



NETWORK *Notification*

Notice Date: April 17, 2026
To: Ohio 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:

- Explanation of Provider Payment (EPPs) displayed a service date defaulted to 01/01/1900
- 835 Remittance Advice files displayed a service date defaulted to 01/01/2000

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

Current Status

ECHO is actively correcting all impacted EPPs and 835 remittance files. Completion of this corrective activity is expected to be completed by the end of day, Monday, April 20, 2026. 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 beginning Tuesday, April 21, 2026.
- Providers can obtain the updated Electronic Remittance Advice (X12 835) from the ECHO portal beginning Tuesday, April 21, 2026.
- For Providers servicing Ohio Medicaid and MyCare Members, Electronic Remittance Advice will be distributed to your clearinghouse
- 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:** 800-488-0134
- **Echo Provider Services:** 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.

Questions?

For follow-up questions, please contact the CareSource Provider Services Call Center at **1-800-488-0134**, Monday through Friday, 7 a.m. to 8 p.m., Eastern Time (ET).

OH-Multi-P-5462240

