Availity®

MOLINA® HEALTHCARE

Overpayments for Molina Healthcare providers on Availity Essentials

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

Where healthcare **connects**.

Important Notes About Using Availity

i When you use Availity Essentials, results and data come from payer systems. Information can vary by payer, plan, product, member, your user account permissions, etc.

i Information and images were current at the time this presentation was developed. Screen images and demonstrations are from a demo environment containing pre-loaded generic, de-identified information. Information might also be redacted or blurred.

i It is a violation of HIPAA regulations to share credentials to a system that contains PII/ PHI. Do not share an Availity user ID with others. Your organization's Availity administrator sets up user IDs and assigns roles.

YOU SHOULD KNOW…

Availity supports Google Chrome, Firefox®, Microsoft Edge v79 or higher

Be sure to allow pop-ups from:

www.apps.availity.com,

www.availity.com, or
any third-party websites accessed from Availity Essentials, such as a payer's website.

What We'll Cover in Today's Webinar

- Accessing the Overpayment Application and the roles you'll need for the application

- The 5 statuses that define the Overpayment Process

- A quick review of the Overpayment dashboard, overpayment Summary and Detail Cards

- The process to follow when you receive a new Overpayment from Molina Healthcare.
  - ➢ View the Overpayment letter electronically
  - ➢ **Take Action on the Overpayment!**
    - • Make an inquiry with Molina Healthcare about the overpayment
    - • Dispute an Overpayment with Molina Healthcare
    - • Resolve the Overpayment (agree to refund of overpayment amount and your repayment options)
  - ➢ How you know the status of the Overpayment and when it has been processed by Molina Healthcare

- We'll review additional helpful features and then wrap up the webinar
  - ➢ With any time remaining we'll address any questions that were trending during the webinar

Molina Healthcare Overpayments using Availity Essentials

Overpayment definition

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** and **Claims Overpayment Recovery** roles to your user account.

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

HIGHLIGHTS AND INSIGHTS
In **My Account Dashboard**, click **My Account > Organizations > Open My Administrators** to find administrators for your business.
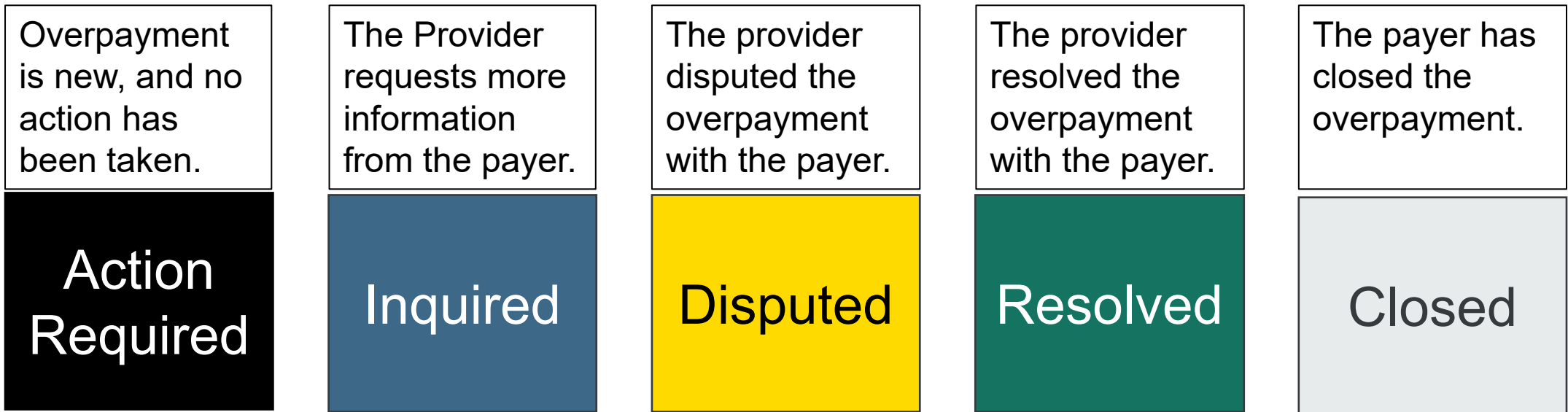
Purpose of the Demonstration

How to **Access** the Overpayment Application in Essentials

Purpose of the Demonstration

The **Five Statuses** that are possible in the use of the application

Overpayment is new, and no action has been taken.	The Provider requests more information from the payer.	The provider disputed the overpayment with the payer.	The provider resolved the overpayment with the payer.	The payer has closed the overpayment.
Action Required	Inquired	Disputed	Resolved	Closed

Overpayments always start with Action Required and always end with Closed (by the payer). But in between, you have 3 options available on each overpayment.

In fact, you can even use more than one of these 3 options (NOT AT THE SAME TIME!) during the life cycle of the same overpayment.

Purpose of the Demonstration

How to use the **Dashboard** to manage inventory

Purpose of the Demonstration

How each overpayment is represented by a **Unique Card**

Summary view of an overpayment card

Purpose of the Demonstration

How to work an overpayment using the Detail View

Purpose of the Demonstration

How to use the **Conversation** functionality in the App

Purpose of the Demonstration

How to upload and access **Attachments**

Conversation	Attachments

Provider Documents

File Name	Status	Upload Date	Actions
📄 at3_1m4_01 (310 KB)	RECEIVED	5/10/2022 2:58 PM	Download
🖼 Error_Details (31 KB)	RECEIVED	5/10/2022 2:58 PM	Download
📊 Availity_Appel (10 KB)	RECEIVED	5/10/2022 2:58 PM	Download

⊕ Add Attachment

Payer Documents

File Name	Status	Upload Date	Actions
📄 OVP Request Letter 26698	RECEIVED	5/05/2022 2:49 AM	Download

