



ePayment Center

Training Guide

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Introduction

The ePayment Center, or ePC, is a is an EFT and ERA delivery platform, provided to you by a specific payer and is conformant with Centers for Medicare & Medicaid Services (CMS) guidance on basic essential EFT & ERA services. You can find electronic payments from this payer with easy-to-use search options - and download or request data delivery in a format that works for you. You will also find the resources you need to personalize and manage your account. Administrators should also become familiar with the Supplemental Admin Guide.

Intended Audience

This guide is intended for Providers and Administrators utilizing ePayment Center.

As a provider you will learn about:

- ✓ Registering for the Portal
- ✓ Accessing the Portal
- ✓ Sections within the portal
- ✓ Troubleshooting

As an administrator you will learn about:

- ✓ User Management
- ✓ Settings

Access Details

If your authorized decision-maker does not yet have access, they can request a registration code via the ePayment Center. Once created, they will be able to manage logins for your account. If you need support, contact the ePayment Center support at 855-774-4392.

Logging In

After you have completed registration and have a username and password, you will be able to login to the ePC.

How to Login to the ePC

1. Enter your **Username**.
1. Enter your **Password**.
2. Click **Login**.
3. Select your **Verification Method** (Text or Voice).
4. Click **Submit**.
5. Enter the **Verification Code**.
6. Click **Submit**.

The image displays two sequential screenshots of the 'Two Factor Verification' process. The first screenshot shows the 'Verification Method' selection screen, where 'Text' is selected. The second screenshot shows the 'Enter Your Code' screen, where a code is entered in the input field, and there is a 'Remember this computer for 5 days' checkbox and a 'Submit' button. A blue arrow points from the first screenshot to the second.

How to Reset User Password

1. From the Login page, click the **Forget Password? (Reset Password)** link to have the reset instructions sent to you by email.
2. When the email arrives, follow the instructions provided.

Initial Enrollment

While your enrollment is pending, you will see a screen similar to the one below. This screen confirms where you are in your enrollment process and prompts you to complete any necessary steps.

Payment center FONT AND COLOR TEST

PAYMENTS ▾ SETTINGS USER MANAGEMENT ▾ DOWNLOADS HELP & RESOURCES

Welcome, FONT AND COLOR!
Please complete your enrollment by configuring your account choices below.

⚠ You have a pending enrollment that needs to be completed in order to start processing payments

Current Enrollment In Progress: ERA Download Only

- Payment Enrollment** (Complete) [Change »](#)
- ERA/EOP/EOR Enrollment** (Complete) [Set Up Data Delivery »](#)
- Notifications** (Complete) [Set Up Notifications »](#)
- Banking Verification** (Not Applicable)

[Continue with my enrollment](#) [Let's start over](#) [Cancel my enrollment](#)

Once your enrollment is complete, ePC will open to the Payments screen.

Search by payment Search by claim Search by payer or payment policy type Search by payment or service date

Payment ID:

Zelis check number:

Payment amount:

Claim number/Bill ID:

Workers' comp claim number:

Auto claim number:

Payer:

Policy number:

Policy type:

Payment Duration:

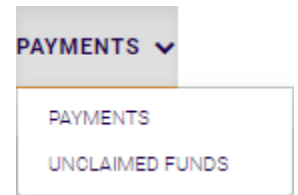
Custom date selection: Start date End date

[Search](#) [Clear All](#)

[PDF](#)

	Payment Date	Payment ID	Policy Type	Amount	Claims/Bills	Status	Downloaded	Actions
<input type="checkbox"/>	03/07/2023	92960273	Med	\$200.01	2	Paid	04/24/2023	Download View EOP
<input type="checkbox"/>	03/07/2023	92960275	Med	\$80.37	1	Paid	05/03/2023	Download View EOP

