



TO: All Providers

RE: Important Update: Enhanced Security for Electronic Funds Transfer (EFT) Changes

Effective immediately, to enhance security, the Department of Social Services (DSS) and Gainwell Technologies have implemented a new micro-deposit validation process for Electronic Funds Transfer (EFT) changes submitted through the Provider Web Portal.

What Is Changing?

When a provider submits a change to their EFT information through the secure Provider Web Portal, the following steps will occur:

1. The provider submits an EFT banking information change request.
2. Gainwell Technologies contacts the provider's authorized representative to validate the request.
3. Following successful validation, the provider's authorized representative will be advised of the micro-deposit verification process.
4. The authorized representative must confirm via email the micro-deposit amount(s) received in the current designated bank account. Once confirmed, the EFT enrollment request will advance to pre-notification (pre-note) status.
 - o Verification must be completed within seven (7) days of the email being issued.
 - o Any pending or upcoming EFT deposits will continue to be made to the original account until micro-deposit verification is confirmed or cancelled.

reaching out to is the authorized representative that was indicated on the providers' most recent enrollment or re-enrollment application.

What Is Not Changing?

The existing pre-note verification process, a standard banking verification process completed before EFT payments can begin, will remain unchanged. During this validation period, the provider will continue to receive paper checks until a successful pre-notification transaction has been completed and confirmed.

Important Reminder

When a provider updates their EFT information, Gainwell Technologies will notify the provider that the request has been submitted and is pending review. An outcome letter will be mailed to advise whether the EFT change was approved or not approved. Providers should carefully review this letter to verify that the EFT change is correct and authorized. Any discrepancies should be reported immediately to the Provider Assistance Center at 1-800-842-8440.

Providers are encouraged to share this bulletin with Privacy, Security, and Finance teams to ensure all relevant staff are aware of the new EFT validation process.

These enhanced security measures help protect provider banking information and reduce the risk of unauthorized EFT changes.

PLEASE NOTE: The authorized representative that Gainwell will be