

# Overpayment Recovery Notification Process

<b>Day 1:</b>	Anthem Blue Cross identifies the overpayment and it is reflected on the EOB/RA.
<b>Day 5:</b>	Letter #1 is sent.
<b>Day 30:</b>	If Anthem Blue Cross does not hear from the provider or receive payment within the first 30 days, letter #2 is sent.
<p><b>Your Window of Opportunity</b></p> <p>Send in payment to prevent overpayment adjustment withhold.          If payment is being sent within 30-40 days of the withhold date,  <u>call</u> Financial Operations Customer Service,          (818) 234-3289, Monday-Friday, 8:30am-4:30pm PST          (See 'Best Practices' on Page 2 for specific guidelines)</p>	
<b>Day 45:</b>	If Anthem Blue Cross has not received payment or directions, the overpayment is deducted from the claims payment and is reflected on the EOB/RA.
<b>Day 60:</b>	If it is not feasible for overpayment recovery to be done through future claims payments, letter #3 is sent.
<b>Day 90:</b>	Letter #4 is sent if payment has not been received.
<b>Day 120:</b>	If the overpayment has not been received, it is referred to a collection service.

*Note: These are calendar days, not business days.*

## Department Contact Numbers for Overpayment Only

### Questions regarding overpayment adjustment withholds

Anthem Blue Cross Overpayments (Financial Operations)	(818) 234-3289
BlueCard	(800) 444-2726
FEP	(Anthem Blue Cross) Institutional (800) 322-7319
	(Blue Shield) Professional (800) 824-8839

**Have the EOB/RA with Payment Summary in hand when making the call.**

### Overpayment Refund Check

To send an overpayment refund check, include a copy of the letter 'tear-off' and mail to:  
 Overpayment Recovery • P.O. Box Central - 73651 • Cleveland, OH 44193

To send an overnight overpayment refund check, include a copy of the letter "tear-off" and mail to:  
 Anthem Central Lockbox 73651 • 4100 West 150th Street • Cleveland, Ohio 44135

To send correspondence regarding an overpayment, mail to:  
 Financial Operations • P.O. Box 4194 • Woodland Hills, CA 91367

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# Best Practices

## Prevention – To prevent a potential adjustment

- Check patient's eligibility and benefits for each date of service on the Availity Portal.
- Submit Medicare or other carrier information with the claim.
- Notify Anthem Blue Cross of any address, physician or Tax ID changes or additions.
- Use the Availity Portal for payment information and reports.
- For billing errors, use Secure Messaging on the Availity Portal.

## Maintenance - Keep track of your debits and credits

- Return duplicate payments. When posting, verify if the claim was paid twice for the same date of service.
- Regarding any underpayment issues, call the Customer Service number on the member's card, not Financial Operations.
- Return payments for patients not treated by you. Do not write 'VOID' across the check. Write the reason for the check return on the check stub or in the advice section.
- Do not return a 'gang' or 'bulk' check. Cash the check and return only the amount in error with an explanation for the return.
- If an inquiry is required about an adjustment, please have the entire EOB/RA with Payment Summary in hand when making the call.

## Follow Up - In the event an overpayment adjustment withhold occurs

- Send the refund within 45 calendar days of the 1st notification letter.
- Include with the refund the 'tear-off' provided in the overpayment letter.
- If the refund is being sent between 30 and 40 calendar days of the deadline, call Financial Operations customer service to apprise them of the funds being remitted. Provide the following:
  - Member ID
  - DCN number
  - Check number & date
  - Date the check was sent
  - The amount of the check
  - How it was sent (FedEx, UPS, USPS)
- Request a notation be made on the system of the check submission.
- File notification letters, but post any payment withholds from the EOB/RA to the correct patient account.
- Note debits and credits on the appropriate patient account record.