

CDPHP ZPC Portal User Reference Manual

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CDPHP ZPC Portal Frequently Asked Questions

What is the difference between the Registration and Enrollment?

Registration is the process a provider follows to request access to the CDPHP ZPC Portal.

Once registered for the CDPHP ZPC Portal, the provider can setup their login credentials and start their enrollment process for their bank account(s).

How would a provider know if their registration was successful?

The provider’s request for registration must be verified prior to enrolling their bank account. Once verified, the provider will be sent an email with instructions on how to create their login credentials for the CDPHP ZPC Portal. Providers should allow 5 to 7 business days for this process to be completed.

How would a provider know if their enrollment was successful?

Providers can check the status of their bank account(s) via the CDPHP ZPC Portal. After a provider has submitted their bank account enrollment, the CDPHP ZPC Portal will display the status of their enrollment.

How would a billing company or third-party biller enroll on behalf of their providers?

CDPHP ZPC Portal does not support registration or enrollment from billing companies nor third party billing agencies at this time.

How can a provider get assistance with their registration or enrollment (e.g., Getting started, updating account information or primary contact, etc.)?

The provider can contact the Support team by calling (877) 882-0384, Monday through Friday 9:00 am to 8:00 pm EST for questions related to registration and enrollment.

How can a provider get assistance after their enrollment is complete (e.g., Network, Payment, or claim-related inquiries)?

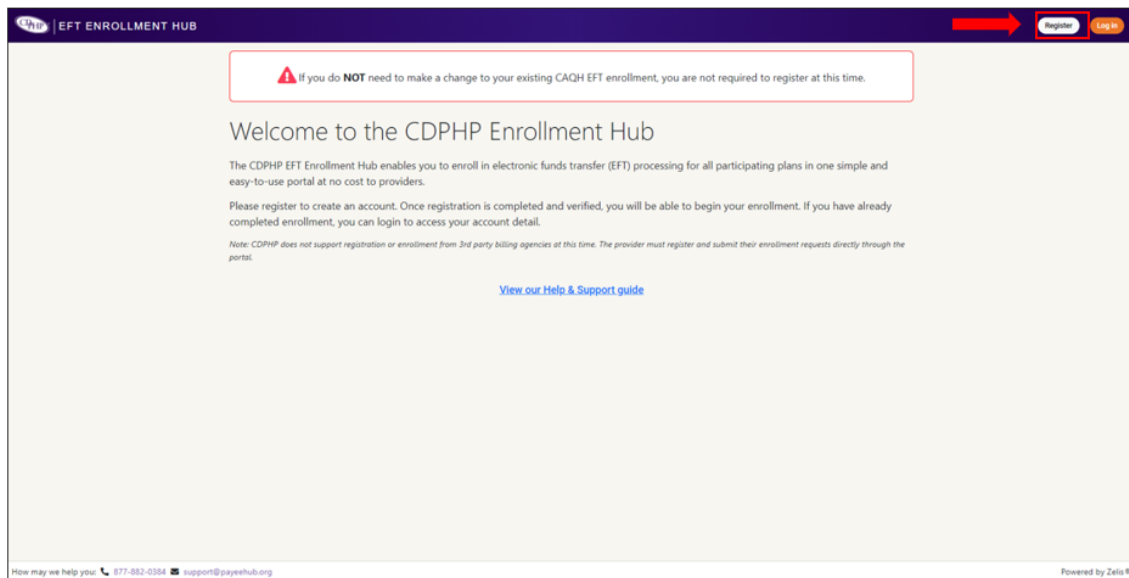
The provider should contact their local CDPHP Provider Relations Representative for further assistance.

How to Request Registration for CDPHP ZPC Portal

The provider submitting the CDPHP ZPC Portal registration should be authorized to make payment related decisions for the practice. CDPHP ZPC Portal does not support registrations or enrollments from billing companies nor third party billing agencies.

To register, the provider creates an account with CDPHP ZPC Portal to become verified. Once verified, the provider may select the bank account they wish to receive their ACH payments. The provider must register and submit their enrollment requests directly through the CDPHP ZPC Portal EFT Enrollment Hub.

Once the provider has selected the **Register** link at the top of the screen, they will be walked through a series of steps to obtain the information needed to complete their registration.

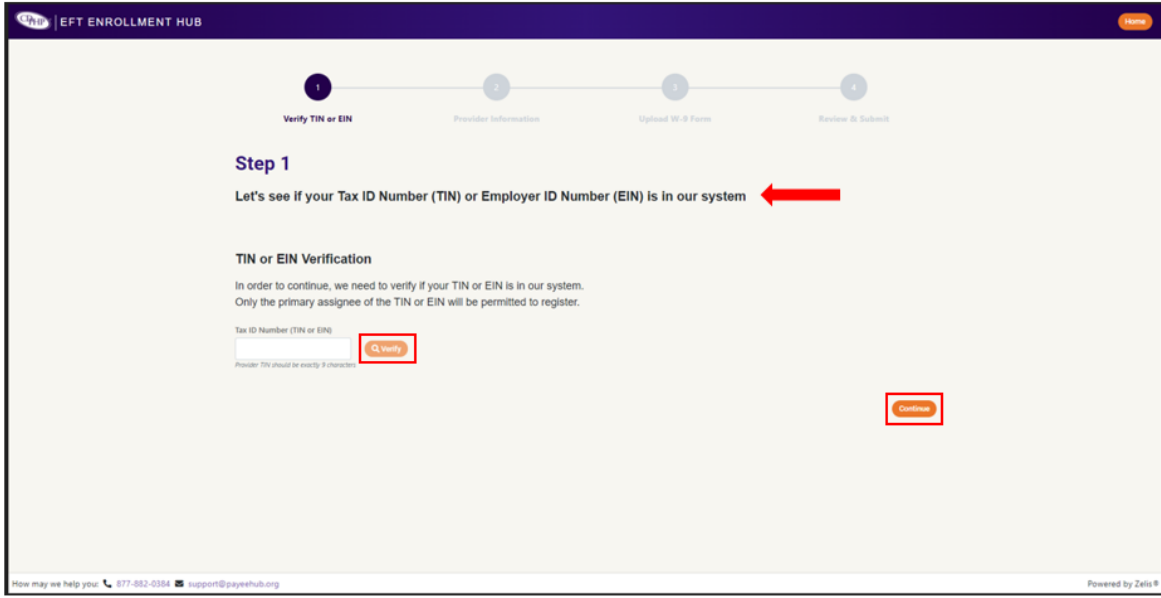


Provide Tax ID Number (TIN) or Employer ID Number (EIN)

The provider will enter their TIN or EIN in the field provided and select **Verify** to confirm eligibility.

