

# EPay FAQs



The Good Days Electronic Payment Program (EPay) is for provider payment only and is not intended for pharmacies or members requesting reimbursement.

Here are some of the Frequently Asked Questions we receive regarding the electronic payment process.

**1. How do I submit a request for electronic payment?**

- To submit a claim for electronic payment, your office must first be enrolled and active in the EPay program.
- Once enrolled, you may visit <https://www.mygooddays.org/payment-request> to submit a request for payment. Please allow 2-3 business days to complete your enrollment request.

**2. What information do I need to submit a claim?**

- You'll be required to provide the following information to submit a claim:
  - Good Days ID (CSN)
  - Patient Last Name
  - Patient Date of Birth
  - Prescriber's NPI
  - Treatment Name or NDC
  - Program
  - Amount Requested
  - Service Date
  - Day Supply
  - Quantity

**3. I provided the required information, why was my request rejected?**

- Requests for payment may be rejected for many reasons. We recommend reaching out to our EPay team to help identify the rejection by phone at (855) 215-2719 or by email at [epay@mygooddays.org](mailto:epay@mygooddays.org) for more information.

**4. How long does it take for a claim to be processed?**

- Electronic claims are submitted instantaneously. Payment is provided by ACH transfer by the 15<sup>th</sup> of the month for all the previous month's claims.

**5. What is the payment frequency?**

- Healthcare providers will be provided payment by ACH transfer on a monthly basis for all approved payment requests within the previous month. For example, all claims submitted January 1<sup>st</sup> – 31<sup>st</sup> will be paid no later than the 15<sup>th</sup> of February.

**6. How do I know where to apply the payment?**

- On the first day of the month, you will have access to download a report from the EPay website which will indicate all approved claims from the prior month. For example, on February 1<sup>st</sup> a report will be available for all approved claims from January 1<sup>st</sup> -31<sup>st</sup>.

Questions? Please contact Good Days at (855)215-2719 or [epay@mygooddays.org](mailto:epay@mygooddays.org).

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**7. Where can I find my claims report?**

- To review your paid claims, please visit <https://www.mygooddays.org/payment-request> and select **EPay** and then choose **Reports**.

**8. I submitted my claim on the first day of the month. Can I request that the claim be included in the payment I receive later this month?**

- Unfortunately, Good Days will not be able to include any claims outside of the prior month's payment cycle. For example, a payment request sent on February 1<sup>st</sup> will not be included on the payment provided in February. If immediate payment is needed, we recommend using our ACP payment system.

**9. How can I update my billing information?**

- In order to update your billing information, fill out the Billing Update Form available at <https://www.mygooddays.org/payment-request> and submit to the Good Days EPay team at [epay@mygooddays.org](mailto:epay@mygooddays.org). Please allow 2-3 business days to complete your request.

**10. I still have questions. Can we get more training?**

- Absolutely! If you or your team needs additional help with the Good Days EPay process, please contact [epay@mygooddays.org](mailto:epay@mygooddays.org) and provide your EPay ID. We will contact you to coordinate training with a qualified team member.