



## Provider Notice

### **Subject: Updated process for retracting overpayments to providers**

The current process for any provider overpayment is for Magellan's Cost Containment department to first notify the provider by letter. The overpayment letter provides instructions on how to send a refund check and notifies providers that if no payment is received within 30 days from the notice, overpayments will automatically be retracted from future remittances until the amount due is satisfied.

Beginning April 1, 2015, Magellan will begin automatically initiating retractions for all overpaid claims and will cease sending 30-day notices. Within one remit cycle of identifying claim overpayments, Magellan will activate automatic retractions. For example when a claim overpayment is identified, automatic retractions will begin with the next claim processing cycle (between 13-26 days depending on when overpayment is identified). Providers will continue to receive pertinent remittance advice codes advising them of which claims are impacted. All questions regarding retractions can be directed to Magellan's customer service department.

If you have questions about this change, please contact us at:  
1-800-424-4046.

[www.MagellanHealth.com/provider](http://www.MagellanHealth.com/provider)