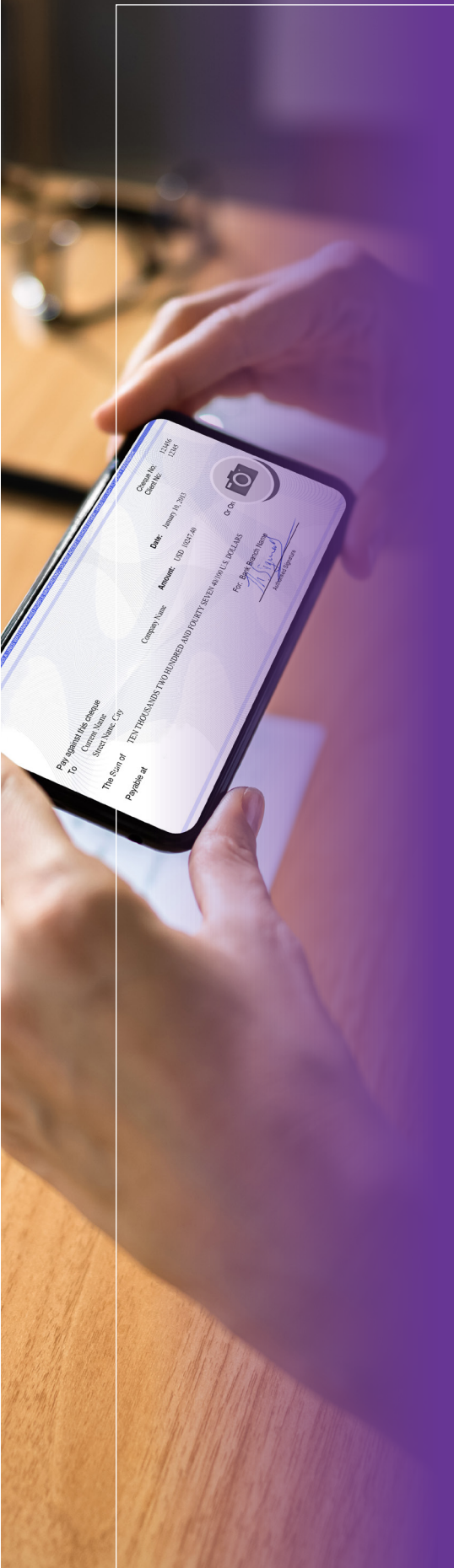# VA Caregiver Support

VA's Primary Family Caregiver User Guide for Direct Deposit Enrollment

VA | U.S. Department of Veterans Affairs

Introduction

As part of the Department of Veterans Affairs (VA) Program of Comprehensive Assistance for Family Caregivers (PCAFC), you may be eligible for a monthly stipend paid directly to you as the Primary Family Caregiver. It is recommended to complete VA's Direct Deposit Enrollment process through VA's Webform now to prevent delays in benefit processing if you are eligible for PCAFC.

This user guide walks you through completing the enrollment process. Prior to starting, please have the name of your bank, your account number, and your bank routing number available. If you are **updating** a previous enrollment, please have the name of your previous bank, account number, and bank routing number available as well. You will also **need access to an active email address and password that is different from the email of the Veteran you provide care for. It should be an email no one has ever used before** to complete VA's Webform.

What's in This User Guide

This guide offers a step-by-step visual walkthrough for completing the Webform for Direct Deposit Enrollment. It includes Webform instructions, a frequently asked questions (FAQs) section, and additional resources for further assistance. This guide is specifically for VA Primary Family Caregivers. All information entered during the enrollment process should be specific to you, the caregiver. Do not enter any information related to the Veteran or Veteran's identity including their Social Security number.

As you navigate this guide, the green boxes on the images are used to draw your attention to the location of the instructions on the computer screen or Webform.

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Direct Deposit Enrollment – The Webform is as Easy as A B C!

VA's Webform Direct Deposit Enrollment process is broken down into three parts that are covered in part A, B, and C below. These parts must be completed in that sequential order.

A "A" is for Account. To access the Webform, you will need to set up an **ID.me** account. Government entities such as VA have partnered with ID.me to protect users' identities. When you create an ID.me account, it is a *one-time effort* and will be used every time you log in to the VA Financial Service Center (FSC) Customer Engagement Portal (where the Webform is located).