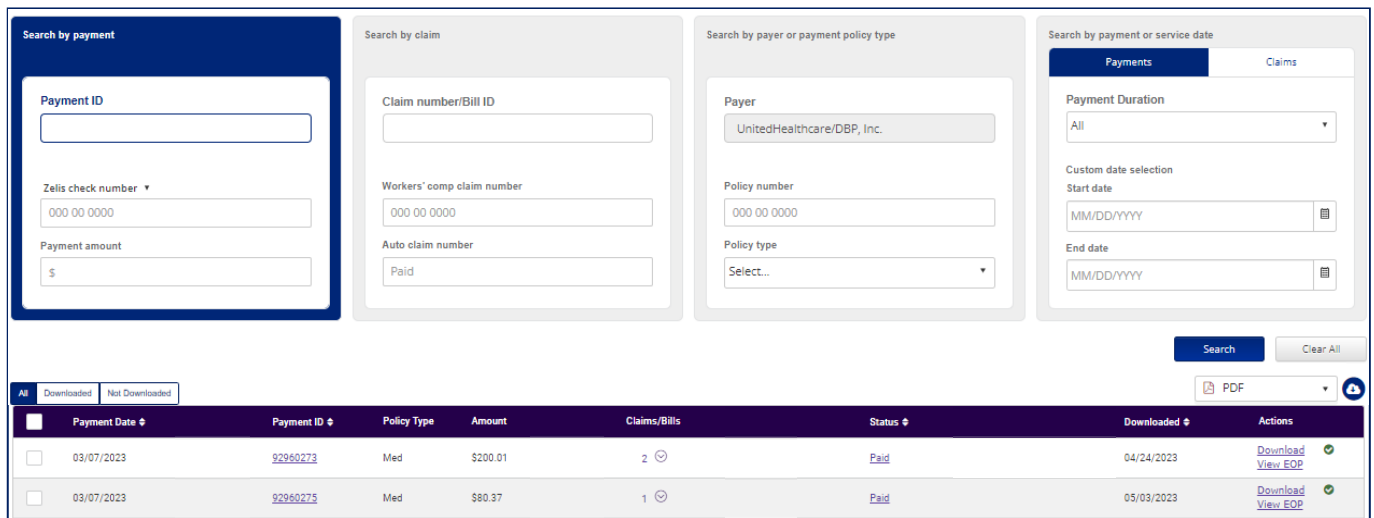
Searching for Payments



The *Payments* menu provides the option to view payments or unclaimed funds.

Payments

The *Payments* page enables you to search for your payments and remittance. Several user-friendly search categories are available to help you search based on the information you have available – payment, claim, payer, payment type, or date. You can enter search criteria in just one field or enter many fields to narrow your search. Your search defaults to payments from the “Last 30 days” to generate the quickest results. However, you can select payments in the “Last 30, 60, 90 Days or All”.



The screenshot displays the search interface for payments. It includes four search panels: 'Search by payment' (highlighted in blue), 'Search by claim', 'Search by payer or payment policy type', and 'Search by payment or service date'. The 'Search by payment' panel contains fields for Payment ID, Zelis check number, and Payment amount. The 'Search by claim' panel includes Claim number/Bill ID, Workers' comp claim number, and Auto claim number. The 'Search by payer or payment policy type' panel has fields for Payer (UnitedHealthcare/DBP, Inc.), Policy number, and Policy type. The 'Search by payment or service date' panel features a Payment Duration dropdown (set to All) and Custom date selection fields for Start and End dates. Below the search panels are 'Search' and 'Clear All' buttons. At the bottom, there are 'Downloaded' and 'Not Downloaded' tabs, a 'PDF' icon, and a table of results.

	Payment Date	Payment ID	Policy Type	Amount	Claims/Bills	Status	Downloaded	Actions
<input type="checkbox"/>	03/07/2023	92960273	Med	\$200.01	2	Paid	04/24/2023	Download View EOP
<input type="checkbox"/>	03/07/2023	92960273	Med	\$80.37	1	Paid	05/03/2023	Download View EOP

Payments Columns

The “Payment ID” and “Status” column’s hyperlinks provide payment details, while the “Actions” column link provides the option to download the Explanation of Payment (EOP). Clicking within the “Claims/Bills” column will provide the details of the claims paid by that payment.

- /// **Payment Date** - When the payment was processed/settled.
- /// **Amount** - How much was paid.
- /// **Claims/Bills** - The number of claims within the payment; the dropdown arrow displays a list of claims associated with the payment.
- /// **Status** - Advises whether the payment is pending or has been fully paid. When clicked, opens to the same window as the Payment ID column’s link.
- /// **Downloaded** - This advises when/if the payment was downloaded.
- /// **Actions** - View or download the EOP.

Note that many of the columns are sortable by clicking the column name. This makes it easy to sort by Date, Payment ID, Status and Date Downloaded.

The screenshot shows a table with columns: Payment Date, Payment ID, Policy Type, Amount, Claims/Bills, Status, Downloaded, and Actions. Below the table, there is a dropdown menu for selecting the download format, currently set to PDF. The dropdown options are 835 (5010), CSV, and PDF.

Payment Date	Payment ID	Policy Type	Amount	Claims/Bills	Status	Downloaded	Actions
03/07/2023	92960273	Med	\$200.01	2	Paid	04/24/2023	Download View EOP
03/07/2023	92960275	Med	\$80.37	1	Paid	05/03/2023	Download View EOP
03/07/2023	92960280	Med	\$80.37	1	Paid	05/08/2023	Download View EOP

Above the list of results, you can select the desired format, such as PDF. Your last selection will remain your default, although you can change it at any time by clicking the drop-down arrow. This is especially useful for batch outputs to Excel (CSV) or exporting to ERA (835).

You can also use the toggle buttons to see only payments you have or have not downloaded.

The image shows three toggle buttons: All, Downloaded, and Not Downloaded. The 'All' button is currently selected.

Downloading EOPs/ERAs

You can request delivery of each EOP/ERA to the third party of your choice. This gives you control of where and when your data is sent each time your data is available.

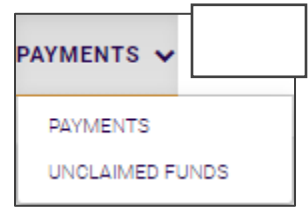
The screenshot shows a table with columns: Payment Date, Payment ID, Policy Type, Amount, Claims/Bills, Status, Downloaded, Actions, and Send 835. The 'Send 835' button is highlighted in red. The 'Selected Download Format: PDF' is indicated at the top right.

