

## Negative Balance

Information in this policy does not apply to members with the Choice or Choice Plus products offered through Passport Connect<sup>SM</sup>. For UnitedHealthcare's related policies/procedures, please go to [www.UnitedHealthcareOnline.com](http://www.UnitedHealthcareOnline.com) or call 800-708-4414.

### Definitions

**NEGATIVE BALANCE** — A dollar amount owed to Harvard Pilgrim that is reflected on the summary page of the Explanation of Payment (EOP) and in the PLB segment of the 835 file. Negative balances are created when Harvard Pilgrim determines that a claim has been overpaid and retracts/re-adjudicates that previously paid claim. When a paid service is retracted on an EOP, the amount retracted becomes a negative or “owed” dollar amount. Harvard Pilgrim will recover this negative dollar amount by using other claims payments as credits to satisfy (offset/take back) the negative balance.

When the negative balance amount exceeds the amount of credits available on the EOP, the negative value will be carried to a future EOP. Negative balance activity is reported in the summary box of the printed EOP and in the PLB segment of the 835 file.

Please see guides for reading the PLB segment which can be found under *E-Business > E-Tools > Electronic Tools > Companion Guides*

- Provider-Level Balance (PLB) Supplement to the Electronic Remittance Advice 835 Transaction Companion Guide
- Provider Level Balance in the PaySpan Printable View

### Retraction Causes

Some situations that cause a retraction and produce a negative balance include, but are not limited to:

- Duplicate payment
- Payment to the wrong provider
- Payment for the wrong member
- Internal and external audits
- Retroactive termination of a member
- Contractual payment (claims adjusted and should have been paid at contract rate)

### Negative Balance Report

The Negative Balance Report provides a history of claims retracted/re-adjudicated that create a negative balance (refund due to Harvard Pilgrim), as well as, any claims that are used to offset/recoup any or all of that negative balance. It will also reflect any refund checks applied to that negative balance.

The Negative Balance 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 on the corresponding link for your organization's status/type for more information on the registration process.

Negative balance inquiries can be directed to the Provider Service Center at 800-708-4414 or [AR\\_Negative\\_Balance@harvardpilgrim.org](mailto:AR_Negative_Balance@harvardpilgrim.org).

### Negative Balance Recovery

Harvard Pilgrim will recover negative balances by using other claims payments as credits to satisfy (offset/take back) the negative balance. If a negative balance is not fully recovered through other claims payments within 90 days, Harvard Pilgrim issues the provider a refund request letter.

If a negative balance cannot be recovered through other claims payments or a refund check, Harvard Pilgrim reserves the right to place any uncollected funds in a collection status.

**Related Policies****Billing & Reimbursement**

- Retractions, Returned Checks, and Refund Checks Policy

**PUBLICATION HISTORY**

06/15/14	added Connecticut to Invoicing Negative Balances
03/15/17	reviewed document; added contractual payment to retraction causes; added contact information to negative balance report
10/01/21	annual review; administrative edits