B B" is for Begin. Once you set up your ID.me account, log in to the Customer Engagement Portal. As part of logging in, you will need to authenticate your identity using a smart device (e.g., cellphone) that can receive text messages. If you cannot receive texts, a phone call will do. Even after establishing your ID.me account, you will need to authenticate your identity every time you access the VA FSC Customer Engagement Portal.

C "C" is for Customer Engagement Portal. Once you authenticate yourself, you will be on the VA FSC Customer Engagement Portal site where you may now complete the Webform.

Now that you know what to expect, let's get started!

Did You Know?

The Department of Veterans Affairs (VA) has partnered with ID.me to verify VA users requesting information online. ID.me provides secure digital identity verification to government agencies and health care providers to make sure you are you—and not someone pretending to be you.

ID.me's next-generation identity platform meets the highest federal standards for online identity proofing and authentication.

A Set Up Your ID.me Account

First, create an **ID.me** account. If you already have an ID.me account, go to the next section documented **"B, Log in to the Customer Engagement Portal."**
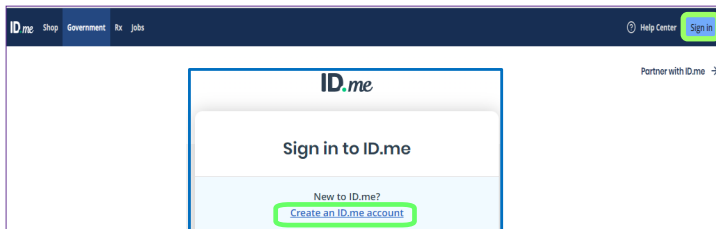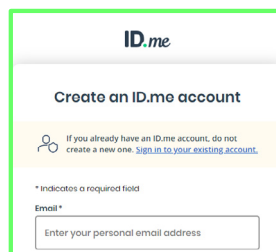
What you will need to get started:

- Access to the web through a personal computer/laptop or smart device such as a cellphone or tablet.
- Access to an active email address and password unique to the caregiver that another person (e.g., the Veteran) has never used before.
- A government ID such as your state driver's license. The ID.me account creation process may require information from your government ID and ask you to upload images of that ID to the ID.me website.
- The site may also require you to submit a "selfie" photo (self-portrait photograph) as part of the account creation and identity verification. This selfie photo will also be uploaded to the ID.me website.
- The name listed on your government ID should match your legal name as currently listed with the Social Security Administration to prevent delays in processing your direct deposit request.

Time to complete: Creating an account may take 10 to 15 minutes.

1. Open your **Google Chrome** or **Microsoft Edge** web browser and go to ID.me (https://www.id.me) to create an ID.me account. These web browsers are known to fully support ID.me and the Customer Engagement Portal. The Apple browser, Safari, is not compatible with ID.me and will result in missing or distorted views preventing you from completing the required enrollment steps.

2. Select "Sign in" (upper right-hand corner). Then, select "Create an ID.me account."
   Make note of the email and password used to access your ID.me account for future reference.

3. Complete the ID.me account creation process.

Note: As the ID.me site is not a VA site, this guide does not include the remaining ID.me account creation steps or images from this point on. Once you create your ID.me account, continue to **B, Log in to the Customer Engagement Portal.** Note the email and password used to access your ID.me account for future reference.

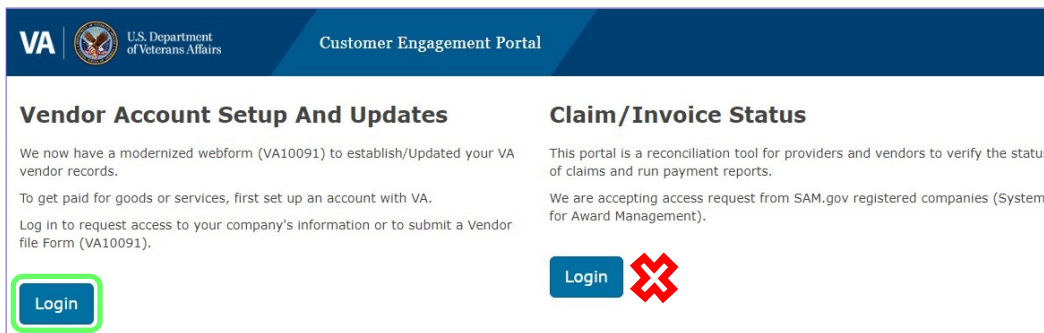# B Log in to the Customer Engagement Portal

Once your **ID.me** account is created, you are ready to access the **Customer Engagement Portal** with your **ID.me** account credentials.

