ELECTRONIC FUNDS TRANSFER (DIRECT DEPOSIT) FAQs

1. **What exactly is Electronic Funds Transfer (EFT)?**
   Electronic Funds Transfer (EFT) is also known as Direct Deposit. It is the transfer of funds to a checking or savings account at a participating bank, savings and loan association or credit union.

2. **What are the benefits of Electronic Funds Transfer (EFT)?**
   - **Increased staff productivity** – Time spent traveling and/or standing in line at the bank is time better spent in your dental practice. EFT allows your staff to stay productive in your office.
   - **Reduced risk of theft or fraud** – Whether it is mail theft or embezzlement, EFT provides greater assurance/accountability for funds.
   - **Predictable cash flow** – You will know exactly when your funds from Delta Dental of New Jersey will be in your bank account. You no longer need to worry about mail delays or trying to make it to the bank in time for a deposit.

3. **Who is eligible for Direct Deposit?**
   Any practicing dentist in the country – whether they are participating or not with Delta Dental.

4. **How do I register online?**
   Go to our website at www.deltadentalnj.com. Click on “Dentists” on the top navigation bar. Under “Resources” on the right side of the screen, click the appropriate link under “For EFT Enrollment”. You may also use this link to change or cancel your enrollment.

5. **How do I register with a paper form?**
   Follow the instructions for #4. There is also a link to download the EFT paper enrollment form.

6. **Do I still receive paper Explanations of Benefit?**
   You may continue to receive EOBs by mail. If you prefer to go paperless, go to our website at www.deltadentalnj.com, log in to Benefits Connection and click “Go Paperless”.

7. **Are there any costs to my participating in EFT?**
   No, the program is offered as a free service.
8. **How can I be sure the information I provide is secure and will be kept private?**
   Your information will be treated as strictly confidential and can be accessible only to a select few employees handling EFT.

9. **When will my money be available at the bank?**
   Delta Dental of New Jersey deposits weekly, usually on Friday except when there is a holiday schedule. Funds would then be available the next business day.

10. **How will I know the funds have been deposited?**
   Check with your bank to verify that the deposit has been made.

11. **Do I have to wait for the paper EOBs to arrive before reconciling my patients’ accounts?**
   No, you can log into Benefits Connection at www.deltadentalnj.com and view your EOBs electronically.

12. **How do I stop EFT?**
   Follow instructions for #4, or you can cancel online, email us at ddsrelations@deltadentalnj.com, fax to 973-285-4192, or mail your request to Delta Dental of New Jersey, PO Box 603, Parsippany, New Jersey 07054, and Delta Dental will then terminate EFT.

13. **What if I close or change my bank account for EFT?**
   Follow instructions for #4, or simply complete the EFT/Direct Deposit Authorization Agreement online or download the paper enrollment form (see #3 above for instructions). Remember to allow 30 business days for processing the change.

14. **What is the earliest date I can make a cash withdrawal on the amount of the EFT?**
   Typically, the same day as the EFT is made to your bank.

15. **What if my bank did not receive my EFT?**
   If you EFT appears to be late or missing, please contact Delta Dental of New Jersey’s Professional Services Department at 973-285-4000 or email us at ddsrelations@deltadentalnj.com.

16. **What if the amount of the deposit does not agree with the amount indicated on my bank statement?**  (See #15).
17. **Why do you need a voided check or deposit slip?**  
This additional documentation eliminates confusion or errors on properly recording your bank’s transit number. The voided check and/or savings deposit slip should be attached to or copied and mailed along with the paper enrollment form. If you prefer to enroll online, simply mail, fax, or email a copy of the voided check to complete your enrollment. You should verify the account and transit numbers with your financial institution to determine that these are the correct number for ACH transactions.

18. **If there is more than one dentist in the practice, is each dentist required to fill out a separate EFT/Direct Deposit Authorization Form?**  
No. You – and all the dentists at the specified business/service office who practice under one TIN – will be enrolled in Direct Deposit. Any dentists who are added to the office and TIN will automatically be enrolled in Direct Deposit going forward.

19. **Once I sign-up, will all my checks be deposited by EFT?**  
Most will be deposited by EFT. There are some Delta Dental clients who still prefer we send payment by check.

20. **Will payments from other Delta Dental member companies be deposited directly into my account?**  
Yes. This applies to payments made by Delta Dental of New Jersey, other Delta Dental member companies and their affiliates.

21. **What if I am receiving Electronic Remittance Advice (ERA/835)?** Please contact your financial institution to arrange for the delivery of the CORE-required Minimum CCD+data elements needed for re-association of the EFT and the ERA.