Purpose of the Demonstration

Other **Key Features**
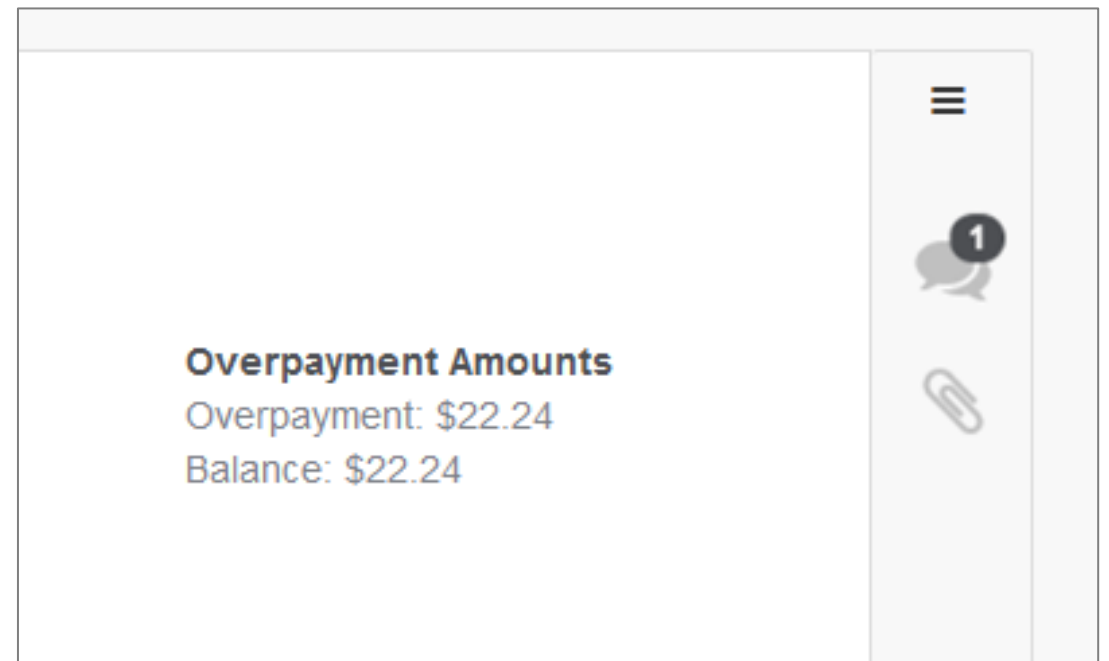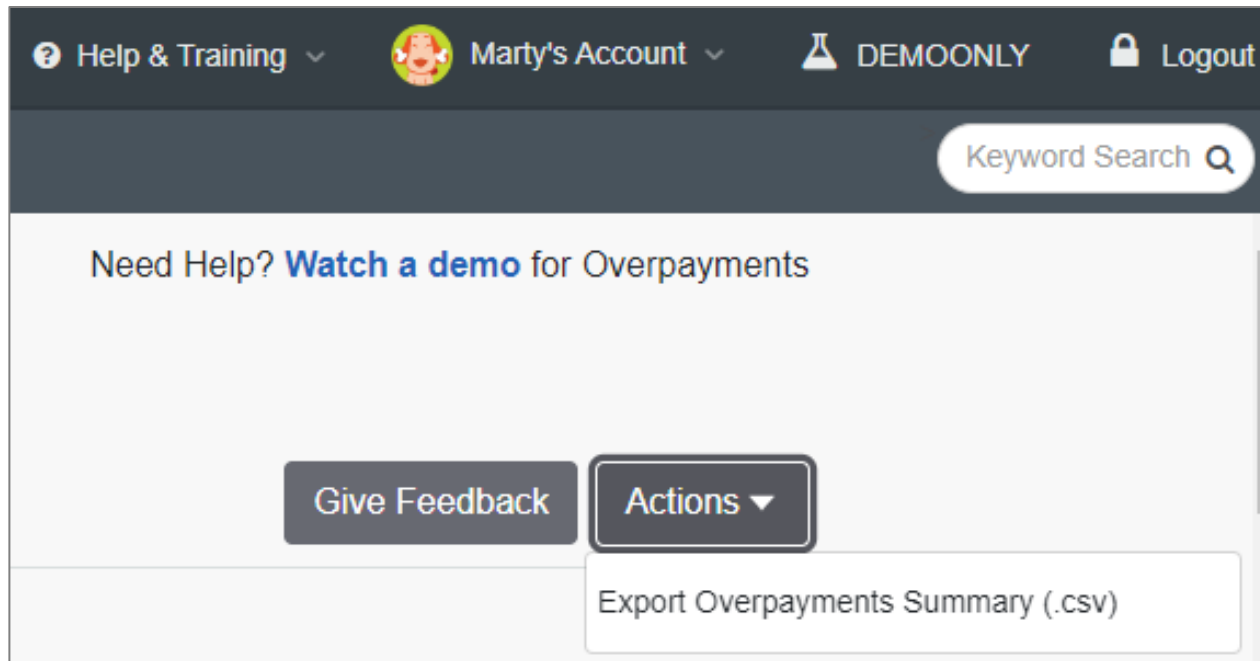
Manage Overpayments

If you have a significant number of Overpayments to manage, there are several ways to easily organize your overpayment inventory!

Using the Search By, Filter and Sort options, you can navigate to, and manage your overpayments just the way you want to manage them.

① Claims & Payments ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄ | More ⌄

Keyword Search 🔍

Patient Registrat

Claim Status & Payments

♡ | CS | Claim Status

♡ | RV | Remittance Viewer

♡ | A | Appeals

② ❤ | OP | Overpayments

Claims

♡ | PC | Professional Claim

♡ | FC | Facility Claim

♡ | MA | Attachments - New

N | **Notification Cent**

Providers have s...

Go to your work que

You have new WE...

🚩 Access member hea

You have new

🚩 Use Clinical Quality

My Top Applications

A
Appeals

Claim Status

OP
Overpayments

EB
Eligibility and Benefits Inquiry

opriate documentation.

