

IEHP Vendor Direct Deposit

Frequently Asked Questions (FAQs)

- What is a direct deposit payment?
 - Direct deposit is a method of payment where your funds are deposited directly into your bank account. No paper check is issued.
- How do I sign up for direct deposit payments?
 - You will need to complete the IEHP Application and Authorization for Vendor Direct Deposit Payments form. If the forms are completed correctly, IEHP will set up your record within two business days. IEHP will then request verification of the bank account information from your financial institution. This verification takes approximately two weeks. When the verification has been completed, you can then be paid by direct deposit.
- Do I need any special software to receive direct deposit payments?
 - No. All you need is a valid account at any United State bank or credit union that participates in direct deposit.
- What format is used to transmit the direct deposit payment?
 - IEHP currently makes direct deposit payments using the CCD (Cash Concentration or Disbursement) format.
- How will I know that I have received a direct deposit payment?
 - You will receive a direct deposit notification, either by e-mail or US mail, detailing the payor, all invoice/claims numbers, the dollars amounts in each day's deposit, and the date of the deposit. Notification is mailed two days before the deposit is made.
- Will my bank notify me that I have received a direct deposit payment?
 - Each bank has its own internal procedures. Please contact your bank to find out its process.
- How soon will the direct deposit be in my account?
 - The funds become available three business days or sooner, depending on your banking institution, after the payment has been processed by IEHP.

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- Is my bank account information secure?
 - Yes. IEHP has only a few designated staff that has access to update and read vendor bank account information.
- How do I notify IEHP of changes to my bank account?
 - To update your account, call Provider Relations Team at (909) 890-2054. Please provide a week's notice before you close an account and provide us with a replacement account.
- Can I get my claims remittance advice electronically?
 - Due to HIPAA regulations, we are not offering this service at this time.
- Can I get my claims remittance advice faxed to me?
 - We do not offer that service at this time. We will consider adding it if enough vendors request it.
- Who do I contact if I have additional questions?
 - You can contact the Provider Relations Team at (909) 890-2054.