



Providence Health Plan - **ELECTRONIC FUNDS TRANSFER (EFT) Payment Information FAQs**

Providers may request to receive claims payment from PHP via EFT rather than receiving paper checks. Below are answers to Frequently Asked Questions (FAQs):

How do I enroll in EFT?

Providers may request EFT enrollment by completing a “PHP EFT Enrollment” located on ProvLink accessed through onehealthport.com (Electronic Transactions>EFT – Get your payments deposited directly). Please fax the completed form to our **secure fax line (503) 574-8160** or email to PHPEFT@providence.org. Once EFT has been completed, the requestor will begin to see the deposits. If you have questions or concerns, please PHPEFT@providence.org.

Will I still get my paper Explanation of Payments (EOPs) after I’m set up for EFT payments?

Paper EOPs will not be mailed to providers set up for EFT payments. All EOPs must be accessed online through ProvLink. EOP information can be located on the left navigation bar “Explanation of Payments (EOP)” tab. After clicking on the EOP tab, EOPs for the last 12 months will be listed in payment date order beginning with the most recent.

Will there be a tracking number associated with each EFT payment?

Your bank receives a tracking number and payment number. You will need to work with your bank to see these numbers, since banks vary on whether they display this detailed information within your account transaction details. If you do not see this information, you can contact your bank to ask if the bank can provide this to you via an extra report.

When will funds be deposited into my bank account?

PHP processes payments twice per week on Tuesdays and Fridays. The bank will typically credit your account 24 to 48 hours of receiving the funds from Providence. Please note that it may take a few business days for the EFT payment to post to your account, depending on your bank’s processing times.

Will I receive an email alert of the EFT payment and dollar amount?

No. Please note that it may take a few business days for the EFT payment to post to your account, depending on your bank’s processing time.

Will I receive an email alert about the EOP or a message when I log in to ProvLink?

No. EFT providers will need to routinely check the EOP tab for recent EFT payments. EOPs are located on ProvLink for the prior 12 month period.

Will the EOP include a check number referencing my EFT payment?

If you receive EFT payments, no check number will show on the EOP. However, there will be a payment reference ID number in the same location where a check number would have been previously displayed on paper EOPs.



What will the deposits look like when they appear in my account?

It will depend upon your bank and how it converts the information we send to US Bank (PHP’s bank). The information PHP sends to US Bank appears as:

PROVHEALTHPLANS	EFT CLAIMS	(Commercial and Medicare payments)
PROVHEALTHASSUR	EFT CLAIMS	(OHP payments)
PASOPROVHP	EFT CLAIMS	(Self Funded payments)
PROVELDERPLACE	EFT CLAIMS	(Elder Place payments)

** As of 1/1/2010 providers will receive an additional EFT payment for the PEBB Statewide members.

How will I know which EFT matches with which EOP?

By the LOB (Providence Health Plans, Providence Health Assurance, PASO, & Providence Elder Place) and the dollar amount paid.

Example – you received a deposit from PASOPROVHP for \$579.49 in your account on 8/1/09, your bank account may look like this.

PASOPROVHP 073109 579.49

It would than match this EOP -

PASO-Providence Health Plans Explanation of Payment			
Paid Date	7/31/2009 12:00:00AM	Check Amount	579.49

The date could be embedded in the EFT line on your statement; however, this practice varies by bank. NOTE: There could be up to four EOPs per PDF, depending on how many LOB the provider is paid.

Will we receive a single EFT payment for our group, or will we receive multiple EFT payments by individual providers?

If you have been receiving one check for your group, you will receive one EFT payment. The payment method (group versus individual provider payment) will remain the same as with paper checks.

My bank account information has changed – how do I update it for my EFT payments?

A new “PHP EFT Enrollment” form will need to be completed by the providers’ authorized financial person indicating that the bank account information needs to be updated. Please fax the updated form to (503) 574-8160 and the requestor will be notified by email or phone call, upon completion.

Will I still receive ERA through my vendor if I sign up for EFT?

Yes.