



Network Notification

Notice Date: March 13, 2020
To: Providers
From: CareSource
Subject: Issue Resolution: Electronic Remittance Advice (ERA) PLB and Claim Level Adjustments
Effective Date: March 2, 2020

On March 2, 2020, ECHO Health, Inc., delivered a correction to the 835 EDI files sending Claim Level Adjustments at the PLB Provider (Document Level). All 835s going forward should no longer have this issue.

This issue was first reported to ECHO on Jan. 31, 2020, and impacted 422 provider TINs. This issue did not impact provider payment.

ECHO health incorrectly mapped CareSource claim level codes to the PLB segment of the 835, impacting providers ability to electronically reconcile adjusted claims. Adjusted claim information was available via the ECHO Provider Portal for manual reconciliation.

Some impacted providers reported that ingestion of the corrected 835 via EDI would necessitate first backing out the impacted 835s. In an effort to meet the needs of each impacted provider individually, ECHO has published corrected 835s which are available for download from providerpayments.com.

If you would like to have your corrected 835s sent to you through your clearinghouse, please email ECHO s EDI Support team at EDI@echohealthinc.com or call their support at 1-888-834-3511 and press option 2. ECHO support is available Monday through Friday, 8 a.m. to 6 p.m. Eastern Time.

If you would like a supporting claims report delivered to you by ECHO or require further assistance with your reconciliations, please call ECHO support at 1-888-834-3511.