




United Behavioral Health

Recovery of an Overpayment to a Provider			Policy Identifier/Number: AD-26
Annual Review Completed Date: April 2016			
Policy Category: Government - Pierce Regional Support Network	Applicable Lines of Business: Medicaid	Entity/Plan: Optum Pierce Behavioral Health Organization	State: Pierce County, Washington
Approved by: Bea Dixon, Executive Director		Signature: 	

Policy Statement and Purpose

Optum Pierce Behavioral Health Organization (BHO) issues three types of payments to Providers; Capacity, Modified Fee for Service and Cost Reimbursement.

1. For Capacity payments, the Provider receives a monthly payment based on the length of the contract term.
2. For Modified Fee for Service payments, the monthly payment amount is based on utilization and encounter information submitted by the Provider to Optum.
3. For Cost Reimbursement payments, the Provider submits an invoice and support to Optum for expenses incurred in the previous month.

This policy outlines the process to recover an overpayment if it is issued to a Provider. An overpayment to a Provider can occur in a number of scenarios: error by Optum Finance; error by Provider; and/or identification via another mechanism to Optum.

To describe the process followed to recover an overpayment issued to a Provider.

Policy Audience and Applicability

This policy is applicable to the Optum Pierce BHO and benefits administered through the Washington State Department of Social and Health Services (DSHS) current Prepaid Inpatient Health Plan (PIHP).

Policy Definitions

N/A

Policy Provisions

1. After an overpayment has been identified and the overpayment amount has been calculated, the Optum Finance department will notify the provider's finance department of

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the overpayment amount. Notification will initially occur via telephone. An email may be sent with supporting documentation for the amount, if necessary.

2. The Optum Finance department will request that the Provider remit a check payable to Optum for the amount. The check will be mailed to the local Optum office in Tacoma, WA.
3. If the Provider is unable to remit a check to Optum, then Optum Finance will recover the overpayment amount from the next payment due to the Provider and subsequent payments due to the Provider, until the total overpayment amount has been recovered. Optum Finance will consider any financial hardships presented for the Provider by the recovery, and will work with the Provider to resolve concerns.
4. After the funds have been recovered by payment or recoupment, Optum Finance will update the internal schedule of payments issued to the Provider. Optum Finance will code the recovery amount to the original source of funds. These two processes will ensure that payments and funding remain accurate.

Related Policies, Procedures & Materials

N/A

Attachments

N/A

Approval History

- Policy created and effective: 02/2016
- Updated and approved by the Optum Pierce BHO's QA/PI Committee: 2-27-2018
- Operational Procedures and Standards Committee reviewed and accepted: **INSERT DATE DD/MM/YYYY**