

## Correcting Provider Overpayment & Underpayments

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### *Values*

Accountability • Integrity • Service Excellence • Innovation • Collaboration

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#### **Abstract Purpose:**

This reimbursement policy outlines Network Health's process, for all lines of business, when correcting provider overpayments and/or underpayments related to claims audit findings. This policy is not applicable to the following:

- Coordination of benefit (COB) claims
- Corrected claims
- Provider disputes or appeals
- Subrogation claims

Please refer to the *Related Policies* section for additional information.

#### **Policy Detail:**

- I. For Medicare Advantage, consistent with Chapter 34 of the Medicare Claims Processing Manual, Network Health will not process claims beyond one year from the original process date. Exceptions to the one year look back period are:
  - A. Compliance with all applicable Medicare laws, regulations, and instructions from the Centers for Medicare & Medicaid Services (CMS)
  - B. Errors discovered by any State or Federal agency
  - C. Fraud or clinical errors
- II. For all other lines of business, Network Health will correct provider overpayments and/or underpayments when either the provider notifies Network Health of such correction, or Network Health identifies an overpayment and/or underpayment within twelve (12) months of the original remittance advice date.
  - a. Time limitations shall not apply if the overpayment is due to fraud, waste, or abuse.
- III. Network Health will not correct provider overpayment and/or underpayments when the provider requests the payment correction more than twelve (12) months after the original remittance advice date. **No exceptions.**
- IV. The notice to the provider will be in the form of a Remittance Advice (RA) sent to the provider at the time the claim is adjusted through the normal claim payment process.

**Related Policies:**

Claim Submission Policy  
Coordination of Benefits Policy  
Outstanding Overpayment Policy  
Provider Dispute Policy  
Subrogation Policy  
Workers' Compensation Policy

**Regulatory Citations:**

Centers for Medicare & Medicaid Services (CMS)

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