Payment Date	Payment ID	Policy Type	Amount	Claims/Bills	Status	Downloaded	Actions	Send 835
03/31/2023	112749913	Med	\$0.00*	1	Paid		Download View EOP	Send
03/30/2023	112749914	Med	\$0.00*	1	Paid		Download View EOP	Sent
03/30/2023	112749913	Med	\$0.00*	1	Paid		Download View EOP	Sent
03/30/2023	112749912	Med	\$0.00*	1	Paid		Download View EOP	Sent

Note that downloading multiple EOPs/ERAs - or one that has many pages - will result in a batch download that may take some time to process. You will be notified when your download is ready. To download multiple EOPs, check the boxes to the left of the desired payments, before clicking the download icon at the top-right.

Unclaimed Funds

Unclaimed funds, also known as escheatment, occur when a financial institution hands over unclaimed property to the state. In other words, if we issue you a payment and it is not deposited for 1 to 5 years, it will be considered unclaimed which, by law, will be turned over to the state.



Retrieving an unclaimed fund

For any payment that has not been turned over to the state, you can claim these funds by selecting the check boxes below and clicking "Reissue payments". This will reissue your selected payment back to you via your preferred payment method.

Viewing Available Downloads

The **Downloads** page is where you can retrieve your remittance advice (ERAs) that has yet to be downloaded or requested for delivery. This page will default to the format that was selected during your ePayment Center Implementation. If no ERAs are outstanding, this screen will be empty, as shown below.

Downloads

Show only payments not downloaded

Payment ID: Claim Number: WC/Auto Claim Number: Status: From Date:

To Date:

Selected Download Format: PDF

Select All On Page	Payment Date	Payments Count	Sum of Payments	Actions
<input type="checkbox"/>	<h2>There are no records to display</h2> <p>Either there are no records for this type or try adjusting your search</p>			

Navigation: 15 items per page No items to display

* Payment notifications reflecting an amount \$0.00 or 835-only indicate a "data-only" transactions from UnitedHealthcare/DBP, Inc.. Questions regarding payment amount or payment status should be directed to the indicated payer

Profile Settings

Access the *My Profile* page the dropdown by your name, in the top-right corner.

Profile Information

From the *Profile Information* menu, you can update contact information and reset your password and security questions.

My Profile

FONT AND COLOR TEST FA

TIN
222558889

NPI
1396953634

Current Contract
[View Current Agreement On File](#)

Personal Information

Privacy and Security

My Downloads

Personal Information

Provide the following information for your profile:

FA

Tax Id Number: 2: 889 NPI: 13 634 Business Name: TEST EPC PROVIDER FOR ZPASS-3362

Title: TEST

First Name: FONT AND COLOR Last Name: TEST

Email: dennis.logsdon@zelispayments.com

Street 1: 123 Elm Street

Street 2:

City: Clearwater State: Florida ZipCode: 33756

Phone Number: (727) 555-8888 Fax Number: (727) 555-8888

[Save](#)

My Downloads

The My Downloads section displays the payments you have downloaded or requested for delivery (if applicable, based on the products your office subscribes to). Once a file has been downloaded or sent, it will remain visible on this page **for 24 hours** (though you can always download a file again from the Payments page).

Depending on your payer, you may also find Tax Documents on this page.

The screenshot shows a user interface with a left sidebar for 'My Profile' and a main content area. The 'My Downloads' section includes a search bar for 'Payment ID', filter buttons for 'All', 'Downloaded', and 'Not Downloaded', and a table with columns 'Date Requested' and 'Payment IDs'. A message states 'There are no records to display'. Below this is the 'Tax documents' section, which includes a filter for 'Downloaded' and 'Not Downloaded', and a table with columns 'Tax Year', 'Payer', 'Form', and 'Action'. A message states 'No records to display'.

My Profile

FONT AND COLOR TEST FK

TIN
222558889

NPI
1396953634

Current Contract
[View Current Agreement On File](#)

Personal Information

Privacy and Security

My Downloads

My downloads

A batch occurs when there are many files or pages included in a download. Downloads remain visible on this page for 24 hours.

Payment ID
Enter Payment ID

All Downloaded Not Downloaded

Date Requested	Payment IDs
There are no records to display Either there are no records for this type or try adjusting your search	

No items to display

Tax documents

The table below shows your available tax documents. You can download or view them at any time for up to seven years.
Note: Tax documents are only available for payers utilizing Zelis for tax document generation

All Downloaded Not Downloaded

Tax Year	Payer	Form	Action
No records to display			

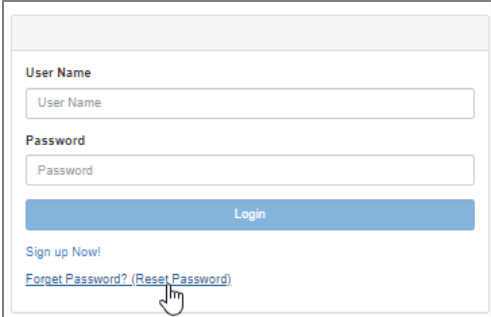
Portal Troubleshooting Tips

The tips below will help you as you work in ePC.

