Availity Overpayments for Humana Providers

Use this application to view, dispute, resolve claim overpayments, and more.

better information. better insights. better outcomes.
INFORMATION EXCHANGE AND ACCESS
When you use the Availity Portal, results and data come from payer systems. Results can vary by payer, plan, product, member, and your user permissions.

COMPLIANCE
In training, screen images and demonstrations are from a demo environment containing pre-loaded generic, de-identified information.

Important! It is a violation of HIPAA regulations to share credentials to a system that contains PII/PHI. Please do not share an Availity user ID with others.

ACCESS
Your organization’s Availity administrator sets up your user ID and assigns permissions.

INTERNET BROWSER
Availity supports Google Chrome, Mozilla Firefox®, and Internet Explorer 11® (or higher). Be sure to allow pop-ups from Availity and clear your temporary internet files often.

ALLOW POPUP WINDOWS
• apps.availity.com
• www.availity.com
• https://availitylearning.learnupon.com
• Any third-party websites accessed from the Availity Portal such as a payer’s website.

Note: Also allow JavaScript and allow images to load automatically.
Availity Overpayments
An overpayment is any payment that a provider receives in excess of the amount payable for a service rendered.
Do you have all the permissions that you need?

To use the overpayments application, your organization’s Availity administrator must assign the **Claim Status** role to your user account.

Contact your administrator(s) to get more or different permissions.

**HIGHLIGHTS AND INSIGHTS**

In **My Account Dashboard**, click **My Administrators** to find administrators for your business. Be sure to allow pop-ups from Availity sites.
Purpose of the Demonstration

After viewing the demo, you should better understand:

How to Access the Overpayment Application in the Portal
Purpose of the Demonstration

After viewing the demo, you should better understand:

The **Five Statuses** in the process cycle of the application

- **Action Required**
- **Inquired**
- **Disputed**
- **Resolved**
- **Closed**
Purpose of the Demonstration

After viewing the demo, you should better understand:

How to use the **Summary Screen** to manage inventory
Purpose of the Demonstration

After viewing the demo, you should better understand:

That each overpayment is represented by a **Unique Card**
Purpose of the Demonstration

After viewing the demo, you should better understand:

How to work an overpayment using the **Detail View**
Purpose of the Demonstration

After viewing the demo, you should better understand:

How to use the **Messaging** functionality in the application
Purpose of the Demonstration

After viewing the demo, you should better understand:

How to upload and access **Attachments** in the application

<table>
<thead>
<tr>
<th>File Name</th>
<th>Status</th>
<th>Upload Date</th>
<th>Document Type</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
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<td>Download</td>
</tr>
</tbody>
</table>

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Purpose of the Demonstration

After viewing the demo, you should better understand:

The other **Key Features**
**Status Bars**

Black indicates **Action Required**.
The overpayment is new, and no action has been taken on the overpayment.

Blue indicates **Inquired**.
The provider has requested more information about the overpayment from the payer.

Yellow indicates **Disputed**.
The provider has disputed the overpayment with the payer.

Green indicates **Resolved**.
The provider has resolved the overpayment with the payer.

Gray indicates **Closed**.
The payer has closed the overpayment.

You can always find these definitions and much more from Help & Training | Get Help
For **Inquired, disputed and closed overpayments**, there are sub-statuses that help you identify where it is in the response process:
<table>
<thead>
<tr>
<th>Status</th>
<th>Sub-status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action Required</td>
<td>N/A</td>
<td>New overpayment. No action taken yet; therefore, no sub-status exists.</td>
</tr>
</tbody>
</table>
| Inquired     | Provider Response Submitted, Provider Response Received, Payer Response Submitted, Payer Response Received, Under Payer Manager Review | Provider requested more information. The sub-statuses help identify where the overpayment is in the response process:  
• Provider Response Submitted – provider submitted response to the payer.  
• Provider Response Received – payer received the provider’s response.  
• Payer Response Submitted – payer submitted a response to the provider.  
• Payer Response Received – provider received the payer’s response.  
• Overpayment placed in review for payer manager (by payer)                                                                                                               |
| Disputed     | Provider Response Submitted, Provider Response Received, Payer Response Submitted, Payer Response Received, Under Payer Manager Review | Provider disputed the overpayment. The sub-statuses help identify where the overpayment is in the response process:  
• Provider Response Submitted – provider submitted response to the payer.  
• Provider Response Received – payer received the provider’s response.  
• Payer Response Submitted – payer submitted a response to the provider.  
• Payer Response Received – provider received the payer’s response.  
• Overpayment placed in review for payer manager (by payer)                                                                                                               |
| Resolved     | Agree - Refund, Agree - Offset                                            | Provider resolved the overpayment with the payer.  
• Agree - Refund means the provider will be sending the payer a check for the overpayment amount.  
• Agree - Offset means the overpayment amount will be recouped from a future payment.                                                                                 |
| Closed       | Provider Response Submitted, Provider Response Received, Payer Response Submitted, Payer Response Received | The overpayment is closed and no further action is required.  
• Additional messages can be sent from provider and payer.  
• New Update badge will display on the receiver’s side.                                                                                                                                 |

