



BlueCross BlueShield of Texas

Recoupment Process – HMO Blue Texas Introduction

Under “Refund Policy – HMO Blue Texas” in the same Recoupments/Refunds section on the BCBSTX Web site as this article, HMO Blue Texas has 180 days following the payee’s receipt of an overpayment to notify a physician or provider that the overpayment has been identified and to request a refund.* For additional information on the HMO Blue Texas Refund Policy, including when a physician or provider may submit an appeal and when an overpayment may be placed into recoupment status, see “Refund Policy – HMO Blue Texas”.

Note: In some unique circumstances a physician or provider may request, in writing, that HMO Blue Texas review all claims processed during a specified period; in this instance all underpayments and overpayments will be addressed on a claim-by-claim basis.

* The refund request letter may be sent at a later date when the claim relates to BCBSTX accounts and transactions that are excluded from the requirements of the Texas Insurance Code and other provisions relating to the prompt payment of claims, including:

- Self-funded ERISA (Employee Retirement Income Security Act)
- Indemnity Plans
- Medicaid, Medicare and Medicare Supplement
- Federal Employees Health Benefit Plan
- Self-funded governmental, school and church health plans
- Employee Retirement System
- Texas Health Insurance Risk Pool
- Out-of-state Blue Cross and Blue Shield plans (BlueCard)
- Out-of-network (non-participating) providers
- Out-of-state provider claims including Away From Home Care

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When a physician’s or provider’s overpayment is placed into a recoupment status, the claims system will automatically off-set future claims payment and generate a Provider Claims Summary (PCS) to the physician or provider (Recoupment Process). The PCS will indicate a recouped line along with information concerning the overpayment of the applicable HMO Blue Texas claim(s).

To view an example of a recoupment, please refer to the sample PCS on page 2 below.

For additional information or if you have questions regarding the HMO Blue Texas Recoupment Process, please contact **1-866-825-6012** to speak with an HMO Blue Texas Customer Service Advocate.

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