

Preferred IPA of California Provider Notice

Claim Overpayments

- A. Notice of Overpayment of a Claim. If Preferred IPA determines that it has overpaid a claim, Preferred IPA will notify the provider in writing through a separate notice clearly identifying the claim, the name of the patient, the Date of Service(s) and a clear explanation of the basis upon which Preferred IPA believes the amount paid on the claim was in excess of the amount due, including interest and penalties on the claim.

- B. Contested Notice. If the provider contests Preferred IPA's notice of overpayment of a claim, the provider, within 30 Working Days of the receipt of the notice of overpayment of a claim, must send written notice to Preferred IPA stating the basis upon which the provider believes that the claim was not overpaid. Preferred IPA will process the contested notice in accordance with Preferred IPA's contracted provider dispute resolution process described in Section II above.

- C. No Contest. If the provider does not contest Preferred IPA's notice of overpayment of a claim, the provider shall reimburse Preferred IPA the amount of the overpayment described in the notice of overpayment of a claim within thirty (30) Working Days of the provider's receipt of such notice.

- D. Offsets to payments. Preferred IPA may only offset an uncontested notice of overpayment of a claim against provider's current claim submission when; (i) the provider fails to reimburse Preferred IPA within the timeframe set forth in Section IV.C., above, and (ii) Preferred IPA's contract with the provider specifically authorizes Preferred IPA to offset an uncontested notice of overpayment of a claim from the provider's current claims submissions. In the event that an overpayment of a claim or claims is offset against the provider's current claim or claims pursuant to this section, Preferred IPA will provide the provider with a detailed written explanation identifying the specific overpayment or payments that have been offset against the specific current claim or claims

- E. Overpayment Address. Remit overpayment refunds with a copy of the notice of overpayment or original remittance advice from Preferred IPA to:

Preferred IPA
Attn: Recovery Department
P.O. Box 4449
Chatsworth, CA 91313