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

**Description:** 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 Support Task:

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

**Complete all Applicable and Required fields.**

Important IconFor additional details, refer to [Aetna Compass MED D SilverScript - Premium Billing E-Check/EFT Single-Sign-On (SSO) Processes (062995)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=e374d0da-4315-4a41-97fd-d00b937ec68e) and the SilverScript [Sample E-Check Returned Item Letter (013848)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=375b48e5-ef96-41b3-9696-b9c256c285ba).

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