EFT Enrollment FAQ

The following collection of questions pertain to Enrollment for Electronic Funds Transfer (EFT)

Q: Why am I getting a Virtual Credit Card Payment and how do I Opt Out?
A: The Virtual Credit Card Payment is payer driven, to Opt Out, please call the number listed on the Virtual Credit Card Payment. A generic number is 855-886-2830, however the payment may indicate a unique number for the payer, please call the number listed.

Q: Where do I go to Enroll for EFT Services through Change Healthcare?
A: Follow the link to begin your initial enrollment, you'll need to complete the EPayment Enrollment Authorization Form and submit the required Validation Paperwork with your Enrollment Form:
https://www.changehealthcare.com/support/customer-resources/enrollment-services/medical-hospital-eft-enrollment-forms

Q: What is a "Trading Partner ID" and where do I obtain it?
A: This is a payer assigned value – also called a Provider ID/Legacy ID/PIN/Vendor ID or Payee ID to name a few. It may be located on a recent Remittance, if you are unsure, please contact the payer directly.

Q: What is the turnaround time for an EFT Enrollment?
A: For an initial EFT Enrollment it is approximately 15 business days, an email with instructions will be sent to the email listed on the enrollment form. Please be aware that until the test deposit is confirmed the enrollment is not complete.

Q: How can I view my EOB/ERA's?
A: EOB/ERA's can be viewed by logging into the Payment Manager Portal, it is suggested after logging in for the first time that the Admin go into Production Documentation – Training – Payment Manager to review the Training Information available: https://cda.changehealthcare.com/

Q: How do I Add/Change or Delete payers?

    A: Follow the link and complete the EFT Payer Add/Change/Delete Authorization Form: https://www.changehealthcare.com/support/customer-resources/enrollment-services/medical-hospital-eft-enrollment-forms

Q: How do I change/updatge my banking information?

    A: Follow the link and complete the EPayment Enrollment Authorization Form and provide the required Validation Paperwork with your Enrollment Form: https://www.changehealthcare.com/support/customer-resources/enrollment-services/medical-hospital-eft-enrollment-forms

Q: How can I still get ERA's through my current Clearinghouse?

    A: Follow the link and complete the Enrollment ERA Provider Setup Form, you can indicate where you would like to have your ERA's delivered, or contact your current Clearinghouse for assistance: https://www.changehealthcare.com/support/customer-resources/enrollment-services/medical-hospital-era-enrollment-forms

Q: Who do I notify if I'm missing an EFT payment or EOB/ERA?

    A: Contact the EFT Support Helpdesk at 866-506-2830 OR email eftenrollment@changehealthcare.com the following information is required:

- Tax ID
- Payer Name/Payer ID
- Check Number/EFT Payment Number
- Payment Date
- Payment Amount

Q: Which payers can I receive EFT Payments through Change Healthcare?

    A: Follow the link to view the current listing of all Change Healthcare EFT Participating Payers: https://www.changehealthcare.com/support/customer-resources/enrollment-services/medical-hospital-eft-enrollment-forms/eft-participating-payers

Q: The test deposit isn't visible in my bank account, how can I verify the account information?

    A: A test deposit takes on average 1-2 business days to be deposited into your bank account from the day that your form is processed. If more than 3 business days have passed since the receipt of the Test Deposit Verification email, please follow the link and complete the EFT Test Transaction Resubmission Form: https://www.changehealthcare.com/support/customer-resources/enrollment-services/medical-hospital-eft-enrollment-forms

Q: I've lost a Virtual Credit Card Payment, how can I have my payment reissued?

    A: You would need to reach directly out to the payer to request that they send another copy of the Virtual Credit Card Payment and EOB.