

Agent & Agency Direct Deposit Guide

Welcome to the Agent & Agency Direct Deposit Guide.

The direct deposit system is available to Agents and Agencies that are paid directly by the Health Plan. Agents that are paid by their upline Agency are not eligible to enroll in Direct Deposit with the Health Plan. If you would like to set up Direct Deposit with your upline, please contact your upline support for assistance.

This document will provide an overview of how to sign up for the service/create an account, edit your banking information/submit new banking information for processing and basic troubleshooting information.

Account Setup and Log In

The Direct Deposit website is: <https://uhsbrokerselfservice.uhsinc.com>

Access the website on a computer or laptop browser, **not** on a mobile device or tablet.

When you first access the Direct Deposit site, you will see the Log In page.

If you have not already created an account, you will need to register.

- Click the, " New User? Register an Account" link found under the Log In button to create an account.
- On the Registration screen, provide your First Name, Last Name, Email Address, and create a password.

IMPORTANT TIPS: The email you use for registration must match the email you used for credentialing. If you would like to use a different email for the Direct Deposit system, please contact your local Sales Support Team or email: PHPMASalesGeneralMailbox@uhsinc.com.

Password Requirements

Passwords must:

- Be a minimum of 10 characters
- Not contain or be similar to any part of your username
- Not contain your First Name and Last Name
- Have at least 1 Upper Case letter, 1 Lower Case letter, 1 Number, and 1 Special Character (e.g. !,@,\$)
- Not contain the following symbols: " <,>^,{},"
- Be changed every 90 Days
- You may not reuse any of your previous 5 passwords (if changing your password)

Once you have entered your Email and created your Password, click "Register". **You will receive a confirmation email with a link to confirm your account. Check your email to find and click the link in the message to complete registration. If the email goes to your junk folder, please be sure to allow the message to be received in the future and whitelist the email address UHSCORPACHSupport@uhsinc.com.**

After selecting the 'Click here to complete registration' button, the link will take you to the Account Confirmation page. Your account set up has now been completed. Click the link to log in to proceed. You will be taken back to the Log In page. Enter your Username and Password and click on "Log In".

Forgot Password

- You must sign in every time you access this site. If you do not remember your password and it is not saved in your browser, go to the Log In page as you normally would and locate the Click the "Reset Password" link.
- Enter your email on the Forgot Password page and click on "Email Link". You will receive an email to reset your password.

Please reset your password using below link.

[Click here to reset the password](#)

If you believe you have received this email in error or an unauthorized person has accessed your account, contact the UHS Corporate AP department immediately to report an unauthorized account access by sending an email to UHSCORPACHSupport@uhsinc.com.

ABOUT THIS MESSAGE

This email was sent from an unmonitored mailbox. Please contact UHSCORPACHSupport@uhsinc.com with any questions you may have regarding the direct deposit process.

- Click the link in your email to go to the Reset Password page. Enter your Email Address and your new password and type your new password again to confirm. (*For password Requirements, see the ["Password Requirements"](#) section*)

What to Do If You Are Locked Out

- After 3 unsuccessful log-in attempts, your account will be locked out. An example of this message is below.

Locked Out

Your account has been locked out due to multiple failed attempts

Please contact CORP AP to unlock your account.

- Your account will remain locked out, and you will need to contact UHS Corporate AP to have your account unlocked. UHS Corporate AP can be reached at: UHSCORPACHSupport@uhsinc.com
- Once your account has been unlocked you can log in again or reset your password if you have forgotten it.

Entering Direct Deposit Information

Go to the Direct Deposit site, enter your Email and Password and log in.

You will be taken to your 'Home' screen

You will need to provide the following information:

- Your Vendor ID (UHS ID). If you do not have your UHS ID, please reference your most recent paper check, or reach out to PHPCommissions@uhsinc.com or your local MA Sales Support Team.
- Your TIN/SSN number
- A scanned picture of a voided check. Please have the scanned check saved as a PDF to your desktop.

Click **“Begin”** to go to the Direct Deposit Request Form.

- Complete the Vendor Name field and fill in the Vendor ID number.
- Another option to find UHS ID: Hover your mouse over the “?” icon for help on where to find your Vendor ID on past check stubs:

UHS of Delaware, Inc.

