

Electronic Fund Transfer (EFT) Most Frequently Asked Questions

1. What is an Electronic Fund Transfer or “EFT”?

Electronic Funds Transfer (EFT) provides for electronic payments and collections. EFT is safe, secure, efficient, and less expensive than paper check payments and collections.

2. Which providers are eligible for electronic fund transfer (EFT)?

All contracted ActivHealthCare in-network providers are eligible.

3. What is the benefit to receiving an EFT?

Providers receive claim payments faster and the payments are directly & securely deposited into the provider’s bank account.

4. How do you enroll for the EFT service?

Providers can obtain an authorization form from their ActivHealthCare customer service representative or download a form from our website ActivHealthcare.com. It is located in the Forms section (from the left menu) of the website.

The form must be completed, uploaded to the Customer Service Center or faxed to (678) 736-8186. Note, the request form will ask for you to designate if the deposit will be made into a checking account or savings account. Please be sure to double check and make sure you have put the correct bank routing and account numbers on the form.

5. Who can I contact if I have any questions about EFT enrollment?

Providers may contact their Customer Service Representative or may email your question to info@ActivHealthCare.com or you may use the [contact us](#) area of our website.

6. After enrolling for the EFT service, how long will it take for the service to be activated?

It will take approximately 30 days after ActivHealthCare receives the authorization form until the EFT service is operational. The provider must go through a pre-notification process with the bank to test that the setup is accurate.

7. What needs to be done if there are any banking changes or if the customer wants to discontinue the EFT service?

The provider must give a written 30-day notice of any changes to the EFT service. If there is a change, please complete a new EFT form and fax it to (678) 736-8186. Please indicate the form is changing information by writing a note on the fax cover sheet or margin of the form that you are changing information on the form.

8. Will there be a receipt for the EFT?

An EFT draft will be produced and will be available via our Customer Service center, which can be accessed from our website.

9. What will be reported on the monthly bank reconciliation statement?

A deposit transaction will appear on the monthly bank statement for each separate transaction.

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10. Will ActivHealthCare be able to retrieve funds from a provider's bank account?

ActivHealthCare cannot retrieve funds from a provider's bank account, except for an EFT reversal. To ensure that funds cannot be retrieved, the provider can contact their bank and request that a debit block be put on their bank account. However, EFT deposits can be reversed if the reversal is requested within 5 business days. This is only done in extreme limited situations, and only if the EFT transaction is found to be incorrect. The reversal can only be for the amount of the original EFT transaction.

11. Can you deposit funds in multiple bank accounts?

Each provider can only select one account into which to have payments deposited.

12. Are there any associated fees the provider will incur with the EFT service?

Yes and No, ActivHealthCare does not charge the provider for the EFT service, but the provider may be charged a small transaction fee by their bank. On the EFT provider authorization form, each provider is advised to verify with their bank any banking service fees that may be incurred.

13. Why do some of my payments still come via a paper check?

Paper checks will be issued until the EFT setup and testing are completed.

14. Are all ActivHealthCare Health Plans included in the one enrollment form?

Yes.