

Overpayment Recovery (OPR) Flowchart

Note: Please remember to submit items with Medicare Secondary Payer (MSP) involvement separately from items with no MSP involvement. Also, funds requested from Medicare should be submitted separately from those being voluntarily refunded. Each request type is handled by a different group of specially trained analysts to assure the best and most accurate service.

An overpayment is identified.

A request is sent to Medicare to determine the overpayment amount.

Overpayment Recovery Analysts review documentation and correct account history.

If there is an overpayment, an Accounts Receivable is created for the amount due and a demand letter is sent to request funds (If an offset was requested, the Accounts Receivable may be set up to offset from future payments from Medicare).

A demand letter has been sent from Medicare requesting funds.

The responsible debtor sends a check for the amount requested to satisfy the Accounts Receivable as stated in the demand letter.

Overpayment Recovery Analysts review the documentation and post to the Accounts Receivable listed in the demand letter.

If the Accounts Receivable has previously been satisfied, an Overpayment Recovery Analyst will make an attempt to contact the refunding party.

If no contact is made or if there is no open debt, the funds will be returned to the refunding party.

If contact is made, the option will be given to post the funds to another open debt or return the funds to the refunding party.

A check and supporting documentation is sent to refund Medicare with a predetermined overpayment amount.

Overpayment Recovery Analysts review the documentation and correct account history.

If the amount refunded is determined to be the accurate amount, the funds are posted to the requested account(s).

If excess funds are submitted:

Medicare will post these excess funds to open Accounts Receivables.

If there are no open Accounts Receivables, a check will be sent to the refunding party for the excess amount.

If it is determined that additional funds are due, an Accounts Receivable is created for the amount due and a demand letter is sent to request additional funds.

