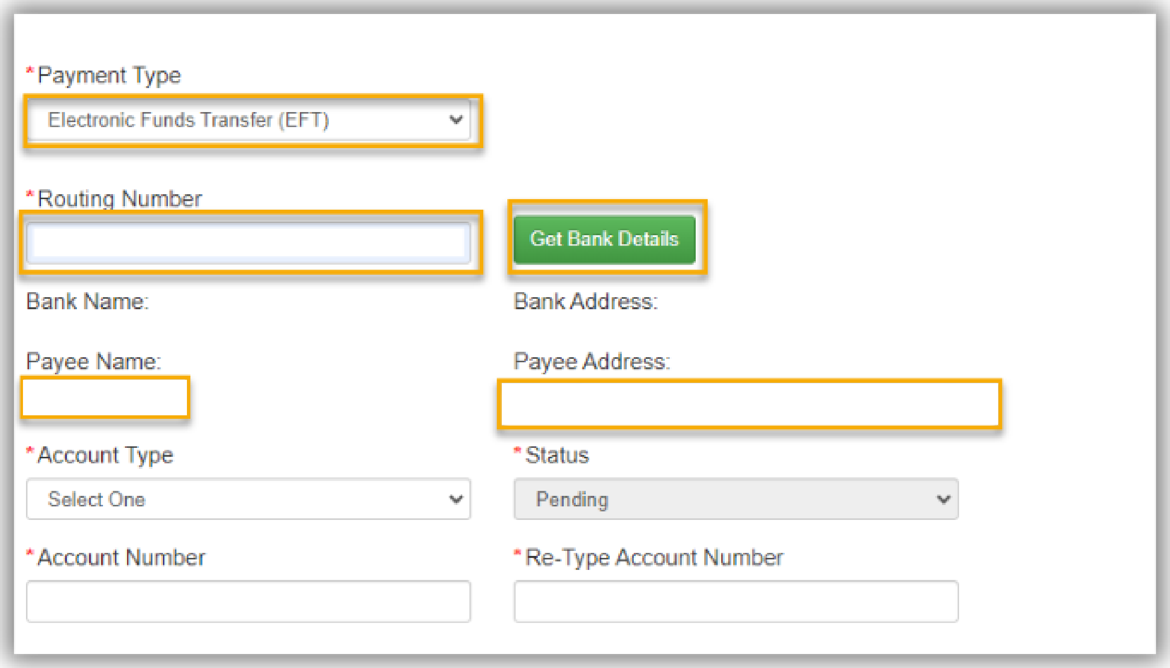
Adding or Updating Payment Information

Adding or updating payment information occurs on the 6.0 Account Information Screen. Providers can choose the option to receive payment via Electronic Funds Transfer (EFT) or Check.

Adding Electronic Funds Transfer (EFT) Information

1. On the Account Information screen, Select "Electronic Funds Transfer" as the Payment Type from the drop-down menu.
   - Individuals may only add EFT if they own 100% of the bank account.
2. Confirm Payee Name and Address are correct as they were prepopulated from previous screens.
3. Enter the routing number and click "Get Bank Details" to verify bank information.



If selecting the EFT payment option, a bank letter or voided check must be uploaded on the 8.0 Document Upload Screen in order for payment information to be processed.

