

n05739

## Outstanding Overpayment Policy

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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 balancing outstanding overpayments due to Network Health from providers and facilities.

#### **Policy Detail:**

- I. Network Health requires outstanding overpayments from providers and facilities be reimbursed within thirty (30) days.
- II. The reimbursement may take place by an automatic recoupment on future claims submitted to Network Health or a refund check may be issued for the outstanding debt.
- III. Network Health is unable to prevent an automatic recoupment from occurring against future claims if reimbursement monies are available for distribution.
- IV. Information pertaining to outstanding overpayment balances may be located in the Payment Adjustments box located at the end of your Provider Remittance Advice.
- V. **Recoupment Process:**
  - A. If after 60 days, a recoupment has not been applied (full or partial), a letter is sent to the provider requesting a refund check be submitted for the outstanding balance.
    - a. The provider is given 30 days to submit the refund.
  - B. After the next 30 days (total of 90 days), if a recoupment has not been applied (full or partial), a final letter is sent to the provider requesting a refund check be submitted for the outstanding balance.
    - a. If the refund is not received within 30 days, the file will be released to collections.
  - C. After the next 30 days (total of 120 days), if a recoupment has not been applied (full or partial), and a refund check has not been submitted, the file is released to collections.
  - D. If a partial recoupment is taken at any time, another 30 days is provided.

**VI. Explanation of Payment (EOP):**

- A. Providers may view detailed explanations of payment by visiting ECHO Health, Inc at [www.providerpayments.com](http://www.providerpayments.com) or by calling 888-834-3511.
- B. Providers may view detailed explanations of payment on the Claim Details screen in Network Health's secure provider portal.

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