

## EXCITING NEWS!

Deluxe is excited to announce the new **Medical Payment Exchange (MPX)** platform, powered by Deluxe and ECHO Health. This news means you receive great new options like printing a file copy of a check or rejecting a check all to streamline the payment process and allow you to enhance your medical payment procedures.

With more payers coming on board and overwhelming demand for our service by providers like yourself, Deluxe has partnered with ECHO Health, the leading provider of electronic healthcare payment solutions, to establish this new cloud-based digital payment process with a streamlined experience.

The new MPX platform will replace MedPay on November 9, 2020.

## WHAT'S THE SAME?

You will still enjoy the same great benefits you do today, such as flexible payment options and receiving the EOP with your payment. Plus, since you are enrolled in MedPay, you are automatically enrolled in MPX and can use your same login credentials.

## WHAT'S NEW?

So, you might be asking yourself what is new or different. The following is a list of changes you may see or experience:

- The new MPX logo is displayed on all site pages and some of the page content has been updated.
- When viewing a check, you now have the option of printing a file copy.
- We are moving away from using your National Provider Identifier (NPI) and Tax Identification Number (TIN) as lockbox identifiers. Instead, we are using the postal address which will be displayed in the upper left on the platform pages, replacing the TIN.  
NOTE: Pages displaying the TIN will show only the last four digits. The TIN will continue to be used for new sign-ups and validation to enroll in auto-deposit services.
- There is one lockbox per postal address; however, there can be multiple TINs per lockbox. If multiple TINs are associated with your postal address, you will only be able to view the TINs to which you have access.
- If needing to reject a check, you can now select the reason for the rejection, ensuring a speedy resolution.

## WHAT DO I NEED TO DO?

Since you are already enrolled in MPX to receive your payments, beginning November 9, 2020, simply go to <https://www.echecks.com/login/medpay> to access the login page. That's it!

## NEW PAGES OVERVIEW

### Support and Resources

Support and Resource options are located at the bottom of each MPX page and contain the new [mpxsupport@mpx.com](mailto:mpxsupport@mpx.com) email address and the Help Center & Articles link takes you to the new MPX help center.

<p><b>Support</b></p> <p><a href="mailto:mpxsupport@mpx.com">mpxsupport@mpx.com</a></p> <p>Live chat <span>● Online Now</span></p> <p><b>888-471-3920</b></p> <table> <tr> <td>Monday - Friday</td> <td>8:00am - 7:00pm CT</td> </tr> <tr> <td>Saturday</td> <td>8:00am - 4:30pm CT</td> </tr> <tr> <td>Sunday</td> <td>Closed</td> </tr> </table>	Monday - Friday	8:00am - 7:00pm CT	Saturday	8:00am - 4:30pm CT	Sunday	Closed	<p><b>Resources</b></p> <ul style="list-style-type: none"> <li><a href="#">MPX Home</a></li> <li><a href="#">About MPX</a></li> <li><a href="#">Help Center &amp; Articles</a></li> <li><a href="#">Terms &amp; Conditions</a></li> <li><a href="#">Privacy Policy</a></li> </ul>	
Monday - Friday	8:00am - 7:00pm CT							
Saturday	8:00am - 4:30pm CT							
Sunday	Closed							

### Login

Upon login, you will notice the new MPX logo and branding.



### Log in to your account

Email \*

Password \*

[Forgot your password](#)

Login [Create an account](#)

- ✓ **Control Cash Flow**  
Manage your fund balance with increased control over when bills are paid.
- ✓ **Add new Members to Your Accounts**  
Assign permissions to others, defining what functions they can perform (create checks, sign checks, process payments received, etc.)
- ✓ **Use the FREE QuickBooks Add-On**  
eCheck issuance happens within your normal workflow.
- ✓ **Make Payments Anytime, from Anywhere**  
Send from your desktop, laptop or from the Mobile Checkbook app on your mobile device.
- ✓ **Access Historical Records**  
View payments sent and received in one centralized online system.

