DDMS
DIRECT DEPOSIT MANAGEMENT SERVICE

National Datacare Corporation developed the Direct Deposit Management Service for long-term care facilities that are satisfied with their existing resident fund operation but need a banking solution to efficiently handle direct deposit of resident benefit checks. DDMS fills this need and provides numerous other benefits beyond simply reporting direct deposits received; benefits not offered by financial institutions. By automating resident care cost payments, DDMS ensures your facility will be paid in full, on time, and without hassle every month.

What do I get with DDMS?

Ease of Implementation

DDMS requires little change to your existing resident fund operation. To implement DDMS, the facility simply moves their existing resident fund account to a DDMS participating financial institution and completes an application for each benefit payment that the facility/resident desires to be direct deposited. The facility continues to use their existing resident fund system. DDMS handles federal, state, local and private pension direct deposits.

Improved Cash Flow with Automated Care Cost Payments

DDMS posts direct deposits to your resident fund account and automatically transfers the care cost (resource income) payment portion to a separate facility account. The resident allowance portion is retained in your resident fund account. This means on each benefit payment day, all of the resident money due your facility will be collected and available for transfer to your corporate operating account. Automated care cost payments will improve your cash flow by guaranteeing you receive payments as quickly as possible and by allowing you to forecast how much income will be available to you each day during future months.

Electronic Enrollment

Electronic direct deposit enrollment of all federal government benefits ensures the fastest possible capture of resident checks and eliminates paperwork and processing delays. Most direct deposit enrollment requests received by National Datacare before the 18th of the month will convert the next benefit check to direct deposit. National Datacare was a pilot site during the development of electronic direct deposit enrollment. Most banks still use paper forms for enrollment which typically delays the start of direct deposit by 60 to 90 days.

Daily Reporting

Detailed reporting is provided every day that a direct deposit is received for a resident. With the advent of cycle payments by Social Security, a facility will potentially receive direct deposits on six or more different days throughout the month. Daily reporting is therefore essential to a successful direct deposit program.

Reclamations and Returns

Direct deposit returns and reclamations are done for you by DDMS. When a resident passes away or leaves the facility, DDMS automatically returns direct deposits before they post. Additionally, upon notification of a resident's expiration, National Datacare immediately returns any federal payments already posted to which the resident was not entitled.

Direct Debits

The resident/family can establish direct debits from any financial institution to pay for facility services. Direct debits are similar to having monthly mortgage payments taken directly from a bank account. For the facility, direct debits collect payments faster, help identify problem receivables sooner, and improve cash flow. For family members, direct debits eliminate the burden of writing monthly checks.

Web-based Software

DDMS is operated via our web-based banking software. It provides up-to-date balance and transaction data on bank accounts and allows the facility to enroll and manage resident direct deposits. In addition to direct deposit reports, the software also provides numerous other reports including transaction summary reports, missing check reports, and bank statements. When you have a question or problem, just pick up the phone and call our toll-free customer support line or chat with our support staff online. We provide quick, courteous and competent service.

How does DDMS work?

1. The facility moves their existing resident fund account to a participating financial institution.

2. The facility completes an account application for each resident and indicates which payments they would like direct deposited. Residents may elect to have a "transferring" account in which care cost payments are automatically debited from their recurring income.

3. National Datacare electronically enrolls each resident's federal recurring payments, such as Social Security, for direct deposit. For private pension direct deposits, DDMS contains enrollment forms for over 500 different benefit payers.

4. Each day a direct deposit is received for a resident, a detailed report is forwarded to the facility. If the resident has a transferring account, the direct deposit will automatically be split. The resident will retain their personal allowance amount and the care cost portion will be credited to a separate facility account.

5. Funds received at the facility are deposited at the local DDMS financial institution branch. If a branch is not conveniently located, or facility personnel do not have time to spend on bank trips, funds can be deposited by mail.

6. Withdrawals from a resident's account are posted to the facility's existing system and disbursed by check from the resident fund account. The resident fund cash box at the facility can be funded from facility monies or the resident fund account.

7. When a resident leaves the facility or expires, the facility notifies National Datacare. All future direct deposits will automatically be returned to their source. Any federal payments that were received to which the resident was not entitled will be automatically returned.

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For additional information on how DDMS can help your organization, please call National Datacare Corporation at 1-800-632-7367.