INVOICE NUMBER	INVOICE DATE	P.O. NUMBER	INVOICE AMOUNT	DISCOUNT	NET AMOUNT
15331636735970000	07/01/18			.00	
15331636736010001	07/01/18			.00	

VENDOR NO.	VENDOR NAME	CHECK NUMBER	CHECK DATE	TOTAL AMOUNT
UHS396921	Vendor Name	270	8/08/2018	\$942.75

UHS of Delaware, Inc.
367 South Gough Road
King of Prussia, PA 19406-0958

Bank Of America
Commercial Disbursement Account
Northbrook, IL

78-2038
719

CHECK NO. 270

GENERAL DISBURSEMENT ACCOUNT

DATE	PAY EXACTLY
8/08/2018	\$*****942.75

PAY Nine Hundred Forty-Two And 75/100 Dollars

TO THE ORDER OF Vendor Name

THIS CHECK WILL REQUIRE A PIN CHECKAL CODE FROM A BANK ID CHECK NOT NEGOTIABLE AFTER ISSUANCE

Enter the last 4 digits of your SSN/TIN and click Continue.

Make sure you have the correct combination of Vendor ID and SSN/TIN Number.

If you do not enter valid matching values, your account will be locked out after 3 attempts.

Click "Continue" to go to the next screen to enter your Bank Account Information.

On the direct deposit page enter your:

- Routing Number
- Account Number

Then, attach a voided check and certify the information.

Hover your cursor over the"?" icon for help with locating each number:

The diagram shows a check with several fields and numbers. On the left, there is a form with the following fields: Account Type (Checking), Bank Routing Number (003456789), Confirm Bank Routing Number (003456789), Bank Account Number (023456789112), Confirm Bank Account Number (023456789112), and Attach voided check image. The check itself has fields for NAME, ADDRESS, CITY, STATE, ZIP, DATE, PAY TO THE ORDER OF, \$, DOLLARS, BANK NAME, ADDRESS, CITY, STATE, ZIP, and FOR. At the bottom of the check, there are three numbers: 012345678, 01234567890123, and 0123. Below these numbers are labels: Bank Routing Number, Checking Account Number, and Check Number. A green box highlights the Checking Account Number.

Finally, click "Browse" to upload a scanned image of a canceled check.

The screenshot shows the "Attach Voided Check Image" step. It includes a file input field with the path "C:\Users\aurik\Pictures\check-routing-number-mt2015.jpg" and a "Browse..." button. Below the input field is a preview of a check from M&T Bank. The check has fields for YOUR NAME, ADDRESS, CITY, STATE, ZIP, DATE, PAY TO THE ORDER OF, \$, DOLLARS, M&T Bank logo, and FOR. At the bottom of the check, there are three numbers: 023456789, 00000123456789, and 001. A red box highlights the first number, 023456789, with the label "ABA Check Routing Number". Below the preview is a checkbox labeled "I accept all the information entered are correct" which is checked. At the bottom is a blue "Submit" button.

Confirm the correct combination of Vendor ID and SSN/TIN are correct. If these do not match your account will be locked out after 3 submission attempts. If this happens you will need to contact Corporate AP to unlock your account (see [“What to Do If Your Account Is Locked Out”](#) on page 2).

Click the box to certify all information is correct and click Submit. You will see a confirmation screen and a Confirmation Number with more information about your request.

Direct Deposit Request Confirmation

Thank you for enrolling in ACH Direct Deposit. You have successfully submitted your ACH direct deposit request.

You will receive a confirmation email shortly and you will receive an approval confirmation email within 5-7 business days.

You will continue to receive payment via check until you receive an approval confirmation email.

Here is your confirmation number **PDD-936245-1107**. Please save your confirmation number for future reference.

If you have any questions, please email UHSCORPACHSupport@uhsinc.com

[Logout](#)

Your Direct Deposit request is now complete. Click “Logout” to finish your session and log out of the site.

You will receive an approval conformation email within 5-7 business days.

If you have any questions on your request, please contact UHSCORPACHSupport@uhsinc.com with the Confirmation Number from this screen.

Payment Information

If you would like to see invoice details, click on the + symbol or click on check number below to view invoice details. There is an option to export to excel.

Check Number	Check Date	Check Amount
+ 0335034375	10/05/2011	\$18,633.54
+ 0335033226	08/31/2011	\$62,114.68
+ 0335032566	08/03/2011	\$13,946.26
+ 0335031161	06/15/2011	\$7,797.73
+ 0335030558	05/26/2011	\$7,216.48
+ 0335028975	04/05/2011	\$22,712.18

Invoice Date	Invoice Number	Invoice Amount
01/31/2011	3648 01/11	\$15,030.81
02/28/2011	3685 02/11	\$7,681.37

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