9/19/2022 12:00 am

Take Action ☰

9/19/2022 12:00 am

tient care.

Take Action ☰

Showing 3 of 15 | **View All**

To access the overpayments application, click
1. Claims & Payments
2. Overpayments.

Messaging

...ed

Recently Resolved

My Account Dashboard

My Account
Maintain User
Add User
Manage My Organization
'How To' Guide for Dental Providers
Enrollments Center
Spaces Management Tool
FTP and EDI Connection Services
EDI Companion Guide

Marty Maroon
mmaroon@email.com
My Job Title

News and Announcements

Patient Registration ⌄ | Claims & Payments ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄ | More ⌄ | Keyword Search 🔍

Home › Overpayments

Need Help? **Watch a demo** for Overpayments

OP Overpayments

The overpayments worklist displays. Use the 'Show overpayment statistics' toggle switch to display the statistics dashboard.

Give Feedback | Actions ⌄

Search By

| Claim Number | ⌄ | | Search | Filter |

Organization

All Organizations ⌄

Sort By

Last Update Date: Newest to Oldest ⌄

⚪ Show overpayment statistics

Filters: ✕ STATUS: ACTION REQUIRED | ✕ STATUS: INQUIRED | ✕ STATUS: DISPUTED | ✕ PAYER: MOLINA HEALTHCARE | **Clear All**

Results summary information is currently turned off

‹ Prev | **1** | 2 | 3 | Next ›

MOLINA HEALTHCARE

☰

Action Required Invoice #OIN999121 for PatFName PatLName Accounting Date: 09/13/2022 • Last Update Date: 09/27/2022 • Days Elapsed: 1

POST CLAIM TESTING

📎

Claim & Audit Number	**Payment Information**	**Dates of Service**	**Patient Information**	**Overpayment Amounts**
Claim - OCN999121	Check #: 15553456	07/18/2022 - 07/18/2022	PatFName PatLName	Overpayment: $10.00
Audit - Not Available	Check Amt: $35.00		Account #PACT999121	
	Check Date: 09/01/2022			

Assign to User | **View Details**

MOLINA HEALTHCARE

☰

Action Required Invoice #OIN939617 for PatFName PatLName Accounting Date: 09/13/2022 • Last Update Date: 09/27/2022 • Days Elapsed: 1

POST CLAIM TESTING

📎

Claim & Audit Number	**Payment Information**	**Dates of Service**	**Patient Information**	**Overpayment Amounts**
Claim - OCN939617	Check #: 15553456	07/18/2022 - 07/18/2022	PatFName PatLName	Overpayment: $10.00

Patient Registration ⌄ | Claims & Payments ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄ | More ⌄ | Keyword Search 🔍

Home > Overpayments

Need Help? **Watch a demo** for Overpayments

OP **Overpayments**

Give Feedback | Actions ▾

Search By

Claim Number ⌄ | [ ] | Search | Filter

Organization

All Organizations ⌄

Sort By

Last Update Date: Newest to Oldest ⌄

🔵 Show overpayment statistics

Filters: ✖ STATUS: ACTION REQUIRED | ✖ STATUS: INQUIRED | ✖ STATUS: DISPUTED | ✖ PAYER: MOLINA HEALTHCARE | **Clear All**

Results - Active

| **51** Total Active $31,054.08 | **47** Action Required $25,921.98 | **1** Inquired $111.89 | **3** Disputed $5,020.21 |

Results - Resolved/Closed

| **0** Total Resolved $0.00 | **0** Total Closed $0.00 |

Results: 51 Overpayments **New Today: 0 Overpayments**
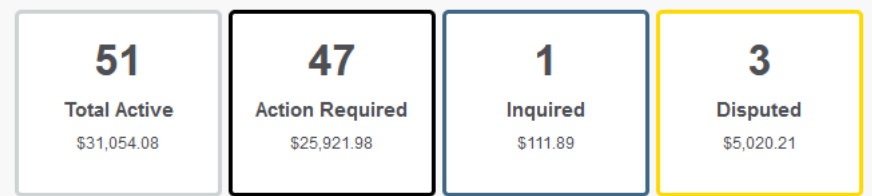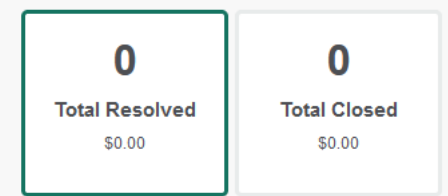
The default view is to ONLY show the Active Results. I have used Filter and Sort options (much more to come on those!) to see Active Results for just Molina and All of my Organizations.

‹ Prev | **1** | 2 | 3 | Next ›

☰

MOLINA HEALTHCARE

Action Required Invoice #OIN999121 for PatFName PatLName Accounting Date: 09/13/2022 • Last Update Date: 09/27/2022 • Days Elapsed: 1

📎

POST CLAIM TESTING

Claim & Audit Number	**Payment Information**	**Dates of Service**	**Patient Information**	**Overpayment Amounts**
Claim - OCN999121	Check #: 15553456	07/18/2022 - 07/18/2022	PatFName PatLName	Overpayment: $10.00
Audit - Not Available	Check Amt: $35.00		Account #PACT999121	
	Check Date: 09/01/2022			

Patient Registration ⌄   Claims & Payments ⌄   My Providers ⌄   Reporting ⌄   Payer Spaces ⌄   More ⌄

Keyword Search 🔍

Home ▸ Overpayments

Need Help? **Watch a demo** for Overpayments

OP **Overpayments**

Give Feedback   Actions ⌄

Select a Search By option and enter the requested information in the second Search By field.

