

Provider Electronic Funds Transfer (EFT) for automatic deposit of claim payments

Request type

New EFT Change of account Cancel EFT

This bank account applies to:

- Fee-for-Service (FFS) claims only
 Alternative Payment Model (APM) payments only
 Both FFS and APM payments

Provider information

Name (last and first): _____

Business billing name: _____

Mailing address : _____

City: _____ State: _____ ZIP: _____

Provider tax ID number (TIN): _____ Billing provider NPI: _____

Office phone: _____ Office fax: _____

Email: _____

Account information

Attach a letter from the bank that confirms the account owner name, routing number and account number for verification of financial information.

Bank name and phone number: _____

Account type: Savings Checking

Mailing address (required): _____

City: _____ State: _____ ZIP: _____

Routing transit number (9 digits): _____

Account number: _____

Contact information/ Authorized signature

Name (last and first): _____

Title/ position: _____ Phone: _____

Email addresses, for all persons that should be included in email notification:

1. _____

2. _____

3. _____

4. _____

Authorization:

Name (last and first): _____

Title: _____

Signature: _____ Date: _____

I hereby authorize CareOregon to deposit claim payments into the account indicated above for all claims made with this TIN & NPI. This authorization is to remain in effect until CareOregon has received written notification from provider of its termination or change. I acknowledge that the origination of transactions to the authorized account must comply with provisions of Oregon and US law. I certify that I am authorized to enter into this agreement as the account holder.

You may receive a follow-up verification call, setup will not be finalized until this step is completed.

When this form is complete:

Attach an official bank verification letter on bank letterhead that certifies the account owner name, account number and routing number. This is required for all accounts.

Return by fax to:

503-416-1478

Or return by mail to:

CareOregon

315 SW Fifth Ave

Portland, OR 97204

Retain a copy for your records.

EFT: Frequently asked questions

1. What is it?

Electronic Funds Transfer (EFT) is the transfer of money to your bank account using the Automated Clearing House (ACH network).

2. What will happen if I sign up for EFT?

You will no longer receive paper checks from us and get your payment quicker. All payments to the provider will be electronically deposited to your bank account. Paper checks are usually mailed on Tuesdays; EFT deposits usually post to the provider's bank account on Mondays.

3. Will this have any impact on the receipt of my remittance advice?

No. Note that you can also view a PDF copy of your remittance advice in the CareOregon Connect provider portal, see the FAQs below.

4. Will this affect the frequency of my payments?

No. CareOregon pays their claims once a week.

5. How long before the EFT process is in effect after requested?

Set up is normally completed within two weeks of receiving the completed request form.

Remittance advice (RA) and PDF files: Frequently asked questions

1. What are the PDF files?

The RA PDF files are created by a vendor CareOregon contracts with to print our paper checks and remittance advice statements. The RA PDF files are an exact electronic copy of the paper RA's that are mailed, it's simply in a Portable Document Format (PDF) instead of printed on paper. These files can be viewed and downloaded from the CareOregon Connect provider portal by accessing it directly or from OneHealthPort.

For more information regarding this, please visit our website at

https://www.careoregon.org/docs/default-source/providers/ehippa/remittance_advice_faq.pdf

2. What are the benefits of a PDF copy of their remittance advice?

The electronic format provides a search capability that allows quicker location of a specific claim.

- Eliminates manual scanning of paper remittances done by many provider offices.
- The electronic version is easier to store than paper and takes up less room.
- If the provider undergoes an audit, retrieval and locating the data will be quicker and less costly.
- PDF's can be stored in a central location so office staff can easily retrieve data more efficiently than paper.
- Available quicker than paper to coincide with EFT payments and allows faster posting of payments at month/quarter/year-end.
- It's less costly than paper and postage.
- It's greener!

3. When are the PDF files available for retrieval?

The PDF of the current week's remittance advice should be available on Tuesday and remain available for your reference anytime in the future in CareOregon Connect.

4. Who do I contact if I'm having trouble retrieving my files or they're not there when I go to retrieve them?

Please contact CareOregon at the number listed below.

5. What if my electronic payment or remittance advice is late?

According to CAQH Committee on Operating Rules for Information Exchange (CORE) Phase III CORE 370 EFT & ERA Reassociation (CCD+/835) Rule version 3.0.0, late or missing is defined as a maximum elapsed time of four business days following the receipt of either the Healthcare EFT Standards or v5010 X12 835.

If you think your EFT or 835 is late/missing, please contact us at the phone number below so we can provide you with the file you are missing.