# Compass MED D - Blue MedicareRx (NEJE) - 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 **Blue MedicareRx (NEJE)** beneficiaries.

This courtesy letter will be mailed out to **Blue MedicareRx (NEJE)** 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**.
* 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 Research/Request

**Task Notes:** Document the following:

* + 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 [Compass MED D - Blue MedicareRx (NEJE) - Premium Billing E-Check/EFT Single-Sign-On (SSO) Processes (066478)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=cfab5ae2-a27a-4504-a84f-3a408367d032) and the following sample letters:

* [Blue MedicareRx CT (013849)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=c26de820-1d62-4db1-a5a7-753ad4ec642d)
* [Blue MedicareRx MA (013850)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=fb1a2f88-c810-452e-9052-2dabcdea11b2)
* [Blue MedicareRx RI (013852)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=45b504ed-c3bb-486d-a9ad-75e31e34e9fe)
* [Blue MedicareRx VT (013853)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3baae309-7287-4efb-b79d-33fd49d5213c)

[Top of the Document](#_top)

Not To Be Reproduced Or Disclosed to Others Without Prior Written Approval

**ELECTRONIC DATA = OFFICIAL VERSION / PAPER COPY – INFORMATIONAL ONLY**