- Google Chrome is the best browser to use to access the portal. The portal **DOES NOT** function on Safari (IOS).
- The portal **DOES NOT** function on mobile devices.
- If you are using Google Chrome, Firefox, Internet Explorer, or Microsoft Edge, and the portal is not functioning properly, clear your browsing history, cache, and cookies.
- Make sure you disable site or pop-up blockers.
- Admins are the only ones who can update/edit/reset other users. Reach out to your Admin to fix any issues with your profile/access.

How to reset your password

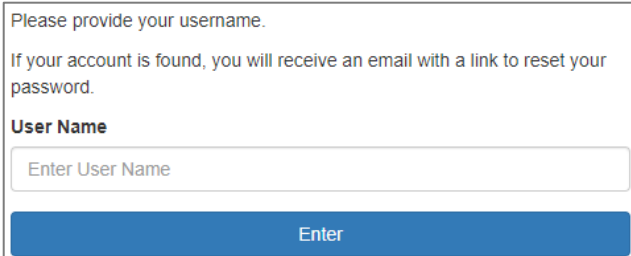
- From the **ePC Provider Portal URL**, click **Forgot Password/Reset Password** to receive an email with a link to reset the password. See below:



*If you received the error "invalid token" when attempting to use the link from the email, the link has expired (**reset password links are only valid for 24 hours**). You will need to follow the reset steps again and use the link within 24 hours.*

If you are unable to reset your password, contact your Provider Portal Administrator.

- Click the **Forgot Password? (Reset Password)** link, it will take you to the page below.
- Fill out your Username.

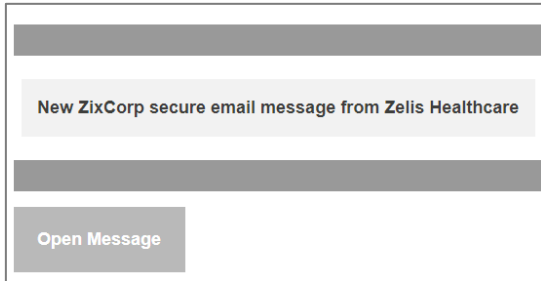


- Click **Enter**.

ZIX Security

Due to the sensitive nature of the information sent through email for ePC accounts, there is an extra verification step prior to you being able to access the original email from ePC. When an email from ePC is sent it will direct you to the ZIX security page, which will prompt you to create a password before allowing you to view the email ePC sent to you. You will only need to set up a password once, after that, you must login to ZIX to see your ePC emails. See steps below.

The ZIX Process



1. You will get a message indicating that there is a new ZixCorp secure email message from Zelis® Healthcare.

2. The first prompt is to create a password associated with your email address.


A screenshot of the "Register Account" form. It features three input fields: "Email Address:" with the value "drtjaworski@gmail.com", "Password:", and "Re-enter Password:". Below these fields are "Password Rules" which state: "Passwords must be at least 6 characters in length, and meet 2 of the following conditions: • Contain both alphabetic and numeric characters • Contain both uppercase and lowercase characters • Contain at least one special character, such as: ~!@#%&'&". A note below the rules says "Passwords cannot match email address." At the bottom right, there are two buttons: "Cancel" and "Register".

3. After you create a password, you will be prompted to log-in.

A screenshot of the login/sign-in form. It has two input fields: "Email Address:" and "Password:". Below the "Email Address:" field is a "Remember Me" checkbox. To the right of the "Password:" field is a "Sign In" button. Below the main form, there are three rows of links and buttons: "Forgot your password?" with a "Reset" button, "New to secure email?" with a "Register" button, and "Need more assistance?" with a "Help" button.

- 4. After you log-in you will be able to view any emails that were sent to you from the ePC.

Inbox

 Delete Refresh

Inbox You have no new messages.
Last Sign In: Feb 8, 2021 4:19 PM

No messages

Zelis Healthcare

This service is hosted by Zix on behalf of Zelis Healthcare [More Information](#)

Secured by **zix**

User Management - Administrator Function

The *User Management* page is available for use by the ePC's administrator to manage staff logins.

User Management

Search... Type in Full Name, User Name, or Email Adress to start

Add User

Add User

User Details

First Name:
First Name

Last Name:
Last Name

Title:
Title

Username:
Username
Click to validate username

Email:
Email

Confirm Email:
Confirm Email

Phone:

Permissions

Downloading Data
Allow access to download & export from the portal

Lookup of Claims
Allow access to search & view claims

Lookup of Payments
Allow access to search & view payments

Manage Notification
Allow user to manage notifications

Manage Payment Options
Allow access to elect how Zelis Payments Solutions makes payments to you

Provider Information
Allow access to view & edit provider's information

User Management
Allow access to view & edit user's information

Cancel Save

How to Add a User

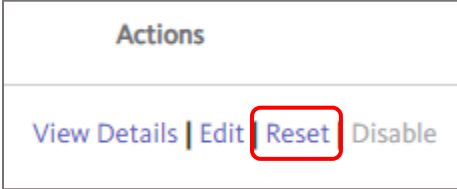
1. Within the **User Management menu > User Management**, click the **Add a User** button.
2. Fill out the User Details for the new User.
3. In the Permissions box, you **MUST** provide the following permissions:
 - ✓ Downloading Data
 - ✓ Lookup of Claims
 - ✓ Lookup of Payments

Without these permissions, the user will not be able to see information in the Portal.
4. Click the **Save** button.

