

Electronic Funds Transfer (EFT) FAQ

Electronic Funds Transfer (EFT) is a system of transferring money from one bank account directly to another without paper money changing hands.

Q. How do I set up an EFT?

A. After you are enrolled with [Wellmark](#) and have received your “Welcome letter”, you will need to [register](#) for web access on Wellmark.com. Once you obtain access to Wellmark.com, you must complete the online web form located at the following link:

<https://ebusiness.wellmark.com/ProviderEFTERAforms/EFTForm.aspx>

Q. If our provider changes banks or needs to cancel their EFT setup, how can I get that change to Wellmark?

A. If an established EFT needs cancelled or a change to your banking has occurred, complete web-based EFT form and select either “change” or “cancel enrollment”.

Q. We submitted an EFT change, why are the EFTs still going to our old bank?

A. If you have submitted a change enrollment request, you must wait until you receive the confirmation email indicating the date the change will occur.

Q. How do I know what NPI I need to submit on the EFT form to set my provider up for EFT?

A. EFTs will need to be set up based on how your provider is set up for payment. If your providers are paid under the group, only one request with the group NPI is needed. If your providers are paid under their individual NPI, each provider’s NPI will need to be set up for EFT

Q. If we have added a new provider to our group and we enrolled them under the group NPI for payment (meaning the provider is not reimbursed individually), do we need to submit an EFT request?

A. If your providers are enrolled with Wellmark and are reimbursed under your group NPI and EFT is already set up for the group, you will not need to add them to the EFT. The new provider will get paid under the group that is already set up for EFT.

Q. How can I get my EFT payable under the group instead of the individual provider?

A. If your providers are tied to a group for payment, your EFT request should be submitted with the group NPI/Tax ID. If your payments are not tied to a group for payment and you are paid individually, your EFT request should be submitted using the individual provider’s NPI and Tax ID combination. If you need to change how your providers are paid, you will need to submit a [change request form](#) located on Wellmark.com. This change will have to be completed prior to submitting the EFT form.

Q. Can I fax, email or mail the EFT form?

A. Effective 1/1/14, Wellmark requires the EFT form be submitted electronically. We cannot accept this form via any other method as it is a web-based form.

Q. How many NPIs can I include on each EFT form?

A. The EFT form allows you to enter up to 20 NPIs. All NPIs listed must be under the same Tax ID.

Q. How will I know if my EFT request was received and processed? How can I check the status of my EFT request? How long does the process take?

A. When you submit the EFT form, you will get a notification email indicating the “Application is Successfully Submitted”. If you have submitted an EFT request and received a confirmation message, but it has been longer than two weeks, submit an inquiry using the [“Ask and Track a Question”](#) tool.

Q. When can we expect EFTs each week?

A. EFTs are deposited in the Tuesday night’s cycle into your bank account for claims that settle the Friday prior. Generally, you will see the deposit in your account the following business day.

Q. If a holiday falls on the deposit date, will the deposit be made on the holiday or the next business day?

A. Wellmark will not change the date they transfer the funds; however, we do suggest that you check with your bank to determine when funds will be made available to you.

Q. Our provider(s) is already enrolled for EFT with Wellmark. Why do we still receive some paper checks?

A. EFTs are only generated for claims finalized for providers who are enrolled with Wellmark. Paper checks will be mailed in lieu of EFT in special circumstances including any Interest paid and for claims that are received through the Medicare Crossover Process that has provider detail which does not correlate to Wellmark’s files exactly.

Q. How can I match up PCR to the EFT each week?

A. EFTs are deposited Wednesdays for claims that settled the Friday prior. PCRs for those claims are made available on Wellmark.com the Monday after the settlement date. You may also register for to receive Electronic Remittance Advices (also referred to as ERAs or 835s) which contains the same detail as the PCRs.

Q. I received an error when submitting the EFT form. What can I do?

A. If an error is received when submitting the form, please retry submitting the form at a later time. If the problem persists, contact EC Solutions at 800-407-0267 for assistance.

Q. If I am signed up for EFT, am I required to also sign up for ERAs?

A. You are not required to sign up for ERA; however, if you submit claims electronically to Wellmark, we highly encourage you to sign up for ERAs so you can receive the same payment detail, but also confirmation of submissions.