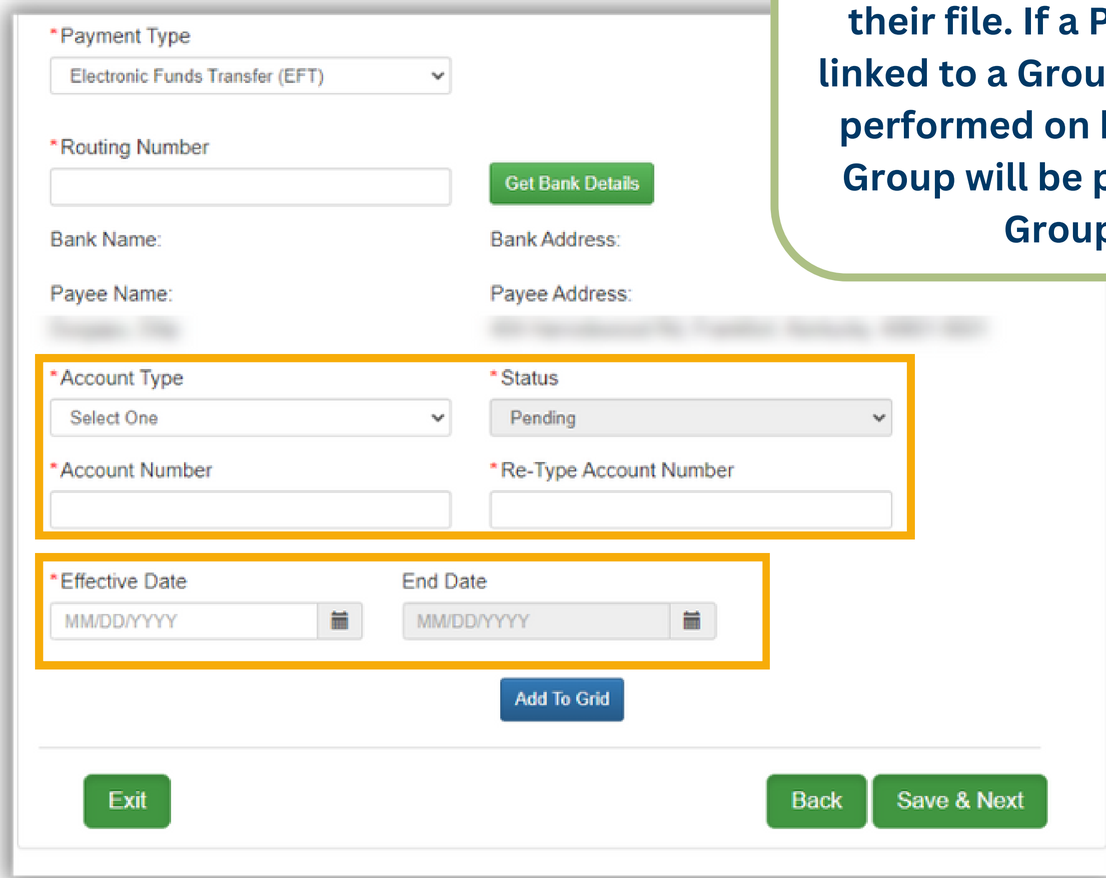
Adding or Updating Payment Information

4. Select Account Type: Checking or Savings.

5. Enter and Re-enter the Account Number.

6. Once all correct information has been entered, navigate to the next screen by clicking "Save & Next".

Individual Providers should not enter Group EFT on their file. If a Provider is linked to a Group, any work performed on behalf of a Group will be paid to the Group.



*Payment Type
Electronic Funds Transfer (EFT)
*Routing Number
Get Bank Details
Bank Name:
Bank Address:
Payee Name:
Payee Address:
*Account Type
Select One
*Status
Pending
*Account Number
*Re-Type Account Number
*Effective Date
MM/DD/YYYY
End Date
MM/DD/YYYY
Add To Grid
Exit
Back
Save & Next

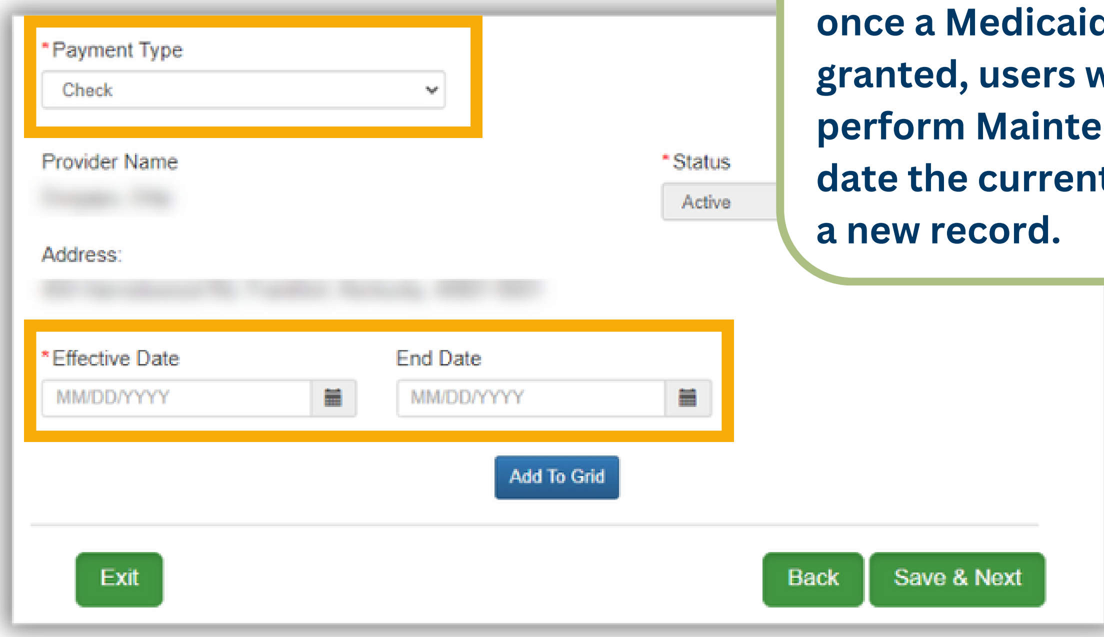
EFT payment information may take up to 28 days to verify. During this process, multiple records will appear on the Account Information Grid. These are generated as part of the verification process. Until EFT information is verified, or if the routing information cannot be verified, the payment type will default to check.

Adding or Updating Payment Information

Adding Check Information

1. On the Account Information screen, Select "Check" as the Payment Type from the drop-down menu.
2. Confirm Provider Name and Address are correct as they were prepopulated from previous screens.
3. Once all correct information has been entered navigate to the next screen by clicking "Save & Next".

To change payment information once a Medicaid ID has been granted, users will need to perform Maintenance to end date the current record and add a new record.



4. When changing payment methods, the current record must be end dated with today's date. The new record will have an effective start date of tomorrow's date.

Payment Type	Routing Number	Account Type	Account Number	Status	Effective Date	End Date	Action
Check				Active	1/15/2016	10/1/2023	
Electronic Funds Transfer (EFT)		Checking			10/2/2023		

For further assistance with navigation, invitations, or account creation please contact the Partner Portal Technical Support Center at 877-838-5085. Select option 1 and option 1, again, to speak with a customer service representative.