

## Retractions, Returned Checks, and Refund Checks

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 866-314-8166.

### Retractions

Harvard Pilgrim routinely adjusts and retracts claims that have been paid. The adjustments and claim retractions can occur up to two years after the original claim payment date and sometimes longer than that in certain scenarios. Retractions are made for various reasons, including:

- Duplicate payment on a procedure
- Incorrect payment on a procedure
- Payment to the wrong provider

In Connecticut, Maine, New Hampshire, Florida and Texas, retractions including negative balances will be made in accordance with state retroactive denial claim guidelines. Harvard Pilgrim will not initiate any retractions without prior notification in these states. A thirty (30) day notification is required for Connecticut, Florida, Maine and New Hampshire. A forty-five (45) day notification is required for Texas.

Note: To initiate a retraction, please complete the *Provider Appeal Form* (Please see provider appeal form section).

### Returned Checks

When returning a check to Harvard Pilgrim for an adjustment, attach all documentation with an explanation for the returned payment. Be sure to include a copy of the EOP, copies of prior payments and any other pertinent documentation explaining the payment discrepancy.

Send returned checks or misdirected (sent to the wrong payee) checks to:

Harvard Pilgrim Health Care  
Attn: Voids and Refunds  
1600 Crown Colony Drive  
Quincy, MA 02169

### Refund Checks

#### HMO, POS, PPO, Medicare Enhance and Medicare Supplemental

For HMO, POS, PPO, Medicare Enhance and Medicare Supplemental member claims, providers should send refund checks to:

Harvard Pilgrim Health Care  
Non-Center Receipts  
P. O. Box 3672  
Boston, MA 02241-3672

#### PUBLICATION HISTORY

01/01/12	removed First Seniority Freedom contact information
03/15/17	added retraction time information and state retroactive denial claim guideline information to retractions section; added Medicare Supplemental to refund checks section
10/15/17	added Connecticut to the 30 day notification list under Retractions
10/01/21	annual review; no changes