Things you will need to get started:

1. Access to the web through a personal computer/laptop or smart device such as a cellphone or tablet. If you do not have a cellphone, you will need access to a regular phone.

2. Your ID.me login information (the email address used to create your ID.me account and password).

Time to complete: Logging in may take up to two minutes.

1. Go to the **Customer Engagement Portal:** https://www.cep.fsc.va.gov/.

2. On the **Customer Engagement Portal Login** page, Click the "**Login**" button under the **Vendor Account Setup and Updates** header. (Note: Do not click on the Claim/Invoice Status "Login" button as it will direct you to the part of the Customer Engagement Portal for that activity) .

3. Once the **Continue Login Process** popup appears, click **"Continue"**.
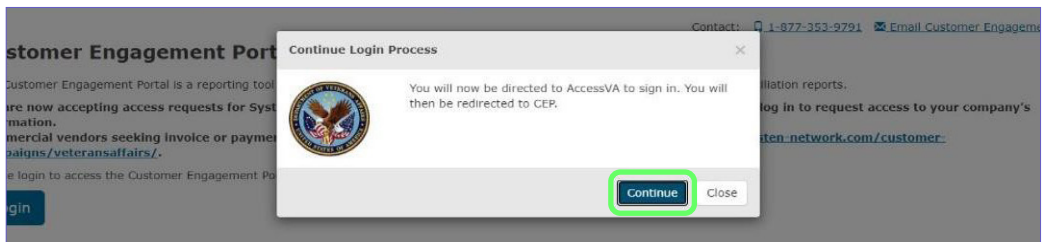
4. The **Access VA Home** page for the **Customer Engagement Portal** will appear. On this page, select the **"ID.me-Sign in with the ID.me"** option.
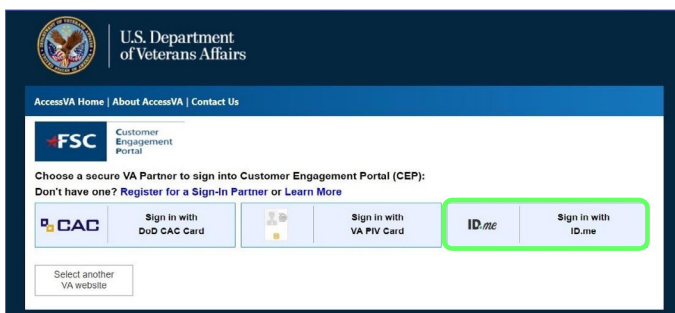
1. The **Secure Login Redirect** will appear; select **"Accept."**
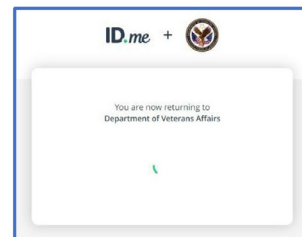

2. Complete the **Sign in to ID.me** prompts (6a-6c.)

   6a. Enter your **Email and Password,** then click **"Sign in."**

   6b. Select your identity verification method to sign in (e.g., **Text me** or **Call me**) and click **"Continue."**

