

RetePay Electronic Check “eCheck” Payment & Remittance Advice

Frequently Asked Questions

How will I be notified that a Check Payment and Remittance Advice (RA) have been issued?

You will receive an email notification for every Check Payment issued. The email will identify the Healthcare Payer and Check Amount for rendered healthcare services in the subject line. The body of the email will contain a secure URL ("encrypted web link"), which will direct you to the Provider Portal to retrieve the Check Payment and RA.

How do I identify an email as a valid Check in my Inbox?

The email will come with the Healthcare Payer’s Name and the Check Amount in the Subject Line. The sender’s name will reflect the Healthcare Payer’s name and the sender’s email will always be app@verifyvalid.com. This is not an email address that can be replied to.

What does the body of the eCheck email look like?

The body of the email identifies the Healthcare Payer’s Name and Payment Amount, along with the secure URL (web link) to enter the Secure Provider Portal to retrieve the Check Payment and RA. The email body will also clearly identify Deluxe Checks, the system RetePay eChecks is powered by.

Are Remittance Advice data files available for download?

You can easily export your payment file, with remittance information, directly from your Virtual Lockbox and upload it back into your current accounting system. Know exactly which invoices have been paid at a fraction of the time it takes to enter remittance data manually.

Is Direct Deposit available using my Virtual Lockbox?

Yes, you can enroll for Direct Deposit of each Check using your Virtual Lockbox. Just follow the instructions in your portal account in the Lockbox menu option. This is the only functionality where providing your Bank Account Information would be required to facilitate the Direct Deposit.

Am I required to register for an online Provider Portal account?

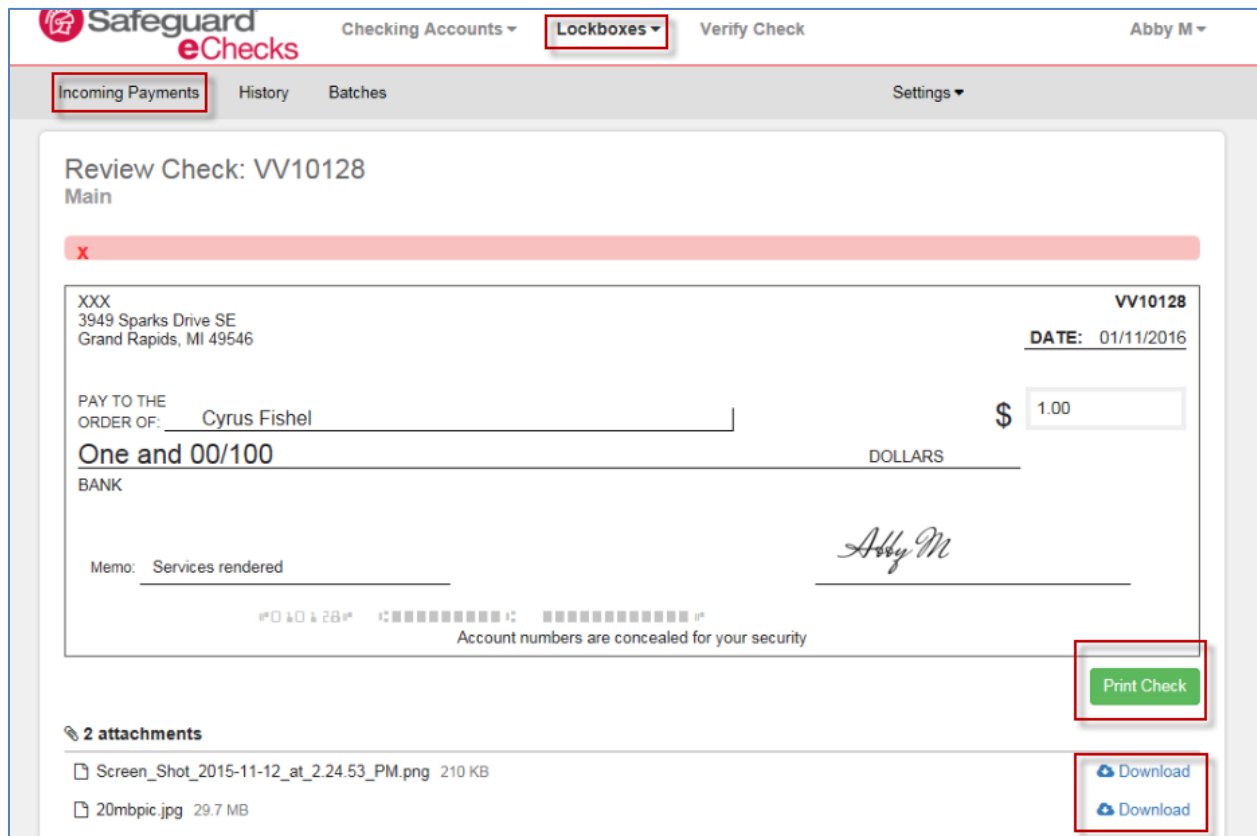
You can retrieve and print your check online via our Provider Portal, without registering for an account. However, to obtain current or historical RAs, you will need to register for a Deluxe Provider Portal Account at <https://www.verifyvalid.com/login/deluxe> and setup your Virtual Lockbox to manage, print, or download your RAs due to the sensitive nature of HIPAA PHI (Protected Health Information) and IIHI (Individually Identifiable Health Information) on the document. All RA’s are healthcare industry standard.