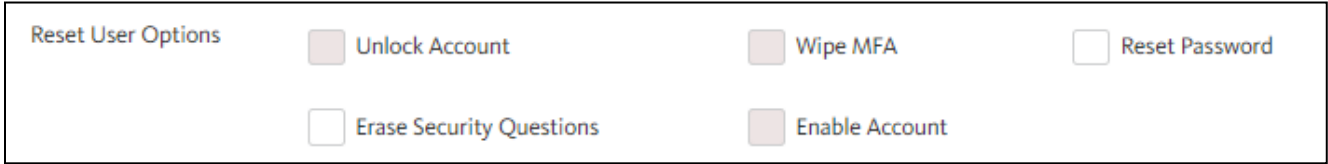
You must advise the new User of their username, as this will not be emailed to them. The User will receive an email with a link to create their password, to access this email, please have them follow the [ZIX instructions](#).

Resetting Password and Security Questions

Not only can you create users and define their privileges, but you can assist in troubleshooting their access, by clicking the Reset link to the right of a user's account.



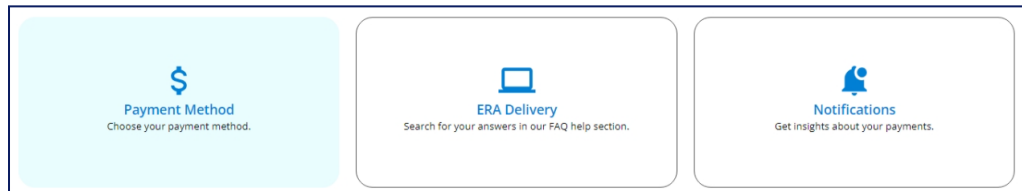
You will then check the appropriate box. If an option is not available to select, it is not relevant for that account.



- ✔ **Unlock Account:** Only available if an account has been locked out.
- ✔ **Wipe MFA:** This will reset the Multi-Factor Authentication configuration, sending an email to recreate the configuration.
- ✔ **Reset Password:** This will trigger a password reset email for that account.
- ✔ **Erase Security Questions:** This will reset the security questions for this account, requiring new questions be set upon next login.
- ✔ **Enable Account:** This will enable a disabled account.

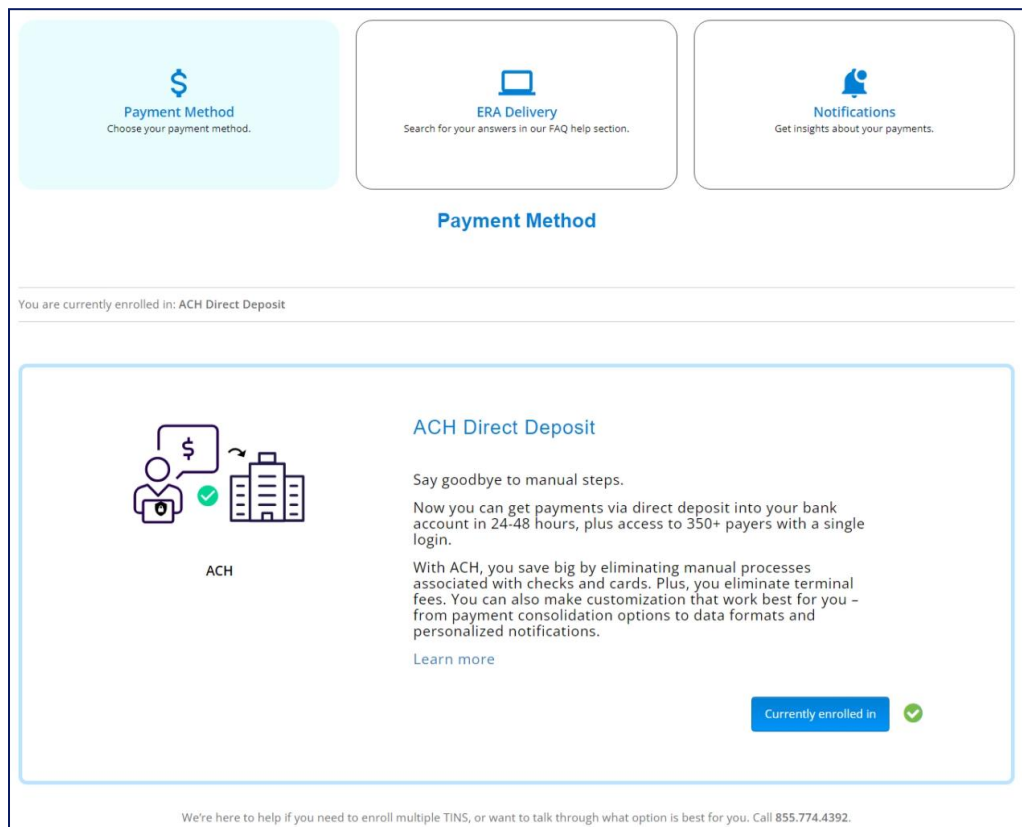
Settings – Administrator Function

The *Settings* page is where the administrator can update payment preferences (banking info and notifications) and request delivery for ERAs/835s.



