



**ePayment Center**  
Frequently Asked Questions





**Introduction:**

The purpose of this document is to detail frequently asked questions that a Payer may receive regarding ePayment Center. Please refer to the below scenarios and solutions.

If you still have questions regarding ePayment Center, please call ePayment Center toll free at **(855) 774-4392** or email [help@epayment.center](mailto:help@epayment.center).

Payment Questions	
Scenario	Solution
<b>What is ePayment Center?</b>	<ul style="list-style-type: none"><li>• ePayment offers a no-cost enrollment for EFT/ERA transactions.</li><li>• Access to remittance data and payment history via a ePayment Center Portal.</li><li>• Payments delivered via ACH directly to your bank account.</li><li>• Access to a secure portal to access and export remittance data, including 835 format.</li></ul>
<b>When will I receive my payment?</b>	<ul style="list-style-type: none"><li>• ePayment Center delivers your payment via ACH/EFT</li><li>• Allow 3-5 business days for your payment</li></ul> <p>For more information, please call ePayment Center at <b>(855) 774-4392</b> or email <a href="mailto:help@epayment.center">help@epayment.center</a>.</p>

<p><b>Why is my payment delayed?</b></p>	<ul style="list-style-type: none"> <li>• Payments will be delivered faster and easier with ACH with ePayment Center</li> </ul> <p>Please call ePayment Center at <b>(855) 774-4392</b> or email <b>help@epayment.center</b>.</p>
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Enrollment Questions	
Scenario	Solution
<p><b>I don't remember signing up for ePayment Center.</b></p>	<p>For more information, please call ePayment Center at <b>(855) 774-4392</b> or email <b>help@epayment.center</b>.</p>
<p><b>How do I cancel ePayment Center?</b></p>	<p>For more information, please call ePayment Center at <b>(855) 774-4392</b> or email <b>help@epayment.center</b>.</p>

ePayment Center Provider Portal	
Scenario	Solution
How can I get access to the ePayment Center Provider Portal?	<ul style="list-style-type: none"> <li>Call <b>(855) 774-4392</b></li> </ul> <p>For more information, please call ePayment Center at <b>(855) 774-4392</b> or email <b>help@epayment.center</b>.</p>
How do I navigate the ePayment Center Provider Portal?	
Can you tell me what these payment statuses mean?	

Escalations				
Scenario	Solution			
<b>Payment Inquiry Escalation Matrix</b>	Client Services			
	Client Services	Hours	Supports	Scenario
	Primary: <b>(855) 774-4392</b>	Monday to Thursday 9:00 AM - 7:00 PM (EST)	Providers	Updating Account Information
				Assistance with ePayment Center Portal
	Escalation 1: Payee Services Supervisor	Friday		Assistance with 835 Configurations
Escalation 2: Payee Services Manager	9:00 AM - 5:30 PM (EST)	Payment Research Items		