Search By

Claim Number ⌄

Search   Filter

Organization

All Organizations ⌄

Sort By

Last Update Date: Newest to Oldest ⌄

Assigned To

Claim Number

TATUS: INQUIRED   ✖ STATUS: DISPUTED   ✖ PAYER: MOLINA HEALTHCARE   Clear All

Invoice

Patient Account Number

Patient Last Name

Results - Resolved/Closed

51	47	1	3		0	0
Total Active	Action Required	Inquired	Disputed		Total Resolved	Total Closed
$31,054.08	$25,921.98	$111.89	$5,020.21		$0.00	$0.00

Results: 51 Overpayments   **New Today: 0 Overpayments**

‹ Prev **1** 2 3 Next ›

MOLINA HEALTHCARE

Action Required Invoice #OIN999121 for PatFName PatLName Accounting Date: 09/13/2022 • Last Update Date: 09/27/2022 • Days Elapsed: 1

POST CLAIM TESTING

Claim & Audit Number
Claim - OCN999121
Audit - Not Available

Payment Information
Check #: 15553456
Check Amt: $35.00
Check Date: 09/01/2022

Dates of Service
07/18/2022 - 07/18/2022

Patient Information
PatFName PatLName
Account #PACT999121

Overpayment Amounts
Overpayment: $10.00

Patient Registration ⌄   Claims & Payments ⌄   My Providers ⌄   Reporting ⌄   Payer Spaces ⌄   More ⌄   Keyword Search 🔍

Home > Overpayments

Need Help? **Watch a demo** for Overpayments

OP Overpayments

Click **Search**. If it finds a match to that claim number, it will display only that Overpayment card.

Give Feedback   Actions ⌄

Search By

| Claim Number ⌄ | 8675309 | Search | Filter |

Organization

All Organizations ⌄

Sort By

Last Update Date: Newest to Oldest ⌄

🔵 Show overpayment statistics

Filters: ✕ STATUS: ACTION REQUIRED ✕ STATUS: INQUIRED ✕ STATUS: DISPUTED ✕ PAYER: MOLINA HEALTHCARE **Clear All**

Results - Active

51	47	1	3
Total Active	Action Required	Inquired	Disputed
$31,054.08	$25,921.98	$111.89	$5,020.21

Results - Resolved/Closed

0	0
Total Resolved	Total Closed
$0.00	$0.00

Results: 51 Overpayments   New Today: 0 Overpayments

‹ Prev **1** 2 3 Next ›

MOLINA HEALTHCARE

Action Required Invoice #OIN999121 for PatFName PatLName Accounting Date: 09/13/2022 • Last Update Date: 09/27/2022 • Days Elapsed: 1

POST CLAIM TESTING

Claim & Audit Number
Claim - OCN999121
Audit - Not Available

Payment Information
Check #: 15553456
Check Amt: $35.00
Check Date: 09/01/2022

Dates of Service
07/18/2022 - 07/18/2022

Patient Information
PatFName PatLName
Account #PACT999121

Overpayment Amounts
Overpayment: $10.00

Patient Registration ⌄ | Claims & Payments ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Sp | Keyword Search 🔍

Home > Overpayments

Need Help? **Watch a demo** for Overpayments

OP **Overpayments**

Give Feedback | Actions ⌄

To custom filter your worklist, make sure to click **Clear All** to remove any existing filters and then click the **Filter** button.
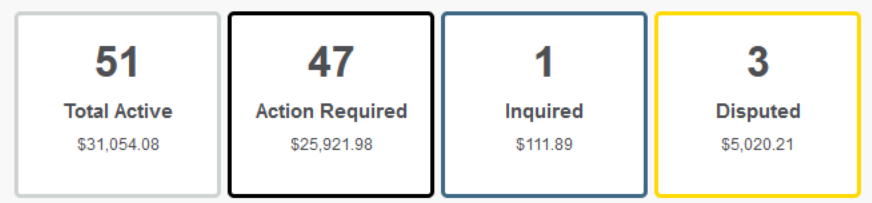
Search By

| Claim Number ⌄ | | Search | Filter |

Organization

| All Organizations ⌄ |

Sort By

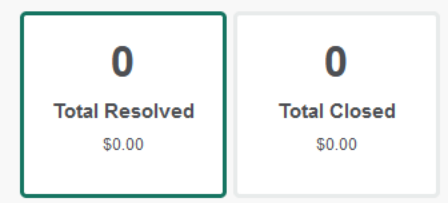| Last Update Date: Newest to Oldest ⌄ |

🔵 Show overpayment statistics

Filters: ✖ STATUS: ACTION REQUIRED ✖ STATUS: INQUIRED ✖ STATUS: DISPUTED ✖ PAYER: MOLINA HEALTHCARE **Clear All**

Results - Active

Results - Resolved/Closed

51	47	1	3	0	0
Total Active	Action Required	Inquired	Disputed	Total Resolved	Total Closed
$31,054.08	$25,921.98	$111.89	$5,020.21	$0.00	$0.00

Results: 51 Overpayments   New Today: 0 Overpayments

‹ Prev | **1** | 2 | 3 | Next ›

☰

MOLINA HEALTHCARE

Action Required Invoice #OIN999121 for PatFName PatLName Accounting Date: 09/13/2022 • Last Update Date: 09/27/2022 • Days Elapsed: 1

POST CLAIM TESTING

📎

Claim & Audit Number
Claim - OCN999121
Audit - Not Available

Payment Information
Check #: 15553456
Check Amt: $35.00
Check Date: 09/01/2022

Dates of Service
07/18/2022 - 07/18/2022

Patient Information
PatFName PatLName
Account #PACT999121

Overpayment Amounts
Overpayment: $10.00

From the Filters selection box, choose as many filter's as you'd like. Careful not to choose too many filters, as you may not get your desired results.

You can now select multiple filter selections at the same time from the same filter option. For example, selecting Action Required and Disputed from the Status filter.

NOTE: Molina does not use the Vendor filter.

