



## Network Notification

**Notice Date:** January 28, 2020  
**To:** Kentucky Medicaid Providers  
**From:** Humana – 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 its third-party check printing provider issued Humana – CareSource® checks dated Jan. 21, Jan. 22 and Jan. 23, 2020, with bank account and routing number format errors. **Given the nature of this error, it is unlikely your banking institution will be able to process these checks and credit your account.**

### Resolution

ECHO reissued 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 Jan. 21, Jan. 22 and Jan. 23 and will be for the same amount as the replacement check. Please note: You may have received multiple checks that must be reissued.

### Returned Check Deposit Fees

If an original check has already been presented for payment, it will be returned, if it has not already. Should there be any fees assessed to your organization for the returned check, ECHO Health Inc. will fully reimburse you for these fees.

To arrange for reimbursement, please contact ECHO Health by:

- Calling 1-888-834-3511; *or*
- Faxing the documents to 1-440-835-5656

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 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.

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