

Provider EOB/RA: Frequently Asked Questions

**EOB = Explanation of
Benefits (Professional)**

**RA = Remittance Advice
(Institutional)**

Provider EOB/RA: FAQs

Miscellaneous “take backs”

Notice of a “take back” vs. an actual “take back”

Zero-pay voucher

Provider EOB/RA: FAQs

Q: What does it mean when the EOB/RA states, “MISC” and there is a negative amount?

PAYMENT SUMMARY							
DEFERRED CLAIMS ADJUSTMENT WITHHOLD							
PATIENT NAME	PAT ACCT NO	SERVICE DATES	SERVICE TYPE	SEQUENCE NO	RSN	WITHHOLD AMT	APPEALS INFO
MISC						-166.75	

THIS IS NOT A BILL

A: When the EOB/RA states “MISC”, it indicates that a BlueCard Accounts Receivable (“AR”) was converted during Anthem’s system migration. You may contact BlueCard Customer Service at 888-817-3717 for posting information.

Provider EOB/RA: FAQs

Q: How can I distinguish between a notice of a “take back” and an actual “take back?”

PAYMENT SUMMARY		
CLAIMS PAYMENT/ADJUSTMENTS	PROCESSED	PAID AMOUNT
Total Claims	38.18	38.18
Adjustments Payable Provider	0.00	0.00
Deferred Adjustments Due	-166.76	0.00
Sub Total		38.18

A: Anthem will first notify you of a “take back” through your EOB/RA, and there will be a notation stating “**Deferred Adjustments Due**” on the Financial Summary page.

- **Note:** You will also receive a letter informing you of the “take back” advising you that you have 30 days from the date of the letter to refund the money before the refund will be subtracted from a future payment.

Provider EOB/RA: FAQs

A: When Anthem actually recoups or “takes back” the money, the EOB/RA will state “**Deferred Adjustments Withhold**” and details will indicate which member the recoup applies to.

PAYMENT SUMMARY							
CLAIMS PAYMENT/ADJUSTMENTS		PROCESSED	PAID AMOUNT				
Total Claims		111.18					111.18
Adjustments Payable Provider		0.00					0.00
Deferred Adjustments Due		0.00					0.00
Sub Total							111.18
DEFERRED CLAIMS ADJUSTMENT WITHHOLD							
PATIENT NAME	PAT ACCT NO	SERVICE DATES	SERVICE TYPE	SEQUENCE NO	RSN	WITHHOLD AMT	APPEALS INFO
JANE DOE	1234567890	08/31/05-08/31/05	OFFICE	202020202	*F08	-14.97	800-677-6669
JANE DOE	1234567890	08/10/05-08/10/05	OFFICE	202020202	*F08	-23.21	800-677-6669
F08 = Adjustment 3rd Party Liab							
CHECK AMOUNT						\$73.00	

- **Note:** The easiest way to match the EOB/RA showing the “take back” with the original remit showing payment is to match the **Sequence Numbers**.

Provider EOB/RA: FAQs

A: “Deferred Adjustments Withhold” (continued)

- **Note:** The easiest way to match the EOB/RA showing the “take back” with the original EOB/RA showing payment is to match the **Sequence Numbers**.

I N P A T I E N T							
PATIENT ACCT NUMBER	PATIENT NAME	CONTRACT TYPE	SERVICE DATES FROM TO	APPROVED DAYS	TOTAL CHARGES	PROVIDER LIABILITY	
CLAIM NUMBER	MEMBER ID NUMBER	ACTION CODE	REIM RATE / NETWORK	PAID DAYS	COVERED CHARGES	MEMBER LIABILITY	CLAIMS PAID AMOUNT
1234567890	DOE J	IPSH	082707 083107	003	3166.06-	2576.69-	
987654321	1234567890	F04	100%/NWD1	4	589.37-	25.00-	564.37-
REFER TO SEQ. NO. 202020202							

Provider EOB/RA: FAQs

Q: Why do I get an EOB/RA with no check attached?

PAYMENT SUMMARY							
CLAIMS PAYMENT/ADJUSTMENTS		PROCESSED		PAID AMOUNT			
Total Claims		38.18		38.18			
Adjustments Payable Provider		0.00		0.00			
Deferred Adjustments Due		0.00		0.00			
Sub Total				38.18			
DEFERRED CLAIMS ADJUSTMENT WITHHOLD							
PATIENT NAME	PAT ACCT NO	SERVICE DATES	SERVICE TYPE	SEQUENCE NO	RSN	WITHHOLD AMT	APPEALS INFO
Doe, Jane	000000000	08/31/05-08/31/05	OFFICE	00000000	*F08	-14.97	800-477-6669
Jones, John	000000000	08/10/05-08/10/05	OFFICE	00000000	*F08	-23.21	800-477-6669
F08 = Adjustment 3rd Party Liable							
CHECK AMOUNT				\$0.00			

A: When Anthem processes claims, we provide you with an EOB/RA explaining how your claim was processed. In this example:

- An Accounts Receivable, or “AR”, was due to Anthem in the amount of \$100.00
- The following payments were withheld to offset the monies due:
 - \$14.97 for member Jane Doe
 - \$23.21 for member John Jones
 - \$14.97 + 23.21 = \$38.18
- Note: Since the \$38.18 withheld did not satisfy the \$100.00 AR. The remaining \$61.82 will show on the next EOB/RA and continue until the AR is satisfied.

Questions?