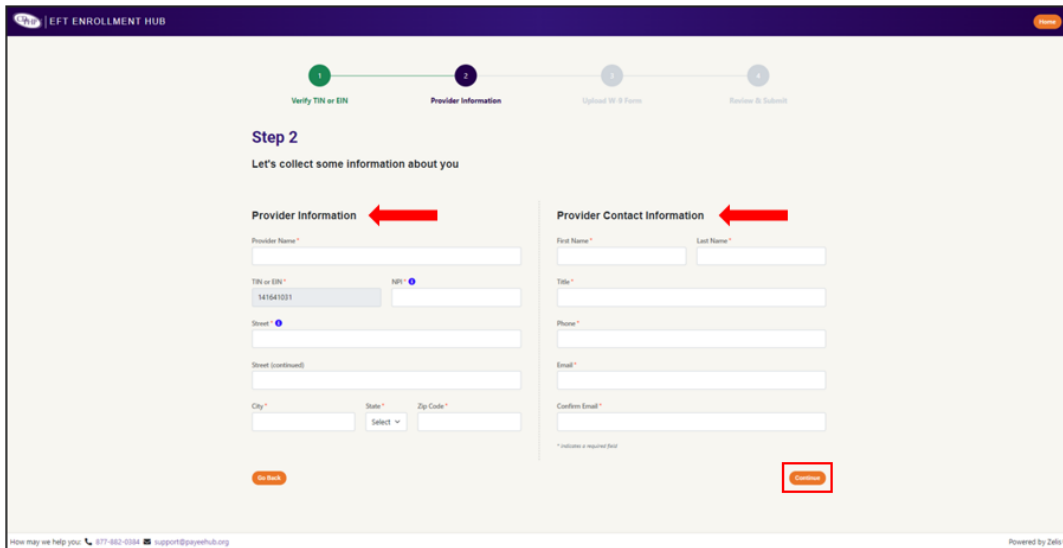
Once verified, the provider will select **Continue**.

Only one registration can be completed per Tax ID Number (TIN). The provider will receive on-screen instructions if their TIN has already been utilized to initiate a registration.



Provide Practice and Contact Information

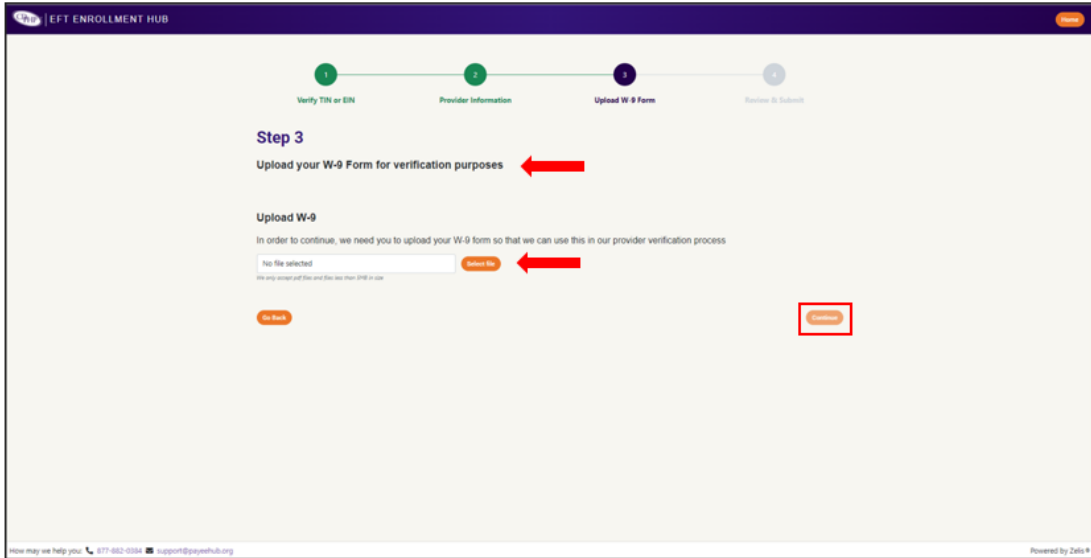
The provider populates the **Provider Information** and **Provider Contact Information** fields. Required fields are indicated with an *. Once completed, the provider selects **Continue**.



