

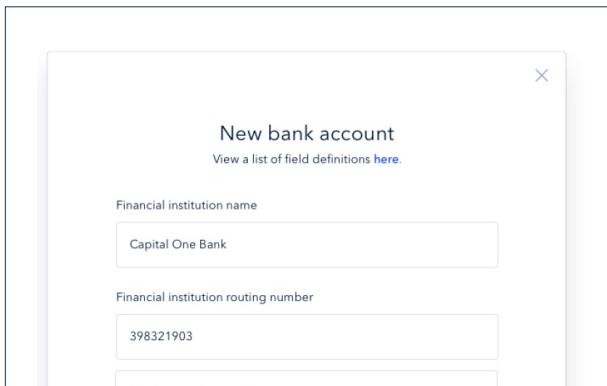
How to: Set up and edit ACH / EFT Payments

Select the “Manage Payments” option on the right side menu in the portal to set up electronic payments. From this page you can do the following:

- 1 Add + Verify Bank Account
- 2 Create + Link ACH Enrollment
- 3 Add ERA to ACH Enrollment

Adding a new bank account

Once the user clicks “Add new bank account”, they must complete all fields to add the new account. We require the user to verify their routing number and account number to ensure accuracy.



New bank account
View a list of field definitions [here](#).

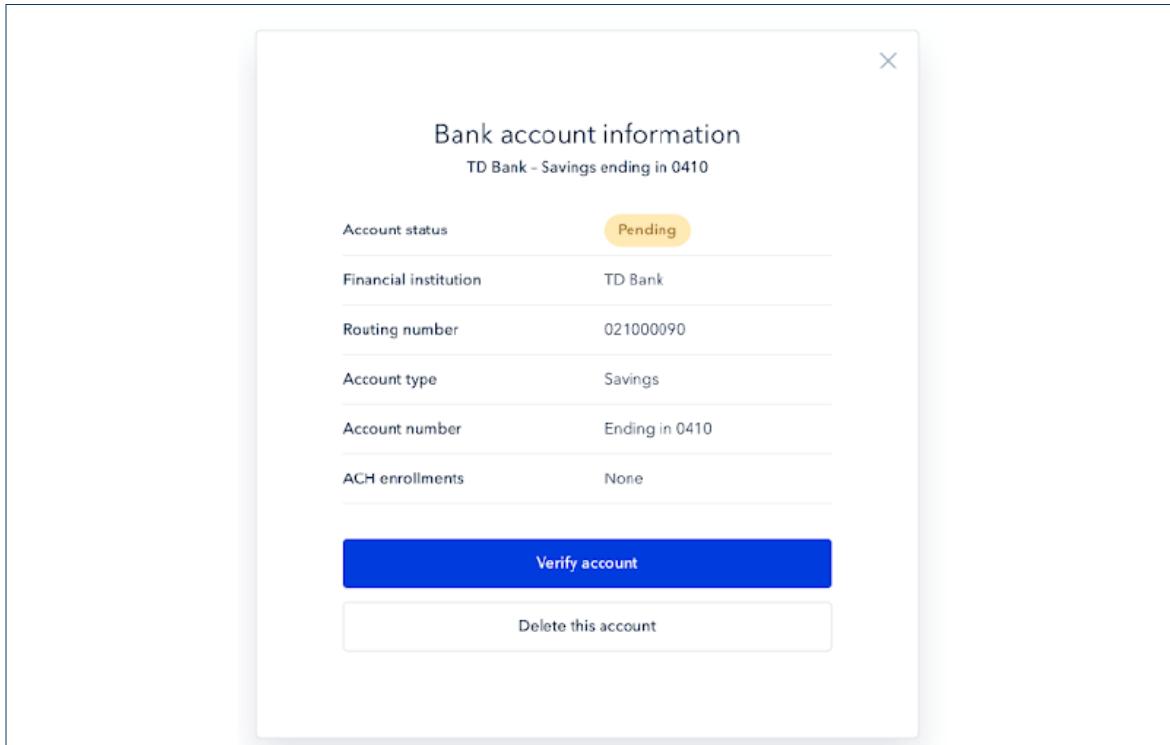
Financial institution name
Capital One Bank

Financial institution routing number
398321903

Once the user adds the bank account, they will receive two small deposits to that bank account within 3-5 business days. The user must come back to the bank account to verify these deposits and proceed with an ACH enrollment.

