



Memorandum

To: GCHP Providers

From: Cassie Undlin
Interim - Chief Operations Officer

Re: Duplicate Check

Date: December 20, 2012

The purpose of this memo is to inform you of a duplicate claims payment that may have been made to you or your organization.

Xerox, Gold Coast Health Plan's (GCHP) third party claims vendor, mistakenly processed checks intended for the week of December 11th from the previous weeks check file of December 4th. This error triggered a duplicate check run that resulted in the same check being issued a second time. Those checks were mailed December 12th.

This error does not affect providers receiving payment via Electronic Fund Transfer (EFT). In addition, the regular December 18th payment was processed as scheduled.

Due to GCHP's banking relationship with Rabobank and security measures already in place, the duplicate checks that were issued on December 12th cannot be cashed or deposited. Upon receipt of a duplicate check, please destroy the check.

Any attempt to cash or deposit these checks may result in bank fees. If you incur additional banking fees as a result of this error, please fax supporting documentation with noted bank fees to Gold Coast Health Plan at 888-310-3660. GCHP will reimburse these fees upon confirmation.

We apologize for any inconvenience this has caused and appreciate your continued support.