The Agency for Health Care Administration (Agency) and DXC Technology (DXC) are moving towards an automated, self-service environment. This means promoting a paperless, self-service culture designed specifically for our provider community. The new Electronic Funds Transfer (EFT) Designation Wizard will allow providers to expand their scope of control by enabling them to update their banking information electronically, effectively promoting ownership and validity of the data maintained.

Effective November 2, 2018, providers eligible to receive payment directly from Florida Medicaid, and their authorized delegates, have the ability to initiate changes to their Electronic Funds Transfer (EFT) bank account information via the secure Web Portal. Providers seeking more information about the EFT Designation Wizard, associated with the implementation of the new self-service environment, may refer to this quick reference guide (QRG).

**EFT Designation Wizard**

The EFT Designation Wizard eliminates the use of the EFT Authorization Agreement form. With this enhancement, providers should expect faster processing times. The previous requirement for wet signatures has been replaced with the Enhanced Electronic Signature (EES) solution. Users must have the EFT Designation role in order to view EFT Account information and access the EFT Designation Wizard. Users who do not have the option must contact their account administrator to delegate this role.

**EFT Designation Wizard Basics**

Users can access the new EFT Designation panel by visiting [http://home.flmmis.com](http://home.flmmis.com) and logging into the secure Web Portal using the appropriate account credentials. From the secure Web Portal landing page, select **Providers**, then **demographic maintenance**. Next, select **EFT Account**. The EFT Account panel will display below the Provider Information panel.
To initiate an EFT designation update electronically, select the desired row, then select **add/updated bank** on the bottom right of the screen.

In the EFT Agreement panel, select **Change Enrollment**, and then enter the new information in the corresponding fields. Users with no active EFT enrollment on file, or whose accounts show an EFT Status of expired, cancelled, or failed, will have New Enrollment as the only option available for selection. Users are required to complete all fields that are designated with an asterisk (*) and upload a voided check or a letter on a bank letterhead to certify the routing and account numbers when making changes. Requested EFT changes will not be successfully processed if the required supporting document is not uploaded.

**Note:** Rows will be blank for providers with no EFT account information on file.
After uploading the required supporting documents, users will be presented with a printable version of the EFT changes summary to review the information provided prior to submitting. A printable detail summary displays, presenting the previous and new EFT details. To cancel the request, click cancel prior to submission. To make additional changes, click previous. If all information is correct upon review, click next.

Users will then be required to furnish an electronic signature in order to authenticate the changes requested. The required signature will be entered in the form of a verification code.
Enter the appropriate email address in the Email Address field, then select Request Verification Code. A pop-up window will appear with a message informing users to check the email address entered for the code. Upon receiving the verification code via email, users will then enter the code in the Verification Code field. Users will click submit after furnishing the required electronic signature. Alternatively, users may click cancel at any time to exit out of the EFT panel.

Successful submissions will generate a confirmation message containing a communication tracking number (CTN). The requested update will be placed in Awaiting Review status and routed to DXC Provider Enrollment for validation. Please allow three (3) weeks for processing. If after three (3) weeks EFT issued payments are not received, call the Provider Enrollment Contact Center (PECC) at 1-800-289-7799, Option 4, to inquire.

An email notification of an EFT change request will be sent to the provider and the user who initiated the changes, if different.

**Updating EFT for Health Plans**

Once health plans submit an updated EFT Authorization Agreement, the request will be routed for account validation. Health plans should expect to receive paper checks for the next one to two payments via standard mail delivery. Prior to submitting the EFT Authorization Agreement, health plans should verify the Pay To address on file is accurate to ensure accurate and timely delivery of payments by check.

**Cancelling EFT**

Users who choose to cancel their EFT payment will receive payments via a physical check. When cancelling EFT via the secure Web Portal, supporting documentation is not required.

**We’re here to help!**

For further assistance with electronic EFT designation updates, please call the PECC at 1-800-289-7799, Option 4.