Filters

Audit
Select...   clear

From Date of Service
Start Date → End Date

Line of Business
Select...   clear

NPI
Select...   clear

Overpayment Type
Select...   clear

Payer
Select...   clear

Recent Updates
Select...   clear

Status
Action Required × Disputed ×   clear

Sub-status
Select...   clear

Tax ID
Select...   clear

Vendor
Select...   clear

Cancel   Filter

Patient Registration ∨ | Claims & Payments ∨ | My Providers ∨ | Rep | Keyword Search 🔍

Home > Overpayments

Notice the Sort By options. As mentioned, you can select the organization (if you belong to more than one or select All) and sort the list by:
Date of Service or Last Update Date – Newest to Oldest or Oldest to Newest , or by Overpayment Amounts – Largest to Smallest and Smallest to largest.

OP Overpayments

Search By

| Claim Number | ∨ | | Search | Filter |

Organization

| All Organizations | ∨ |

Sort By
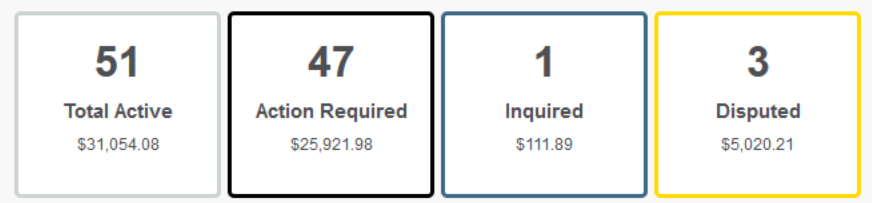
| Last Update Date: Newest to Oldest | ∨ |
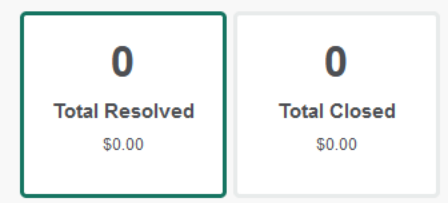
Dates of Service (From Date): Newest to Oldest

Dates of Service (From Date): Oldest to Newest

Last Update Date: Newest to Oldest

Last Update Date: Oldest to Newest

Overpayment Amounts: Largest to Smallest

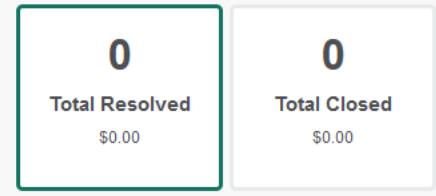Overpayment Amounts: Smallest to Largest

🔵 Show overpayment statistics

Filters: ✖ STATUS: ACTION REQUIRED ✖ STATUS: INQUIRED ✖ STATUS: DISPUTED ✖ PAYER: MOLINA HEALTHCARE **Clear All**

Results - Active

51	47	1	3
Total Active	**Action Required**	**Inquired**	**Disputed**
$31,054.08	$25,921.98	$111.89	$5,020.21

Results - Resolved/Closed

0	0
Total Resolved	**Total Closed**
$0.00	$0.00

Results: 51 Overpayments   New Today: 0 Overpayments

‹ Prev | **1** | 2 | 3 | Next ›

MOLINA HEALTHCARE

Action Required Invoice #OIN999121 for PatFName PatLName Accounting Date: 09/13/2022 • Last Update Date: 09/27/2022 • Days Elapsed: 1

POST CLAIM TESTING

Claim & Audit Number	**Payment Information**	**Dates of Service**	**Patient Information**	**Overpayment Amounts**
Claim - OCN999121	Check #: 15553456	07/18/2022 - 07/18/2022	PatFName PatLName	Overpayment: $10.00
Audit - Not Available	Check Amt: $35.00		Account #PACT999121	
	Check Date: 09/01/2022			

Patient Registration | Claims & Payments | My Providers | Rep | Keyword Search

MOLINA HEALTHCARE New

Action Required Invoice #OIN999121 f

POST CLAIM TESTING

Claim & Audit Number
Claim - OCN999121
Audit - Not Available

Each overpayment is displayed as a card and provides a summary in the worklist view.
Remember, the status bar on the left side of an overpayment card indicates the overpayment's status.
A **New** badge displays on the Action Required status for 24 hours after they are added to the Overpayment application.
Also, a **New Updates** badge displays when the status is changed by the payer or when a new message is received.

Assign to User   View Details

MOLINA HEALTHCARE New Updates

Inquired Invoice #KY22333444455555 for FIELDS RANDA Accounting Date: 08/15/2022 • Last Update Date: 09/28/2022 • Days Elapsed: 0

OCI MEDICAL INC

Claim & Audit Number	**Payment Information**	**Dates of Service**	**Patient Information**	**Overpayment Amounts**
Claim - 22333444455555	Check #: EFT654321	06/08/2022 - 06/08/2022	FIELDS RANDA	Overpayment: $111.89
Audit - 10242940	Check Amt: $111.89		Account #I106667666664BT116	
	Check Date: 06/21/2022			

Assign to User

MOLINA HEALTHCARE

Disputed Invoice #OIN829923 for PatFName PatLName Accounting Date: 08/22/2022 • Last Update Date: 09/22/2022 • Days Elapsed: 6

POST CLAIM TESTING

Claim & Audit Number	**Payment Information**	**Dates of Service**	**Patient Information**	**Overpaym**
Claim - OCN829923	Check #: 123456	07/18/2022 - 07/18/2022	PatFName PatLName	Overpaymer
Audit - Not Available	Check Amt: $35.00		Account #PACT829923	
	Check Date: 08/25/2022			

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.

Assign to User

MOLINA HEALTHCARE

Resolved - Agree - Offset, Invoice #495-A6863 for PATF2022 PATL2022 Accounting Date: 08/29/2022 • Last Update Date: 09/28/2022 • Days Elapsed: 0

MOLINA HEALTHCARE

Action Required Invoice #KY21092222222 for ANNA DELVEY Accounting Date: 08/25/2022 • Last Update Date: 09/15/2022 • Days Elapsed: 15

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196

Dates of Service
03/31/2021 - 03/31/2021

Overpayment Amounts
Overpayment: $953.40

Assign to User

View Details

MOLINA HEALTHCARE

Action Required Invo...

