

Electronic Funds Transfer Information and FAQs

Electronic Funds Transfer (sometimes referred to as direct deposit or ACH) allows you to receive payments from State programs, including CAREAssist, directly into a bank account that you have specified. In order to have access to all of the information that you need about payments, you are strongly encouraged to:

- **Obtain a user ID for the statewide accounting system:** This will allow you access to the State's accounting system to view itemized payment detail (remittance advice) on the State's payment website; <https://pmtinfo.das.state.or.us>. You can find the form to request a user ID on the Statewide Financial Services Management (SFMS) website, http://oregon.gov/DAS/SCD/SFMS/docs/forms/ACH_enrollment_form.doc
- **Provide the ACH Coordinator with an email:** The email will be used to send you notification each time a payment is made. You can find the form to request an email notification on the SFMS website http://oregon.gov/DAS/SCD/SFMS/docs/forms/ACH_enrollment_form.doc

How will I know when a payment is made?

When a payment processes, an email message is sent to the payee. That message is similar to the one shown below:

A payment order from the State of Oregon has been sent to your financial institution for credit to your account in two banking days. If payment is not received please contact the State Controller's Division at (503) 373-1044 ext. 247, or send an email to the [ACH Coordinator](#).

Who do I call when I have questions about my payment?

If you have questions regarding the electronic transmission of payments to your account or your itemized payment detail, contact the State Controller's Division at (503) 373-1044 ext. 247, or send an email to the [ACH Coordinator](#).

If you have questions concerning details about the payment made by CAREAssist, contact CAREAssist at 971-673-0144.