

Memorandum

To: Gold Coast Health Plan Providers

From: Steve Peiser
Senior Director of Network Management

Re: **Bank Change and Electronic Funds Transfer (EFT) Payments**

Date: July 25, 2019

On July 24, Gold Coast Health Plan (GCHP) changed its bank. Included in this change was the processing of Electronic Funds Transfer (EFT) payments.

Despite the extensive testing performed prior to the change, there was an error to the processing of EFT funds. Some providers were affected, but not all. GCHP is working to correct this error so that payments can be re-processed today for payment on Friday, July 26.

We apologize for any inconvenience this has caused you.

If you have any questions, please contact ProviderContracting@goldchp.org.

Thank you.