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To access the overpayments application click **Claims & Payments | Overpayments.**
The overpayments worklist displays the overpayments detailed on the screen.
These totals and amounts change as you apply search criteria.
Select a Search By option from the menu.
You also have multiple ways to Sort By.
Each overpayment is displayed as a card and provides a summary in the worklist view.

You also have the ability to Assign the Overpayment to yourself by clicking on the ‘Assign to me’ link.

Also, a New Updates badge displays when the status is changed by the payer or if a new message is received.

And, a New badge displays on the Action Required status for 24 hours after they appear in the Overpayment application.

A message icon displays on overpayments that have messages. A badge or counter, next to the message icon identifies the number of new messages. The attachment icon (paper clip) displays on overpayments that have attachments.
Request more information
Click on the Action Menu and select Request more information.
The Inquiry dialogue box appears. Click the drop-down in the **Select Inquiry Type** field.
Select an Inquiry Type
Enter comments and/or questions for the payer and then click Submit.
A success message displays. The status of the overpayment will change to **Inquired**.
The status changed to Inquired and blue and Conversation badge now displays.
Dispute an overpayment
Click on the Action Menu and select Dispute Overpayment.
The Dispute dialogue box appears. Click the drop-down in the **Select Dispute Type** field.
Select a Dispute Type
Describe the rationale for your dispute to the payer and then click Submit.
A success message displays. The status of the overpayment will change to Disputed and the color yellow.
Resolve an overpayment
Click on the Action Menu and select Resolve Overpayment.
The Resolve Overpayment dialogue box appears. Click the drop-down in the Select a Payment Method field.
Select a Payment Method

**Agree - Refund** means the provider will be sending the payer a check for the overpayment. **Agree - Offset** means the overpayment will be recouped from a future payment.
Click the check-box, indicating you are agreeing to resolve this overpayment. Then click **Agree**.
A success message displays. The status of the overpayment will change to **Resolved** and the color green.
Closed overpayments

While the overpayment may be closed, you can still reach out to Humana and continue to work the overpayment.
Locate the closed overpayment(s). In this example, I used the Search By: STATUS - CLOSED and PATIENT LAST NAME – HOLMES.

While it has been closed by the payer, you can still communicate with them by going to the Conversation tab. Either Click on the overpayment card or click the action menu and then ‘View Details’.
We’re on the conversation tab. Scroll down to the bottom of the conversation thread to send a new message to the payer.
If you still have questions/concerns over a closed overpayment, type in your message to the payer and click ‘Send Message’.
View Details
(Conversations, Attachments and Letters)
Click on the **Action Menu** and select **View Details**.
Detail view of the overpayment.

Also able to see the Conversation, Attachment and Letters tabs.
At the end of the conversation thread, you can submit another message to the payer.
You can print out a PDF of the Overpayment Details and the conversation thread.
Switching over to the Attachments tab, you can view any attachments that have been received or sent. To send an attachment, click Add Attachments.

<table>
<thead>
<tr>
<th>File Name</th>
<th>Status</th>
<th>Upload Date</th>
<th>Document Type</th>
<th>Actions</th>
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<tbody>
<tr>
<td>Doc0054 (360 KB)</td>
<td>RECEIVED</td>
<td>6/15/2019 1:56 PM</td>
<td>Non-Medical</td>
<td>Download</td>
</tr>
</tbody>
</table>
Click on the drop-down menu to select a document type.
Select the document type that best fits what you are going to upload.
Click on the Add file button.
Your computer’s file explorer appears. Select the file to add, then click Open.
Once you have added all of the documents you would like, click **Submit** to send them to the payer.
The submitted documents display with their status and type. Documents over 10MB in size will display a status of ‘Allow 3 Days to Process’. Click the Download button to view that document.
On the Letters tab you will see links to letters/requests for information from the payer.