   6c. Enter the verification code into **ID.me** and click **"Continue."** After successful verification, ID.me will return you to the **VA Customer Engagement Portal**.
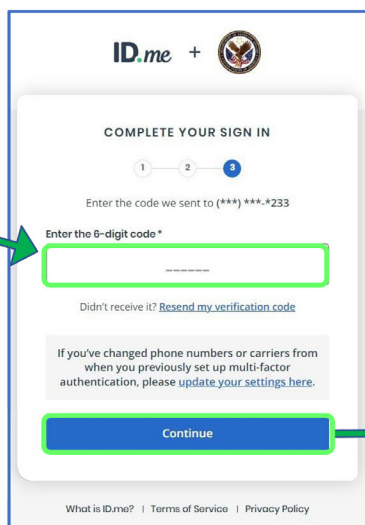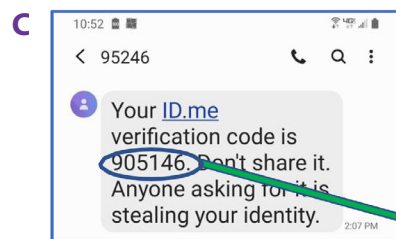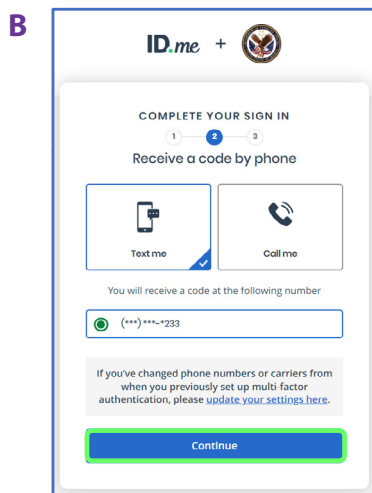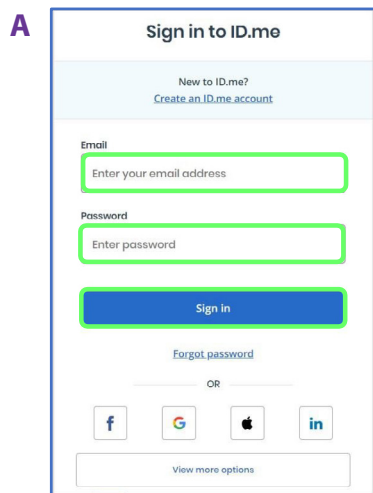
# C Welcome to the VA FSC Customer Engagement Portal

After logging in through **ID.me**, the **Customer Engagement Portal** home page will appear. On the home page, locate the "**VA FSC Vendor File Form**" button to start your Direct Deposit Enrollment.

**Things you will need to get started**:

- Your current banking information to which you want your stipend payments directed. If this is an **update** to a previous VA Direct Deposit enrollment, you will also need your previous bank account information used on your previous Direct Deposit Enrollment. You may need to call your previous bank to get this information.
- Again, since you must complete the form in one sitting, we strongly recommend having your banking information (e.g., bank name, account, and routing numbers) available prior to starting.

Time to complete: Completing the Webform should take 10 to 20 minutes. Once you start your form, you cannot save your progress or information to return to the form later.

1. After reading the **Authorized Use Only**, click **"I Agree."**
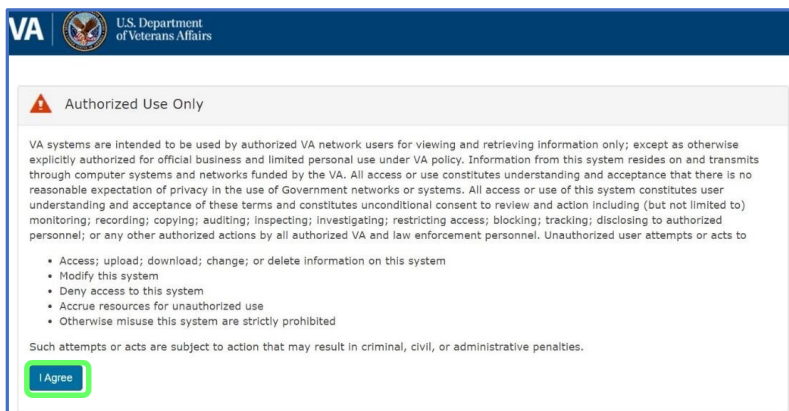
2. Click the "**Vendor File Form**" button. (Note: Do **not** click on the **Register** button as registering is not required to complete the Direct Deposit Enrollment process.)
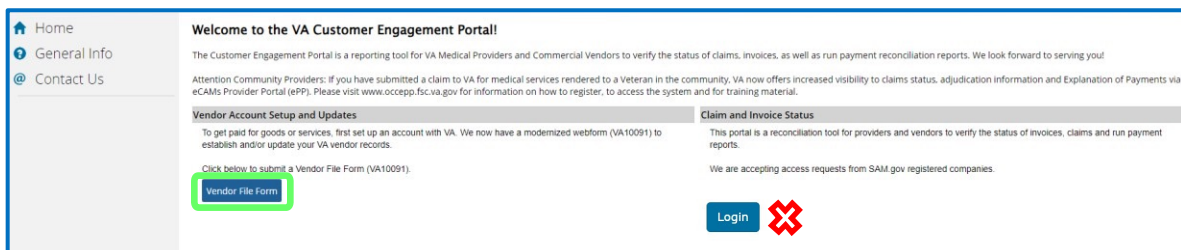
The **Vendor File Form** page will open, where you will begin your Direct Deposit Enrollment. This Enrollment has *five specific sections* – **1. Tax ID Information, 2. Payee Information, 3. Address/Bank Information, 4. Add Authorized Representative Contact/s**, and **5. Review**. To track your progress, the form highlights the stage you are in with a visual reference at the top of the screen. You may go back to any previous section at any time by selecting the section name; however, you can only progress through the form as you complete each of the sections.

