Frequently Asked Questions: Direct Pay

BenefitWallet® offers members the ability to make secure online payments or deposits using Direct Pay.

General Questions

What is Direct Pay?

Direct Pay allows you to:

- Initiate payments and online - 24 hours a day, 7 days a week Make one-time payments or set up recurring payments
- Electronically move money between your MSA and personal accounts as reimbursements
- Create and store information on unlimited payees

How do I access Direct Pay?

Select “Direct Pay” from the Member Services menu.

What is the difference between “My Pending Transactions” and “My Completed Transactions”?

My Pending Transactions are transactions that have been successfully set up for processing. Since these transactions have not been processed, a member may edit or delete a transaction until 5:00 p.m., Eastern Time, of the requested issue date*.

My Completed Transactions are transactions that have been processed and a payment has been sent to the payee. Since these transactions have been processed, you cannot edit, delete or stop payment on these transactions.

*Issue date: The date the transaction has been requested for payment (as in the case of the pending transactions) or the date the transaction has processed (as in the case of the completed transactions). If you request an issue date that falls on a weekend or on a bank holiday, the transaction will process on the business day prior to the requested issue date.

What is the difference between the notation “C” and “E” on the transactions?

Transactions in the form of a check are indicated with a “C”. Electronic transactions are indicated with an “E”.

When is my account balance impacted by Direct Pay transactions?

The timing of when Direct Pay transactions impact your account balance depends on the issue date and the transaction type, check or electronic. In general, transactions impact your MSA account balance 5-7 business days after the issue date.
What is the difference between “Current Balance” and “Available Balance” on the Direct Pay home page?

The Current and Available balances on the Direct Pay home page are taken directly from the Account Summary screen.

Current Balance – is the actual balance in your MSA at the end of the prior business day. Current Balance does not include any pending transactions (transactions that have not posted).

Available Balance – is the Current Balance, less any withdrawals, deposits that are part of the prior business day’s activity. Please note that the Available Balance does not reflect outstanding checks or debit items that have not been presented for payment. A penalty (NSF fee) will be charged to a member if there are not available funds. A payment has cleared when it can be viewed under “Account History” on the Account Summary page.

NOTE: Often the current and available balances will match but there are times when they will have different balances. Here are a few examples of when you will see a difference:

- The Current Balance is greater than Available Balance when a payment is made but not fully processed through the banking system.
- Available Balance is greater than Current Balance when a deposit is made to the MSA but not fully processed through the banking system.

How will electronic distributions be reported?

Electronic distributions will always be reported as a regular distribution for the current year.

Is there a charge for me to use Direct Pay?

There is no charge from BenefitWallet to use Direct Pay. You do not incur transaction or postage fees with payments created within Direct Pay.

Making payments

What is the difference between paper and electronic payment since they are both online?

The difference between a paper check and electronic payment is the method of fund transmittal and receipt. When selecting paper check for a payment, a physical check is prepared and mailed to the payee. The payee then processes the check to post the payment. To initiate a paper check payment you will need the payee’s name and address to mail the check. When selecting Electronic Transfer, the funds are transferred from your account to the payee’s account. To initiate an electronic transfer payment, you will need the payee’s account and routing number. Note: most electronic transfer payments will occur to reimburse yourself for qualified medical expenses, please see related question below.

What are the necessary steps to create a payment?

There are four basic steps to creating a payment online using Direct Pay:

Step #1 Click on “Direct Pay” under the Member Services menu

Step #2: Select “New Transaction” on the Direct Pay home page

Step #3: Click on “Make a Payment,” select the method of payment, paper or electronic, and complete the payment information

Step #4: Review and “Submit” the payment request for processing.
**How would I reimburse myself?**

You may reimburse yourself for qualified out-of-pocket expenses by transferring funds from your MSA account to a personal checking or savings account online. When reimbursing yourself you will follow the steps above. At Step #3 choose electronic as the method of payment and then complete the payment information including the account number and bank routing number, of your personal account.

**What information do I need to know in order to create a payment?**

You will need to know the following information to create a payment:

- Payment amount
- Issue date
- Payee’s name
- Payee's address including street address, city, state and ZIP code
- If the payment is an electronic transfer, the recipient’s account number and bank routing number are also required.

**How do I determine the issue date for a payment?**

You should allow 5 to 7 business days from the issue date for a payment to reach the requested payee. It may take a couple of additional days for the payee to deposit the check and for the payment to be deducted from your MSA.

**Why would I set up a “profile” for a payee?**

You should consider setting up a payee “Profile” to save time when generating multiple payments to the same payee. Please note: electronic and paper profiles are separate and cannot be interchanged, so if you want to pay a provider via both check and electronic transfer, you need to create two profiles: one for each type of transaction.

**How do I setup or update a payee profile?**

Go to the top navigation bar on the Direct Pay home page; place your cursor over the “Profile” tab and select “Pay To”. Then click on the “Add Profile” green button. The payee information entered on this screen will be stored so the next time you want to “Send a Payment” to this payee, you only need to choose the profile name— and the payee’s address, city, state and ZIP code will automatically populate on the screen.

**When would I use the recurring payment functionality?**

Recurring payment functionality is designed for periodic payments (such as the orthodontist) or to issue periodic payments for a large expense.