

# Just hit SEND to initiate an overpayment correction—no more checks!

 [pages.azblue.com/How-to-initiate-a-claim-overpayment-refund---DEC-2021.html](https://pages.azblue.com/How-to-initiate-a-claim-overpayment-refund---DEC-2021.html)

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Overpayments on allowable claims or payments are sometimes made in error (based on the member's benefits or medical necessity requirements, or for other reasons). Blue Cross® Blue Shield® of Arizona (BCBSAZ) and providers may initiate an overpayment correction. For providers, it's easy and doesn't require you to send a check—see below.

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[Chat About MAT podcast: Listen and learn about opioid use disorder in Arizona from providers and recovering patients](#)

## How to initiate a claim overpayment refund

If you identify a claim overpayment in your system, **do not send us a refund**. Effective January 1, 2022, we will return checks for unsolicited refunds.

To initiate the correction process, simply complete and send us the [Notice of Excess Payment \(NOEP\) form](#), available at [azblue.com/forms](https://azblue.com/forms). That's it. Once we have reviewed the form and confirmed the incorrect payment information, we will initiate the recovery.

**Do not send payment with the form.** In most cases, we use the BCBSAZ overpayment recovery process to make the correction. If our research reveals an underpayment, we will issue the additional amount.

## Time frame for overpayment recovery

For most claims, the overpayment must be identified within one year from the original paid date. However, this time frame may be extended for claims subject to a contractual exception to the one-year adjustment limitation period. The NOEP form has a checkbox you can use to waive the one-year time limitation.

## **Offsets: Recovery via credit transactions**

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Most BCBSAZ participation agreements authorize us to recover any overpayments by credit transaction (offsets). Overpayments that occur as a result of incorrect payments are automatically deducted from future provider payments until the balance is repaid in full.

We reserve the right to recover any amounts due through legal means. Check for offset information on the remittance advice statement.

## **An overpayment threshold may not always apply**

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Although we still use a \$34.99 minimum threshold amount for many claims, we are gradually changing the way our system tracks and recovers overpayments. In some cases, we may seek recovery of an overpayment regardless of our \$34.99 minimum threshold amount.

## **BCBSAZ overpayment recovery process**

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We attempt to recover overpayments from the same provider and practice that received the original payment.

- If the provider has changed affiliation, or tax identification number, we will recover the overpayment from the original group. If that group is no longer active, we will recover the overpayment from the provider's current group.
- If the provider has terminated employment with the group, or the group is no longer active, and the provider has not joined a new group but does have an individual participation agreement, that individual agreement will govern.

### **Learn more**

For more information, see Section 21 (Claim Remittance) in the 2022 Provider Operating Guide, available at [azblue.com/providers](https://azblue.com/providers): "Provider Resources > Provider Operating Guide." If you have questions, contact your [provider liaison](#).

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Our members can take a digital ID card with them wherever they go with the MyBlue AZ<sup>SM</sup> mobile app.

