

Electronic Funds Transfer (EFT) Frequently Asked Questions

Who is eligible to register for EFT?

Only agencies and individuals authorized to receive broker commission payments from Tufts Health Plan will be able to register for EFT. There will be no change to how Tufts Health Plan currently distributes commissions.

How will I benefit from registering for EFT payments?

Some of the advantages include:

- Faster access to your commission payments
- Electronic commission statements to support your payments
- Environmentally friendly
- Free, confidential and secure

How do I register for EFT?

You can register in two minutes through BrokerLink:

- Sign in at tuftshealthplan.com/brokerlink.
- Click the "Commissions" button* in the center of the screen and then select "Broker EFT" on the left hand side of the new page.
- Select "Payee Search" and choose the payee you are enrolling for EFT.
- Once the EFT Authorization Form appears, select "(1) Authorize EFT payment" from the drop-down menu under "Please select one of the following options".
- Fill in the form then "save" at the bottom of your screen to submit your request.

*Need commission access? Contact your agency administrator or call 800-419-1000 for assistance.

What if I do not have a BrokerLink account?

If you need access to BrokerLink please call Tufts Health Plan at 800-419-1000 for assistance.

How will I know that I registered successfully?

Once you submit (save) the EFT authorization form online, you will see this message, "Thank you, your authorization for EFT payments has been received and you will receive future commission payments via EFT".

Can I register for EFT via a paper form?

EFT Registration can only be completed online through your BrokerLink account.

What types of bank accounts are accepted when registering for EFT?

In order to register for EFT, you must provide a valid Savings or Checking Account. No other types of accounts are eligible for EFT. For checking accounts, mailing Tufts Health Plan a copy of a voided check is not necessary.

Is there a cost associated with registering for EFT payments and is registering a requirement?

Registration is free and is not a requirement at this time.

When should I expect to see my first EFT payment?

If you register by the first of the month, you will see your first EFT commission payment no later than the 9th business day of that same month. If you register after the first of the month, your first EFT commission payment will be effective with the following month's payment.

How will I know when my commission payment is deposited into my account?

When Tufts Health Plan sends their monthly commission EFT payments to the bank, Brokers registered for EFT will get an email notification from the Tufts Health Plan's Broker Compensation department to the email address provided during EFT registration. It will instruct you on when you should expect to see the payment in your account and will serve as notification that your commission statement is available to view online.

Typically, EFT payments will be sent to the bank by the 5th - 7th business day of each month, and funds should be available in your account by the 7th - 9th business day of each month.

Will I continue to receive monthly commission statements in the mail once I register for EFT payments?

Once registered, your commission statements will only be available online via PDF or can be downloaded into Excel. To download your statement into Excel:

- Log in to your BrokerLink account.
- Click the "Commissions" button in the center of the screen and then select "Statements & Transactions" and then "Statements" on the left hand side of the new page.
- Select the row of the monthly statement you want to export. Once selected, an image of the statement will be on the center of the page and on the left hand side of the page you will see a new option called "Statement Excel Report" under "Statement Detail", select this. The screen will refresh with the statement transaction detail to export.
- Click "Save" in the top right corner of the screen. You will have a choice to export the transactions into Excel or CSV. Save the document to your desired location.
- If you require assistance, please call Tufts Health Plan's Broker Compensation department at 617-972-9400 x58129.

What should I do if I do not see a monthly deposit by the 9th business day or if the amount deposited into my account does not match my commission statement?

Please call Tufts Health Plan's Broker Compensation department at 617-972-9400 x58129 so that we can research any issues/discrepancies.

It is your responsibility to ensure that the information provided on the authorization form is complete and accurate. Tufts Health Plan will not be responsible and shall be held harmless for errors made in EFT payments that are a result of inaccurate or incomplete information provided on the form. In no event and under no circumstances will Tufts Health Plan's liability exceed the amount of the EFT payments in question.

Will funds be automatically taken out of my account if I owe Tufts Health Plan for a commission overpayment?

No, Tufts Health Plan will never take funds out of your bank account. If you are signed up for EFT but have a negative balance for the month, you will be notified via email that your commission statement is available online and there will be no deposit for the month. You will receive a letter from Tufts Health Plan asking you to send a check for the amount owed.

How do I update my banking information?

To change your bank account information provided during EFT registration, you must log into your BrokerLink account.

- Click the "Commissions" button* in the center of the screen and then select "Broker EFT" on the left hand side of the new page.
- Select "Payee Search" and choose the payee you are updating.

- Once the EFT Authorization Form appears, select “(2) Update EFT information” from the drop-down menu under “Please select one of the following options”.
- Update and “Save” at the bottom of your screen to submit your request.

You will receive a pop-up message that states "Thank you, your authorization for EFT payments has been received and you will receive future commission payments via EFT" to serve as your acknowledgement that your changes were successfully submitted.

Changes must be saved by the first of the month in order to be in affect with the current month's commission payment.

How do I discontinue my EFT arrangement with Tufts Health Plan?

To discontinue EFT payments, you must log into your BrokerLink account.

- Click the “Commissions” button* in the center of the screen and then select “Broker EFT” on the left hand side of the new page.
- Select “Payee Search” and choose the payee you are updating.
- Once the EFT Authorization Form appears, do NOT make a selection from the drop-down menu under “Please select one of the following options”; instead check “remove my information”.
- “Save” at the bottom of your screen to submit your request.

You will receive a pop-up message that states "Thank you, your EFT payments have been terminated and you will receive future commission payments via check" to serve as your acknowledgement that your termination request was successfully submitted and all your banking information has been removed from our systems. Your termination request must be submitted by the first of the month in order to be in affect with the current month's commission payment.

Is my personal account information safe? How will my information be safeguarded?

To protect the privacy of your financial information, Tufts Health Plan has implemented administrative, physical and technical safeguards that reasonably and appropriately protect the confidentiality, integrity and availability of the Information we create, receive, maintain or transmit on your behalf.

For how long is my account information stored if I no longer have business with Tufts Health Plan?

Your account information will be removed from our system after 12 months of inactivity and you will need to re-register when you bring business back to Tufts Health Plan.

Who do I contact if I still have questions about EFT?

Please call Tufts Health Plan's Broker Compensation department with any questions at 617-972-9400 x58129.