

HPHConnect for Providers User Guide

Refund Report for Provider Refund Checks

October 2019

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Refund Report in HPHConnect for Providers

Refund Report Overview

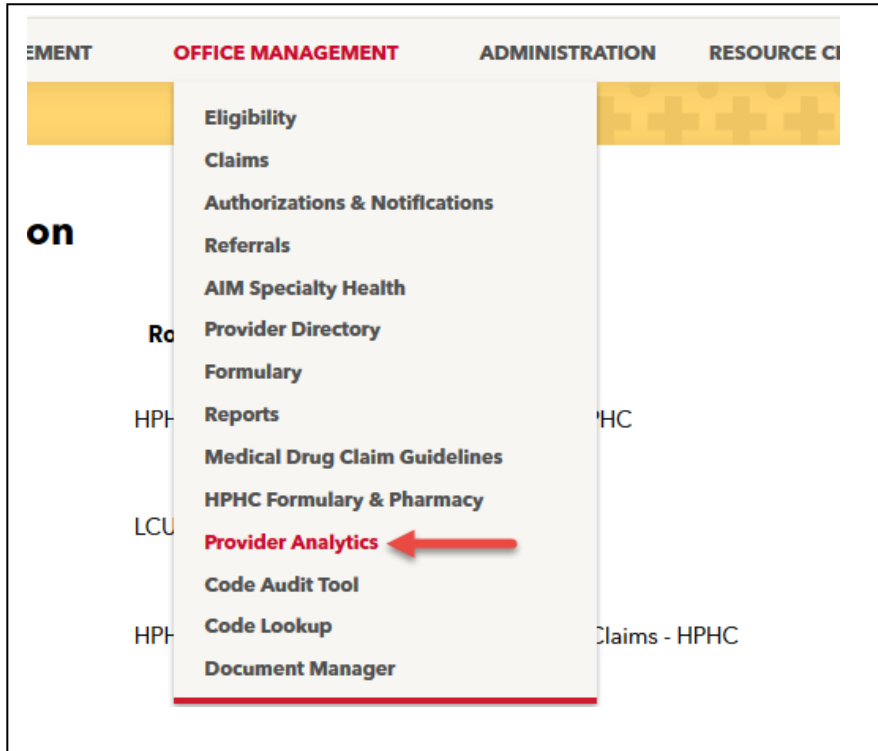
The Refund Report can be used to obtain reporting for all provider refund checks that have been received and processed by Harvard Pilgrim Health Care. The report should allow your organization to trace back any refund checks to the original remittance. This report will supplement the EOP/835/ERA reporting.

The Refund Report is available through the HPHConnect portal for users with access to claims data (Requires Back Office user role or higher). If you do not already have access to HPHConnect, you can visit our *registration page* and click the corresponding link for your organization's status/type for more information on the registration process.

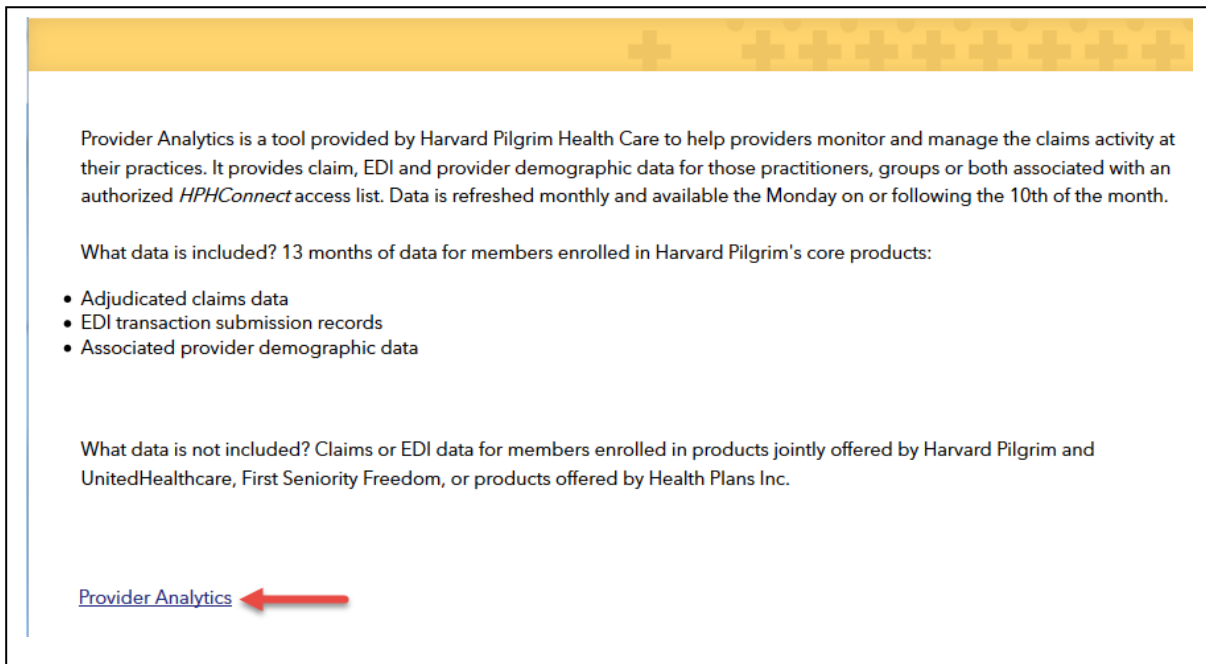
The Refund Report will correspond to your electronic or check remittances. It is possible that one refund check may be split between more than one remittance.