Upload Copy of W-9 Form

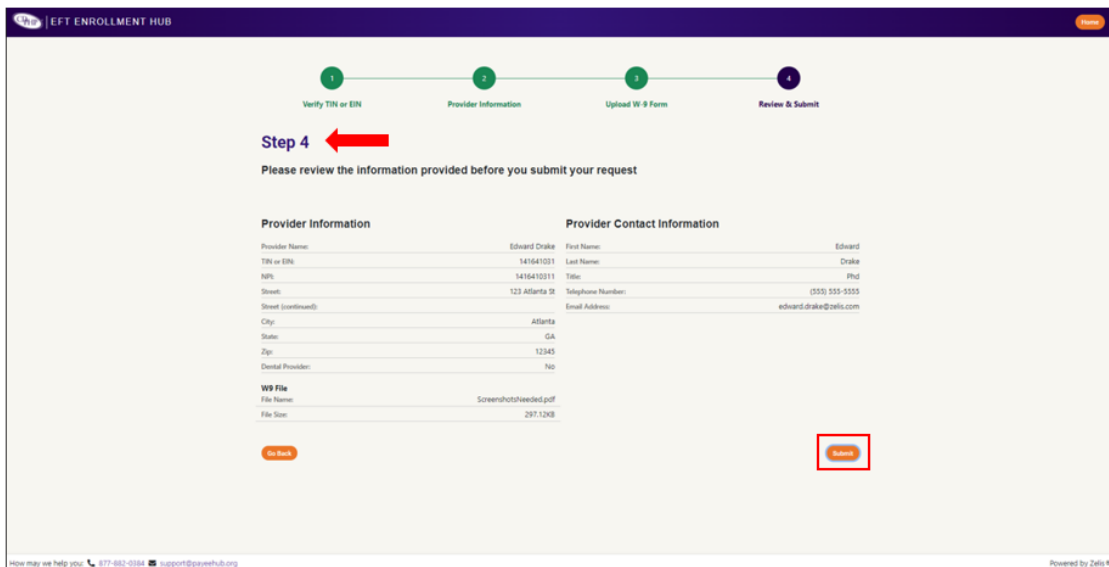
For security purposes, the provider is required to submit a W9 associated with the TIN or EIN being enrolled. The provider should ensure the W9 being submitted is signed and dated within the last 3 years.

The provider chooses **Select File** to open the file explorer window in their browser and locates the appropriate file. Once attached, the provider selects **Continue**.



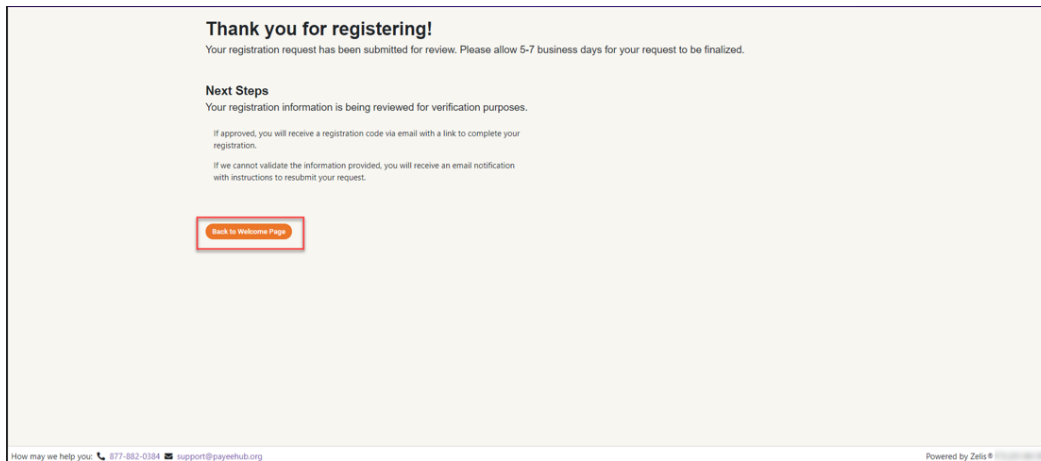
Review Information Provided

The provider will be asked to review the information they have entered. If correct, the provider selects **Submit**. If any of the information is incorrect, the provider selects **Go Back**.



Registration: Next Steps

Once the provider has reviewed the information entered and selected **Submit**, they have successfully requested an account be created for their practice. The provider will have the option to return back to the Welcome Page.



Note: The provider will be sent an email with instructions on how to create their login credentials within 5 to 7 business days.

Completing Registration

Choosing Username and Security Questions

Email instructions will direct the provider to confirm their user account and complete registration. The provider will be asked to choose a username. The provider will enter the desired username and select **Check username** to ensure it is not already in use. Once completed, the provider will select two security questions and fill out each answer accordingly.

The provider will review all information displayed on the screen for accuracy. The provider will review the agreement, click the **I agree to the Site Agreement** checkbox, then click **Finish Registration**.

Complete your registration
Please review your registration information below for accuracy

Provider Information		Provider Contact Information	
Provider Name:	Brandon UAT 3	First Name:	Brandon
TIN or EIN:	453454234	Last Name:	UAT3
ABN:	811111111	Title:	admin
Street:	123 Test Street	Telephone Number:	(123) 123-1234
Street/Postoffice:	Suite 4	Email Address:	brandon.mcgowan@cdph.org
City:	Test City		
State:	OH		
ZIP:	44208		
Dental Provider:	No		

Create a Username

Username:

Username is available

Select Your Security Questions

Question 1 *	Answer 1 *
What is your first pet's name?	Bob
What is the make and model of your first car?	Ford Pinto

Site Agreement

I agree to the Site Agreement

Creating a Password

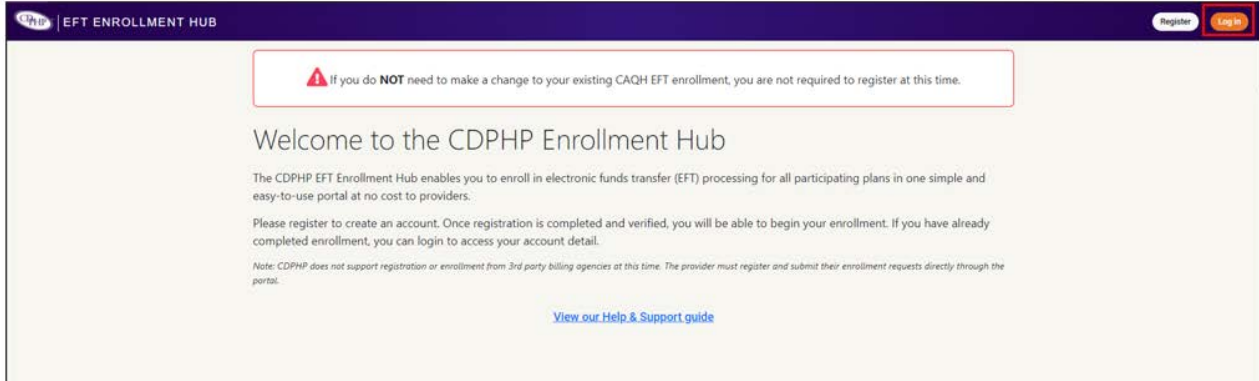
After the provider has finished registering, they should receive an e-mail titled **“Please Create Your Password”** that will contain a link allowing them to create a password. The provider will fill out the fields provided and select **Create Password**.

