 1 special character (!#\$%^*+), 1 uppercase letter, and 1 lowercase letter.

Please remember your account login information (Username and Password) to help you access your account in the future. If you need assistance with your username or password, click the **Forgot User Name?** or **Forgot Password?** link on the EFT Sign in screen or call a customer representative at **800-554-7500 (option 0)**.

IV. ENROLLED USER MENU OPTIONS

Please view the top menu of the Enrolled User screen for links to various sections of the website. You can click on any of the links to immediately jump to that section at any time.



A. Make Payment

The Make Payment page is where you go to schedule payments. Your Enrolled User account is set up to pay specific programs.

- Under **Payment Amount** - enter the dollar amount you need to pay. Do not enter a dollar sign. You cannot make zero dollar payment and credits are not allowed.
- Click on the **Debit Date** box to view available dates to schedule your payment. Please note that your payment will be processed and will clear your bank account based on your selected Bank Account Debit Date.
- A Confirmation Number will be issued at the Payment Acknowledgement page.
- After completing a payment transaction, you may schedule another payment by clicking the **New Payment** button.
- If you need to send monthly payments, you can schedule multiple payments up to 3 months in advance. Please click on the Make Payment navigation link and use the **Add Row** button to create multiple payments.

Note: If you need to make payments to a different DHCS Account with your Enrolled User login account, please add it in the [Manage Enrollment section](#). Please be aware that to make payments to multiple DHCS Accounts, you will be required to submit another enrollment form for each DHCS Account.

1. Making a Payment as an Enrolled User

Follow the steps below to make a payment as an Enrolled User:

- a. Log in with your created Username and Password from enrollment registration.
- b. If you have multiple accounts linked with your Username, the Select Your Enrollment screen will ask which DHCS Account you are making a payment to. Select the DHCS Account you would like to pay from the drop down menu and click **Continue**. If you have only one DHCS Account set up, continue to the next step.

Select your Enrollment

Our records indicate that you have more than one enrollment. Please select the enrollment from dropdown below.

Select Your Enrolment:

Please Select...

Continue

- c. In the Make a Payment Screen, enter the **Payment Amount** and **Debit Date**. If you need to make another payment, click on **Add Row** to schedule another payment. Click Continue.

The Make a Payment Screen will have a different format based on the Program’s requirements.

- For Personal Injury and Workers’ Compensation, you are also required to enter Case Number and Case Name.
- For Overpayments-Multiple Accounts, you are also required to enter NPI/DHCS Account Number and Case Name.
- For QAF-SNF, you are also required to enter NPI/DHCS Account Number, Bed Days, and the Date Range of the Bed Days. You can view the Bed Days Rate Table to calculate your Payment Amount by accessing the link named” [Bed Days Rate Table](#)”.
 - The Debit Date for QAF-SNF is automatically set to earliest available bank debit date. It cannot be changed.

Below is a sample of Make a Payment screen for the 250% Working Disabled Program:

Make a Payment

Please enter the following payment information.

DHCS Account :

Payment Type : 250% Working Disabled Program

	Payment Amount	Debit Date	Action
1.	\$ <input style="width: 100px;" type="text" value="0.00"/>	<input style="width: 150px;" type="text"/>	Remove
2.	\$ <input style="width: 100px;" type="text" value="0.00"/>	<input style="width: 150px;" type="text"/>	Remove
Total:		\$ <input style="width: 100px;" type="text" value="0.00"/>	

[+ Add Row](#)

- d. Verify your payment entries and click on **Submit Payment**.
 - o If you need to make any changes, click **Edit Payment** to go back to the previous screen.

FirstData. Make Payment Payment Inquiry Account Profile Bank Account Maintenance Manage Enrollment FAQ Reference Links ▾ Logout

Payment Verification
Please confirm the following payment information.

DHCS Account : 000000008

Payment Type : 250% Working Disabled Program

Bank Account : *****6789

Payment Amount	Debit Date
\$20.00	06/02/2016

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](#)

- e. Once you have submitted your payment, you will be routed to the Payment Confirmation screen. You can make a record of this payment by recording the Confirmation Number or clicking on **Print this page**.