CLARITY CHILDRENS

Claim & Audit Number
Claim - 757
Audit - Not Available

...amounts
...,501.22

Assign to User

View Details

On **Action Required**, If no action is taken within 60 days (from letter), the payer will recover the claim overpayment via an offset from a future claim payment.
For questions, please contact a Molina specialist at 866-642-8999.

MOLINA HEALTHCARE

Action Required Invoice #92 for ROGER RABBITT Accounting Date: 08/24/2022 • Last Update Date: 08/24/2022 • Days Elapsed: 37

WILD ROSE REGIONAL

Claim & Audit Number
Claim - 160
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
ROGER RABBITT
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

View Details
(Conversation and Attachments)

Patient Registration ⌄   Claims & Payments ⌄   My Providers ⌄   Reporting ⌄   Payer Spaces ⌄   More ⌄

Keyword Search 🔍

MOLINA HEALTHCARE

Action Required Invoice #OIN999121 for PatFName PatLName Accounting Date: 09/13/2022 • Last Update Date: 09/27/2022 • Days Elapsed: 1

POST CLAIM TESTING

Claim & Audit Number	Payment Information	Dates of Service	Patient Information	Overpayment Amounts
Claim - OCN999121	Check #: 15553456	07/18/2022 - 07/18/2022	PatFName PatLName	Overpayment: $10.00
Audit - Not Available	Check Amt: $35.00		Account #PACT999121	
	Check Date: 09/01/2022			

Assign to User   **View Details**

MOLINA HEALTHCARE

Inquired Invoice #KY22333444455555 for FIELDS RANDA Accounting Date: 08/15/2022 • Last Update Date: 09/28/2022 • Days Elapsed: 0

OCI MEDICAL INC

Claim & Audit Number	Payment Information	Dates of Service	Patient Information	Overpayment Amounts
Claim - 22333444455555	Check #: EFT654321	06/08/2022 - 06/08/2022	FIELDS RANDA	Overpayment: $111.89
Audit - 10242940	Check Amt: $111.89		Account #I106667666664BT116	
	Check Date: 06/21/2022			

Assign to User   **View Details**

MOLINA HEALTHCARE

Disputed Invoice #OIN829923 for PatFName PatLName Accounting Date: 08/22/2022 • Last Update Date: 09/22/2022 • ~~Days Elapsed~~

POST CLAIM TESTING

Claim & Audit Number	Payment Information	Dates of Service
Claim - OCN829923	Check #: 123456	07/18/2022 - 07/18/2022
Audit - Not Available	Check Amt: $35.00	
	Check Date: 08/25/2022	

Resolve Overpayment
View Details
Assign to User

> Through the actions menu you can choose to view the details page. You can also get there by clicking on the Overpayment card.

Assign to User   **View Details**

MOLINA HEALTHCARE

Resolved - Agree - Offset, Invoice #495-A6863 for PATF2022 PATL2022 Accounting Date: 08/29/2022 • Last Update Date: 09/28/2022 • Days Elapsed: 0

Home > Overpayments > Details

Need Help? **Watch a demo** for Overpayments

OP Overpayments

MOLINA HEALTHCARE

Disputed Invoice #OIN829923 for PatFName PatLName   Accounting Date: 08/22/2022 • Last Update Date: 09/22/2022 • Days Elapsed: 8

POST CLAIM TESTING

Claim & Audit Number
Claim - OCN829923
Audit - Not Available

Payment Information
Check #: 123456
Check Amt: $35.00
Check Date: 08/25/2022

Dates of Service
07/18/2022 - 07/18/2022

Patient Information
PatFName PatLName
Account #PACT829923

Overpayment Amounts
Overpayment: $10.00
Balance: $20.00

Dispute Reason
Disagree with OP Recovery

Overpayment Reason
Not Available

Notes
TESTING1234567890 TESTING

Rendering Provider
Not Available

Pay To Provider ID
592852900AD

Assign to User

| Conversation | Attachments |

NEW ORG Diggs
09/22/2022 1:51PM

test

DISPUTED by NEW ORG Diggs on

You can see quite a bit of detail about the overpayment, the Overpayment Reason and in this case, the Dispute Reason. (More to come on Disputing an Overpayment!).

Notice the conversation and attachments BADGES. They're letting you know that there is a conversation to view. (As we saw earlier, if a new entry comes into the conversation, there will be a number on the badge). The Conversation tab displays messages sent within Essentials between the provider and payer.

Home › Overpayments › Details

Need Help? **Watch a demo** for Overpayments

OP **Overpayments**

MOLINA HEALTHCARE

≡

Resolve Overpayment

Assign to User

Download PDF

Disputed Invoice #OIN829923 for PatFName PatLName Accounting Date: 08/22/2022 • Last Update Date: 09/22/2022 • Days Elapsed: 8

POST CLAIM TESTING

Claim & Audit Number
Claim - OCN829923
Audit - Not Available

Payment Information
Check #: 123456
Check Amt: $35.00
Check Date: 08/25/2022

Dates of Service
07/18/2022 - 07/18/2022

Patient Information
PatFName PatLName
Account #PACT829923

Overpayment Amounts
Overpayment: $10.00
Balance: $20.00

Dispute Reason
Disagree with OP Recovery

Overpayment Reason
Not Available

Notes
TESTING1234567890 TESTING

Rendering Provider
Not Available

Pay To Provider ID
592852900AD

Assign to User

You can print out a PDF of the Overpayment Details and the conversation thread. Click on the Action Menu and then Download PDF.

| Conversation | Attachments |

NEW ORG Diggs

09/22/2022 1:51PM

test

DISPUTED by NEW ORG Diggs on

Patient Registration ⌄ | Claims & Payments ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄

Keyword Search 🔍

POST CLAIM TESTING

Claim & Audit Number
Claim - OCN829923
Audit - Not Available

Payment Information
Check #: 123456
Check Amt: $35.00
Check Date: 08/25/2022

Dispute Reason
Disagree with OP Recovery

Overpayment Reason
Not Available

Notes
TESTING1234567890 TESTING

Rendering Provider
Not Available

Pay To Provider ID
592852900AD

Assign to User

We've scrolled to the bottom of the message thread. To send another message, type up to 2500 characters in the text box. Then click **Send Message**.