Payment Method

If you have not already enrolled in the ePC, you will see the “Enroll” to enroll in ePC, rather than the “Currently enrolled in” button. You can update your banking information/account information, by clicking “Currently enrolled in”. See steps below.



The very first time you login this is where you complete your enrollment.

How to update your Account

1. Within **Settings > Payment Method**, click the **“Currently enrolled in”** button.
2. In the *Business and Contact Information* section, enter the required information and **click Continue**.

EFT Direct Deposit ✓

Business Information

Business and Contact Information ⓘ

* Provider Name: ⓘ <input type="text" value="test provider"/>	* Street: <input type="text" value="144 Candy Dr"/>
* Tax ID (TIN or EIN): ⓘ <input type="text" value="300072"/>	Street (Continued): <input type="text" value="Street Address 2 (Optional)"/>
NPI: ⓘ <input type="text" value="111111111"/>	* City: <input type="text" value="clearwater"/>
	* State: <input type="text" value="Florida"/>
	* Zip: <input type="text" value="33716"/>

Provider Contact Name ⓘ

* First Name: <input type="text"/>	* Email Address: <input type="text"/>
* Last Name: <input type="text"/>	* Telephone Number: <input type="text"/>
Title: <input type="text" value="ms."/>	* Fax Number: <input type="text"/>

[Continue >](#)

Banking Information

Bank Account Information ?

Financial Institution Name: * Type of Account at Financial Institution: ?
 Checking ▼

* Financial Institution Routing Number: ? * Ownership Type:
 Business ▼

* Provider Account Number with Financial Institution: ? * Bank Account Holder Name/DBA: ?

* Provider Account Number with Financial Institution: (Confirm) * Tax ID (TIN or EIN): ?


← Previous Continue →

IMPORTANT REMINDER:


Please inform your financial institution to accept credits from **Originating Company ID: 6452579291**. Due to a changes in a registered bank account, a Bank Account Verification will be processed. Zelis may make micro deposits to authenticate the bank account. Do you wish to continue?

Cancel Confirm

Example Check1



Example Check2



3. In the *Banking Information* section, fill out your banking information; and click **Continue**.

4. A pop-up will advise you to **reach out to your banking institution** and provide them the ePC's

originating ID. Please be sure to follow this step so that there are no delays in processing your enrollment. Then click **Confirm**.

ERA Delivery

Your current ERA Delivery method is **Download**

Please make a selection from the options listed below to select a new delivery method.

Contact information

Please indicate the contact information of the person responsible for handling incoming remittance data at your facility.

*Name

*Email address *Phone number
 (555) 555-5555

Electronic remittance advise (ERA) is a document that shows proof of payment (such as an EOB or EOP). Choose a delivery method below -- and know that you can always download from the [provider portal](#).

Select Delivery

Please select the delivery option that are best for you.

Download

selected ✔

Clearinghouse

select

FTPS

select

Download selected
ERA will be accessible from this portal.

← Previous Continue →

5. In the *ERA Delivery* section, fill out your ERA Delivery options. Fill in your contact information and the ERA Delivery you wish. Then, click **Continue**.

6. On the **Payments Notifications** screen, select if and how you would like to receive notifications about payments. Then, **click Next**.

Payments Notifications

If you would like to be notified when payments are available, please select your preferred method for receiving notifications. You may select as many notification methods as you wish or, otherwise, you may opt to receive none.

After enrollment, you may make changes to these preferences at any time.

Once your enrollment is completed, other notification types will become available to you, such as notification when remittance data is available for download. Following your enrollment, you may click on the "Notifications" tab to set up these additional notifications.

Email

Fax

Text Message

I would prefer not to receive any notifications

[< Previous](#)

[Next >](#)

Review, Agreement and Submit

Review Information

Business Info

Business Contact and Information

Provider Name: test provider

Tax ID (TIN or EIN): 300072

NPI: 111111111

Provider Contact Name

First Name:

Last Name:

Title: msc

[Modify](#)

Banking Info

Financial Institution Routing Number: Type of Account at Financial Institution: Checking

Provider Account Number with Financial Institution: Ownership Type: Business

Settlement Type: Credit

[Modify](#)

Data Delivery Configuration

Provider Contact Name: Telephone Number:

Document Type: EDI Email Address:

Delivery Method: WEB

[Modify](#)

Notifications Configuration

Delivery Method: Email To:


[Modify](#)

7. Finally, on the *Review Agreement and Submit Enrollment* page, review your settings, edit as necessary, and read through the full User Agreement. Download a copy of the Agreement, **sign and click to the box stating that you have reviewed the agreement**, and then **click Submit**.