Or you may register for a RetePay Provider Portal Account at <https://retipay.com/providerSolutions.aspx> if you are a Billing Specialist that manages payments for multiple Providers and Payers with payments issued by RetePay through multiple payment methods.

The RetePay Provider Portal allows you to link and manage multiple provider accounts by Tax ID Number and Registration Code received on your most recent payment.

What does the Check and RA attachment preview look like on the Provider Portal?

In the screenshot below, you can see red boxes around the pertinent navigation. At the top navigation, the key menu item is Lockbox, where you will retrieve your Checks and RA attachments. On the bottom right, you will see Print Check and Attachments. Click on Print Check for the payment and click on Attachments to either download or print the RA(s). Our Payer will only have one RA attachment per check Payment, but the RA and payment may be for one or more healthcare claims.



How to I retrieve my Check if I deleted the email notification?

Contact Deluxe Support at **877-333-6964** if you have not already registered for an account. Office hours are Monday through Friday 7:00AM-10:00PM CST and Saturdays 8:00AM-4:30PM CST. If you have a registered account, please go to <https://www.verifyvalid.com/login/deluxe>, login and go directly to your Virtual Lockbox to retrieve the Payment and RA attachment.

Who do I call if I have technical support needs using the Deluxe Portal to retrieve my Check?

Contact Deluxe Support at **877-333-6964**. Office hours are Monday through Friday 7:00AM-10:00PM CST and Saturdays 8:00AM-4:30PM CST; or login to your Portal Account at:

<https://www.verifyvalid.com/login/deluxe> and select the support URL (web link) at the bottom of any page.

What steps to I follow to deposit, once I have printed my Check?

Step 1 Print the check	Step 2 Validate it printed correctly	Step 3 Deposit like normal
<ul style="list-style-type: none"> ✓ Any printer works ✓ Black or color ink ✓ Basic white paper 	<ul style="list-style-type: none"> ✓ Correct if bank numbers are: Centered in white space Parallel to edge of the page Clearly printed in dark black ink ✗ Reprint if bank numbers are: Cut off, skewed, or off-center Smudged or wrinkled 	<ol style="list-style-type: none"> 1. Cut on the dotted line above 2. Endorse the back 3. Deposit like normal: In-person at a bank or credit union Using an ATM Via smartphone mobile deposit With an office check scanner <p>Bank or credit union questions? More info below.</p>
<p>Does your financial institution have questions about this check?</p> <ul style="list-style-type: none"> • This check was printed from an authorized check record. It is not a Check 21 Image Replacement Document. • The details (pay to, amount, routing/account number) and authenticity of this check can be verified by visiting: verifyvalid.com/verify 		