Refund Report for Provider Refund Checks

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"
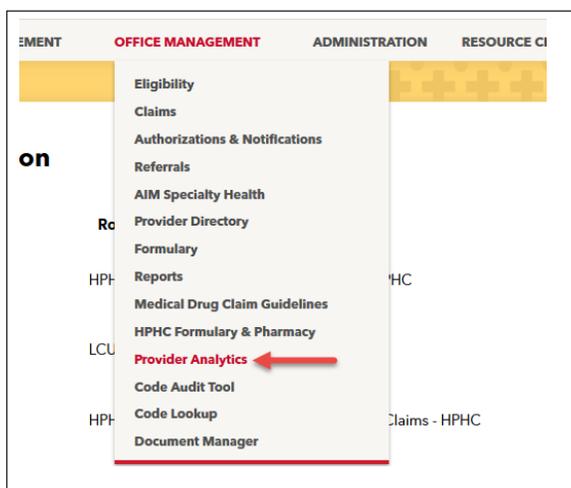
Click the "Provider Analytics" link on the next page.

Provider Analytics is a tool provided by Harvard Pilgrim Health Care to help providers monitor and manage the claims activity at their practices. It provides claim, EDI and provider demographic data for those practitioners, groups or both associated with an authorized *HPHConnect* access list. Data is refreshed monthly and available the Monday on or following the 10th of the month.

What data is included? 13 months of data for members enrolled in Harvard Pilgrim's core products:

- Adjudicated claims data
- EDI transaction submission records
- Associated provider demographic data

What data is not included? Claims or EDI data for members enrolled in products jointly offered by Harvard Pilgrim and UnitedHealthcare, First Seniority Freedom, or products offered by Health Plans Inc.

Provider Analytics

Click the "Provider Claims Reporting" icon:

Provider Claims Reporting
Provider Claims Reporting
Server name   LNAPP012A/lnapp012b

Click on the "Shared Reports" icon:

Shared Reports

Click on the "EOP Refund Report" icon:

EOP Refund Report
Owner: Administrator
Modified:
7/31/17 11:01:53 AM
85234_EopR_R02

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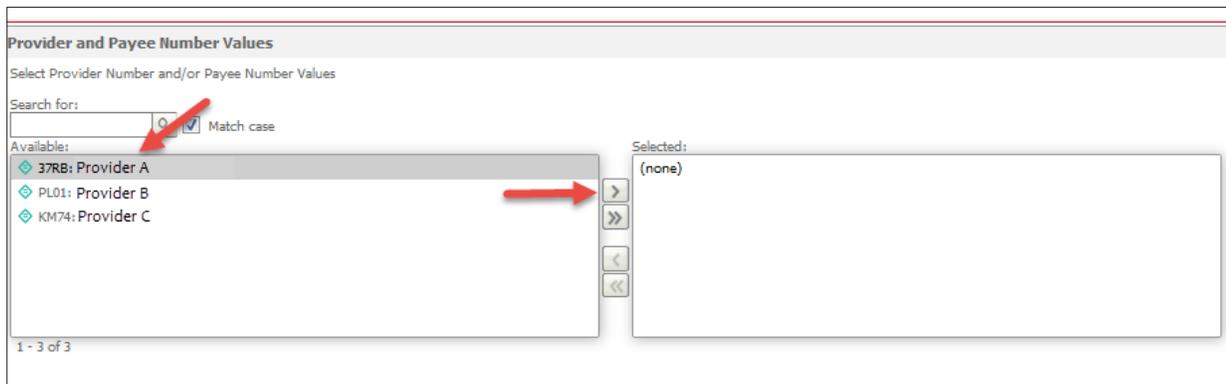
Your request will process, and if there are refunds in the system meeting the search parameters entered a Microsoft Excel report will be generated. You will then be prompted to "open" or "save" the file.
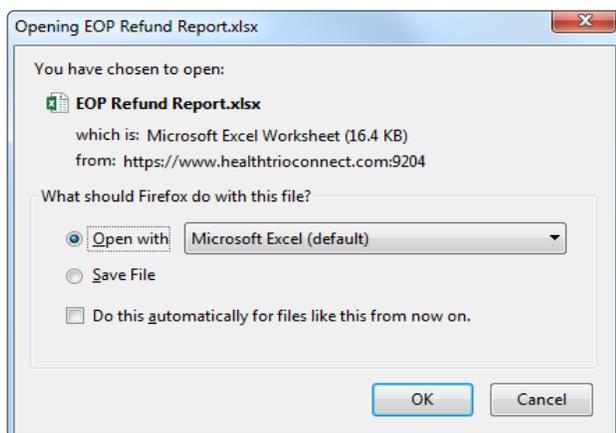
Refund Report Examples

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

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.

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	161125000M00	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

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 returned or applied to negative balance

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)