① Section 1 – TAX ID Information

1. Enter your **(caregiver's) TAX ID** or **Social Security number** (both are nine-digit numbers) and then re-enter it again in the free text fields. (Note: Click on the "eyeball" icon in the free text field if you need to review what you entered. All information entered during this process should be for the caregiver, not for the Veteran.)

> Tax Identification Number/Social Security Number *
>
> Re-enter TAX ID/SSN *

2. Select the appropriate **Request Type** – either **"New"** or **"Update."**

> **Request Type**
> ⦿ New (If you are a new vendor, First time registering in the Financial System or Adding a new location, Select New)
> ⦿ Update (If you are an existing vendor, updating an existing file in the Financial System, Select Update)
> **Is the account that you are adding or updating registered with SAM.gov?** ⓘ *
> ○ Yes   ⦿ No

   a. Select **"New"** for the following scenarios:

      i. You are a caregiver who is also a Veteran and have a direct deposit account where you receive other VA benefit payments; You will need to request a **"New"** caregiver type of payment account to receive your stipend payments.

      ii. This is your first time requesting a payment account with VA.

      iii. You already established a direct deposit account that has an incorrect Social Security number/tax identification number.

         1. After your new/second account with the correct Social Security number/tax identification number is established, contact the FSC Call Center at 1-877-353-9791 to request the account with the incorrect Social Security number/tax identification number be blocked or removed.

   b. Select **"Update"** for the following scenarios:

      i. You already have an active direct deposit account and need to change your banking information or mailing address on the account.

      ii. You receive paper check payments from the VA.

      iii. Your previous payment or direct deposit request was rejected due to invalid banking information.

3. For the question "Is the account that you are adding or updating registered with System for Award Management (SAM.gov)," unless you are a SAM.gov vendor, select **"No."** If in doubt, select **"No."**

> **Request Type**
>   New (If you are a new vendor, First time registering in the Financial System or Adding a new location, Select New)
> ○ Update (If you are an existing vendor, updating an existing file in the Financial System, Select Update)
> **Is the account that you are adding or updating registered with SAM.gov?** ⓘ *
> ○ Yes   ⦿ No
> **UEI** ⓘ
> Alphanumeric Ex: 1234567890AB
>
> [Next >>]

Note If you are a SAM vendor or have an active SAM account, please contact the FSC Call Center at 1-877-353-9791 for guidance on enrolling in direct deposit.

4. Click **"Next."**

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② Section 2 – Payee Information

1. Select the drop-down box under **Payee Type** and select **"Caregiver"** even if you are also a Veteran.

1. Under "Are you a CSP [Caregiver Support Program] Caregiver," select **Yes**.

1. After selecting the **Payee Type**, enter your **(the caregiver's)** legal first and last name (as listed on file with the Social Security Administration) in the **Payee/Vendor Name** field.

1. The next field is National Provider Identifier **(NPI)**. You most likely will not have an NPI and will leave this field blank. *If in doubt, leave it blank*. If you have one, enter your NPI.