Accessing the Refund Report in HPHConnect for Providers

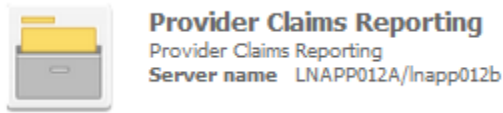
Go to the Office Management Tab, and click the link for “Provider Analytics”



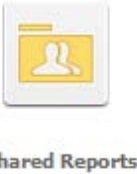
Click the “Provider Analytics” link on the next page



Click the “Provider Claims Reporting” icon



Click on the “Shared Reports” icon

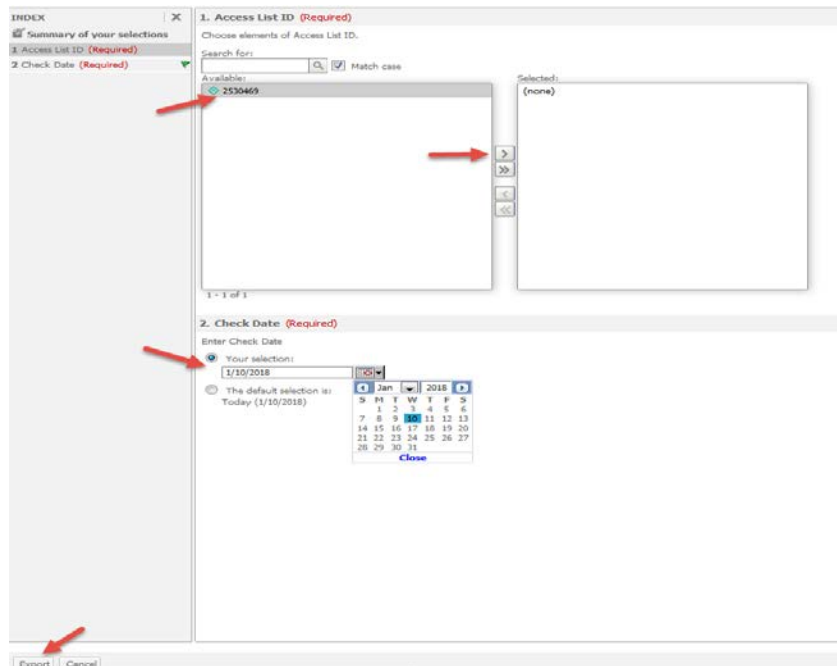


Click on the “EOP Refund Report” icon



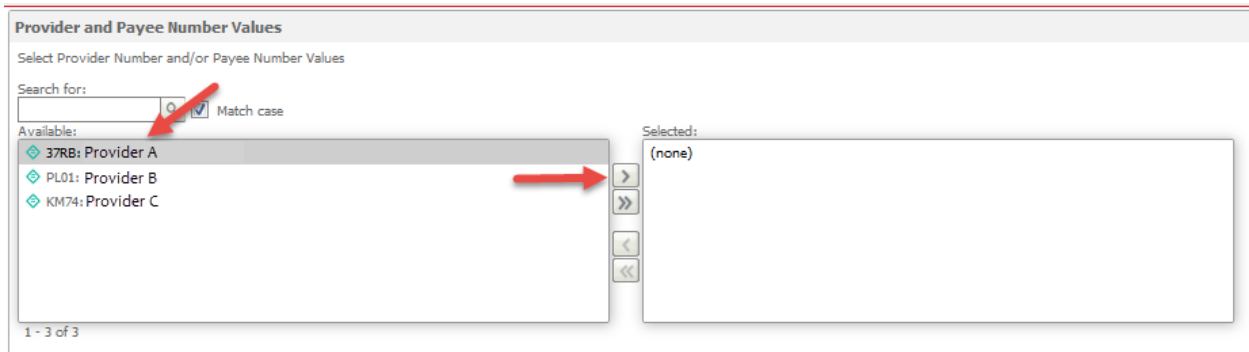
Input the following to begin running the report:

