

### **Week Ending March 3, 2017: Provider Payment Paper Check Error**

The paper checks that were issued during the provider payment cycle on Friday, March 3, 2017, experienced technical difficulties. This resulted in checks being printed erroneously by omitting the bank account number, bank routing number and other key information. This impacted only paper checks for the Friday, March 3, 2017 payment cycle for the Medicaid and UNITY products; the commercial and INTEGRITY products have not been affected.

- Revised Paper Check Schedule
  - New checks will be issued to replace the erroneously printed checks
  - Check processing will be completed and provided to the United States Post Office by the close of business on Tuesday, March 7, 2017
  
  - Remittance advice reporting was provided with the original paper check

Please contact the Provider Claims Services Department directly at (401) 459-6080 with questions regarding this communication.

Neighborhood greatly appreciates and values your continued partnership and sincerely apologizes for the disruption.