



PROVIDER ALERT

Negative Balance Recoupment: Letters to Providers

February 04, 2022

Target Audience: Providers who Received a Notice of Recoupment of Retro-Eligibility and Overpayments Letter

In December 2021, many providers received a *Notice of Recoupment of Retro-Eligibility and Overpayments* letter from Optum and had the opportunity to complete the *Negative Balance and Claim Lifecycle Report Survey*.

Optum Maryland is now preparing letters for providers that confirm their survey responses and that provide specific information on recoupment. The letters will be placed in provider Incedo mailboxes the week of February 7. Providers who received the *Notice of Recoupment of Retro-Eligibility and Overpayments* letter, but never responded to the survey, will also receive this letter.

If you have questions about the information in this alert, please contact Optum Maryland Customer Services at 1-800-888-1965.

Thank you,

Optum Maryland Team