

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



February 10, 2021

### **Overpayment Refund/Recoupment Notification Process for Minnesota Health Care Programs**

Provider Quick Point QP19-20 published February 12, 2020 is rescinded and replaced with the following information.

Effective immediately, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) will no longer accept checks for refunds of overpayments from participating providers. Providers should send void or replacement claims if applicable to the circumstances related to the overpayment. If all submitted claim information is correct, follow the normal appeals process and submit an inquiry or appeal for claims requiring reprocessing. Identified overpayments will be offset via new claims in a future remittance. Providers may submit more than one claim and multiple members on one appeal.

The Overpayment Refund Notification Form will be removed from the website and will no longer be accepted. **Refund checks that are sent to Blue Cross will be returned to the provider.**

#### **Products Impacted**

- Families and Children [formerly known as Prepaid Medical Assistance Program (PMAP)]
- MinnesotaCare (MNCare)
- Minnesota Senior Care Plus (MSC+)
- SecureBlue (MSHO)

#### **Questions?**

If you have questions, please contact Provider Services at **1-866-518-8448**.

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