



# Memorandum

**To:** Gold Coast Health Plan Providers  
**From:** Steve Peiser, Senior Director of Network Management  
**Re:** **Issue with Claim Check Run of December 30, 2019**  
**Date:** January 15, 2020

Gold Coast Health Plan (GCHP) discovered an issue with the claim check run of December 30, 2019. The 348 Explanation of Payment (EOP) printed remittances were missing claims represented by that check.

This issue did not affect your payment for that check run or your 835 remittance, if you receive one. It only affected the paper EOP / remittance which is sent for each GCHP claim payment check run regardless of 835 or EFT status.

If your paper EOP / remittance for the check dated December 30, 2019 was missing one or more claims, you will be receiving a replacement EOP in the mail.

If you have any questions, please call GCHP's Customer Service Department at 1-888-301-1228.