Financial Institutions looking to [verify a check?](#)

### Left Navigation Pane

The left navigation pane displays your postal address under the lockbox name, instead of your TIN.

B

**BRADSHAW TEST DDS**  
123 Any Street, Ste 101  
Your City, ST 12345

**RECEIVE INBOX**

- Checks (10)
- Documents (16)
- Auto Deposits

**SETTINGS**

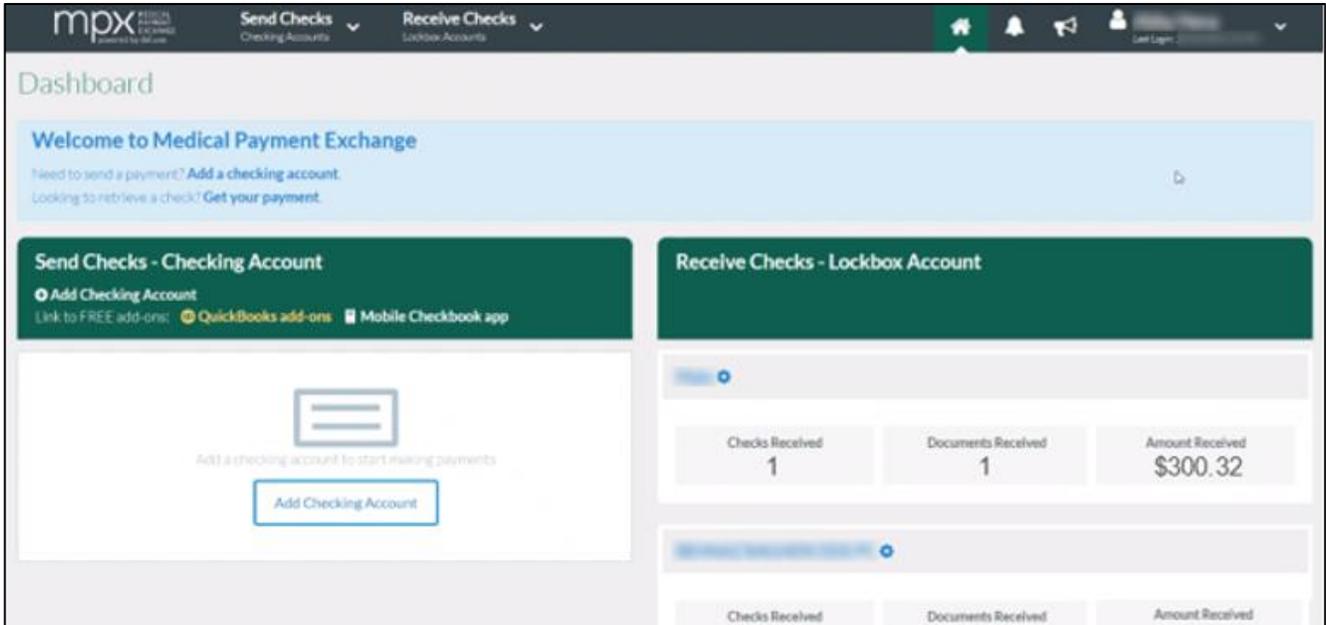
- Receive Lockbox
- Deposit Account
- Members
- My Settings

