



Alabama Lifespan Respite/UCP Huntsville Check Reissue Guidelines

As Alabama Lifespan Respite (ALR), a statewide program of United Cerebral Palsy of Huntsville & Tennessee Valley, Inc. (UCP Huntsville), generates a large volume of checks, proper review of check reissue requests is necessary to safeguard against potential check fraud.

Alabama Lifespan Respite issues respite reimbursement checks to family caregivers currently enrolled with its Universal, Alabama Department of Mental Health, Alabama Department of Child Abuse & Neglect Prevention (HEARTS), and Alabama Cares personal-choice option respite reimbursement programs.

Upon receipt of correct/fully completed reimbursement timesheets, there is a 30-day processing period before caregivers may receive reimbursement in the form of a paper check, issued by UCP Huntsville and mailed in a navy-blue envelope. Direct deposit is not available.

All checks are mailed via US Mail to the Payee at the address indicated on the caregiver's enrollment/referral records. It is the caregiver's responsibility to notify ALR of any address changes, as well as any corrections to Payee name or address.

Checks marked "undeliverable" are returned by the US Postal Service to ALR and logged. ALR will contact the caregiver to confirm the address and request a correct address.

The issue/mail date for each check is recorded in ALR's reimbursement database. This date can be verified by calling ALR at 256-859-8300.

Please allow 60 days from the issue/mail date before submitting a check reissue request if the check was mailed to the correct address. Checks that have not been cashed within 60 days of issue/mail date may be reissued.

Reissue requests are completed in the order they are received. Completion times vary. ALR will notify the caregiver when a check has been reissued and mailed.

ALR does not express/overnight mail reissued checks or allow for in-person pickup at its office.

Exceptions

A check mailed to the correct address that was confirmed as being received can be reissued earlier than 60 days under the following conditions:

- Check was issued to the wrong Payee
- Payee is deceased
- Check is damaged and/or accidentally knowingly destroyed (proof required)

If you have questions, please contact Alabama Lifespan Respite at 256-859-8300 (M-F, 8 a.m.-4:30 p.m.) or UCP Huntsville Accounting at 256-859-4900 (M-TH, 8 a.m.-4 p.m.).