



## 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

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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. For clarification, the defective checks are dated 1/21, 1/22 or 1/23 and will be for the same amount as the replacement check. Note: You may have received multiple checks that must be issued.

### Returned Check Deposit Fees

If the original check has already been presented for payment, the check will be returned, if it has not already. 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, and 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.

IN-P-0919

Date Issued: 1/27/2020

Date Approved: 1/27/2020