

Title:	Recovery Refund Request Process				
Department/Line of Business:	Claims – RightCare Texas Medicaid				
Approver(s):	VP Operations HP				
Location/Region/Division:	BSWHP				
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ENTITY/LINE OF BUSINESS

This document applies to the following entities and line(s) of business:
SWHP Medicaid STAR

DEFINITIONS

When used in this document with initial capital letter(s), the following word(s)/phrase(s) have the meaning(s) set forth below unless a different meaning is required by context. Additional defined terms may be found in the BSWH P&P Definitions document.

None.

POLICY

When claims overpayments are identified, a refund request letter is sent in a timely manner to either the provider or practitioner. This policy is inclusive of all recoverable services provided by a Texas Medicaid enrolled provider, including but not limited to Traditional Fee-For-Service, ECI, Vision, THSteps, Family Planning, Healthy Texas Woman, Electronic Visit Verification (EVV), and those additional services that fall under the Managed Care Organizations purview of responsibility.

PROCEDURE

Recovery Process

- Identified claim overpayments are sent to claims recovery unit for review and processing.
- A refund request letter is sent directly to the provider or practitioner requesting reimbursement of the overpayment within thirty (30) days of the letter. The written notice includes the basis and specific reasons for the recovery.
- Failure to respond/refund monies to RightCare results in recoupment from the provider/practitioner's future payments.
- If provider disputes within time deadline:
 - If dispute is validated, the request is considered closed.
 - If the dispute is not found valid, then provider is advised via letter and the overpayment is recouped on the 31st day.

ATTACHMENTS

None.

RELATED DOCUMENTS

None.

REFERENCES

TAC §353.1453 - Due Process Procedures to Recoup an Overpayment Related to an EVV Visit Transaction that is not Fraud or Abuse and Limitation on Audit Period UMCM 8.7.1, section XVIII

REVISION HISTORY

Version #	Effective Date	Description of Change	Revised By	Retired Date
2	07/07/2022	Moved to BSWHP Template	Elizabeth Fabianke	
3	11/29/2022	Updated logic to include programs impacted including EVV	Leo Gutierrez	

Prepared by Elizabeth Fabianke	Date Prepared 07/07/2022
Reviewed by Leo Gutierrez	Date Reviewed 07/07/2022
Approved by	Date Approved

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