

Direct Deposit Questions

Q1: How do I sign up for direct deposit?

- Clients or individual service providers complete the form: the “Authorization for Direct Deposit or The U.S. Bank ReliaCard VISA” (FA-100- ES), and send it to the address indicated on the form.
 - 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 a Federal Identification Number (FID) or Employer Identification Number (EIN) complete and return the FA-84 form.
- 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?

- If you choose direct deposit, you will receive written confirmation of the date direct deposit will start. Claims processed for payment after that date will be direct deposited and you will receive an explanation of payments. It takes two to three weeks to start direct deposit, because we send a test transaction to your financial institution, as the banking industry requires.

Q3: What if I change financial institutions?

- Client or individual service providers: Send a FA-100 ES authorization form to DHHS three weeks prior to 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 three weeks prior to 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.