Recoupment Process Frequently Asked Questions

What is recoupment?
Recoupment is the process by which identified overpaid claim dollars are offset by future claim payments to said provider.

Why is Vaya implementing a formal process?
In an effort to continue as a viable business, Vaya Health must meet DMA standards for denial rates and timely processing of claims. To achieve these goals, Vaya will recoup payment to providers for any claims and Encounters which deny in NCTracks due to missing or incorrect information in the NCTracks or AlphaMCS systems. Section 2.16.6b of the Network Provider Participation Agreement (i.e. the "contract") provides justification for recoupment:

> "If CONTRACTOR has been reimbursed for a claim or portion of a claim that the LME/MCO determines should be disallowed as a result of an error or omission by either Party, or for a claim or portion of an encounter claim that is disallowed in NCTracks, the LME/MCO will re-adjudicate such claims and recoup the overpayment from payments for future claims related to errors or omissions."

What is the communication plan to providers once a potential overpayment has been identified?
Once an encounter has been denied within NCTracks, the following will occur:
- The Encounter Specialist will reach out to the provider and provide details around the encounter denial
    - o Denial Reason
    - o Date of Service
    - o Patient Name
    - o Denied Amount
    - o Timeframe allotted to correct error with the State of North Carolina
        - 30 days:
            - Incorrect system logic (edit sequence) in Alpha which allowed claim to pay (i.e. discharge status)
            - Incorrect provider or consumer setup in Alpha which allowed claim to pay in error
        - 60 days:
            - Change of consumer insurance coverage
                - o Retro Medicaid Eligibility (Deemed to be eligible for Medicaid after Vaya has paid claim)
                - o Third Party Liability
            - Provider setup is reflecting incorrectly within NCTracks and a Managed Change Request (MCR) is needed from the provider to make the appropriate correction with the State of NC
                - o Site Updates
                - o Taxonomy Corrections
                - o Licensure Updates
                - o NPI Updates