



COVID-19 Related Policy Update Applicable to Recoupment Disputes

To support our providers during these exceptional circumstances, CareCentrix is working on providing an alternate means for submitting recoupment disputes. **The below policy change is subject to change as the COVID-19 pandemic evolves.**

Electronic Recoupment Disputes

- CareCentrix will now accept recoupment disputes via email as long as providers have the capability to send emails to CareCentrix securely (encrypted).
- Recoupment disputes should be submitted to the Provider Overpayment Recovery Mailbox: ProviderOverpaymentRecovery@CareCentrix.com
- To avoid a delay in processing the recoupment dispute, providers should submit the following information in the secure email.
 - Subject: Recoupment Dispute
 - Include dispute cover letter and supporting documentation as an attachment. If unable to return the overpayment demand letter, the below data elements must be included:
 - CareCentrix Claim Number
 - Provider Claim Number
 - Patient First Name
 - Patient Last Name
 - CPT / HCPCS Code
 - Date of Service
 - Disputed Number of Units, Disputed Dollar amount and Dispute Reason

Reconsiderations and Appeals

- Providers submitting reconsiderations and appeals should continue to refer to Payor specific information

Coventry, Horizon, Florida Blue, PEIA and Walmart Specialty Pharmacy	Aetna, AllWays Health Partners, Beech Street, Cigna, Cofinity and Fallon
Submit via standard process on HomeBridge or in writing by submitting a Claim Reconsideration Form to:	Submit via fax at 877-244-7291 or in writing by submitting a Claim Reconsideration Form to:

CareCentrix – Reconsiderations
PO BOX 30720-3720
Tampa, FL 33630

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Thank you in advance for your cooperation and continued partnership. If you have any questions, please contact your dedicated Network Management representative for assistance.