



Medicare Part B Overpayments Tip Sheet

**Provider Outreach & Education,
National Government Services**

Included Topics

- Bankruptcy Notifications
- Overpayment Requests
- Voluntary Refunds
- MSP Overpayments
- Responding to a Demand Letter
- View Outstanding Overpayments
- Set-up Extended Repayment Schedule

Medicare Overpayments: What To Do When

Subject	Instructions
<p>Bankruptcy Notifications.</p>	<p>Notify NGS Medicare of the bankruptcy by email:</p> <ul style="list-style-type: none"> • J6: IL-MN-WI <ul style="list-style-type: none"> ○ j6bnk@anthem.com • JK: CT-MA-ME-NH-NY-RI-VT <ul style="list-style-type: none"> ○ jkbankruptcy@anthem.com <ul style="list-style-type: none"> • Name the bankruptcy in which it's filed under • List the district where the bankruptcy was filed • Give the docket number • Provider credentials: National Provider Identifier (NPI) <p>You must also serve CMS and the Department of Justice (DOJ) with notice of bankruptcy under the applicable federal laws, rules and regulations. For further information, please visit the CMS' Bankruptcy web page.</p>
<p>How do I notify NGS Medicare Part B on non-MSP Overpayment Request?</p>	<p>The key to reporting and repaying overpayments in compliance with Medicare policies is selecting the proper form and submitting it to the correct address for processing.</p> <p>Overpayment may be identified and self-reported via clerical error reopening in NGSConnex or the Part B Reopening Request Form.</p>
<p>How to Complete a Voluntary Refund.</p>	<p>Providers on automatic immediate recoupments do nothing because the offset will automatically occur within 16 days of the demand letter and providers will receive a remittance advice showing the withholding (WO).</p> <p>Providers not on automatic immediate recoupments use the following:</p> <ul style="list-style-type: none"> • Jurisdiction K: CT-MA-ME-NH-NY-RI-VT <ul style="list-style-type: none"> ○ Jurisdiction K Part B Voluntary Refund Form • Jurisdiction 6: IL-MN-WI <ul style="list-style-type: none"> ○ Jurisdiction 6 Part B Voluntary Refund Form

Subject	Instructions
<p>How to submit a voluntary refund for a MSP Overpayment.</p>	<p>Pre-claim submission</p> <p>If you received an overpayment because Medicare paid as the primary insurer and another insurance carrier should be the primary payer, follow the instructions on the Medicare Part B MSP Voluntary Refund Form.</p> <ul style="list-style-type: none"> • Jurisdiction K: CT-MA-ME-NH-NY-RI-VT and Jurisdiction 6: IL-MN-WI <ul style="list-style-type: none"> ○ Medicare Secondary Payer Part B Voluntary Refund Form
<p>How to submit a partial refund for a Medicare MSP Post-Pay Overpayment.</p>	<p>Post Claim Submission</p> <p>If you received an overpayment because Medicare paid as the primary insurer and another insurance carrier paid as the primary payer, and the Medicare Secondary Payer eligibility files show Medicare as the secondary payer, follow the instructions on the Medicare Part B MSP Overpayment Request Form and attach a copy pf the primary explanation of benefits.</p> <ul style="list-style-type: none"> • Jurisdiction K CT-MA-ME-NH-NY-RI-VT <ul style="list-style-type: none"> ○ Medicare Part B MSP Overpayment Request Form • Jurisdiction 6 IL-MN-WI <ul style="list-style-type: none"> ○ Medicare Part B MSP Overpayment Request Form
<p>How do I send a payment for a provider found Overpayment Request as a service billed in error?</p>	<p>If the claim processed and you made a mistake, you may initiate self-reported overpayments or claims billed in error by doing a clerical error reopening in NGSConnex (Initiate a Clerical Error Reopening) or via the Part B Reopening Request Form.</p>

<p>How do I Respond to a Demand Letter on an overpayment discovered by NGS?</p>	<p>Providers on Automatic immediate Recoupments</p> <ul style="list-style-type: none"> Do nothing as this automation process will automatically be done and will be reported back to you with an updated remittance advice. <p>Providers NOT on automatic immediate recoupments will attach a check to this form and include a copy of the demand letter.</p> <ul style="list-style-type: none"> Jurisdiction K CT-MA-ME-NH-NY-RI-VT <ul style="list-style-type: none"> Jurisdiction K Part B Voluntary Refund Form Jurisdiction 6 IL-MN-WI <ul style="list-style-type: none"> Jurisdiction 6 Part B Voluntary Refund Form
<p>Need to View Outstanding Overpayments and obtain a copy of Medicare Part B demand letter?</p>	<p>In NGSConnex, View Outstanding Overpayments will provide a list of current outstanding overpayments for the provider account selected.</p> <p>In this section you can view/print an overpayment demand letter associated with an outstanding overpayment, export a list of current outstanding overpayments into an excel spreadsheet, and obtain a summary of the total number of current outstanding overpayments for a particular NPI/PTAN combination along with the total amount due.</p>
<p>Need time to make payment on Medicare Overpayment and Set up an Extended Repayment Schedule?</p>	<p>Providers may need more than 30 days to repay the full amount of an overpayment.</p> <p>Providers have the option to submit a request and Set up for Extended Repayment Schedule (ERS). A complete ERS request should be submitted immediately.</p>

