



Re: Overpayment of UnitedHealthcare Claim(s)

Dear Sir or Madam:

We recently completed a standard post-payment claim review for some of your patients who are UnitedHealthcare members. This review was conducted by Optum on behalf of UnitedHealthcare Insurance Company. After reviewing the claim details, we found we overpaid you for some claims. We apologize for this error and any inconvenience it may cause you. The overpayment(s) must now be refunded to UnitedHealthcare.

How did the overpayment occur?

This happened because the patient has Medicare as their primary coverage, and Medicare should process the claim first. Because we processed the claim before Medicare, we paid too much.

What claims were overpaid?

The attached list details the claim(s) that were overpaid, including the claim number, patient name, date of service and the overpaid amount.

Total Overpaid Amount: \$1,272.86¹

What do you need to do?

These are the actions you can take as a result of this overpayment notification:

1. **If you've received payment from Medicare:** Please send us a check or money order, payable to UnitedHealthcare, for \$1,272.86 (the overpaid amount). In calculating the refund amount, please subtract any co-insurance and/or deductible amounts related to the claim(s); these will be indicated on the Medicare Remittance Advice as the patient's financial responsibility. The repayment should be sent within 75 calendar days from the date of this letter. Include a copy of this letter, the Medicare Remittance Advice and the attached list with your payment to the Recovery Services address noted below.
2. **If you need to bill Medicare:** If you haven't yet billed Medicare for the claim(s), please update your records and submit the claim(s) to them now. Once you receive payment, you'll need to send us a refund. In calculating the refund amount, please subtract any co-insurance and/or deductible amounts related to the claim(s); these will be indicated on the Medicare Remittance Advice as the patient's financial responsibility. Please send the refund check or money order, payable to UnitedHealthcare, along with a copy of the Medicare Remittance Advice, to the Recovery Services address noted below.
3. **If Medicare has denied the claim(s):** Please send us a copy of the Medicare Remittance Advice or other proof of denial. Mail the information, along with a copy of this letter, to the Recovery Services address noted below.

¹The overpayment amount and reason included in this letter may be subsequently adjusted if additional information is received which requires the claim to be processed differently at a later date.