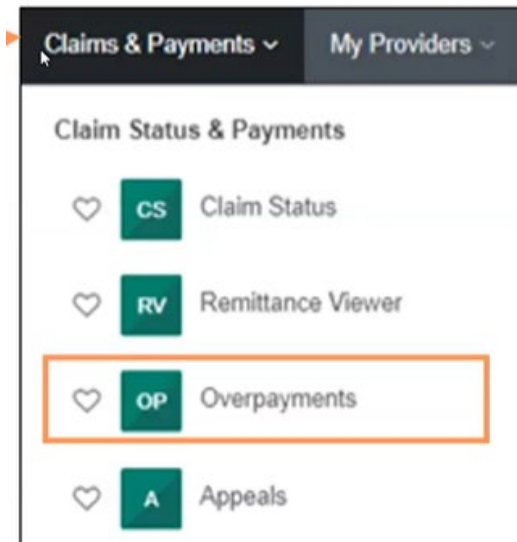


## Overpayments Tool Availability

### Permissions needed in Availity

The organization's Availity admin must assign the Claim Status and Claims Overpayment Recovery roles to your user account.

(This is located under Claim Status & Payments drop down)



### What you can do with this tool.

1. View the Molina overpayment letter electronically
2. Take Action on the Overpayment (make an inquiry about the overpayment, dispute the overpayment, resolve the overpayment-agree to refund of overpayment amount and your repayment options)
3. View the status of the overpayment and when it has been processed

### Five Statuses with this tool:

Overpayment is new, and no action has been taken.	The Provider requests more information from the payer.	The provider disputed the overpayment with the payer.	The provider resolved the overpayment with the payer.	The payer has closed the overpayment.
<b>Action Required</b>	<b>Inquired</b>	<b>Disputed</b>	<b>Resolved</b>	<b>Closed</b>

An overpayment will be placed in the worklist by Molina, the provider cannot report an overpayment through this tool.

### Overpayments Main Dashboard

**OP Overpayments**
Give Feedback Actions

Search By

Organization

Sort By

Show overpayment statistics

Filters: \* STATUS: ACTION REQUIRED \* STATUS: INQUIRED \* STATUS: DISPUTED [Clear All](#)

**Results - Active**

<b>322</b> Total Active \$62,566.65	<b>243</b> Action Required \$40,864.90	<b>28</b> Inquired \$4,419.52	<b>51</b> Disputed \$17,282.23
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**Results - Resolved/Closed**

<b>0</b> Total Resolved \$0.00	<b>0</b> Total Closed \$0.00
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**Results: 322 Overpayments New Today: 0 Overpayments**

### Detailed View of an Individual Overpayment

Disputed Invoice #OIN829923 for PatFName PatLName Accounting Date: 08/22/2022 • Last Update Date: 09/22/2022 • Days Elapsed: 4

**POST CLAIM TESTING**

<p><b>Claim &amp; Audit Number</b> Claim - OCN829923 Audit - Not Available</p>	<p><b>Payment Information</b> Check #: 123456 Check Amt: \$35.00 Check Date: 08/25/2022</p>	<p><b>Dates of Service</b> 07/18/2022 - 07/18/2022</p>	<p><b>Patient Information</b> PatFName PatLName Account #PACT829923</p>	<p><b>Overpayment Amounts</b> Overpayment: \$10.00 Balance: \$20.00</p>
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**Dispute Reason**  
Disagree with OP Recovery

**Overpayment Reason**  
Not Available

**Notes**  
TESTING1234567890 TESTING

<p><b>Rendering Provider</b> Not Available</p>	<p><b>Pay To Provider ID</b> 592852900AD</p>
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[Assign to User](#)

