

# PROVIDER QUICK POINTS

## PROVIDER INFORMATION



February 12, 2020

### Provider Overpayments and Overpayment Recoupment for MHCP

If a provider determines a refund is due to Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) for a subscriber enrolled in Families and Children, MinnesotaCare, Minnesota Senior Care Plus or Minnesota Senior Health Options as a result of an overpayment discovered by the provider or a letter received from Blue Cross, refunds can be made in one of the following ways:

- Submit a replacement claim or void claim within contracted timeframes.
- Submit a refund check with supporting documentation and the *Overpayment Refund Notification Form*.
- Submit the *Provider Authorization to Adjust Claims and Create Claim Offsets Form* with supporting documentation to have claim adjustment/recoupment made from future remittance advice.

When refunding Blue Cross on a claim overpayment identified by the provider, include the following:

- *Overpayment Refund Notification Form*
- Covered subscriber's name
- Covered subscriber ID number
- Claim number
- Date of service
- Reason for the refund (as indicated on the form of common overpayment reasons)
- All documents supporting the overpayment including *EOBs* from other carriers as appropriate

Be sure the copy of the provider remittance advice is legible. Circle the covered individual information related to the refund. By providing this critical information, Blue Cross will be able to expedite the process, resulting in improved service and timeliness to providers.

If a provider is refunding Blue Cross due to coordination of benefits and believes Blue Cross is the secondary payer, the provider should refund the full amount. Blue Cross will reprocess and pay the claim appropriately after verifying primary insurance.

#### How to access the forms online:

To access the appropriate forms, go to <https://www.bluecrossmn.com>. Select "**For Providers**". Under *Tools and Resources*, select **Minnesota Health Care Programs site**. Select **Resources** and then choose **Forms**. Within Forms select **Claims and Billing**. Submit the form and all other required information to the address provided on the form for processing of the refund.

#### Questions?

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