DirectTrust Financial Services and Lockbox Accreditation Consulting

Last reviewed October 2026 · https://www.integralhs.com/directtrust-financial-services-lockbox-accreditation

What to have ready

This list ties to DirectTrust's accreditation process page (DirectTrust, The Accreditation Process, opened October 3, 2026, accreditation.directtrust.org/about/accreditation-process), its Financial Services program page (DirectTrust, Financial Services, opened October 3, 2026, accreditation.directtrust.org/programs/financial-services) and its fee page, which holds the location review rotation table (DirectTrust, Apply, opened October 3, 2026, accreditation.directtrust.org/apply). The criteria text (Financial Services Network v6.1 or Financial Services Lockbox v6.1) governs. Check each item against your copy.

1. A copy of the Financial Services Network v6.1 or Financial Services Lockbox v6.1 criteria, requested from DirectTrust.
2. A decision on which program fits your operation, using DirectTrust's Network vs Lockbox description.
3. HIPAA privacy and security policies.
4. For Network applicants, documentation of your ASC X12N 835 electronic remittance advice support.
5. Records on timeliness of transactions, system availability and capacity.
6. Customer service procedures and records.
7. Storage and retrieval procedures, and for Lockbox applicants, document handling and delivery procedures.
8. A list of locations, and for multi-site lockbox operations, evidence that sites follow the same policies and procedures.
9. A signed Accreditation Program Agreement and a Financial Attestation of revenue.
10. Evidence that your documented practices are carried out, for the location review.