Bank account information (Pending)

When the user clicks on an existing bank account, they will see bank account information. If the microdeposits (small \$ amount) have not been entered, then the status will be pending. The user must click "Verify Account" to enter the deposit amounts. The user can also delete the bank account.



Bank account verification (microdeposits)

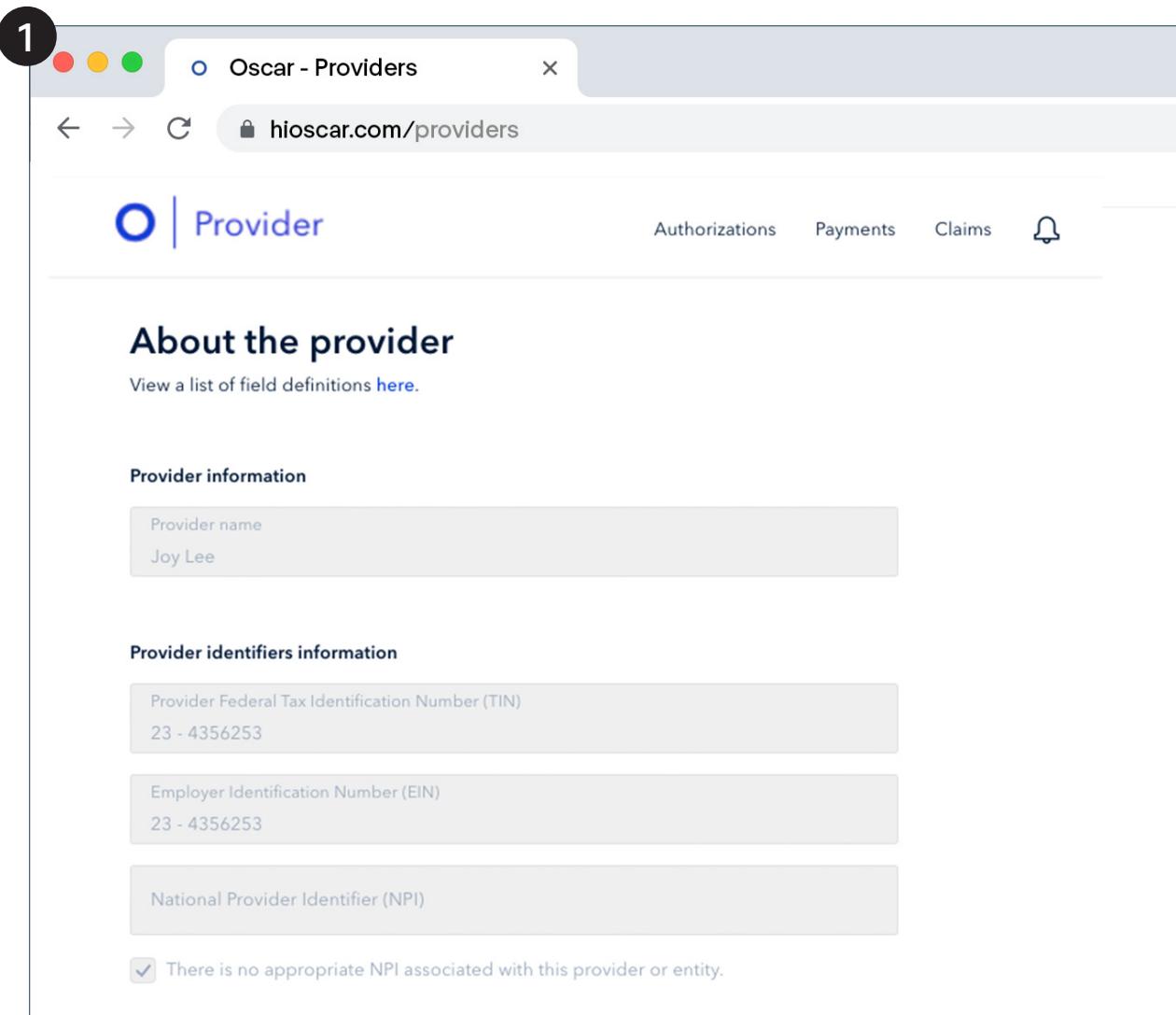
The user must enter the two deposit amounts to confirm the bank account and proceed with ACH enrollment .

