



Network Notification

Date: October 5, 2010

Number: OH-P-2010-24
MI-P-2010-13

To: Ohio and Michigan Providers

From: CareSource

Subject: Claim Overpayment Recoupment Policy

This outlines CareSource's policy for recovering monies from Providers due to an overpayment on a claim. This Policy does not apply to SIU recoveries related to Fraud, Waste or Abuse issues.

Types of Recovery

Overpayments and payments made in error may include (but are not limited to):

- Processing errors
- Coding and billing errors
- Duplicate payments made by another health care plan or provider
- Errors detected during a hospital bill audit

Recoupment Period/Process

CareSource will initiate recoveries from providers for claims that were paid within two years of the paid date. The overpayments will be recouped by offsetting the overpayments from future claim payments.

Disputing Recoupment

If a provider believes that the recoupment was done in error, the provider can appeal the findings within 90 days of the date of the Explanation of Payment.