1. Click **"Next."**

③ Section 3 – Address/Bank Information

1. Complete the Current Payee Mailing Address by entering your **(caregiver's)** Address, City, State, and Zip code fields.

1. Scroll down to enter your **(caregiver's)** banking information. Do not enter the Veteran's banking information you provide care for unless it is the same as your banking information.

1. Enter your **(caregiver's)** Bank **Routing Number**. This will auto-populate the **Bank Name** field.

1. If the **Bank Name** is incorrect, you may edit it; otherwise, skip.

1. Enter your Bank **Account Number.** To ensure accuracy, **Re-Enter** your **Account Number**. (*Please note, if you use a paper check for reference, use the **Account Number** only; do not include the check number as part of the **Account Number**.)

1. Select the appropriate **Account** Type. If in doubt, select **"Checking."**

1. The **Notes** field is optional. Add notes as needed or leave blank.

1. Click **"Next."**

④ Section 4 – Add Authorized Representative Contact/s
Adding an Authorized Representative is OPTIONAL!

As the form indicates, an **Authorized Representative** is a person whom you are authorizing to represent you (and should be someone you know and trust). Once designated, this representative is authorized to change your Direct Deposit Enrollment information to include your banking account information that is stored in VA's financial system (also known as your vendor file). Please note, this does not authorize this individual(s) to update your VA records with the Veterans Benefits Administration or within the Veterans Health Administration Caregiver Support Program.

1. The top portion of this form will auto-populate with the **First Name, Last Name, Email Address,** and **Phone Number** you shared with ID.me as you are automatically designated as your own **Authorized Representative**. (Note: If your email is incorrect, you must go to ID.me to correct it.)

2. Add your **Official Title** (e.g., Mr., Ms., Mrs., or Dr.).

3. If you *do not have* an **Authorized Representative**, click **"Next"** and you will be taken to the next section of the process and may skip the rest of the instruction in this area.

4. If you *do have* an **Authorized Representative**, click the **+Add Additional Contact**.

5. Enter your Authorized Representative's information in the required fields (**First Name, Last Name, Official Title** (e.g., – Mr., Ms., Dr.), **Email Address**, and **Phone Number**) for your designated **Authorized Representative**.

6. Repeat this process for every **Authorized Representative** you want to designate.

7. Click **"Next"** when done.

5 **Section 5 – Review**

All the information entered in the previous four sections will carry over to this **Review** section and should be reviewed for accuracy prior to submission.

1. To review the information in a specific section, click the arrow or section name to be reviewed. This will expand the data captured in this section.

2. If any of the information is incorrect, go back to the appropriate section by clicking on the section heading at the top (form progress numbers) or click the **"Back"** button.

3. If the information entered is accurate, review the certification statement at the bottom of the page. If you agree to the statement, select the checkbox next to the statement.

4. When done, click **"Finish."**

Once the page accepts your submission, a Case Number is generated for the transaction. Expect to receive an email from "FSC.CustomerSupportDoNotReply@va.gov" with your Case Number.

Please allow up to **two weeks** for the FSC team to process your transaction. You should expect another email from "FSC.CustomerSupportDoNotReply@va.gov" letting you know when your Direct Deposit Enrollment is complete ("Resolved"). If there is an issue with the submission that prevents enrollment, you will receive an email letting you know the reason the submission was rejected. If your request is rejected, complete the enrollment steps again correcting the issue indicated from the email.

If your direct deposit request was successfully submitted to the Customer Engagement Portal and your case is pending additional steps by the FSC staff to complete your enrollment, you will receive an auto-generated email like the example below:

The vendor successfully submits their EFT request to the CEP (sample email confirmation)
CASE CREATED:
Subject: Your Vendor File Webform Case # VCOM-▮▮▮▮▮▮ has been created
`<!--- This is an auto generated email. Please do not respond ---!>`

If your direct deposit request was rejected by the Customer Engagement Portal, you will receive an auto-generated email like the example below:

The vendor's EFT request is rejected in the CEP (sample rejection email)
CASE REJECTED (Reject reason will be in the body of the email):
Subject: Your Case # VCOM-4▮▮▮▮▮▮ has been rejected.
`<!--- This is an auto generated email. Please do not respond ---!>`

If your direct deposit account has been successfully established and the account is ready for payment, you will receive an auto-generated email like the example below:

The vendor's EFT request is successfully enrolled in the CEP and ready for payment processing (sample completed/resolved email)
CASE RESOLVED/COMPLETED:
Subject: Your Vendor File Webform Case # VCOM-▮▮▮▮▮ has been resolved
`<!--- This is an auto generated email. Please do not respond ---!>`

Frequently Asked Questions

Webform – Direct Deposit Enrollment

Question: After I submit my Webform, when can I check the status of the form?

