

EFT Payment

Frequently asked questions for providers



What is EFT payment?

EFT stands for electronic funds transfer. Claim payments are deposited directly into your bank account, eliminating the wait time for paper checks. You may receive EFT payments in one of two ways:

- Direct EFT payment from PacificSource
- EFT payment from Zelis, our contracted partner that offers payment solutions for providers

Who receives direct EFT from PacificSource?

In-network providers who have enrolled in EFT with PacificSource. Enrollment is quick and free, and there are no fees associated with direct EFT from PacificSource.

How do I enroll in direct EFT with PacificSource?

Simply log in to your InTouch for Providers account and follow the steps below, or reach out to your Provider Service Representative for assistance.

Once you're logged in to your InTouch account:

1. Click on **Transactions** from the top navigation
2. Select **EFT and ERA (835) Enrollment**
3. Complete and upload the PacificSource: Electronic Remittance Advice (835) and EFT Authorization Agreement
4. Upload copy of voided check or bank letter

The screenshot shows the PacificSource InTouch web portal. The top navigation bar includes links for Home, Intake, Billing, Medical Management, Transactions, Reports, Support, Provider Directory, and Resource. Below the navigation, there are three main sections: Member Benefits, Claims, and Authorizations. The 'EFT and ERA (835) Enrollment' page is displayed, featuring a 'Files' section with dropdown menus for 'Provider Focus', 'Organization', and 'Tax ID - Billing'. A 'Tip Center' on the right provides additional guidance. The page also includes a 'Choose File' button for uploading documents.

Who can answer questions about EFT with PacificSource?

If you have a question not answered in this FAQ, we're happy to help. Contact your Provider Service Representative or our Customer Service team at **888-977-9299**, TTY: 711. We accept all relay calls.

Who receives Zelis electronic payments?

Both in- and out-of-network providers who have entered into a valid payment agreement with Zelis at any point in time.

Please note:

- Zelis is not specific to PacificSource. For example, if you enrolled with Zelis several years ago for a different carrier's payments, that agreement is valid for PacificSource payments.
- Providers currently enrolled in direct EFT with PacificSource are **excluded** from Zelis payment solutions and will not receive any payments via Zelis.

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What types of payments are available through Zelis?

The preferred payment method you have set up in your agreement with Zelis determines the method of your PacificSource claim payment. In addition, the fee that is part of your Zelis agreement will be deducted from your payment for EFT or virtual credit card payments. Options include:

- EFT to your bank account (fee applies)
- Virtual credit card payment (fee applies)
- Paper check from Zelis (no fee) – the default when payment cannot be delivered electronically

What documents will I receive with my Zelis payments?

We will send you the standard explanation of payment (EOP) for any claim payments made via Zelis. Zelis may also send a copy of the PacificSource EOP with their Zelis check/payment.

When should I contact Zelis?

Contact Zelis directly at **866-489-9444** or ProviderServices.Integrity@Zelis.com

- If you need a payment reissued, or never received payment. (If additional assistance is needed from PacificSource, Zelis will let you know.)
- If you wish to cancel enrollment with Zelis for PacificSource. This may impact payments for other payers.
- If you would like a copy of your approved Zelis fee agreement