Important claims overpayment recovery update

This provider bulletin is an update to information in our Medicaid business’s West Virginia Provider Manual (Manual). For access to the latest Manual online, go to www.unicare.com.

UniCare Health Plan of West Virginia, Inc. (UniCare) appreciates the compassion and dedication with which you care for your patients and our members. We also know that the provision of high-quality and timely health services for UniCare members requires successful collaboration with you, the professionals who care for them. Because timely notifications and detailed information are an important part of successful collaboration, we encourage you to review the following information.

UniCare heard your feedback regarding recent overpayment recoveries and would like to provide an update. UniCare continually audits our claims and payments to ensure we have processed and paid them correctly as this benefits you, your patients and us. When an overpayment is discovered, UniCare initiates the overpayment recovery process by sending written notification. The written notification is sent to the provider with detailed member information, reason for overpayment, time frames, appeal process and instruction on how to refund the overpayment.

All payments should be sent along with a copy of the overpayment letter to:

Overpayment Recovery — WV
P.O. Box 73651
Cleveland, OH 44193-1177

If you prefer to overnight, payments should be sent along with a copy of the overpayment letter to:

UniCare Health Plan of West Virginia, Inc.
Attn: Overpayment Recovery — WV
Lockbox 92420
4100 West 150th St.
Cleveland, OH 44193-1177

If you do not contact us to make arrangements for repayment, and payment is not received within 30 days, UniCare will begin recovery from future payments. If multiple overpayment letters are received, you can combine payments and send one check — Please remember to include each of the overpayment letters or an Excel file that includes claim number, member ID number, service dates, recoupment amount, provider name, provider NPI and provider TIN. If you have questions regarding the overpayment notification, please contact UniCare’s Customer Care Center at 1-800-782-0095.

Providers may identify an overpayment and proactively submit a refund check to reconcile the overpayment amount. If a provider identifies an overpayment and submits a voluntary refund, a completed Refund Notification Form specifying the reason for the return must be included.
The submission of the *Refund Notification Form* will allow UniCare to process and reconcile the overpayment in a timely manner.

The *Refund Notification Form* can be found on the *Provider Resources* page of our website:

1. Go to [www.unicare.com](http://www.unicare.com)
2. On the top menu bar, under *OTHER UNICARE WEBSITES*, select *Providers*.
4. Select *West Virginia — Medicaid Managed Care*.
   (You will be taken to the *Provider Resources* page.)
5. Scroll down to *Forms and Tools*.
6. Select *Overpayment Refund Notification Form*.

UniCare regrets any inconvenience this may cause you; however, we appreciate your cooperation.

If you have received this communication in error or need assistance with any other item, please contact our Customer Care Center at **1-800-782-0095**.