

Frequently Asked Questions (FAQ)

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How will DPP support payers' need to have payments initiated by an authorized person that may not be the TPA's primary point of contact?

Answer:

There are accounts with two different roles: One for Administration purposes with no payment initiation capability and another strictly for Payment Initiation purposes. Accounts are created with both roles for the primary contact by default but the Payment Initiation role can be assigned to a different person upon receipt of written authorization.

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