A Message to

Business Office Managers

8000 Midlantic Drive, Suite 333, Mt. Laurel N.J. 08054

Memorandum

TO: Business Office Managers at AmeriHealth Participating Hospitals In New Jersey

FROM: Kathleen Mariano
Manager, Provider Relations

DATE: January 31, 2003

SUBJECT: REFUNDS FOR OVERPAYMENTS

In order to assist you in the timely adjustment of overpayments that create credit balances on your accounts receivable, we are expanding the current INFO system to include requests to refund overpayments.

Effective immediately, you should submit your notification of an overpayment and request for an adjustment via the INFO system. Please include the claim information specific to your request. It will be reviewed, and the original claim will be reprocessed. You can expect the adjustment to be completed within 14 days for local accounts and 23 days for out-of-area business. Consistent use of the INFO system to request recoupment of an overpayment will also minimize the need for field audits by AmeriHealth.

Note: Please do not send refund checks to AmeriHealth. A quicker and more efficient method of returning overpayments is through the INFO system.

If you have any questions about this Bulletin or if you need instructions on use of the INFO system, please contact your Hospital Service Coordinator or the Hospital Services Department at (856) 778-6652.