



HMO Blue Texas Recoupment Process

In the event we overpay a claim, we will recoup such monies from future claim payments.

If your account balance is negative at the end of a weekly payment cycle, we will send you an Explanation of Recoupment Processing (ERP) statement to give you an update of current claims activity on your account.

You will only receive an ERP for payment cycles where you have claims activity. The ERP will only show current payment cycle activity.

Please do not remit the balance. We will apply any future claim payments towards your balance. Once your account balance is \$0.00 or greater, you will receive our standard Explanation of Payment **(that will include the claims previously reported to you on an ERP)**.

Please feel free to contact one of our dedicated, specially-trained customer service representatives at **1-866-825-6012** if you have questions about the HMO Blue Texas recoupment process.