- Select the access list ID from “available” and hit the right arrow button to move to the “selected” column
- Enter the HPHC remittance date on which the refund was reported by manual entry or using the calendar icon.
- Hit “Export Button” in the bottom left corner of the page

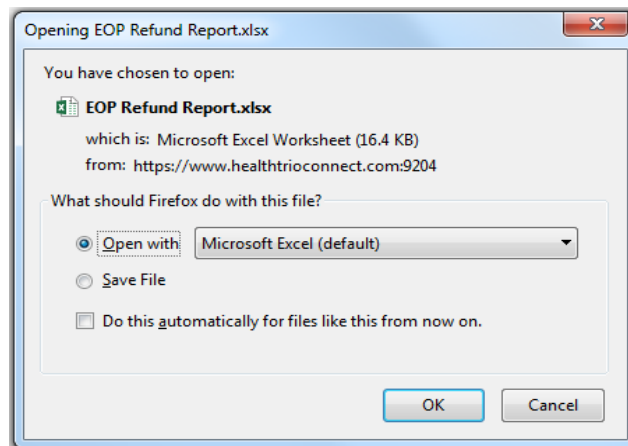


On the next page, select the provider name(s)/payee #(s) corresponding to the refund check.

- Hit the right arrow button to move the provider(s) from “available” to “selected” — you may select multiple providers
- Click the “Export” button again to run the report



Your request will process, and if there are refunds in the system meeting the search parameters entered a Microsoft Excel report will be generated. You will then be prompted to “open” or “save” the file.



Refund Report Examples

This is what the report will look like in Excel with explanations for each field



REFUND REPORT

Run Date: 01/10/18 4:38 PM

Post Date: 09/19/2017

Payee#: 37RB Provider A
 132 Allstate RD
 Refund/NY/11801-3931

Payment #2000006274

Provider Refund CK #	Refund CK Amount	Amount Accepted	Claim #	Member #	Pat Acct #	DOS	Refund Applied	Refund Returned	Balance Due After Refund
10860	\$11,258.18	\$11,258.18						\$11,258.18	\$0.00

Payee#: PL01 Provider B
 DBA Refund 2
 Provider Town/IL/60047-3217

Payment #2001004722

Provider Refund CK #	Refund CK Amount	Amount Accepted	Claim #	Member #	Pat Acct #	DOS	Refund Applied	Refund Returned	Balance Due After Refund
8392	\$90.00	\$90.00						\$90.00	\$0.00

This report is CONFIDENTIAL

Run by user: Refund Report 1

Payee #: Harvard Pilgrim assigned Provider ID for the provider payment address.

Payment #: EFT or check number for that remittance.

Provider Refund Ck #: Check number of the refund check received from the provider.

Refund Ck Amount: Total amount of the refund check received.

Amount Accepted: Amount accepted on this remittance. (NOTE: One refund check may be split amongst multiple payment/remittance.)

Claim #: Harvard Pilgrim claim # that the refund was applied to.

Member #: Harvard Pilgrim member ID.

Pat Acct #: Provider Patient Account Number.

DOS: Claim date of service.

Refund Amount Applied: Amount of refund check that was applied to the claim referenced on this line.

Refund Returned: Amount of refund check being returned to provider.

Balance Due After Refund Check Applied: Amount still due from provider after refund check was applied to the claim on this line.

Continued

The following pages will show examples of Refund Reports for different refund check applications and scenarios.

Note: When money is being returned from a refund check, it is not linked to any claim in our system and therefore, no member information can be provided.

Refund check applied to multiple claims.

