# Aetna MED D - SilverScript - Premium Billing E-Check Returned Item Letter Job Aid

**Description:** This job aid provides MED D Care CCRs information related to the E-Check Returned Item Letter for **SilverScript** beneficiaries.

This courtesy letter will be mailed out to **SilverScript** beneficiaries who made an E-Check premium payment **AND** the payment was returned unpayable by the bank due to one of the following reasons:

* Account Closed/Frozen
* Authorization Revoked by Customer/Payment Stopped
* Insufficient Funds
* Invalid Account Number/No Account/Unable to Locate
* Other Reason

**Notes:**

* Timing of a returned payment varies by bank and return reason.
* The E-Check Returned Item courtesy letter will be available to view in **ONEClick**.
  + For **SilverScript** beneficiaries, this letter will include the following **Reference ID**: **EFTECK**.
* If a beneficiary requests the specific reason the payment was returned unpayable by the bank, advise that a plan representative will contact the beneficiary with that information once research is complete, then create the following RM Task:

**Task Category:** Billing/Payment

**Task Type:** Premium Billing Inquiry Medicare D

**Queue:** Finance - Scottsdale Premium Billing

**Reason for Dispute:** EFT Setup Request

**Task Notes:** Document the following:

* + **EFT005**, Beneficiary requesting reason for the One Time E-Check/EFT Payment returned unpayable by the bank.
  + Beneficiary’s contact number.

For additional details, refer to [Aetna MED D - SilverScript Premium Billing E-Check Single-Sign-On (SSO) Processes](TSRC-PROD-005923) and the SilverScript [Sample E-Check Returned Item Letter](TSRC-PROD-013848).



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