



Aetna Better Health® of Kansas

Overpayment Recovery Schedule

Beginning June 29, 2020, Aetna Better Health of Kansas (ABHKS) will resume overpayment recoveries that were temporarily placed on hold in September 2019 and again in March 2020.

Upon commencement of recovery activities providers will be notified that they can:

- Submit a refund check for the overpayment amount indicated within 30 days for Round 1 recoveries or 60 days for Round 2 recoveries.
- Contact the Claims Inquiry Claims Research Department to approve the overpayment offset to begin from future payments prior to the 30- or 60-day deadline.

Recoupment Schedule

The schedule for recoupment activities that were delayed during the Coronavirus Disease 2019 (COVID-19) emergency declaration will be completed through a phased in approach as follows:

June 29, 2020 Round One Recoveries:

These are recoveries with dates of service in **2019** that had a recovery request letter dated February 28, 2020. We will be sending a 30-day notification letter for these recoveries since more than 60 days have passed since the recovery letter was sent earlier this year.

June 29, 2020- 30-day notification recoupment letters to providers on identified overpayments that are:

- greater than \$100 for claims with **2019** dates of service,

July 31, 2020- 30-day notification completed. Recoupments will be applied to claims for those that have not refunded the money or requested a repayment plan

July 23, 2020 Round Two Recoveries:

These are recoveries with dates of service in **2019 and 2020** that did not have a recovery letter sent.

July 23, 2020- 60-day recoupment letters sent to providers on identified overpayments that are:

- greater than \$100 for claims with **2019** dates of service,
- greater than \$25 for claims with **2019 and 2020** dates of service for members with Qualified Medicare Beneficiary (QMB) status
- all overpayments not identified in above bullets for **2020** dates of service

September 25, 2020- 60-day waiting period completed. Recoupments will be applied to claims for those that have not refunded the money or requested a repayment plan

Should you wish to remit any self-identified overpayments for any amount you may contact Provider Relations at **1-855-221-5656** for assistance.

ABHKS will be available for face-to-face or telephonic consultations to review open or closed projects with our providers. Should you require assistance beyond the revised negative balance report that is available upon request or the new detailed recovery file report available through our secure web portal, our Provider Experience team is available to support you. Providers can register for our secured portal at **[AetnaBetterHealth.com/Kansas/providers/portal](https://aetnabetterhealth.com/Kansas/providers/portal)**.

If you have general questions about this communication, please contact our Provider Experience Department:

By Phone: **1-855-221-5656**

By Email: Providerexperience_KS@aetna.com