<p>Requesting an Extended Repayment Schedule.</p>	<p>If repaying an overpayment would constitute a “hardship” on the provider, a request for an extended repayment schedule (ERS) should be submitted immediately.</p> <p>While you may request an ERS at any time during the debt collection process, timely submission of a valid request may decrease the necessity to withhold interim payments. Please refer to your demand letter for information on when the overpayment is eligible for offset.</p> <p>To request an extended repayment schedule, complete the Applying for an Extended Repayment Schedule form and email the form and all required documents to:</p> <ul style="list-style-type: none"> • J6: IL-MN-WI - ERS shared mailbox at <ul style="list-style-type: none"> ○ j6A.ers.requests@anthem.com • JK: CT-MA-ME-NH-NY-RI-VT - ERS shared mailbox at <ul style="list-style-type: none"> ○ jkextendedrepaymentschedules@anthem.com
<p>Request an Immediate Recoupment on account(s) receivable.</p>	<p>If you’re already set up for automatic immediate recoupments, this process is not required as it creates duplicates.</p> <p>If you need to know if you’re set up for automatic immediate recoupments, send an email request with your provider transaction access number (PTAN) only to carleen.parker@elevancehealth.com. In the subject line, please list where you are from J6 AIR or JK AIR.</p> <p>If you are not already set up for automatic immediate recoupments (AIR), you may sign up to request immediate recoupments via Immediate Recoupment Request Form - Electronic/E-mail. You will receive an acknowledgement email.</p>
<p>What is Netting /Offset Across Organizations Affiliations?</p>	<p>A chain provider is one that is owned by the same entity that owns another provider or providers and reporting the same tax identification number act as one provider affiliation; therefore, providers within the same and across workload jurisdictions within a single organization tax identification number, could potentially be offset for any money owed to the government.</p>

<p>What is the standard recoupment process?</p>	<p>Depending on the reason for the overpayment, recoupment may begin at once, 15 days from the date of the initial demand letter, or 40 days from the date of the demand letter. The recoupment timeframe for each overpayment is listed within the contents of the initial demand letter.</p> <p>Requirements for Collecting Part A and B Non-MSP Provider Overpayments</p>
<p>Submitting an Overpayment Rebuttal Process.</p>	<p>The overpayment rebuttal process is a protocol used when an account receivable has been set up on a claim(s) and a demand letter has been sent to a provider.</p> <p>If providers have reason to believe the withhold should not occur, they have 15 days from the date of the demand letter to notify NGS of rebuttal. The rebuttal may not change the NGS recoupment process.</p> <p>The rebuttal process is not an appeal of the overpayment determination, it's a statement of opportunity for providers/suppliers to refute an overpayment and the rebuttal process will not delay the recoupment process.</p>

<h2 style="text-align: center;">Overpayment Debt Collection Activities</h2>	
<p>Timeframe</p>	<p>Activity</p>
<p>Day 1</p>	<p>MAC sends an overpayment determination demand letter within 7 calendar days.</p>
<p>Days 1-16</p>	<p>MAC begins immediate recoupment by day 16 if you request it.</p>
<p>Day 15</p>	<p>Last day to submit a rebuttal.</p>
<p>Day 16</p>	<p>MAC begins standard Part A overpayment recoupment not subject to recoupment limitations or in an excluded category.</p>
<p>Day 30</p>	<p>Last day to pay in full to avoid interest accrual. Interest continues to accrue for each 30-day period until you pay the debt in full. If a provider requests a redetermination on an overpayment that's subject to the recoupment limitation provision, you must file the redetermination request by day 30 from the date of the demand letter to prevent recoupment starting on day 41. If a provider files an appeal after day 30, then by day 120, the law requires the MAC to stop the recoupment subject to recoupment limitation when it gets and validates your appeal. In this case, the MAC won't refund money already recouped, until the redetermination process is adjudicated.</p>

Day 31	Interest accrual begins for unpaid overpayments by day 30, regardless of whether an appeal or request for redetermination has been filed.
Day 40	Last day to pay overpayments in full before recoupment begins, subject to recoupment limitation.
Day 41	MAC begins standard overpayment recoupment unless overpayment is an excluded category (for example, overpayments subject to recoupment limitation in the redetermination appeal status).
Days 61-90	MAC sends Intent to Refer (ITR) letter for eligible delinquent debts.
Day 90	MAC attempts to contact you by phone if the debt is 60 days delinquent and not in a status excluded from referral to the U.S. Treasury Department (the Treasury).
Day 120	Last day to submit initial redetermination appeal request.
Days 126-150	MAC refers debt to the Treasury according to timelines specified in the Digital Accountability and Transparency Act (DATA).