



EVV Recoupment Policy Notice December 2020

Molina has updated our Recoupment Policy to comply with the new requirements outlined in Senate Bill 1991. This update is only applicable to claims reviewed as a result of an audit or investigation secondary to missing electronic visit verification information.

Audit Timeframe:

- Not to exceed 24 months from the date of service
- Recoupment Notice (template below) will be sent to the provider no later than 30 days from the date the audit concludes and will contain the following information:
 - Specific Claims/EVV Transactions related to the over payment
 - Communication options for provider
 - Options for informal resolution
 - Guidance on the Appeal process
 - Timeframe for the provider response (30 days)

If you have any questions or concerns regarding this updated recoupment policy, please reach out to our Molina Healthcare of Texas EVV team by emailing mhtxevv@molinahealthcare.com or by calling 1-855-322-4080 and requesting the EVV team.



Recoupment Template

[Date]

Dear Provider

The purpose of this letter is to notify you that Molina Healthcare of Texas has a pending recoupment in the amount of \$[X.XX]. This recoupment is the result of an Electronic Visit Verification (EVV) claims review. These claims were initially paid but upon review, were unable to be matched to an EVV transaction.

Pursuant to your provider agreement and Texas law, Molina is permitted to recover this overpayment made to you.

We request that you submit a refund or a written notice that you wish to appeal this request within thirty days (30) of this notice.

You may send a check in the amount included in this notification or otherwise arrange payment. Please send your payment to:

*Molina Healthcare of Texas
PO Box 650823/Dept 41205
Dallas, TX 75265*

If your funds are not received within the thirty (30) day timeframe and no appeal has been received, Molina Healthcare of Texas will deduct the overpayment from future remittance(s).

Written disputes/appeals must also include a copy of this letter and should be sent to:

*Molina Healthcare of Texas
200 Oceangate BLVD, # 100
Long Beach, CA 90802*

If your refund has already been sent, please disregard this notice. Thank you in advance for your attention in this matter.

If you have any questions or concerns regarding this pending recoupment, please reach out to our Molina Healthcare of Texas EVV team by emailing mhtxevv@molinahealthcare.com or by calling 1-855-322-4080 and requesting the EVV team.

Sincerely,

Molina Healthcare EVV Provider Services