Congratulations! The provider has now completed their registration and are ready to submit their enrollment(s). The provider will select please click **here** to login.

How to Login and Logout

How to Login

The provider will go to <https://cdphp.payeehub.org/> and will be directed to the CDPHP ZPC Portal Welcome screen. From the Welcome screen the provider will select **Login**.



The provider will type their credentials in the User Name and Password fields provided and click **Login**. After they are successfully logged in, the provider will be redirected to their CDPHP ZPC Portal homepage.



Log in to the CDPHP

How to Reset Password or Recover Account Name

The provider will go to the Login page and click **Forgot Password? (Reset Password)** link to have the reset instructions sent to them by email. When the email is received the provider will follow the instructions provided.



Password Recovery or Reset

Please provide your username.

If your account is found, you will receive an email with a link to reset your password.

User Name

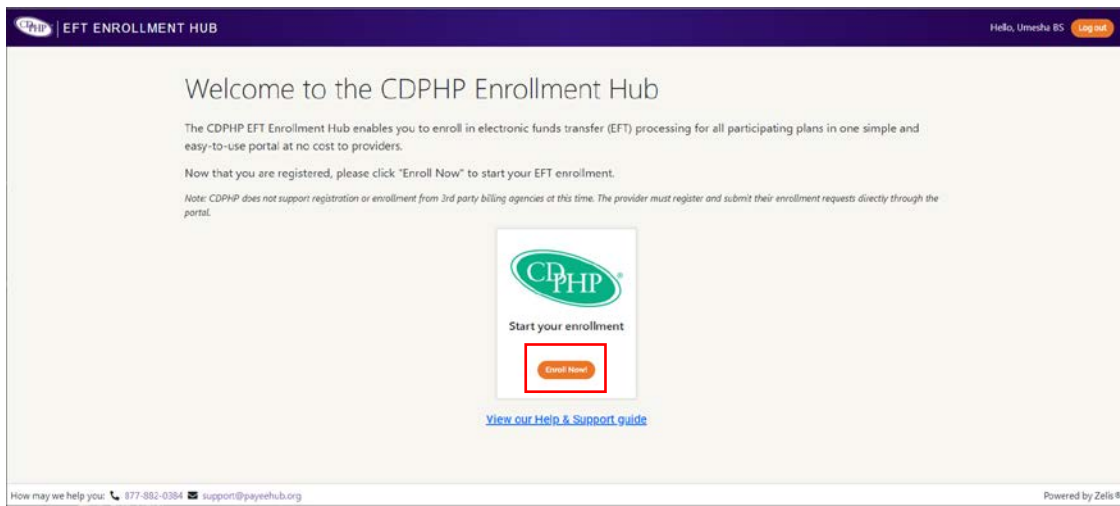
How to Logout

The **Logout** button is located in the upper-right hand corner of the CDPHP ZPC Portal Portal.



How to Submit Enrollment for CDPHP ZPC Portal

Once the provider has successfully logged in, they will be able to start their enrollment(s) by selecting **Enroll Now!**



Enrollment

The following section of this manual will provide step-by-step instructions on how to complete enrollment:

The provider will be asked to map the NPI(s) they want to associate to the bank account(s) provided during the enrollment process.

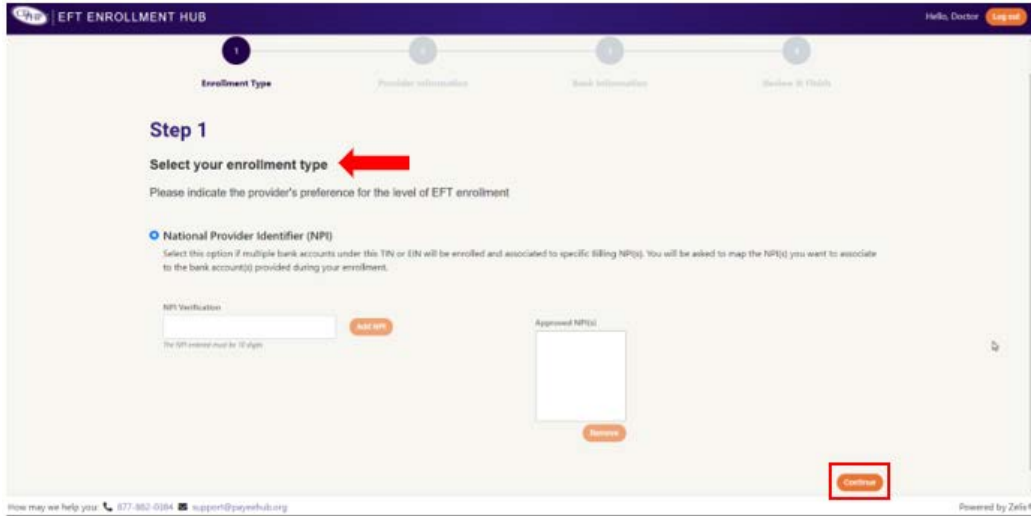
The provider will be required to re-validate the TIN or EIN that was submitted during registration, to ensure the enrollment is linked to the correct account.