- The Notification file will open up a PDF document with pertinent medical request information for the provider to send to the payer (if applicable).
- The Findings Letter Received PDF may contain specific information about the overpayment and any provider recourse. Naturally, the number and type of letters will vary for each overpayment and Letters tab.
The banner message displays on the overpayment detail card when there are 10 days left before auto-recoupment at day 45. You’ll see the banner, counting down from day 10 which will serve as a reminder. The banner displays on overpayments that are in New, Inquired or Disputed status.
Feedback, export, and more
To share your thoughts with us, click Give Feedback.
Give your feedback about the overpayments application and provide details. Then Click **Send**.
Click Actions, and then Export Overpayments Summary and it will export all of your overpayments.
We will send you a notification when the file is ready to download. Click **Close** in the confirmation message window.
Once the overpayments CSV file is ready, you can download it from the Notification Center. Click the blue hyperlink to download the file.
You can open or save the .csv file.
| Status | Overpayment | Payor | Provider Name | Claim Number | Audit Number | Invoice # | Patient Account Number | First Name | Last Name | Overpayment Reason | Procedure Code | Dates of Service | Accounting Date | Days Elapsed | Check/EFT | Check/EFT Date | Payor Identifier | Patient Responsibility | Other Comments |
|--------|-------------|------|---------------|--------------|--------------|----------|----------------------|------------|----------|---------------------|----------------|-----------------|----------------|-------------|----------|---------------|----------------|-------------------|-----------------|---------------|
| 2      | 5001        | Health Plan | PC TESTING PC T129 | 329 | PATACT20028 | Test | PAT12033 | note3 | 99214 | 01/05/2019 - 01/07/2019 | 6/6/2019 | 8 | 01/05/2019 | 107 | 3/1/2019 | 15447 |                      |                             |               |
| 3      | 5001        | Health Plan | PC TESTING PC T128 | 6148 | PATACT20029 | Test | PAT12034 | note4 | 99214 | 01/05/2019 - 01/07/2019 | 6/6/2019 | 8 | 01/05/2019 | 107 | 3/1/2019 | 15447 |                      |                             |               |
| 4      | 5001        | Health Plan | PC TESTING PC T127 | 3403 | PATACT20031 | Test | PAT12035 | note5 | 99214 | 01/05/2019 - 01/07/2019 | 6/6/2019 | 8 | 01/05/2019 | 107 | 3/1/2019 | 15447 |                      |                             |               |

Sample Overpayments CSV File
# Tips

<table>
<thead>
<tr>
<th>IF YOU WANT TO…</th>
<th>THEN FOLLOW THESE STEPS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add an attachment</td>
<td>1. Locate an overpayment card that has a status of Inquired, Disputed, or Resolved.</td>
</tr>
<tr>
<td></td>
<td>2. Click the overpayment card.</td>
</tr>
<tr>
<td></td>
<td>3. Select <strong>Add attachments</strong>.*</td>
</tr>
<tr>
<td></td>
<td>4. Select the file to attach, and then click <strong>Open</strong>.</td>
</tr>
<tr>
<td>Generate a report for an overpayment</td>
<td>1. Click the action menu in the overpayment card, and then click <strong>Export Overpayments Summary (.csv)</strong>.</td>
</tr>
<tr>
<td></td>
<td>2. Follow the prompts from your browser to open or save the .csv file.</td>
</tr>
<tr>
<td>Locate unread messages</td>
<td>1. Select <strong>Recent Updates</strong> in the first Search By field.</td>
</tr>
<tr>
<td></td>
<td>2. Select <strong>Unread Messages</strong> in the second Search By field.</td>
</tr>
<tr>
<td>View a conversation history</td>
<td>1. Locate an overpayment card that has the message bubble icon.</td>
</tr>
<tr>
<td></td>
<td>2. Click the action menu in the overpayment card, and then click <strong>View Conversation and Details</strong>.</td>
</tr>
</tbody>
</table>

*Supported file types include PDF, JPG, JPEG, TIF and TIFF. 10MB size limit for non-medical documentation. 300MB size limit for medical documentation.
Help & Training

Select Help & Training and then an option.

• Find Help
• Get Trained
• Availity Support
• View Network Outages

New to Availity? Select Help & Training | Get Trained to plot a custom learning journey. Check out onboarding programs for new administrators and new users.
Resources

Question
There’s so much to remember and explore. How can I learn more information?

Answer
Don’t be afraid to explore and click buttons and links—you can’t break anything and it’s all free to you—and use Availity Help.

Click Help & Training | Find Help. Availity Help displays in a separate window or tab. Under Contents, click Overpayments, or search by keyword such as Overpayment.

Click Help & Training | Get Trained. The Availity Learning Center (ALC) Portal products learning center opens in a separate window or tab.

Click My Account from the My Account Dashboard or from the drop down menu on your name and then Open a Ticket to send an issue our way. Availity Client Services (ACS) will respond. Check the status of your ticket there too.
Thank you

Contact 1.800.282.4548 (1-800-AVAILITY), or select Help & Training | My Support Tickets, for additional assistance. Select Help & Training | Get Trained for additional on-demand training.