Payee#: 74XD PROVIDER B
PO BOX 100
BOSTON, MA 02110

Payment #470513

Provider Refund CK#	Refund CK Amount	Amount Accepted	Claim #	Member #	Pat Acct #	DOS	Refund Applied Amount	Refund Returned	Balance Due After Refund Applied
81943	\$1,542.21	\$1,542.21	1603080000M0	HPP00000000	ABC123	12/01/2015	\$903.21	\$0.00	\$0.00
81943	\$1,542.21	\$1,542.21	1603080000M1	HPP00000002	ABC456	11/04/2015	\$639.00	\$0.00	\$0.00

Refund check on multiple remittances.

Payee#: T591 PROVIDER A
PO BOX 100
BOSTON, MA 02110

Payment #469362

Provider Refund CK#	Refund CK Amount	Amount Accepted	Claim #	Member #	Pat Acct #	DOS	Refund Applied Amount	Refund Returned	Balance Due After Refund Applied
106762	\$137.92	\$52.53	161125000M0	HPK00000000	ABC123	06/23/2016	\$52.53	\$0.00	\$0.00

Payee#: KD90 PROVIDER A
PO BOX 100
BOSTON, MA 02110

Payment #500432088

Provider Refund CK#	Refund CK Amount	Amount Accepted	Claim #	Member #	Pat Acct #	DOS	Refund Applied Amount	Refund Returned	Balance Due After Refund Applied
106762	\$137.92	\$85.39	161011000C00	HP000000000	ABC789	10/06/2016	\$85.39	\$0.00	\$0.00

Refund check partially applied to claim(s) and partially returned

Payee#: 73ML PROVIDER C
PO BOX 100
BOSTON, MA 02110

Payment #470503

Provider Refund CK#	Refund CK Amount	Amount Accepted	Claim #	Member #	Pat Acct #	DOS	Refund Applied Amount	Refund Returned	Balance Due After Refund Applied
3490	\$4,022.91	\$4,022.91	150630000L00	HPP00000000	ABC1011	06/22/2015	\$3,839.40	\$0.00	\$0.00
3490	\$4,022.91	\$4,022.91						\$183.51	\$0.00

Continued

Refund check returned or applied to negative balance

Note: When money is being returned from a refund check, it is not linked to any claim in our system and therefore, no member information can be provided.

Example 1 — refund returned to provider

This returned refund can be verified as actual returned funds because it will be included in the total payment on this remittance. The PLB segment in the 835 file will also reflect that this amount is being paid back to the provider.

Payee#: 10007205 PROVIDER E
PO BOX 100
BOSTON, MA 02110

Payment #1926248

Provider Refund CK#	Refund CK Amount	Amount Accepted	Claim #	Member #	Pat Acct #	DOS	Refund Applied Amount	Refund Returned	Balance Due After Refund Applied
7585	\$337.77	\$337.77						\$337.77	\$0.00

Example 2 — refund applied to negative balance

This “returned” refund is applied to negative balance. That can be verified by the fact that this amount is not paid out on this remittance and that the negative balance total should be reduced by this amount. The negative balance summary box on the EOP, as well as, the PLB segment in the 835 file will reflect the negative balance reduction.

Payee#: 15EB PROVIDER D
PO BOX 100
BOSTON, MA 02110

Payment #1001007418

Provider Refund CK#	Refund CK Amount	Amount Accepted	Claim #	Member #	Pat Acct #	DOS	Refund Applied Amount	Refund Returned	Balance Due After Refund Applied
15709	\$1,305.50	\$1,305.50						\$1,305.50	\$0.00

Refund check insufficient (Amount accepted greater than refund check amount.)

Payee#: UP46 PROVIDER F
PO BOX 100
BOSTON, MA 02110

Payment #500434216

Provider Refund CK#	Refund CK Amount	Amount Accepted	Claim #	Member #	Pat Acct #	DOS	Refund Applied Amount	Refund Returned	Balance Due After Refund Applied
28199914	\$128.88	\$151.00	1611160000M0	HP000000000	ABC1213	09/20/2016	\$151.00	\$0.00	\$0.00
28199914	\$128.88	\$151.00						\$0.00	(\$22.12)

This refund was less than what was expected once the claim was adjusted. The refund check was for \$128.88. The refund expected was \$151.00 (claim adjustment amount). Therefore, a balance due of \$22.12 is created. This balance due may be offset/recouped on this remittance if there are positive claim(s) payments greater than the amount due or if there are none or not enough claim(s) payments, a negative balance may be created to be recouped on a future remittance.

In this instance, the “amount accepted” will reflect the amount of the claim adjustment.

\$151.00 (amount accepted) - \$22.12 (balance due) = \$128.88 (refund check amount)