The screenshot shows a four-step enrollment process. Step 1 is highlighted. The steps are: 1. Enrollment Type, 2. Provider Information, 3. Bank Information, and 4. Review & Finish. The current step is titled "Step 1 Tax Identification Number (TIN) or Employer ID Number (EIN) Verification". Below the title, it says "In order to continue, we need to verify and see if your TIN or EIN is located in our system." There is a text input field labeled "TIN or EIN Verification" and a button labeled "Verify TIN or EIN". Below the input field, a note states "The TIN or EIN entered should match the TIN or EIN provided during registration." At the bottom left, there is contact information: "How may we help you: 877-882-0384 support@paychex.com". At the bottom right, it says "Powered by Zelis".

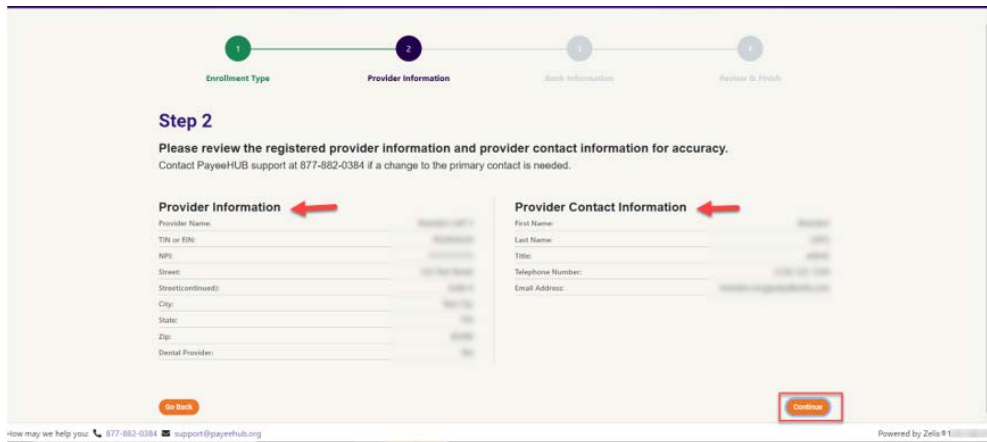
NPI Enrollment

The provider will be asked to verify each NPI they would like associated with their enrollment. This information must match the TIN or EIN submitted during registration. Any NPIs added during enrollment must be allocated to a specific bank account. If the provider does not intend to enroll an NPI in EFT, it should not be added during this step.

The provider populates the NPI in the appropriate field and selects **Add NPI**. If an incorrect NPI is added, the provider can remove it by selecting **Remove**. Once all NPIs have been added, the provider selects **Continue**.

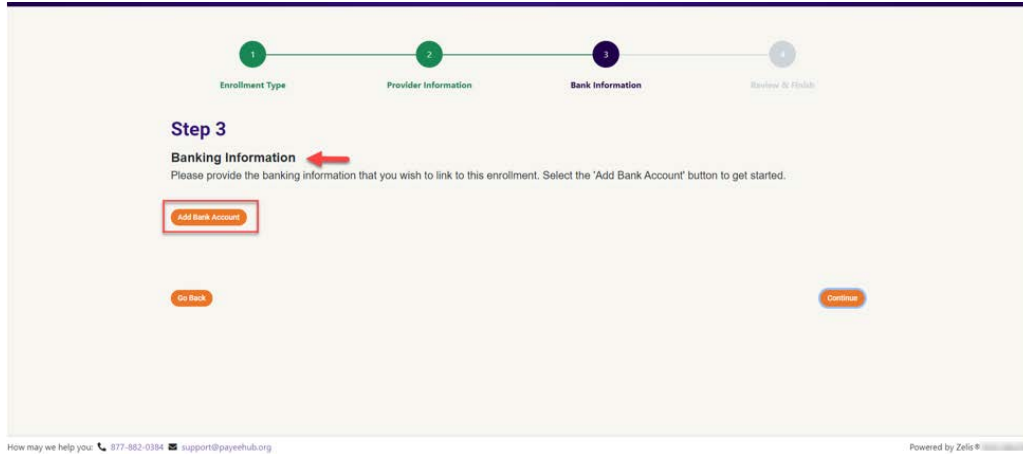


The provider will be asked to review the Practice and Contact Information submitted during registration. Once reviewed, the provider selects **Continue**.

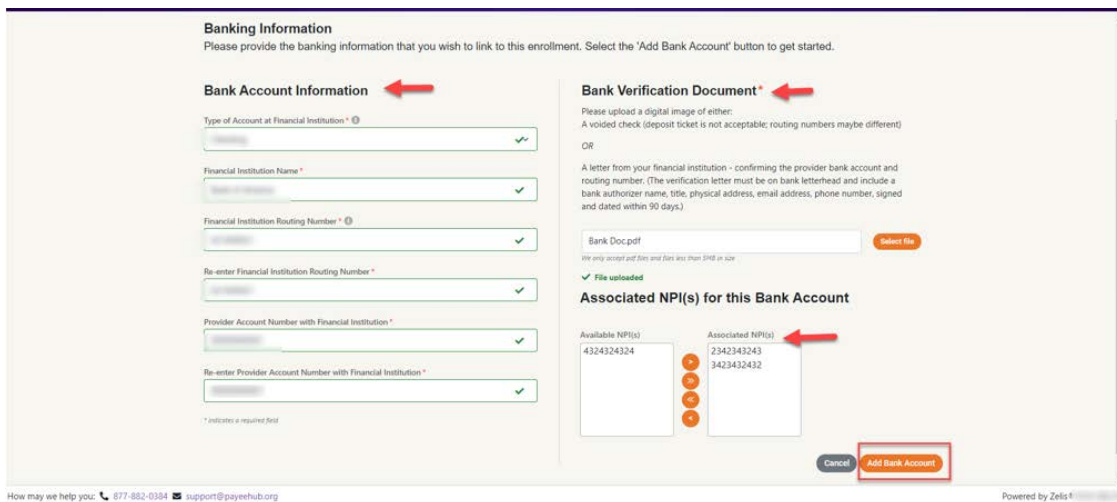


The provider will submit the Banking Information for their enrollment(s). The provider will be required to submit a digital copy of a Bank Verification Document during this portion of the enrollment. The provider should review the requirements carefully to avoid delays.