**ADDITIONAL RESOURCES**

- Check Verification

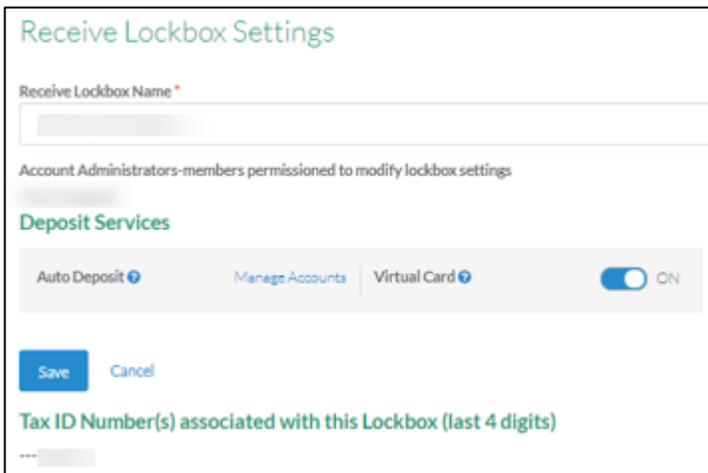
## Dashboard

The dashboard has a new refreshed look. Your lockbox is located in the 'Receive Checks' menu at the top and in the 'Receive Checks – Lockbox Account' section in the body of the page.



## Receive Lockbox Settings

The last four-digits of the Tax ID Number(s) associated with the lockbox appears at the bottom, replacing the full Tax ID Number and NPI number.



## Review Check

When reviewing a check, there is a new 'File Copy' button and if needing to reject a check, you can now select the reason.

Review Check: 999991420

\$300.32

<p><b>FROM:</b> [Redacted]</p>	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <p style="text-align: right;">999991420</p> <p style="text-align: right;">DATE 10/13/2020</p> <p>ON BEHALF OF [Redacted]</p> <p>PAY TO THE ORDER OF: [Redacted] \$ 300.32</p> <p style="text-align: center;">Payee</p> <p><b>Three hundred and 32/100</b> DOLLARS</p> <p>Bank Transaction ID: 9482520</p> <p>MEMO [Redacted]</p> <p style="font-size: small; text-align: center;">Account numbers are concealed for your security.</p> </div>
<p><b>ON BEHALF OF:</b> [Redacted]</p>	
<p><b>TO:</b> [Redacted]</p>	
<p><b>DATE:</b> 10/13/2020</p>	
<p><b>MEMO:</b> [Redacted]</p>	

Get Payment
File Copy
✖ Reject Check

## Reject Check

**Reject check** ✕

If you reject this check, you will no longer be able to Print or eDeposit (if available) this check.

This is not my check ▾

Reject
Cancel

**Reject check** ✕

If you reject this check, you will no longer be able to Print or eDeposit (if available) this check.

This is not my check ▾

This is not my check

The check is for the wrong amount

I have already been paid this amount

The name is spelled incorrectly on the check

The check does not match the Explanation of Payment

Other



## Enroll in Auto-Deposit

When enrolling a lockbox in auto deposit services, the TIN is now required.

Enroll In Auto Deposit For
Lockbox

**Contact Information**

██████████  
██████████  
██████████

**Tax ID Validation**

Enter Tax ID Number (TIN) associated with this business.

Tax Identification Number (TIN) \*

[Validate TIN](#)

**ABOUT AUTO DEPOSIT**

Have your funds automatically deposited into your bank account for a 1.99% fee. You will receive notification upon deposit, making reconciliation simpler than ever. Enrollment is required and can take 1-3 days.

Benefits include:

- Easier and faster reconciliation process
- No need to make trips to the bank
- Data maintained in account for future reference

**IMPORTANT**

Any checks you receive before your Auto ACH enrollment is complete will NOT be deposited via this service. You must still take action on these checks by printing them out or using an alternative deposit service.

## Manage Auto Deposit Accounts

If already enrolled in auto-deposit, the last four digits of your TIN is shown by your lockbox nickname when clicking 'Deposit Account' in the left navigation pane.

**Manage Auto Deposit Accounts**  ON

Selected	Nickname	Tax ID (Last 4 Digits)	Bank	Account #	Status	Creator
✓	██████████	*****	Bank	*****	Enrolled	██████████ <small>Created 10/20/2020</small>
	██████████	*****	Bank	*****	Enrolled	██████████ <small>Created 10/16/2020</small>

[Switch Deposit Accounts](#)