

External Frequently Asked Questions and Answers

Overpayment Recovery Practice-House Bill 1418

Why are we being notified about refunds?

On January 1, 2006, a new state house bill 1418, "Overpayment Recovery Practices" went into effect. This new law requires prior written notification when a refund is requested by a health plan before any refund can be processed. The law also allows additional time to request a refund.

What are the new time frames for requesting refunds?

The law allows twenty-four (24) months to request a refund and thirty (30) months when that request is due to coordination of benefits (COB).

Does this new regulation pertain to all health plans?

Yes, all health plans in the state of Washington must follow this new regulation, with the exception of Medicare and "dental only" carriers.

Does this new law apply to self-funded groups like Boeing?

Yes, this applies to all our community groups and self funded groups, outside the exceptions mentioned below.

Are there any exceptions?

Yes, FEP members will continue to follow the automatic deduction refund process that you are used to seeing from Regence.

How will this new law impact my BlueCard claims?

(Teri Jensen will need to answer)

How will Regence BlueShield notify us of refund requests?

Effective January 1, 2006, Regence BlueShield will notify applicable providers in writing, via the existing pend report of an impending recoupment. Regence BlueShield will notify your office of a pending recoupment by displaying the claim number(s); the dollar amount and the reason why we are recouping the funds on the voucher pend report. The pend report is currently in use today to notify your office of any claims being held for additional information.

While recoupment requests for special circumstances, COB and other party liability (OPL) claims will continue to be requested via written notification they will now appear on the pend report. For easy identification and to expedite the current process, the recoupment request letters for COB, OPL and special circumstances will be mailed to your office in a bright orange envelope.

What are we supposed to do once notified of a recoupment request?

Please contact us immediately to let us know how to proceed. Regence BlueShield needs to know if the recoupment request is OK to finalize or if additional time is needed to repay the amount due.

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What's the best way to respond to the recoupment requests??

It's easy! You can email, call, fax or mail us your response as follows:

Email us: Send an email to our refund department regencerecovery@regence.com

Call Customer Service at 1-800-848-5424

Fax the pend report, (indicating for each claim, if recoupment is ok to process) to:

All other members: 206-626-6227

Mail correspondence to

P.O. Box 21267 Seattle WA 98111-3267

I don't recall ever seeing a 'pend report', what is it and where do I find it?

The pend report is included with your weekly Regence remittance advice report. The pend report is used to notify your office of any claims being held for additional information, such coordination of benefits. The claim(s) number will be printed on the pend report so your office is aware of the activity of the claim(s).

What do I need to do with the pend report if our office receives one?

Review the report for any recoupment notifications. Indicate in the margin of the report if the claim(s) is ok to finalize and that the deduction can be taken on an upcoming remittance advice. If additional time is needed to repay the funds, contact our refund department using options 1, 2 or 4 as noted above.

What happens if our office doesn't respond?

If we have not heard from your office with in the 30 day timeframe, we will deduct the amount due from your next weekly check.

If our office would like a longer time to refund the amount owed, what do we need to do?

Contact Regence BlueShield and make arrangements for repayment by using options 1, 2 or 4 mentioned above. Please note the repayment must take place within 6 months of the recoupment request. At the end of that period, if the total amount owed is not completely refunded the remaining amount will be automatically deducted from your remittance advice.

If our office discovers an overpayment and we want to refund Regence BlueShield, are we required to submit that in writing for each overpayment?

Absolutely not. You can simply call customer service at 1-800-848-5424 or for Boeing members, use this link <http://www.wa.regence.com/boeing/service> and choose the appropriate Boeing Plan. You can also use our 'Overpayment Voucher Request' form found on the web site at www.wa.regence.com/provider/library/forms.

What if I can't locate or have a question about the original claim(s) that you are requesting the refund on?

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You can go into [Regence Online Services for Providers \(ROS-P\)](#) to check on how the original claim(s) was processed or to view a remittance advice.

Will Regence Online Services indicate if a refund was requested?

Unfortunately, not at this time. You can use Regence Online Services if you have questions regarding the original claim related to the refund request, view a remittance advice or check on claim status.