The user will see a success message once the small deposits are entered correctly and they click "Confirm account".

ACH Enrollment Form

Step 1: About the provider - New

In the ACH enrollment form, the user must provide basic details about the provider, hospital system, or entity that is enrolling.



The screenshot shows a web browser window with the title 'Oscar - Providers'. The URL in the address bar is 'hioscar.com/providers'. The page content is titled 'Provider' and includes tabs for 'Authorizations', 'Payments', 'Claims', and a notification bell. The main section is titled 'About the provider' with a sub-section 'Provider information'. It shows a provider name 'Joy Lee'. Below this are sections for 'Provider identifiers information' with fields for TIN (23 - 4356253), EIN (23 - 4356253), and NPI. A checkbox at the bottom indicates 'There is no appropriate NPI associated with this provider or entity'.

1

Oscar - Providers

← → C hioscar.com/providers

Provider

Authorizations Payments Claims

About the provider

View a list of field definitions [here](#).

Provider information

Provider name
Joy Lee

Provider identifiers information

Provider Federal Tax Identification Number (TIN)
23 - 4356253

Employer Identification Number (EIN)
23 - 4356253

National Provider Identifier (NPI)

There is no appropriate NPI associated with this provider or entity.

To edit an ACH enrollment: When editing "about the provider", the user can only make updates to "provider contact information". If the user is looking to cancel their enrollment, they must proceed to "Step 3: Submission Information".

Step 2: Financial institution information - New

In the ACH enrollment form, the user must select a bank account to receive ACH payments (bank accounts are added on the Manage Payments page) and determine whether they would like payments to be grouped by TIN or NPI. If the user picks NPI, they must provide Billing NPIs. If the user picked TIN, the TIN entered in Step 1 will be pre-populated in the list. Users can only add TINs and NPIs affiliated with their portal organization.

2



Financial information

View a list of field definitions [here](#).

Financial institution information

[Adding a new bank account?](#)

Select a bank account

Lisa (checking ending in 0000)

Financial institution name

Lisa

Financial institution routing number

110000000

Type of account at financial institution

Checking

Provider's account number with financial institution

Ending in 0000

Account number linkage to provider identifier

To Edit: When editing “financial information”, the user can make updates to the bank account that will receive ACH payments and add more TINs or NPIs to the “account number linkage to provider identifier” section. Note: If the user would like to change their payment groupings from TIN to NPI (or vice versa) they must cancel the enrollment and start a new one. There is no way to change this grouping while editing an enrollment. If the user is looking to cancel their enrollment, they must proceed to “Step 3: Submission Information”.

Step 3: Submission information - New

In the ACH enrollment form, the user must note the reason for form submission and provide an electronic signature. These are fields required by CAQH.

3

Oscar - Providers

hioscar.com/providers

Provider

Submission information

View a list of field definitions [here](#).

Reason for submission

New enrollment

Change enrollment

Cancel enrollment

Authorized signature

Printed name of person submitting enrollment

To Edit: When editing “submission information”, the user can choose to “change enrollment” or “cancel enrollment”. The user must also provide an updated signature to authorize the changes to the enrollment.

Once complete, you can access account information and payment settings using the “Manage Payments” option on the right side menu.