There will be a pre-note and verification process completed at this time. Please allow up to 10 business days for this to occur. After the verification is complete, your payments, for this specific Payer, will be direct deposited and you can access the EOPs through the ePC.

User Agreement

Please review all of your information and check the Agreement check box to submit your enrollment.
Note: Enrollment may take up to 2 business days to be fully processed for payments.



ACH AUTHORIZATION FORM

3/29/2023

test provider
144 Candy Dr
clearwater, FL 33716

Account for Credit Entries

Name of Bank:
Routing Number:
Account Number:
Tax ID:

By signing this ACH Authorization Form ("ACH Form"), Payer's subcontractor, Zella Payments, LLC ("Subcontractor") is authorized to create the account number listed above (the "Account") in connection with processing certain payment transactions. Account Owner also agrees to be bound by National Automated Clearing House Association rules ("NACHA"). These rules provide, among other things, that credits are provisional until final settlement is made through a Federal Reserve Bank or payment is

Authorized Signature

Printed Name of Person Submitting Enrollment: Printed Title of Person Submitting Enrollment: Email Address:

I have read the agreement and I accept the terms and conditions

[Back](#) [Submit](#)

ERA Delivery Method

In this screen you will see how your Electronic Remittance Advise documents are delivered (Explanation of Payment). You may have one or more options on to receive this nonpayment data. These include but are not limited to, download, Clearinghouse or FTPS.

Be sure to fill in the name, email, and phone number of the person on your team responsible for handling incoming remittance data.

\$
Payment Method
Choose your payment method.

ERA Delivery
Search for your answers in our FAQ help section.

Notifications
Get insights about your payments.

ERA Delivery

Your current ERA Delivery method is **Download**
Please make a selection from the options listed below to select a new delivery method.

Contact information

Please indicate the contact information of the person responsible for handling incoming remittance data at your facility.

***Name**

***Email address** ***Phone number**

Electronic remittance advise (ERA) is a document that shows proof of payment (such as an EOB or EOP). Choose a delivery method below -- and know that you can always download from the provider portal.

Select Delivery

Please select the delivery option that are best for you.

Download
selected

Clearinghouse
select

FTPS
select

Download selected
ERA will be accessible from this portal.

Save

Download

Log into the portal and directly download your nonpayment files. You can choose from three file types: EDI (835), CSV or PDF.

Clearinghouse

Choose from a list of clearinghouses that were approved by your EPC payer. Once in the portal, you will be able to manually push your 835 file to that clearinghouse by pressing send. For questions about enhanced clearinghouse features enabled on your EPC, please contact your ePC support team.

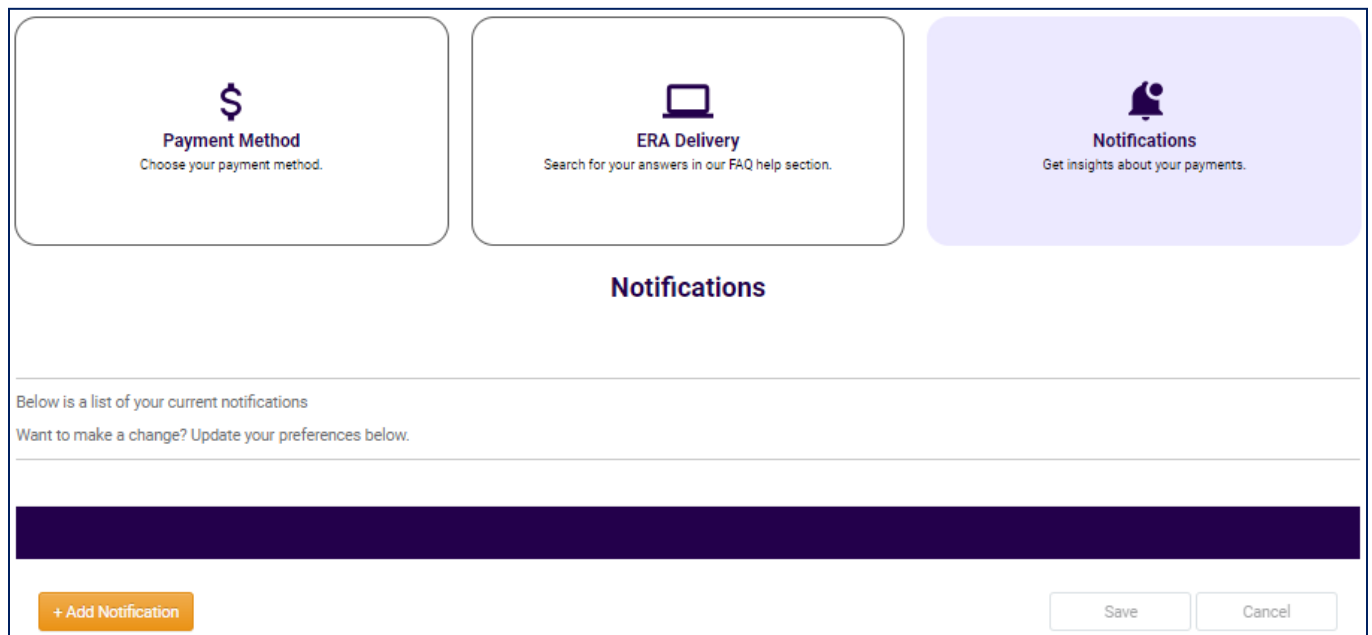
FTPS Configuration

FTPS allows you to configure a FTP destination of your choice. You can choose to receive the file as EDI (835) or PDF. Below is a description of each field. All fields are required, and you will have to test the connection before being able to save and use the connection.

