

Governing Body: MARION COUNTY COMMUNITY AND PROVIDER SERVICES (CAPS)	Function: INTEGRATED DELIVERY SYSTEM (IDS) HANDBOOK	
Subject: IDS Provider Refund and Payback Process	Prepared By: CAPS	Original Date: 10/01/2007 Revised Date: 01/01/2009

PURPOSE AND SIGNIFICANCE:

IDS Providers are responsible for submitting accurate claims/encounter data to PH Tech. IDS Providers are also responsible to accurately reconcile the payment vouchers received from PH Tech. The voucher will identify those services reimbursed and those not reimbursed along with the reason why a service was not reimbursed. Services identified as reimbursed on a payment voucher will justify the agency's actual payment (check) received from PH Tech.

Checks to agencies for services to Members are from the Oregon Health Plan (OHP) Outpatient Account that is managed by Marion County Health Department.

IDS Providers are responsible and accountable to refund payments received in error. Reconciliation of payment vouchers aides in identifying payments received in error. Also, Community and Provider Services (CAPS) may contact an IDS Provider regarding an overpayment and/or payments identified by CAPS as being made in error.

PROCESS AND/OR PROCEDURE:

An IDS Provider may receive payments in error and have to make a refund as result of the following:

- Duplicate payments for the same service;
- An error in the procedure code used for the service resulting in an overpayment;
- An error in the amount reimbursed for a specific procedure code;
- Payment for services delivered while a client wasn't covered by OHP;
- An error in bundling services;
- Any other payment discrepancies resulting in an overpayment to an agency.

When an overpayment has been identified, it is the IDS Provider's responsibility to reconcile the claim(s) with PH Tech. The IDS Provider will identify the claim numbers for all individual claims and payments involved in the overpayment and send the detailed information and refund check to the PH Tech, who will reconcile information contained in MVIPA. PH Tech will then forward the check and claim information to CAPS. CAPS will review the reason for the refund, follow up if needed, and assure the check is deposited back into the OHP Outpatient Account.

Refund checks should be made out to MARION COUNTY HEALTH DEPARTMENT. Refund checks must not include any Member's identifying information including any recipient ID numbers.