FirstData. **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: 5/27/2016 Time: 4:27:48 PM  [Print this page](#)

DHCS Account : 000000008

Payment Type : 250% Working Disabled Program

Bank Account : *****6789

Payment Amount	Debit Date	Confirmation number
\$20.00	06/03/2016	13186

[New Payment](#)

Note: Payments that display the View/Cancel button can be cancelled. To cancel a payment, click the **Cancel** button on the View Payment screen. Payments can only be cancelled if there is at least two business days left before the scheduled Bank Debit Date. If there is no Cancel button, it is too late to cancel the 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 :	000000008
Payment Type :	Estate Recovery
Payment Amount :	\$500.00
Debit Date :	06/27/2016

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

- e. You can also save your search results to a spreadsheet file by clicking on the “Export to File” button. This file can help you in keeping personal records of your payment. If you are using a public computer, **do not export/download** this file as it contains personal/confidential information.



Important Note: This database may only keep transactions done in the past 36 months. If the database cannot find payment transaction done more than 36 months ago, please refer to your bank statement or contact your financial institution.

C. Account Profile

The Account Profile page allows you to change your password, security questions, security code for your account, and update your email address.

- Account profile updates require you to enter your current password.
- You will need your current security code to change it to a new code.
- To change your password, click on the **Change Password** link.
- Click on the **Edit link** for the profile information section you want to update.

D. Bank Account Maintenance

The Bank Account Maintenance page allows you to add, view, and delete your bank account information.

- Your bank account information must be entered prior to making payments and will be saved for future payment transactions unless updated or deleted.
- If you have any changes made to your bank account, you will need to delete your saved account and re-enter your new bank account information.
- Any changes made to the Bank Account Maintenance screen will not update any pending payments made prior to any updates.
 - Previously scheduled payments will still debit on the scheduled date with the older saved bank account information.
 - Please delete any scheduled payment that is associated with a bank account that is no longer valid.
- If you have more than one DHCS Account linked with your User Name, you will need to save a bank account to the additional DHCS Account.

1. Making Changes to your Saved Bank Account

a. Click on the Bank Account Maintenance link at the top menu.



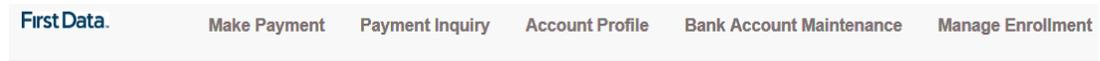
b. Click on the Delete link of the saved bank account.

Account	Account Type	Account Holder Name	View	Delete
*****6789	Checking	Test User	View	Delete

c. Click on Delete button to confirm deletion of bank account.



d. Click on Add Bank Account button to enter new bank account information.



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 \(IAT\)](#)



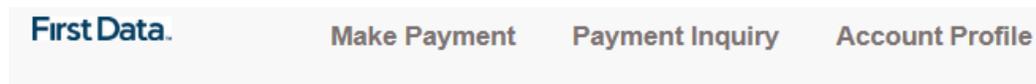
e. Fill in the required fields and click on Submit to continue. Do not enter deposit slip account or debit card numbers as it will not work with the EFT system.

Add Bank Account Information

To add a bank account to your profile, fill in the account information fields and click the submit button.
*When changing bank account information, you need to cancel all currently scheduled payments and resubmit payments as necessary. Any previously scheduled payments will not update with the new bank account information. Refer to the EFT Info Guide on how to cancel payments.

A screenshot of a web form for adding a bank account. At the top is a check image with a routing number of 22105278, an account number of 6724301066, and a check number of 2400. Below the check are five input fields: 'Account Holder Name' (text box), 'Account Type' (dropdown menu with 'Select Account Type' selected), 'Account Number' (text box), 'Confirm Account Number' (text box), and 'Routing Number' (text box). A blue 'Submit' button is located at the bottom left of the form area.

f. Click on Continue button on the confirmation screen to continue using the EFT web site.



Add Bank Account Confirmation

You have successfully set up your payment information. Select Continue to access the application.



E. Manage Enrollment

The Manage Enrollment page allows you to associate multiple DHCS Accounts with your User ID.

- You will need to submit a new enrollment form for each DHCS Account you plan to access with your User ID.
- Once you receive the letter confirming your new DHCS Account and an email confirming your Security Code, you can use this information to add another enrollment to your User Name. The description box is for your use to differentiate between multiple accounts associated to your User Name.

