



Memo

To: Gold Coast Health Plan Providers
From: Sonia De Marta, Interim-CFO
Date: October 4, 2012
Re: Check Error

Gold Coast Health Plan (GCHP) is notifying you of a data processing error regarding a check that was recently issued to you. This error may have resulted in you being unable to deposit your check.

GCHP utilizes the Positive Pay program through its banking partner Rabobank. Positive Pay reduces the incidence of check fraud. Here's how it works: GCHP uploads its check register to the bank and when vendor's checks are presented they are verified against our data file for accuracy regarding amounts and dates.

A data file was uploaded on September 27th that did not include check data for approximately 100 Providers. You are one of the Providers whose check was excluded from the file.

Your check will likely be returned by your bank. If this occurs, please resubmit the check and it will be honored.

GCHP regrets any inconvenience this may have caused to you or your organization. Please know that the problem has been corrected and all checks can now be safely deposited. Contact the GCHP Accounting department at (805) 981-5359 if you have any questions or would prefer to receive a replacement check.