Direct Deposit Agency FAQ

This Frequently Asked Questions (FAQ) document is designed to help agencies with general questions about setting up Direct Deposit.

What Agencies can enroll in Direct Deposit?

Only a certified agency can enroll, and the request must be submitted by the Agency Manager Level 2 (AM2) or an Authorized Signer (AS).

What kind of bank account can the agency use?

The Agency can use a U.S. checking account only for Direct Deposit, and commissions cannot be split across multiple accounts.

What information is needed to complete the form?

The agency name, agency license number, FEIN or SSN, AM2/AS email, bank information, and the required authorized signature.

Can an Agency update banking details at any time?

Yes, an Agency may update banking details or cancel participation at any time by submitting a new Direct Deposit form and completing the appropriate sections.

How can an Agency enroll in Direct Deposit?

Use the CCSB Direct Deposit Process Guide and complete the Direct Deposit Enrollment Authorization Form. Quick guides can be found on the Agency Toolkit.

Will making changes interrupt my Direct Deposit payments?

Changes or cancellation may temporarily affect the payment cycle, and a paper warrant will be issued during the transition.

When is the deadline to submit my Direct Deposit form?

Submit your completed form by the 10th of the month to increase the likelihood of being included in the next payment cycle. Note: It can take 1-2 payment cycles to enact Direct Deposit.

Who can I contact for additional questions about Direct Deposit?

Email: agentcontracts@covered.ca.gov