

Affected Programs: BadgerCare Plus, Medicaid, Wisconsin Well Woman Program, Wisconsin Chronic Disease Program

To: All Providers, HMOs and Other Managed Care Programs

Methods of Returning Overpayments to ForwardHealth

This *ForwardHealth Update* introduces a new way for providers to return overpayments on claims and reminds providers of the current ways to return overpayments.

Overpayments

Overpayments may occur when a provider receives duplicate reimbursement from ForwardHealth or other health insurance sources, there is an error in claims processing, or an incorrect maximum allowable fee was paid. Providers are required to return the overpayment within 30 days through an adjustment request, a cash refund, or the new method of voiding a claim.

Voiding Claims

Providers may now void claims on the ForwardHealth Portal to return overpayments. This new way of returning overpayments may be a more efficient and timely way for providers as a voided claim is a complete recoupment of the payment for the entire claim. Once a claim is voided, the claim can no longer be adjusted; however, the services indicated on the voided claim may be resubmitted on a new claim. If a provider returns an overpayment via cash, then the voided claims will have internal control numbers (ICNs) beginning with 67. Overpayments that are adjusted on the Portal will have ICNs beginning with 59.

Other Methods to Correct Overpayments

Adjustment requests and cash refunds are both other ways to correct overpayments.

Adjustment Requests

Adjustment requests may be submitted on paper or electronically to correct an overpayment.

ForwardHealth will reprocess the adjusted claim and recoup the amount from the subsequent claim. Submitting an adjustment request for returning overpayments allows the following to occur:

- Provides documentation for provider records. (Providers may be required to submit proof of the refund at a later time).
- Further adjustments may be made to the claim if necessary.

Note: Dental and pharmacy claims may not be adjusted via the Portal. Refer to the respective areas of the Online Handbook for more information on adjustments and overpayments.

Cash Refunds

Cash refunds may be submitted to ForwardHealth in lieu of adjustment requests; however, whenever possible, providers should consider submitting an adjustment

request for returning overpayments because of the following:

- Cash refunds do not generate documentation for provider records.
- After a cash refund is processed, further adjustments cannot be made to the claim.

Overpayments that are returned through a cash refund (and not related to other insurance) will show a status of “denied.”

Note: Nursing home and hospital providers may not return an overpayment with a cash refund. These providers routinely receive retroactive rate adjustments, requiring ForwardHealth to reprocess previously paid claims to reflect a new rate. This is not possible after a cash refund is done.

Partial Cash Refunds

Providers are not able to further adjust claims after a partial cash refund is made. If future adjustments to a claim are desired, providers should consider submitting an adjustment request in lieu of a partial cash refund.

Information Regarding Managed Care Organizations

This *Update* contains fee-for-service policy and applies to services members receive on a fee-for-service basis only. For managed care policy, contact the appropriate managed care organization. Managed care organizations are required to provide at least the same benefits as those provided under fee-for-service arrangements.

The *ForwardHealth Update* is the first source of program policy and billing information for providers.

Wisconsin Medicaid, BadgerCare Plus, SeniorCare, and Wisconsin Chronic Disease Program are administered by the Division of Health Care Access and Accountability, Wisconsin Department of Health Services (DHS). The Wisconsin Well Woman Program is administered by the Division of Public Health, Wisconsin DHS.

For questions, call Provider Services at (800) 947-9627 or visit our Web site at www.forwardhealth.wi.gov/.

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