

Memorandum

To: GCHP Providers

From: Cassie Undlin
Interim - Chief Operations Officer

Re: Check Run

Date: January 31, 2013

The purpose of this memo is to inform you of a delay we had Wednesday, January 30, 2013, with the regularly scheduled check run.

The check run was completed this morning, January 31st. Xerox, Gold Coast Health Plan's (GCHP) third party claims vendor, experienced some technical issues while making enhancements to the system. The issue or specific root cause of the delay is still being investigated.

This error did not affect providers receiving paper checks.

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