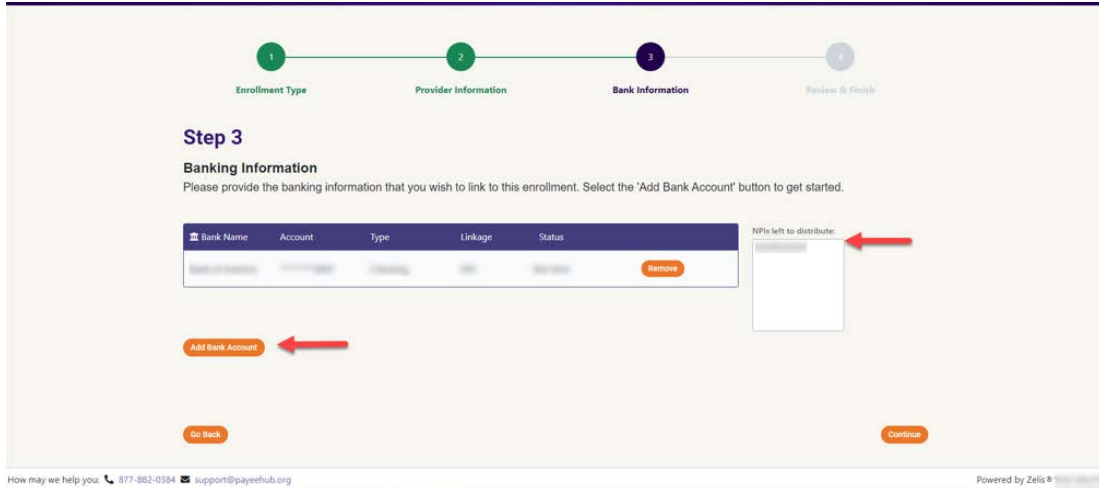
The provider will select **Add Bank Account**.



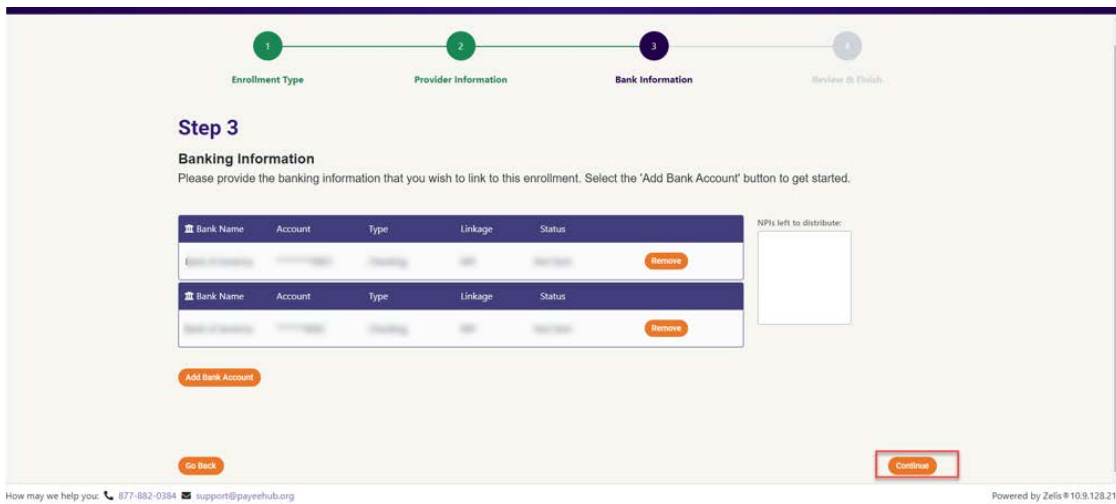
The provider will enter as many bank accounts as required until all NPIs provided have been allocated. The Bank Verification Document must be in PDF format and be less than 5MB in size. Once all required fields have been entered, the provider will select **Add Bank Account**.



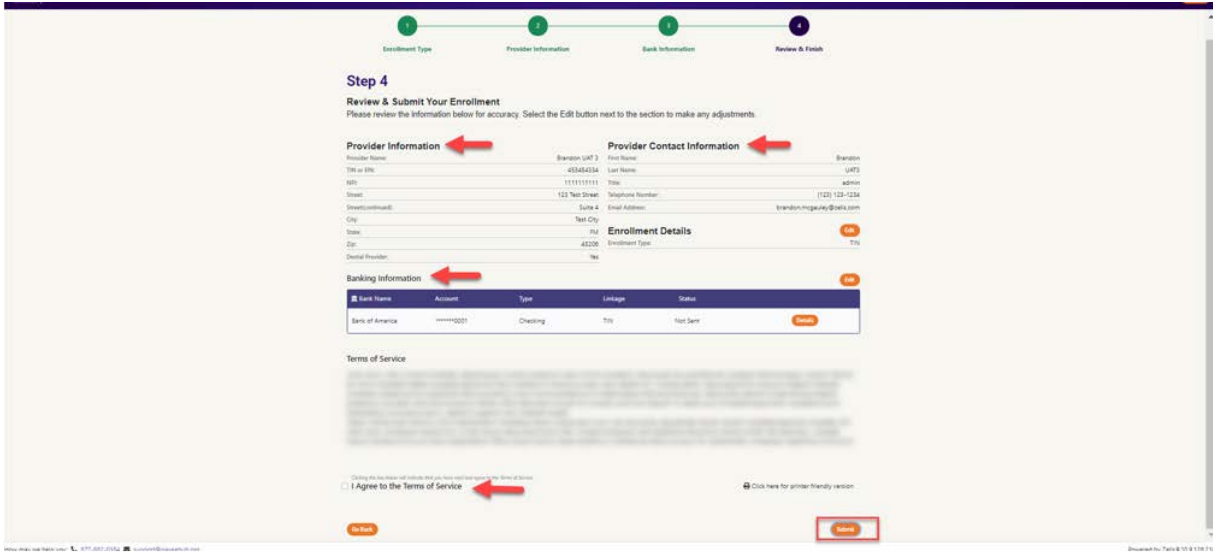
Once the provider has submitted at least one bank account for an NPI level enrollment, the box on the right-hand side of the screen will advise which NPI(s) remain to be distributed. The provider will select the **Add Bank Account** button and repeat the steps detailed above until there are no remaining NPI(s).



