

Q1: How do I sign up for direct deposit?

Clients or individual service providers complete the form: "Authorization for Direct Deposit or The U.S. Bank ReliaCard VISA" (FA-100- ES), and send it to the address indicated on the form.

- o Include a voided check (or verification from the bank of its routing number and your account number). Deposit slips are not considered acceptable proof.

Providers who use an Employer Identification Number (EIN) complete and return the FA-84 form, not the FA-100-ES.

FA-100-ES and FA-84 are available at <http://public-dhhs.ne.gov/Forms/Default.aspx>

Q2: What happens after I send in the form?

Your account information will be entered by DHHS personnel as soon as possible. Once the account information is entered your payments will be made to the new account.

Q3: What if I change financial institutions?

Client or individual service providers: Send an FA-100 ES authorization form to DHHS as soon as you make the change. To avoid delays in receiving payment, be sure to receive at least one payment from DHHS to your new account before you close your old account.

Provider organizations using FID or EIN: Send a FA-84 authorization form to DHHS as soon as you make the change. To avoid delays in receiving payment, be sure to receive at least one payment from DHHS to your new account before you close your old account.

Q4. As an NFOCUS provider, how soon will my payment be in my bank account (or on my ReliaCard) once my claim is approved?

A provider's payment is typically deposited to the provider's bank account (or deposited to the ReliaCard), on the third State working day* following the day the claim was entered and approved at the DHHS Central Office in Lincoln. That is, if a claim is approved on a Monday, the funds will be in the provider's bank account on Thursday. Since no payments are generated on claims approved on the last business day of the month, it will take four business days for a deposit to be made to the bank account if the claim is approved on the last business day of the month.

It's important to keep in mind that Saturdays, Sundays and State holidays are not State working days. Therefore, if a claim is approved on a Thursday, the funds will be in the provider's account the following Tuesday because Saturday and Sunday are not State working days. In those instances where a Monday is a state holiday, the deposit date would be made the following Wednesday.

If you have further questions regarding your payment, you should either talk to your Resource Development Worker or for the status of a particular claim call ACCESSNebraska at 800-383-4278.

*State working days do not always coincide with Federal working days or banking days.