



Overpayment/Refund Form

Participating providers are entitled access to the NaviNet[®] web portal and should be initiating an adjustment to correct an overpayment through NaviNet by selecting *Claim Inquiry and Maintenance* from the Plan Transactions menu and then *Claim Status Inquiry*. Enter the appropriate search criteria: Billing Provider and Member ID and DOB **or** Billing Provider and Member Last Name, First Name, and DOB. The Claims Search Results screen and Claim Details screen both offer a link to Claim Investigation. Through this preferred and expedited method, credits and/or retractions will automatically appear on a future Statement of Remittance (SOR) or Explanation of Benefits (EOB).*

If you are a participating provider but not NaviNet-enabled, please visit www.navinet.net to sign up. Once you are enabled, you may submit your adjustment request as outlined above.

If you are not a participating provider, please call Customer Service at 1-800-275-2583 if you are a provider in Pennsylvania or Delaware or 1-888-YOUR-AH1 (1-888-968-7241) if you are a provider in New Jersey, or you may complete this form and mail it along with a copy of the SOR to:

AmeriHealth Claims Overpayment
1901 Market Street
Treasury Services, 22nd Floor
Philadelphia, PA 19103

Date _____ Provider ID # or NPI _____

Provider name _____

Provider address _____

Contact at provider's office _____ Telephone # _____

Providing patient information enables us to credit your account in a timely manner.

Member name and ID #	Dates of service	Claim #	Remit amount

Reason for refund:	Type of refund:
<input type="checkbox"/> Payment of outstanding credit balance or A/R <input type="checkbox"/> Duplicate payment <input type="checkbox"/> Worker's compensation <input type="checkbox"/> Medicare <input type="checkbox"/> Other insurance _____ <input type="checkbox"/> Provider billing error <input type="checkbox"/> Processing error <input type="checkbox"/> Unable to identify patient <input type="checkbox"/> Multiple payments (If multiple members are affected, attach a copy of your SOR with names highlighted.)	<input type="checkbox"/> Medical claim <input type="checkbox"/> Capitation <input type="checkbox"/> Other _____ _____ _____

Comments

*AmeriHealth is in the process of migrating its membership to a new operating platform. Once a member has been migrated to the new platform, professional providers will receive a Provider Explanation of Benefits (EOB) and facility providers will receive a Provider Remittance. NaviNet[®] is a registered trademark of NaviNet, Inc.