Conversation

Attachments

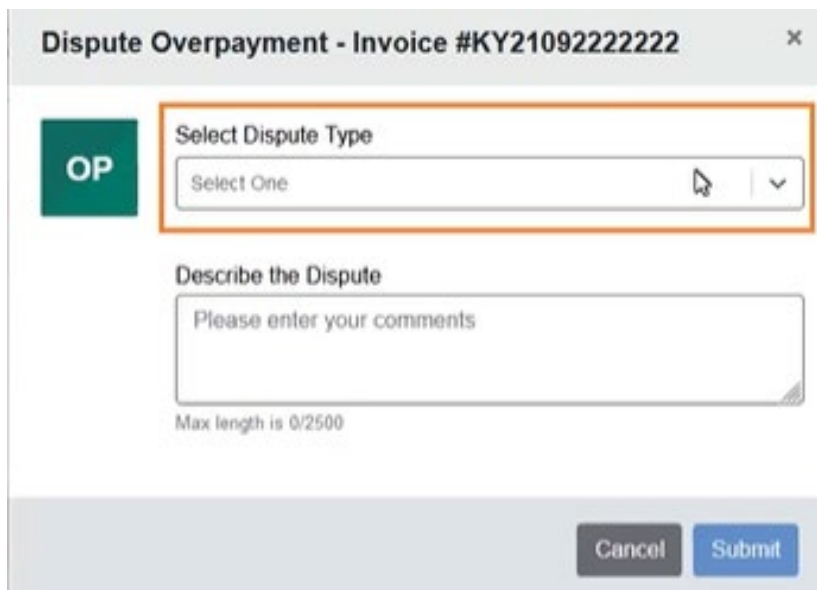
Provider can start a conversation and send a secure message, or send a secure attachment related to the specific overpayment. (response back on the message would no more than 48 hours). The attachments' function would have the overpayment letter, there would be payer

documents and provider documents section (where providers can attach documents). Providers can also use “take action” to attach an overpayment excel sheet. Attachment type’s providers can send are PDF, JPG, TIFF, PNG, and GIF not to exceed 128 MB and 10 single documents. Messages and Attachments sent to the payer followed up on would be seen with the clipboard function on the right side of the overpayment.

On the main overpayment dashboard providers can search by specific claim number, and filter by other search options. (line of business, overpayment type, NPI, etc.)

If no action is taken within 60 days (from letter), the payer will recover the claim overpayment via an offset from a future claim payment. Contact number for providers is 866-642-8999.

### Dispute an Overpayment



Dispute Overpayment - Invoice #KY2109222222

OP

Select Dispute Type

Select One

Describe the Dispute

Please enter your comments

Max length is 0/2500

Cancel Submit

Provider can dispute the amount, or the reason for takeback, and add attachments. The attachments can be added from the individual detailed overpayment section.

## Resolve Overpayment



Resolve Overpayment

OP

Select a payment method.

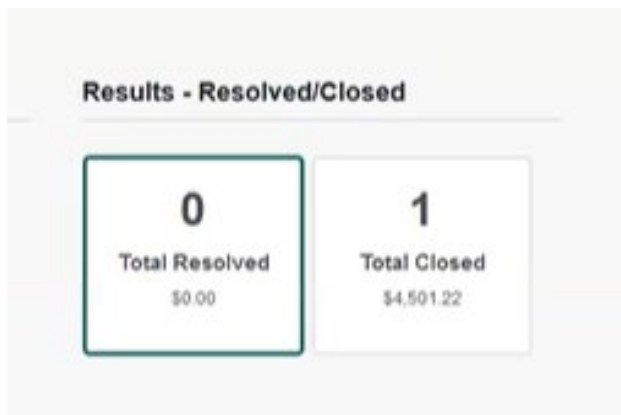
Select One

Agree - Offset

Agree - Refund


Agree

Provider can agree to pay Molina back or agree to an offset once the overpayment is resolved. The offset would be within 30 days. If the physical check is not received within 60 days from this agreement the payer will recover the claim overpayment via an offset from a future claim payment. Providers would then see the amount in the resolved/closed below.



Overpayments can be assigned to a specific user within the organization by clicking assign user on the overpayment detail screen. Overpayments report can be run to show all open overpayments for the provider.

## Overview

IF YOU WANT TO...	THEN FOLLOW THESE STEPS
Add an attachment	<ol style="list-style-type: none"> <li>1. Locate an overpayment card that has a status of Inquired, Disputed, Resolved or Closed.</li> <li>2. Click the overpayment card.</li> <li>3. Select the <b>Attachments</b> tab and click <b>Add File</b>.*</li> <li>4. Select the file to attach, and then click <b>Open</b>.</li> </ol>
Generate a report for an overpayment 	<ol style="list-style-type: none"> <li>1. Click the action menu in the overpayment card, and then click <b>Export Overpayments Summary (.csv)</b>.</li> <li>2. Follow the prompts from your browser to open or save the .csv file.</li> </ol>
View a conversation history, send a message and locate unread messages	<ol style="list-style-type: none"> <li>1. On an Overpayment card, the conversation icon will have a number, indicating the number of unread messages.</li> <li>2. From the overpayment card Detail view, select the Conversation tab and read the messages, including any new messages.</li> <li>3. Send a message – Type in your message in the text field and click <b>Send Message</b>.</li> </ol>

Availity Contact Number-800-282-4548