



# NETWORK *Notification*

**Notice Date:** April 30, 2026  
**To:** All Marketplace Providers  
**From:** CareSource  
**Subject:** Remittance Advice Service Date Correction

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## Summary

On April 8, 2026, ECHO, our third-party payment vendor, experienced a production system issue that caused incorrect service dates to appear on certain provider payment documents. This issue did not affect claim adjudication or payment amounts; it only impacted payment reporting. ECHO has corrected all impacted EPPs and 835 remittance files and replaced the incorrect reporting documents.

## Impact

Due to the production issue on April 8, 2026:

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

## What Providers Need to Know

- No action is required from providers at this time
- Claims were processed and paid correctly
- Please do **not** resubmit claims based solely on the incorrect service date
- Updated reporting documents are available:
  - EPPs from the ECHO portal and the CareSource Portal.
  - Electronic Remittance Advice (X12 835) from the ECHO portal.

## Questions and Support?

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

- **CareSource Provider Services:** 1-833-230-2101
- **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 and apologize for any inconvenience or confusion this issue may have caused.

**CareSource**  
Provider Network Management

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