

Overpayment identification and refund requirements

Summary of change: Our state contract with the Texas Health and Human Services Commission (HHSC) includes a provision that Amerigroup must require providers to submit overpayment refunds within 60 days of identification.

What is the impact of this change?

Providers must report identified overpayments and submit a refund to Amerigroup within 60 days from the time of identification. HHSC defines *identification* as when the provider has or should have, through reasonable diligence, determined that the provider has received an overpayment and quantified the overpayment amount.

Overpayments should be reported and refunds submitted using the current **Refund Notification Form** located on the provider website at <https://providers.amerigroup.com/TX> in the *Forms* section under *Provider Resources & Documents*.

What if I need assistance?

Contact your local Provider Relations representative or call Provider Services at 1-800-454-3730 if you have any questions about this communication.

<https://providers.amerigroup.com>

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.