Answer: After submitting the Webform, you can check the status of your Webform from the Customer Engagement Portal home page. Select **"My Profile,"** which will open a screen that displays the "Vendor File Form Cases." Then select the case number issued to you when you submitted your form. The case number starts with "VCOM" followed by a dash and a number.
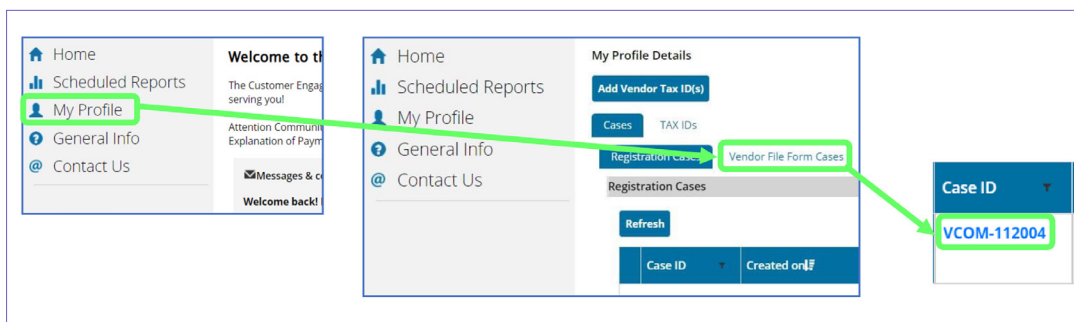
Webform – Direct Deposit Enrollment (cont.)

Question: I submitted a Webform, but did not receive a Case Number or an email with my Case Number; may I call the FSC Call Care Center (help desk) for an update?

Answer: If the system did not generate a Case Number at the time of submission, and you do not see a Case Number in the Customer Engagement Portal under **My Profile, Vendor File Form Cases**, it is likely your submission failed and needs to be resubmitted. Without a Case Number, the FSC Call Care Center (help desk) may be limited in their ability to provide support and may ask you to resubmit your Direct Deposit Enrollment.

Question: If my initial Webform Enrollment was successful and I received a Case Number, may I call the FSC Call Care Center (help desk) for a status update?

Answer: After you submit the Webform, *please wait up to 15 days* to contact the VA FSC for a status update. If you did not receive an email within 15 days informing you that your Direct Deposit Enrollment is complete or "resolved/closed," yes, you may call the **FSC Call Care Center** (help desk) for a status update.

General – Direct Deposit Enrollment

Question: How do I add or remove an Authorized Representative after I submit my Direct Deposit Enrollment Webform?

Answer: Please call the **VA FSC Call Care Center** (help desk) at **(877) 353-9791** (or **email** VAFSCCSHD@va.gov). After authenticating your identity, the call center staff will provide you with additional assistance.

Need Additional Assistance?

Need General Direct Deposit Enrollment Assistance: If you need general assistance with Direct Deposit Enrollment, you may first contact your local Caregiver Support Program Team. They will not be able to assist with case-specific information (e.g., status of the case or timeline it takes for FSC to process your request).

Need More Specific Direct Deposit Enrollment Assistance: If you need specific assistance (e.g., status of your case, troubleshooting use of the Customer Engagement Portal, etc.), please contact the **FSC Call Care Center** (help desk) at **(877) 353-9791** (or **email** VAFSCCSHD@va.gov). Please have your Case Number readily available as this will help them locate your request.

Need ID.me Assistance: As this is not a VA resource, please visit the ID.me online Help Center at:

Veterans Affairs and ID.me – ID.me Help Center

https://help.id.me/hc/en-us/articles/4416188902039-Veterans-Affairs-and-ID-me

Thank you for your service to the Nation's Veterans!