1. Adding Another DHCS Account to Existing EFT Enrolled User Account

Follow the steps below to add another DHCS Account to your existing Enrolled User Account.

- a. Click on the **Manage Enrollment** link at the top menu.



- b. Click on the **Add Another Enrollment** button to start the process.

A screenshot of the 'Manage Enrollment' page. At the top, there is a navigation menu with 'Manage Enrollment' selected. Below the menu, the page title 'Manage Enrollment' is displayed, followed by the instruction 'Please fill out Agency details here.' A blue button labeled 'Add Another Enrollment' is visible. Below the button is a table with the following data:

DHCS Account	Description	Delete
000000008	Initial Enrollment	Delete

c. Enter the new **DHCS Account**, **Security Code**, and **Description**.

- The Description will be displayed as the name of the account when making a new payment.

[First Data.](#) [Make Payment](#) [Payment Inquiry](#) [Account Profile](#) [Bank Account Maintenance](#)

[Add another enrollment](#)

DHCS Account:	<input type="text"/>
Security Code:	<input type="text"/>
Description:	<input type="text"/>
Continue Help?	

d. Update your temporary **Security Code** with a new permanent code.

- Security Code must be 4 digits long.

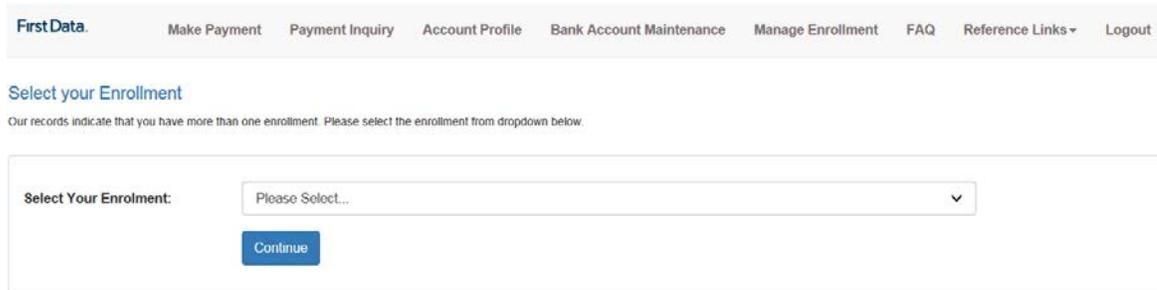
[First Data.](#) [Make Payment](#) [Payment Inquiry](#) [Account Profile](#) [Bank Account Maintenance](#)

[Add another enrollment](#)

DHCS Account:	<input type="text"/>
Security Code:	<input type="text"/>
Description:	<input type="text"/>
Continue Help?	

e. Click on the **Continue** button to finish enrollment.

- f. When you click on **Make Payment** at the top menu, it will now ask which DHCS Account you would like to pay.



Important Note: A bank account needs to be saved for each DHCS Account. The bank account can be the same as the one saved for your other account(s). [Refer to Section V.D. for instructions on saving a bank account.](#)

F. FAQ

The FAQs page will provide EFT Users with answers to Frequently Asked Questions regarding EFT.



G. Logout

Click to exit Enrolled User website.



- Click to exit after you finish making payment(s).
- You must click Logout after you are done using the EFT website to prevent unauthorized access to your account.

V. ONE-TIME PAY OPTION

Payers without a login account can make a payment immediately to DHCS through the One-Time Pay option. Payers that have not yet completed the enrollment process or do not wish to enroll may use this option to make payments.

1. Access the payment website at www.govone.com/paycal/dhcstp
2. Click on the **Access to the One-Time Pay option** link at the top of the screen.



3. Enter your **DHCS Account** and click **Continue**. Please refer to the [Appendix VIII.A. Locating Your DHCS Account Number](#), if you need help with identifying your DHCS Account.

One Time Payment Only

Please enter the account information and click **Continue**.

This payment option is for payers who would like to make payments to DHCS online. 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.