NOTE: Any messages received FROM Molina would also display here, with the Molina logo and date/time stamp.

There's also a tab for attachments. The attachment tab allows providers and payers to submit attachments associated with the overpayment.

Conversation | Attachments

NEW ORG Diggs

09/22/2022 1:51PM

test

DISPUTED by NEW ORG Diggs on 09/22/2022 1:51PM

Send Message

0/2500

Send Message

Conversation | Attachments

Provider Documents

File Name	Status	Upload Date	Actions
Attachmentgif (2 KB)	SUBMITTED	9/29/2022 4:12 AM	Download
Attachmentpng (4 KB)	SUBMITTED	9/29/2022 4:12 AM	Download
Attachmenttif (5 KB)	SUBMITTED	9/29/2022 4:12 AM	Download
testfilepdf (204 KB)	SUBMITTED	9/29/2022 4:12 AM	Download

⊕ Add Attachment

Payer Documents

File Name	Status	Upload Date	Actions
Overpayment Letter	RECEIVED	8/19/2022 8:39 AM	Download

Patient Registration ∨ | Claims & Payments ∨ | My Providers ∨ | Reporting ∨ | Payer Spaces ∨ | More ∨ | Keyword Search 🔍

Notes
TESTING1234567890 TESTING

Rendering Provider
Not Available

Pay To Provider
592852900AD

Assign to User

Attachments ✕

IMPORTANT: Combined file size can not exceed 128 MB. Supported file types include PDF, JPG, TIFF, PNG, and GIF. Max number of documents allowed in a single session is 10.

⊕ **Add File**

Cancel   Submit

Conversation | Attachments

Provider Documents

File Name			Actions
🖼 **Attachmentgif** (2 KB)	SUBMITTED	9/29/2022 4:12 AM	Download
🖼 **Attachmentpng** (4 KB)	SU		Download
📄 **Attachmenttif** (5 KB)	SU		Download
📄 **testfilepdf** (204 KB)	SU		Download

⊕ Add Attachment

The combined file size cannot exceed 128 MB and the max number of documents allowed to upload in a single session is 10. Also, notice the supported file types.

First, we'll click on 'Add File'.

Payer Documents

File Name	Status	Upload Date	Actions
📄 **Overpayment Letter**	RECEIVED	8/19/2022 8:39 AM	Download

Patient Registration ˅   Claims & Payments ˅   My Providers ˅   Reporting ˅   Payer Spaces ˅   More ˅   Keyword Search 🔍

Notes
TESTING1234567890 TESTING

Rendering Provider
Not Available

Pay To Provider
592852900AD

Assign to User

Attachments   ✕

IMPORTANT: Combined file size can not exceed 128 MB. Supported file types include PDF, JPG, TIFF, PNG, and GIF. Max number of documents allowed in a single session is 10.

⊕ **Add File**

Cancel   Submit

File Upload   ✕

« Dow... › Attachment ...   🔄   Search Attachment Examples

Organize ˅   New folder

This PC
3D Objects
Desktop
Documents
Downloads
Music
Pictures
Videos
Windows (C:)
Network

PDF AnotherTestDocument   PDF Bad$%TestDocument   PDF DOS_PatientName   PDF ERAEnrollmentForm   PDF Error_Document

PDF ExpanationOfBenefits   ImageFile   Imagefile2   PDF Medical_Records   PDF SignatureOnFileJohnDoe

PDF TestDocument

File name: TestDocument   All Supported Types

Open   Cancel

SUBMITTED   9/29/2022 4:12 AM

SUBMITTED   9/29/2022 4:12 AM

SUBMITTED   9/29/2022 4:12 AM

SUBMITTED   9/29/2022 4:12 AM

Actions

Download

⊕ Add Attachment

Payer Documents

File Name	Status	Upload Date
📄 Overpayment Letter	RECEIVED	8/19/2022 8:39 AM

Your computer's file explorer displays. Navigate to wherever you store your files. (Hard drive, network drive, the cloud). Select the file to add, then click **Open**.

Note: File names cannot contain special characters, like & or %. If your file name contains a character, rename the file before attempting to click Open to attach the file.

Patient Registration ⌄   Claims & Payments ⌄   My Providers ⌄   Reporting ⌄   Payer Spaces ⌄   More ⌄   Keyword Search 🔍

Notes
TESTING1234567890 TESTING

Rendering Provider   Pay To Provider ID
Not Available   592852900AD

Assign to User

Conversation   Attachments

Provider Documents

File Name   St...

📄 **Attachmentgif** (2 KB)

📄 **Attachmentpng** (4 KB)

📄 **Attachmenttif** (5 KB)

📄 **testfilepdf** (204 KB)

⊕ Add Attachment

Payer Documents

File Name   Status   Upload Date   Actions

📄 **Overpayment Letter**   RECEIVED   8/19/2022 8:39 AM   Download

Attachments ✕

IMPORTANT: Combined file size can not exceed 128 MB. Supported file types include PDF, JPG, TIFF, PNG, and GIF. Max number of documents allowed in a single session is 10.

