



NETWORK *Notification*

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

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.
- For Providers servicing Ohio Medicaid and MyCare Members, Electronic Remittance Advice will be distributed to your clearinghouse.

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

WV-EXC-P-5510199