A screenshot of the DHCS online payment form. At the top, there is a navigation bar with tabs: 'Account Info', 'Payment Info', 'Contact Info', 'Payment Method', 'Confirm Payment', and 'Payment Complete'. The 'Account Info' tab is selected. Below the tabs, the label 'DHCS Account:' is followed by an empty text input field. A 'Help?' link is positioned below the input field. A blue 'Continue' button is located below the input field.

4. On the Select Payment Type screen, select the **Program** you are paying.

[Select Payment Type](#)

Please select one of the following payment options:

The screenshot shows a web interface with a horizontal navigation bar at the top containing six tabs: 'Account Info', 'Payment Info', 'Contact Info', 'Payment Method', 'Confirm Payment', and 'Payment Complete'. The 'Payment Info' tab is currently selected. Below the navigation bar is a section titled 'Third Party Liability and Recovery' which contains a list of seven program options: '250% Working Disabled Program', 'Personal Injury', 'Estate Recovery', 'Overpayments- Single Account', 'Overpayments- Multiple Accounts', 'Special Needs Trust', and 'Worker's Compensation'.

5. Enter the **Requested Payment Information** (refer to the following payment instructions for specific program), **Payment Amount** and select your **Debit Date**. The debit date is the day the payment will be withdrawn from your account and can be scheduled for up to 90 days in advance. If you want to make another payment, click **Add Row** to schedule another payment. Once you are done with scheduling payments, click **Continue**.

- For **250% Working Disabled Program**, enter your **Payment Amount** and select your **Debit Date**.
- For **Personal Injury**, enter the DHCS Account Number in the **Case Number** box, the Medi-Cal beneficiary's name in the **Case Name** box, enter **Payment Amount**, and select **Debit Date**. If paying for multiple beneficiaries use the **Add Row** feature and enter Payment Information for each additional payment.
- For **Estate Recovery**, enter your **Payment Amount** and select your **Debit Date**.
- For **Overpayments – Single Account**, enter your **Payment Amount** and select your **Debit Date**.
- For **Overpayments – Multiple Account**, enter the **NPI/DHCS Account Number** and **Case Name**, **Payment Amount** and select **Debit Date**. If paying for multiple NPI/DHCS Account Numbers, use the **Add Row** feature and enter Payment Information for each additional payment.
- For **Special Needs Trust**, enter your **Payment Amount** and select your **Debit Date**.
- For **Workers' Compensation**, enter the DHCS Account Number in the **Case Number** box, the Medical beneficiary's name in the **Case Name** box, enter **Payment Amount**, and select **Debit Date**. If paying for multiple beneficiaries use the **Add Row** feature and enter Payment Information for each additional payment.

Sample payment screen showing 250% Working Disabled:

Account Info
Payment Info
Contact Info
Payment Method
Confirm Payment

DHCS Account : 98765432A

Payment Type : 250% Working Disabled Program

Payment Amount

\$

+

Add Row

Cancel
Continue

Debit Date

|

◀ **May 2016** ▶

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

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6. On the Contact Info screen, enter **Case Name**, **Contact Name** (Provide person to contact if different from the Case Name) and other needed information then click **Continue**. This information is only used to contact the payer in case there are any issues with the payment.
 - For **250% Working Disabled Program**, enter name of beneficiary in the **Case Name** box.
 - For **Personal Injury**, enter name of one of the beneficiaries (that you are making payment for) in the **Case Name** box.
 - For **Estate Recovery**, enter name of beneficiary in the **Case Name** box.
 - For **Overpayments – Single Account**, enter Medi-Cal beneficiary/provider name in the **Case Name** box.
 - For **Overpayments – Multiple Account**, enter name of one of the providers (that you are making payment for) in the **Case Name** box.
 - For **Special Needs Trust**, enter name of trust/beneficiary in the **Case Name** box.
 - For **Workers’ Compensation**, enter name of one of the beneficiaries (that you are making payment for) in the **Case Name** box.

