

Medicare Overpayment Notification Process

June 28, 2019

If you are a Medicare Part B Provider who routinely uses the Medicare Part B Overpayment Form changes will be coming soon.

Easy steps to claim corrections whether the claim reopening is an underpayment or an overpayment.

Providers who are registered to use NGSConnex, should use this option to submit reopening requests electronically.

Providers may use the Part B Reopening Request Form when the claim has been purged from NGSConnex.

When requesting multiple correction(s) for the same or similar situation, providers must attach the https://www.ngsmedicare.com/ngs/wcm/connect/ngsmedicare/aecdae4a-ae0e-4ded-9ec2-683f2c9308b4/1764_0718_lvam_request_form.xlsx?MOD=AJPERES&CVID=mjdOuMw

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Scenario	Form(s)	Instructions
<p>Provider-Initiated claim correction due to overpayment</p> <p>Provider ON automatic immediate recoupments</p>	<p>Complete a reopening: NGSConnex or Part B Reopening Request Form</p>	<p>Do not send any checks to NGS for overpayments.</p> <p>If your organization is on automatic immediate recoupments, nothing further is required.</p> <p>Netting will occur within 16 days from the demand letter.</p> <p>Note: Ensure you are regularly submitting Medicare claim payments.</p>
<p>Provider-Initiated claim correction due to overpayment</p> <p>Providers NOT on automatic immediate recoupments</p>	<p>Step 1: Complete a reopening: NGSConnex or Part B Reopening Request Form</p> <p>Step 2: When you receive a demand letter, send a check and a copy of the first page of the demand letter to the appropriate lockbox at right.</p> <p>If your organization is NOT on automatic immediate recoupments and would like the automated process, you may register via Immediate Recoupment Request Form - Electronic/Email.</p>	<p>Jurisdiction 6: (IL, MN, WI) National Government Services, Inc. P.O. Box 809194 Chicago, IL 60680-9194</p> <p>Jurisdiction K: (CT, NY, MA, ME, NH, RI, VT) National Government Services, Inc. P.O. Box 809645 Chicago, IL 60680-9645</p> <ol style="list-style-type: none"> 1. Complete form entirely. Missing information will delay the processing. 2. Be sure the form is mailed to the appropriate address based on contractor jurisdiction. 3. Include a contact person, telephone numbers, and any additional documentation that would assist with processing of the request.
<p>If you received a demand letter, please follow one of the following steps.</p>	<ol style="list-style-type: none"> 1. If you are set up for immediate recoupments for all and future, no further form/action is required. (Please note you must be actively billing for recoupment to occur.) 2. If you are NOT set up for immediate recoupments: <ol style="list-style-type: none"> a. timely reimbursement is required to avoid interest accrual b. you may complete the immediate recoupment form (paper or electronic) and be sure to check the appropriate box: <ol style="list-style-type: none"> i. A one-time request for all current overpayment(s) addressed in the referenced demand letter and all future overpayments. ii. Request for all current overpayment(s) addressed in the referenced demand letter only. 3. Submit a Rebuttal. 4. Submit an Extended Repayment Schedule (ERS). 5. Submit your first level of an appeal (Redetermination). 	<ol style="list-style-type: none"> 1. Automatic immediate recoupment form (paper or electronic) Mailing a check is a great way to avoid interest accrual. 2. Mail a check or request an automatic immediate recoupment. 3. Submit a Rebuttal. <p>Rebuttal is not an appeal.</p> <p>Rebuttal shall be submitted to NGS within 15 calendar days from the date of a demand letter.</p> <p>In your rebuttal statement, you will need to explain or provide evidence as to why NGS should not initiate recoupment.</p> <ol style="list-style-type: none"> 4. Submit an Extended Repayment Schedule (ERS) if you are unable to pay the overpayment in full within the required timeframe noted in the demand letter, NGS offers an ERS process. This will allow providers or beneficiaries to make installments if an overpayment that cannot be made within 30 days. ERS are generally requested on large scale overpayments and shall be requested within 30 days of the demand letter date. 5. Submit your first level of an appeal (Redetermination) if you disagree with the overpayment request.