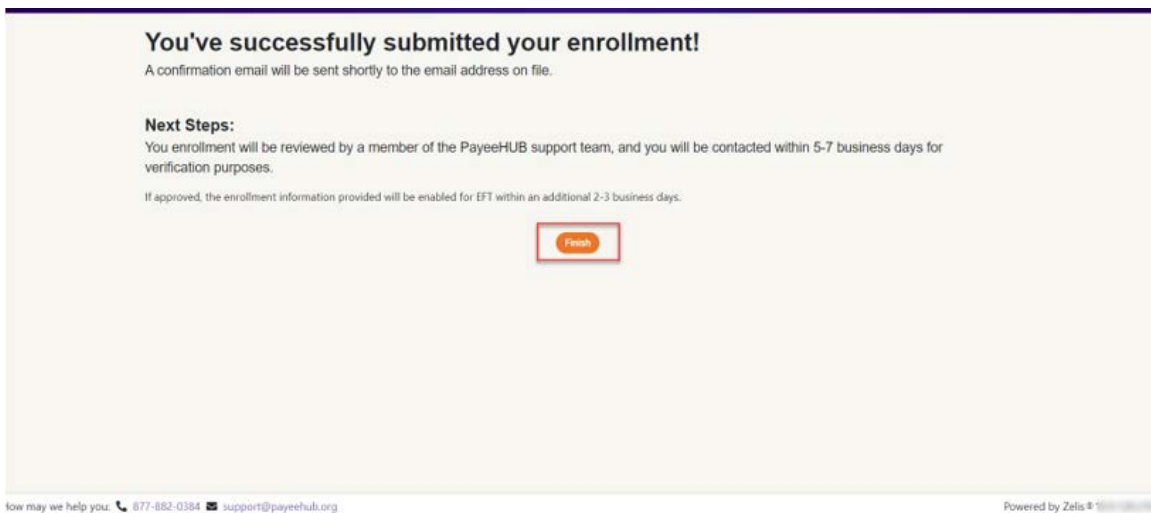
Once all required bank accounts are displayed, the provider will select **Continue** to review and submit their enrollment.



The provider will review the information they have entered for accuracy. Once completed, the provider should review the Terms of Service, click the **I Agree to the Terms of Service** checkbox, then click **Submit**.



A confirmation message will display to let the provider know that the enrollment process is complete. The provider will click **Finish** to be directed to the homepage.



Enrollment Submitted: Next Steps

All enrollments are subject to a two-step verification process. Provider should allow 5 to 7 business days for this process to be completed.

After the provider has submitted their enrollment, the CDPHP ZPC Portal homepage will display the status of any enrollments associated with the account.

Once verified, the "Status" field associated with each enrollment will be updated from **Enrollment Request Pending** to **Active**.

CDPHP | EFT ENROLLMENT HUB

TIN: *****1028 | Hello, Umeha [Log out](#)

Welcome to the CDPHP Enrollment Hub

The CDPHP EFT Enrollment Hub enables you to enroll in electronic funds transfer (EFT) processing for all participating plans in one simple and easy-to-use portal at no cost to providers.

View, manage and add additional EFT enrollments below.

Note: CDPHP does not support registration or enrollment from 3rd party billing agencies at this time. The provider must register and submit their enrollment requests directly through the portal.

Current Enrollments

Bank Name	Account	Type	Linkage	Status	
NPI LEVEL CDPHP	*****1234	Checking	NPI	Enrollment Request Pending	Details

[Enroll More](#)

[View our Help & Support guide](#)

How may we help you? [877-882-0384](tel:877-882-0384) support@payeehub.org

Powered by Zelis®

How to Manage Enrollment

Once an enrollment has been accepted by the payer(s), the provider will be able to perform the following action(s) directly through the CDPHP ZPC Portal:

- 1.) View Details
- 2.) Edit
- 3.) Suspend Enrollment
- 4.) Cancel Enrollment

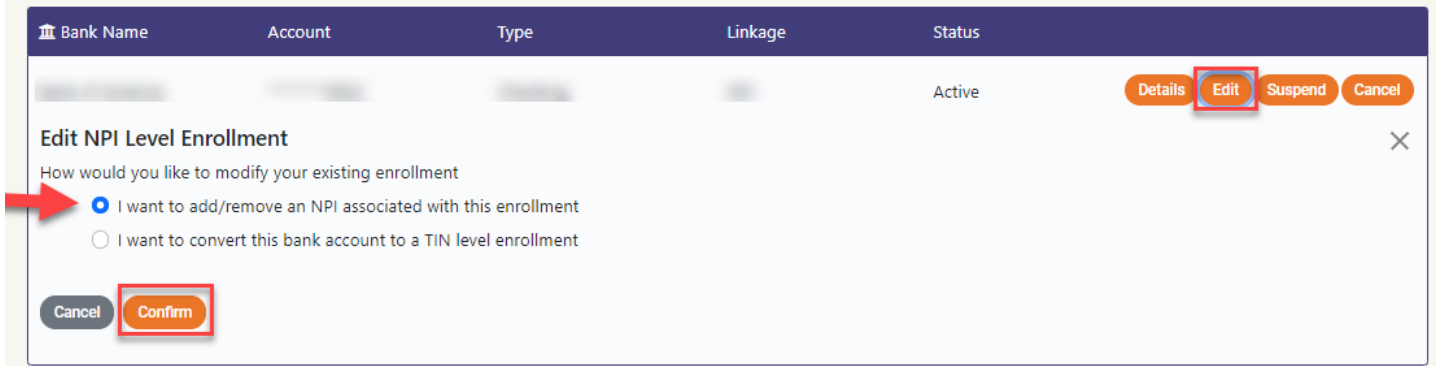
For security purposes, if the provider needs to make any changes to the contact information provided during the registration process (e.g., Name, Email Address, Phone Number, etc.), they must contact the Support team at (877) 882-0384 for assistance.