Account Info	Payment Info	Contact Info	Payment Method	Confirm Payment
Case Name:		<input type="text"/>	Help?	
Contact Name:		<input type="text"/>		
Address:		<input type="text"/>		
		<input type="text"/>		
City:		<input type="text"/>		
State/Province:		CA <input type="button" value="v"/>		
Zip/Postal Code:		<input type="text"/>		
Country:		UNITED STATES <input type="button" value="v"/>		
Daytime Phone Number:		<input type="text"/>		
Email Address:		<input type="text"/>	Help?	
Re-type Email Address:		<input type="text"/>		
<input type="button" value="Back"/>		<input type="button" value="Continue"/>		

9. On the Payment Method screen, fill in your bank account information. Please enter **Account Holder Name**, select whether **Account Type** is Checking or Savings, enter **Account Number** twice to check for accuracy, and enter the 9-digit **Routing Number**. Please use the information found on your check. Do not use debit cards or credit cards as they are not accepted for EFT payments. Deposit slips will not work for EFT payments.
 - Contact your financial institution if you need help on your bank account number or the bank's routing number.

Account Info
Payment Info
Contact Info
Payment Method

Routing Number

22205278

Account Number

6724301068

Check Number

2400

Account Holder Name:

Account Type: Select Account Type ▼

Account Number:

Re-Enter Account Number:

Routing Number:

Back

Cancel

Continue

10. Review the information on the Confirm Payment screen and click on **Submit Payment** button to complete the EFT scheduled payment.

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

DHCS Account : 98765432A

Payment Type : 250% Working Disabled Program

Bank Account : *****7890

Payment Amount	Debit Date
\$20.00	05/25/2016

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](#)

11. Please keep record of the confirmation number after submitting payments. You will need to refer to this number if you have any questions regarding your payment. If you would like to make another payment, click on **New Payment**.

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

DHCS Account : 98765432A

Payment Type : 250% Working Disabled Program

Bank Account : *****7890

Payment Amount	Debit Date	Confirmation number
\$20.00	05/25/2016	12025

[New Payment](#)

VI. 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.

VII. APPENDIX

A. Locating Your DHCS Account

Correspondence that you receive from Department of Health Care Services will include your DHCS account number. Your DHCS Account is comprised of a program identifier letter followed by your Client Index Number (CIN) and if applicable, a sequence number (example: D98765432A or C98765432A-001). Your CIN is the set of 8 numbers, beginning with a “9”, and a letter (example: 98765432A) found on your Medi-Cal Benefits Identification Card (BIC). Your payment may be delayed if an incorrect DHCS Account was submitted. Please see below for information on DHCS Account formats:

- Working Disabled Program: D + CIN (ex: D98765432A)
- Estate Recovery: P + CIN + sequence # (ex: P98765432A-001)
- Personal Injury: C + CIN + sequence # (ex: C98765432F-001)
- Workers’ Compensation: W + CIN + sequence # (ex: W98765432A-001)
- Special Needs Trust: C + CIN + sequence #+ T (ex: C98765432C-001T)
- Overpayments:
 - Providers: V + NPI + sequence# (ex: V9876543210-001)
 - Beneficiaries: B + CIN + sequence# (ex: B987654321-001)
 - State Share: G + NPI + sequence# (ex: GDME02402F-001)
- Quality Assurance Fee - Skilled Nursing Facilities: Q + SNF + NPI (ex: QSNF9876543210)

B. Glossary of Terms and Acronyms

Automated Clearing House (ACH) means any Federal Reserve Bank or other entity that operates as a clearing house for electronic debit or credit entries pursuant to an agreement with an association which is a member of the National ACH Association.

ACH Debit is a method by which monies are transferred electronically through the ACH network. ACH Debit means an ACH transaction in which the State, through its depository bank, originates an ACH transaction debiting the designated payer’s bank account and crediting the State’s bank account for the amount of the payment.

Bank Account Debit Date is the date an EFT payer instructs a bank or the data collector to process the transfer of funds.

Business Day is any banking day except those that are observed as a bank holiday.

Electronic Funds Transfer (EFT) is a generic term used to describe any ACH or wire transfer.

Payment Amount is a fillable box in the “Make Payment” screen. The payment amount is the amount you are paying to DHCS and cannot be zero dollars.

Payment Contact Person is the authorized person to contact for a beneficiary or provider. Proof of authorization such as a letter of conservancy, or court order is required for the EFT Enrolled User enrollment form.

Confirmation Number is 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.

Security Code is a 4-digit code that is required to log in your account in the Enrolled EFT User website. You will receive a temporary code by email and will be required to change the code upon registering/activating your account.