



Network Notification

Notice Date: January 27, 2020
To: Providers
From: CareSource
Subject: Paper Checks Dated 1/21, 1/22, 1/23
Effective Date: January 27, 2020

ECHO Health, Inc. discovered that their third party print provider issued CareSource checks dated 1/21, 1/22, and 1/23, which contained errors within the bank account and routing number format. **Given the nature of this error, it is unlikely your banking institution will be able to process and deposit these checks.**

Resolution

ECHO will reissue corrected checks to replace the defective checks by close of business Monday, Jan. 27, 2020. **If you have not yet deposited a defective check, please destroy it and present the replacement check for deposit with your banking institution.** Attempting to deposit a defective check will be unsuccessful and incur returned deposit fees.

The defective checks are dated 1/21, 1/22 or 1/23 and will be for the same amount as the replacement check. Note: If you received multiple checks that were issued during the impacted date range, you will receive multiple replacement checks.

Returned Check Deposit Fees

If an original check has already been presented for payment, the check will be returned. Should there be any fees assessed for the returned check to your organization, ECHO Health, Inc. will fully reimburse you for these fees.

To arrange for reimbursement, please contact ECHO Health:

- Call ECHO Health at 1-888-834-3511; *or*
- Fax 440-835-5656

Please include:

- The letter you received with the corrected check
- Either the returned check or an image of the returned original check
- Verification of the returned deposit fees

Questions

If you have any additional questions, please contact ECHO Health at 1-888-834-3511. We apologize for the inconvenience and thank you for helping us correct this situation efficiently.

CS-P-0541