Note: Any user account that is suspected of irregular activity by the Support team will be flagged for review and subsequently locked for access.

Edit Enrollment

A provider can edit an existing enrollment once it is in an Active status. The types of edits that can be made to an enrollment will vary based on the enrollment type (NPI level).

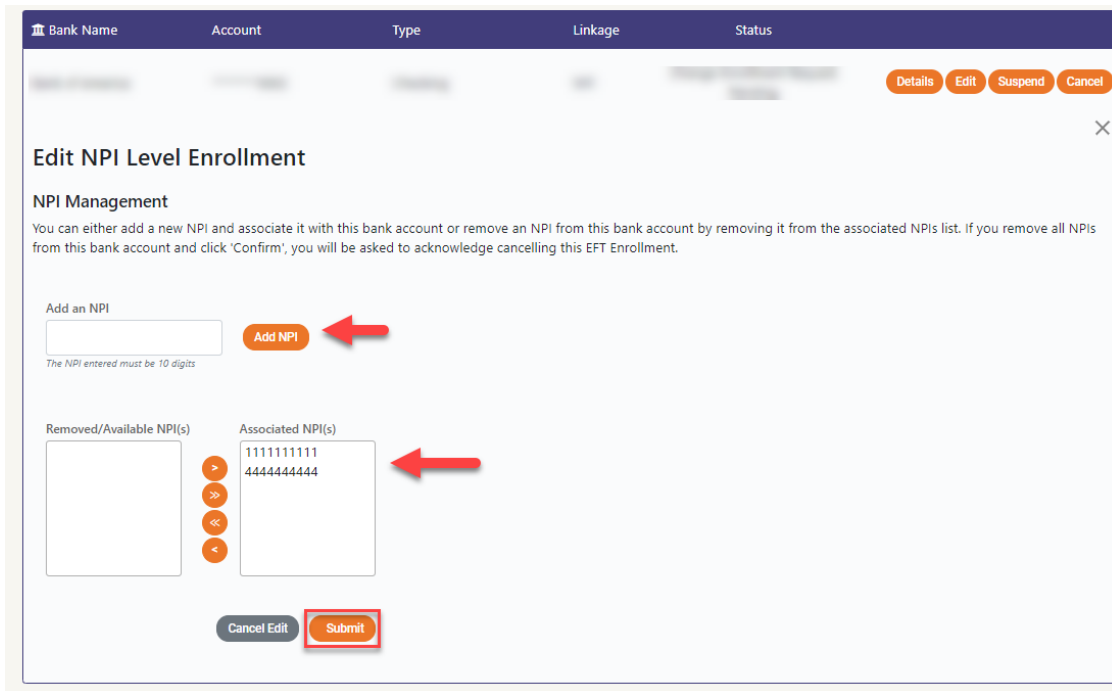
The provider will select **Edit** and choose the radio button indicating: "I want to add/remove an NPI associated with this enrollment" and will select **Confirm** to continue.



Once the provider chooses the NPI(s) to add or remove from the existing bank account, the provider can select **Submit**. The enrollment status will then be updated to **Change Enrollment Requested** and the enrollment information will be submitted to the payer(s) for approval.

Once approved, the status will be updated to **Active**.

Note: Only payer-approved NPIs can be associated to the existing enrollment.



Suspend Enrollment

In the event fraudulent account activity is suspected by the provider, an immediate suspension request can be submitted by selecting the **Suspend** button. The provider will be prompted to confirm the suspension before any action is taken.

Current Enrollments

Bank Name	Account	Type	Linkage	Status	
				Active	Details Edit Suspend Cancel

Selecting **OK** will update the enrollment status to **Suspension Request Pending**. An immediate notification will be sent to the Support team to alert the payer(s) of the request to suspend.

Bank Name	Account	Type	Linkage	Status	
Bank of America	*****0005	Savings	TIN	Suspend Request Pending	Details Cancel

The payer(s) will be responsible to perform the bank account suspension to prevent further payments from being dispersed to the bank account. A confirmation will be provided to the Support team once successful. The enrollment status will be updated to **Suspended** upon confirmation.

Note: The provider must contact the Support team directly to request the reactivation of their enrollment. If fraudulent activity is suspected on multiple bank accounts and/or the user account is compromised, the provider can request a complete account lock to prevent further access.

Cancel Enrollment

A provider can cancel their enrollment at any time, by selecting the **Cancel** button under the **Current Enrollments** section of the portal.

Current Enrollments

Bank Name	Account	Type	Linkage	Status	
				Active	Details Edit Suspend Cancel

Once the **Cancel** button is selected, the provider will be prompted to confirm the cancellation. Selecting **OK** will update the enrollment status to **Cancel Enrollment Request Pending** and the information will be sent to the payer(s) for approval.

Bank Name	Account	Type	Linkage	Status	
				Cancel Enrollment Request Pending	Details

Upon confirmation of cancellation by the payer(s), the enrollment status will display as **Cancelled**.

Bank Name	Account	Type	Linkage	Status	
				Cancelled	Details

For more information or additional questions regarding the CDPHP ZPC Portal Enrollment Hub portal, the provider can contact the Support team by calling (877) 882-0384, Monday to Friday 9:00 am to 8:00 pm, EST.