Understanding *Explanation of Payment* from Amerigroup Iowa, Inc.
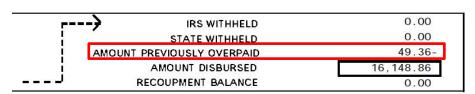
Summary of update: This provider update explains how to better read and interpret recoupments, negative balances, and refunds on the *Explanation of Payment (EOP)* from Amerigroup.

What this means to me: This is a guide to reading and interpreting recoupments, negative balances, and refunds on the *EOP* from Amerigroup.

Recoupment is the process of recovering money overpaid to providers by Amerigroup for claims the provider has submitted. Recoupment is an automatic recovery process. Payment systems will auto-apply and calculate recoupment payments into the provider's remittance.

This is an example of how a recoupment is noted on the *EOP*:

1. Any money withheld on the *EOP* will show as *Amount Previously Overpaid* under *Payment Summary*:

2. You will see boxes at the top of the next page of the *EOP* that only show member information with no claim lines. These indicate that a previous claim from this member is included in a recoupment on this *EOP.*

3. There will be a *Recoupment Notification* page at the end of the remit.

Negative balance: When we are unable to recoup an overpayment immediately from a provider, the claim is set up on a **negative balance**. Amerigroup will keep track of money recouped and the amount due on the recoupment notification section of the remittance advice. This amount may be retracted all in one payment cycle or could be spread out over multiple payment cycles. This is an example of what providers would see on the *EOP*.
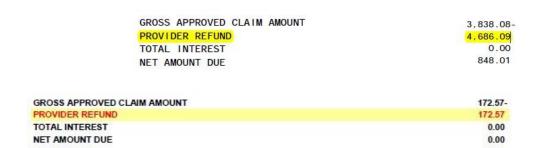

https://providers.amerigroup.com/IA

A **refund** is the result of a provider being proactive about the overpayment we requested back to avoid automatic recoupment. The provider has the option to pay the amount due on the overpaid claim in advance, rather than having Amerigroup recoup that money. The following is an example of what providers will see on their *EOP*.
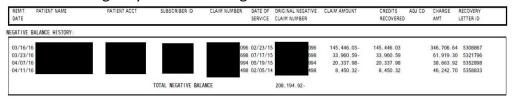
Example (refund):

```
        INSURED'S NAME:
     PATIENT ACCOUNT#:
SERVICE PROVIDER NAME:

11/14/2014  11/14/2014

INTEREST PAID
REFUND
```

```
GROSS APPROVED CLAIM AMOUNT              3,838.08-
PROVIDER REFUND                          4,686.09
TOTAL INTEREST                               0.00
NET AMOUNT DUE                             848.01
```

```
GROSS APPROVED CLAIM AMOUNT                172.57-
PROVIDER REFUND                            172.57
TOTAL INTEREST                               0.00
NET AMOUNT DUE                               0.00
```

The *Recoupment Notification* section keeps track of all the claim information for this provider's negative balance. It is only printed one time per day, so recoupment information may appear on other remits for the same date. It is listed at the end of the *EOP*.

There are two claim number sections in the *Recoupment Notification*:
1. **Claim Number**: the claim number that corresponds with the member's information in that row in the *Recoupment Notification*
2. **Original Negative Claim Number**: The claim number that corresponds with the claim in the *Negative Balance History* to which the money is initially owed

It is broken down into three sections:
1. **Negative Balance History**: Includes all of the claims that have an overpayment. In other words, the claims that originally caused the negative balance.

REMIT. DATE	PATIENT NAME	PATIENT ACCT	SUBSCRIBER ID	CLAIM NUMBER	DATE OF SERVICE	ORIGINAL NEGATIVE CLAIM NUMBER	CLAIM AMOUNT	CREDITS RECOVERED	ADJ CD	CHARGE AMT	RECOVERY LETTER ID
NEGATIVE BALANCE HISTORY:											
03/16/16				096	02/23/15	096	145,446.03-	145,446.03		346,706.64	5308867
03/23/16				698	07/17/15	698	33,960.59-	33,960.59		61,919.30	5321796
04/07/16				994	05/19/15	994	20,337.98-	20,337.98		38,663.92	5352898
04/11/16				498	02/05/14	498	8,450.32-	8,450.32		46,242.70	5358833
			TOTAL NEGATIVE BALANCE			208,194.92-					

2. **Prior Recoupment**: Includes all of the claims from which we have *previously* withheld money to apply to the overpaid claims in the **Negative Balance History** section.

PRIOR RECOUPMENT:

03/16/16	███	███	███	███ 099 02/18/16 ███	096	1,781.57	1,781.57	31,857.00
03/16/16	███	███	███	███ 199 12/16/15 ███	096	9.80	9.80	6,429.04
03/16/16	███	███	███	███ 199 02/19/16 ███	096	1,404.18	1,404.18	26,741.60

3. **Current Recoupment**: Includes all of the claims from which we are withholding money on the *current* remit date to apply to the overpaid claims in the **Negative Balance History** section.

CURRENT RECOUPMENT:

05/16/16	███	███	███	███ 799 04/15/16 ███ 498	15,082.80	49.36	25,435.50
			TOTAL CURRENT RECOUPMENT		49.36		

Inquiry team

The Inquiry team is a telephonic team supporting both the disputes and correspondence teams to answer questions regarding disputes submitted for overpayment projects or correspondence submitted for self-identified overpayments from providers. If you have any questions regarding overpayments, please contact **1-844-410-6892**.

What if I need assistance?

If you have additional questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-800-454-3730**.