

Revenue Cycle Management - Process Resource Center

Procedure: 4.7 Overpayments

Insurance Overpayments and Refunds

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Overpayment requests sent to provider office.

When an overpayment request is received by the provider office we must verify if the overpayment request is justified.

1. Call the insurance and speak with a rep and request information on why the overpayment is justified.
2. Examples of overpayment:
 - Claim was paid twice
 - Claim was billed with wrong dos.
 - Claim was billed with wrong CPT codes.
 - Claim was paid at wrong rates by insurance.
 - Corrected claims may prompt an overpayment request
3. If the overpayment is justified there are two ways that this can be repaid.
 - Have the provider write a check and mail with the appropriate paperwork to the insurance
 - Have the insurance initiate a recoupment of the payment on future payments.

Medicare Overpayments

If it is discovered by staff that a payment needs to be refunded to Medicare the initial request for recoupment must be submitted to Medicare on the overpayment request form these can be found on the Medicare website for that state. Examples:

Florida -----<https://medicare.fcso.com/Forms/138315.pdf>

NJ-----https://www.novitas-solutions.com/webcenter/content/conn/UCM_Repository/uuid/dDocName:00008262

Once this form has been faxed to Medicare, they will then process the request and the provider office will receive a recoupment request from Medicare. The provider can either send a check for the overpayment or request that Medicare recoup on future payments.

Patient Refunds

If it is discovered that a patient is due a refund on their account this must be brought to the attention of the provider.

- For OON patients they may have paid an initial amount at the time of visit or surgery and then later the insurance makes a payment which is over the expected amount. In this case you would contact the provider and determine if they need to issue a refund to the patient. If a refund is issued the amount will need to be reversed in Medevolve to reflect this.
- For INN patients – At time of visit patients may make their copay insurance payment however sometimes patients pay more than what is necessary. The actual amount that the patient owes can be determined on the EOB. If patient is due a refund and has stopped treating with the provider. Contact the provider and advise them of the patient's overpayment. Once this has been refunded to the patient then the amount can be reversed in Medevolve to reflect this.