- ✔ **FTP Name:** A unique name to identify the FTPS connection. This will allow ePC support associates to easily identify your FTPS setup.
- ✔ **FTP Host:** The IP address of the FTP server to which you want to connect.
- ✔ **FTP Remote Path:** The location on the FTP server where the files will be delivered.
- ✔ **Login:** The account or username that will be used to connect to the FTP Server.
- ✔ **Password and Confirm Password:** The password the FTP account will use to connect.

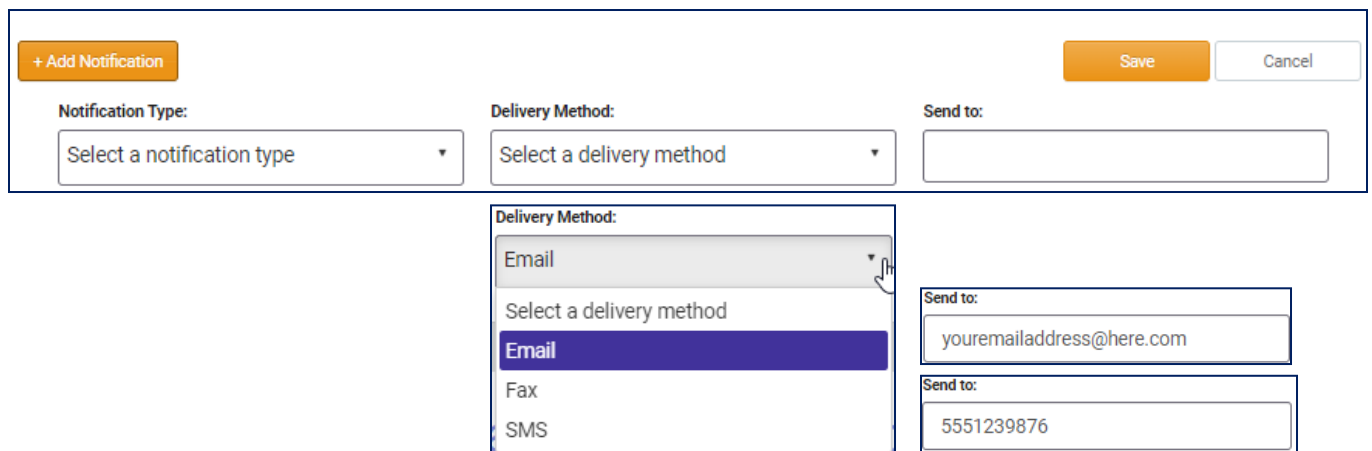
Notifications

In the *Notifications* section of *Settings*, you can update how you are notified of payments. You can be notified via Email, Fax, Text or not at all.



How to add notifications

8. Click the **Add Notifications** button.
9. Select the **Notification Type** and the **Delivery Method**.
 - a. You can select from **Email**, **Fax**, or **SMS**.
10. Fill in the **Send to** field with the appropriate information. This can be a phone number or an email address depending on the selection you made in the notification type field.



Help & Resources

The *Help & Resources* page provides information about ePC and how to reach out for issues such as late/missing EFT or ERA, along with a helpful User Reference Manual that has a wealth of knowledge that relates to the ePC.

The screenshot shows the top navigation bar with links: MY DASHBOARD, PAYMENTS, SETTINGS, USER MANAGEMENT, and DOWNLOADS. Below is a banner image with the text "Help & Resources Center". The main content area is titled "Help and Resources" and contains three cards: "Learning Center" (with a book icon and text "Get the most out of your payments portal."), "Frequently asked questions" (with a question mark icon and text "Find answers to the most common portal questions."), and "Submit a request" (with a document icon and text "Click here to get help."). Below these is a "Learning Center" section with two links: "Portal user training guide" and "Portal admin training guide", each with an "Open pdf" button.

You can also submit a request for assistance:

This screenshot shows the "Submit a request" form. The form is titled "Request Form" and includes a "Reason" dropdown menu. It has several input fields: "*First name", "*Last name", "*Business name", "*Email address", and "*TIN". There is also a "Payment ID (Optional)" field with a note "Use a comma for multiple payment ids". A large text area for the message is provided, with a note "To assist us with your request, please include as much information as possible (e.g claim payment information, user details, issue messages, etc.)" and a character count "Remaining characters: 1000/1000". At the bottom, there is a "Submit" button and contact information: "Or contact our client service team at 855.774.4392 Mon - Fri 9am to 5pm".