

Frequently Asked Questions Regarding Direct Deposit

Question	Answer
What if the Homecare Worker has a checking account, but does not have or use checks (e.g. checking account with debit card only)?	If the HCW does not have a check they need to get a letter from the Bank of credit union or prepaid card that shows them as the account holder with the bank information on it. This is required.
What if the Homecare Worker doesn't know their bank's/credit union's routing number?	The HCW can ask someone at their bank/credit union to help them complete the banking information section.
Why does it take so long for the direct deposit to get to the HCW's bank?	Electronic deposits take three banking days to get from us to the HCW's bank. Banking days are Monday – Friday, excluding Holidays. Oregon Administrative Rules require all state funds, including provider payments, to go through a clearinghouse at the State Treasury before they are sent electronically to the HCW's bank/credit union. This process takes extra time.
Is direct deposit mandatory?	No, direct deposit is voluntary for those HCWs who choose to sign up.
If a HCW doesn't sign up for direct deposit upon enrollment as a HCW, can he or she sign up later?	Yes, the Request for direct deposit form can be completed at any time. The HCW can ask for the 'EFT Enrollment Form for Providers, Vendors and Contractors' form (MSC 189) through the local AAA/APD office.
What are the advantages of direct deposit?	<ul style="list-style-type: none"> • For HCWs who have had checks stolen or lost in the mail, direct deposit provides a more secure way of depositing money directly into an account. • Direct deposit can save the HCW a trip to case or deposit a check. • The HCW will still receive a remittance advice showing payments for each client. • If the HCW moves frequently, but tends to keep the same bank account, his or her check will be deposited right

	<p>into his or her account. For security reasons, checks sent by mail are not forwarded; instead, they are returned to DHS central office for processing.</p>
<p>How can someone cancel a Request for Direct Deposit?</p>	<p>The 'EFT Enrollment Form for Providers, Vendors and Contractors' form (MSC 189) can be obtained through the local APD/AAA office, or the HCW can send a written, dated and signed statement requesting that direct deposit be canceled. No specific form is required.</p>
<p>I received a Request for Direct Deposit in my local APD/AAA office. What do I do with it?</p>	<p>The request forms are entered at DHS. Send to: DHS/OHA Office of Financial Services ATTN: EFT Coordinator 500 Summer St. NE, E-97 Salem OR 97301-1080</p>
<p>A HCW has questions that I can't answer about whether their Request for Direct Deposit has been received and processed. Is there a number they can call?</p>	<p>HCWs can contact the EFT Coordinator at (503) 945-6872 or (503) 945-5710.</p>