

n05739

Outstanding Overpayment Policy

Values

Accountability • Integrity • Service Excellence • Innovation • Collaboration

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):

- I. Network Health partners with 2 payments vendors, ECHO Health, Inc and Zelis. To view a detailed explanation of payment, providers may contact each vendor directly, or visit their website.
 - a. Providers may contact ECHO Health, Inc at www.providerpayments.com, or directly at 888-834-3511.
 - b. Providers may contact Zelis at www.zelis.com/providers, or directly at 877-828-8770.

Origination Date: 10/2014

Update Date: 8/21/2026

Next Review Date: 8/21/2027