



To: Gold Coast Health Plan Network Providers

From: Vicki Wrighster, Senior Director of Provider Network Operations

Re: Dec. 12, 2024 Claims Check Run Payments

Date: Dec. 18, 2024

We want to inform you about an issue with the 835 payments from Dec. 12, 2024. Unfortunately, these payments were not forwarded to providers due to an error during the claims and check run processes.

The payment files were sent to the bank and subsequently forwarded to the Federal Reserve as usual. However, the Federal Reserve identified a few errors in the files and rejected them. These errors have since been corrected, and the files were resubmitted for processing.

To minimize the risk of similar errors in the future, we are working closely with our vendors to ensure additional scrutiny is applied during the claims and check run processes.

As a result of the updated files, providers may receive two payments this week:

1. **Payments for claims processed last week:** These payments will be deposited on **Thursday, Dec. 19, 2024.**
2. **Payments for claims processed this week:** These payments will be deposited on **Friday, Dec. 20, 2024.**

We sincerely apologize for any inconvenience this may have caused and appreciate your understanding as we work to improve our processes.

If you have any questions or concerns, please don't hesitate to contact us at **ProviderRelations@goldchp.org**.

Thank you.