



NETWORK *Notification*

Notice Date: April 23, 2026
To: Nevada Providers
From: CareSource
Subject: Remittance Advice Service Date Correction

Summary

CareSource is informing providers of a recently identified system issue involving ECHO, our third-party payment vendor. On April 8, 2026, ECHO experienced a production issue that caused incorrect service dates to appear on certain provider payment documents. ECHO is actively correcting the impacted records. Providers may temporarily see inaccurate service dates until the correction process is complete.

What Happened

Due to a production issue on April 8:

- The service date on Explanation of Provider Payment (EPPs) incorrectly defaulted to 01/01/1900.
- The service date on 835 Remittance Advice files incorrectly defaulted to 01/01/2000.

This issue impacted payment reporting only and did not affect claim adjudication or payment amounts.

Current Status

EPPs were corrected as of 4/21/26, and ECHO is actively updating Electronic Remittance Advices (X12 835s). Until processing is finalized, providers may continue to see inaccurate service dates on affected records.

What Providers Need to Know

- No action is required from providers at this time
- Claims were processed and paid correctly
- Corrected EPPs and 835s will replace impacted versions once updates are complete
- Providers can obtain the updated Explanation of Provider Payments from the ECHO portal and the CareSource Portal as of Tuesday, April 21, 2026.
- ECHO is actively regenerating Electronic Remittance Advices (X12 835s). If providers continue to see an incorrect service date of 01/01/2000, please check back as processing is still underway.
- Please do **not** resubmit claims based solely on the incorrect service date

Support and Questions

If you have questions regarding this notice or need assistance reviewing payment or remittance information, please contact:

- **CareSource Provider Services: 1-833-230-2112** (Medicaid) or **1-833-230-2101** (Marketplace)
- **Echo Provider Services:** 1-888-834-3511
- **CareSource Provider Portal:** [Users - User Login](#)
- **Echo Provider Portal:** [ECHO Provider Payments - Login](#)

We appreciate your understanding and continued partnership as this issue is resolved.

Additional Questions?

For questions, please contact Provider Services at **1-833-230-2112** for Medicaid and **1-833-230-2101** for Marketplace, Monday through Friday, 8 a.m. to 6 p.m. Pacific Time (PT).

NV-Multi-P-5481965