📄 TestDocument.pdf ━━━━━━━━✓ 🗑

📄 AnotherTestDocument.... ━━━━━━━━✓ 🗑

🖼 ImageFile.jpg ━━━━━━━━✓ 🗑

📄 WordDocument.docx   Document type .docx is not allowed   🗑

⊕ **Add Another File Attachment**

Cancel   Submit

For this demo I have tried to attach 4 documents. You can see that the first three documents attached correctly. The fourth document is an unsupported document type, and the error message is very specific. You would click on the little garbage can to remove that file.
You can also click on the garbage can next to one of the successful documents if it turns out not to be the one you intended. You can continue adding file attachments until you get to 10 in one session.
NOTE: Until you click Submit, they are not sent to Molina.

Request more information

Let's look at the 3 different actions you can take with an overpayment, starting with Request more information.

MOLINA HEALTHCARE

Action Required Invoice #KY21092222222 for ANNA DELVEY Accounting Date: 08/25/2022 • Last Update Date: 09/15/2022 • Days Elapsed: 15

GOTHAM HEALTH SYSTEM

Claim & Audit Number	Payment Information	Dates of Service	Patient Information	Overpayment Amo...
Claim - 21092222222	Check #: 52196	03/31/2021 - 03/31/2021	ANNA DELVEY	Overpayment: $953...
Audit - 10171345	Check Amt: $953.40		Account #A219581V1P4444444	
	Check Date: Not Available			

Resolve Overpayment
View Details
Request more information
Dispute Overpayment
Assign to User

Assign to User   View Details

MOLINA HEALTHCARE

Action Required In...

CLARITY CHILDRE...

Claim & Audit Number
Claim - 757
Audit - Not Available

Assign to User

MOLINA HEALTHCARE

Action Required In...

WILD ROSE REGIONAL

Claim & Audit Number	Payment Information	Dates of Service	Patient Information	Overpayment Amounts
Claim - 160	Check #: EFT456897	08/23/2021 - 08/23/2021	ROGER RABBITT	Overpayment: $4,501.22
Audit - Not Available	Check Amt: $600.55		Account #123	
	Check Date: 08/23/2021			

Assign to User   View Details

Each card has an action menu, and options vary based on the status of the overpayment.

On an Action Required overpayment, you can resolve an overpayment, view details about an overpayment, request more information about the overpayment from the payer, dispute an overpayment, and as already mentioned, assign an overpayment to yourself.

In this scenario we'll Request More Information.

Patient Registration ⌄   Claims & Payments ⌄   My Providers ⌄   Reporting ⌄   Payer Spaces ⌄   More ⌄   Keyword Search 🔍

MOLINA HEALTHCARE

Action Required Invoice #KY21092222222 for ANNA DEL...

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196
Check Amt: $953.40
Check Date: Not Available

Overpayment Amounts
Overpayment: $953.40

Assign to User

View Details

Overpayment Inquiry - Invoice #KY21092222222   ✕

OP

Select Inquiry Type.

| Select One | ⌄ |

Describe the Inquiry

Please enter your comments

Max length is 0/2500

Cancel   Submit

MOLINA HEALTHCARE

Action Required Invoice #109-A6863 for VICTOR VICTOR...

CLARITY CHILDRENS HOSPITAL

Claim & Audit Number
Claim - 757
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55

08/23/2021 - 08/23/2021

VICTOR VICTORIA
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

MOLINA HEALTHCARE

Action Required Invoice #92 for ROGER RABBITT   Accounting Date: 08/24/2022 • Last Update Date: 08/24/2022 • Days Elapsed: 37

WILD ROSE REGIONAL

Claim & Audit Number
Claim - 160
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
ROGER RABBITT
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

Molina providers will see an invoice number displayed at the top of the pop-up window. It serves as confirmation on which invoice you are inquiring about with the payer. Click the drop-down in the Select Inquiry Type field.

Patient Registration | Claims & Payments | My Providers | Reporting | Payer Spaces | More | Keyword Search

MOLINA HEALTHCARE

Action Required Invoice #KY21092222222 for ANNA DEL...

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196
Check Amt: $953.40
Check Date: Not Available

Overpayment Amounts
Overpayment: $953.40

View Details

Assign to User

Overpayment Inquiry - Invoice #KY21092222222 ✕

OP

Select Inquiry Type.

Duplicate Payment ▾

Describe the Inquiry

Please describe the nature of your inquiry. Be as detailed and specific as possible.

Max length is 84/2500

Cancel   Submit

MOLINA HEALTHCARE

Action Required Invoice #109-A6863 for VICTOR VICTOR...

CLARITY CHILDRENS HOSPITAL

Claim & Audit Number
Claim - 757
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/2...

08/23/2021 - 08/23/2021

VICTOR VICTORIA
Account #123

Overpayment Amounts
Overpayment: $4,501.22

View Details

Assign to User

I've selected Duplicate Payment.
Now, enter comments and/or questions for the payer. You have 2500 characters, so please be as specific and detailed as possible. Then click **Submit**.

MOLINA HEALTHCARE

Action Required Invoice #92 for ROGER RABBITT

WILD ROSE REGIONAL

Claim & Audit Number
Claim - 160
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
ROGER RABBITT
Account #123

Overpayment Amounts
Overpayment: $4,501.22

View Details

Assign to User

MOLINA HEALTHCARE

Inquired Invoice #KYZ1092222222 for ANNA DELVEY Ac...

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196
Check Amt: $953.40
Check Date: Not Available

Overpayment Amounts
Overpayment: $953.40

Assign to User

View Details

Success! ✕

Your inquiry was successfully sent to the payer.

This changed the status of your overpayment to "Inquired". You can review the status of all of your overpayments from the worklist.

Close

MOLINA HEALTHCARE

Action Required Invoice #109-A6863 for VICTOR VICTORIA Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 31

CLARITY CHILDRENS HOSPITAL

Claim & Audit Number
Claim - 757
Audit - Not Available

ayment Amounts
yment: $4,501.22

Assign to User

View Details

MOLINA HEALTHCARE

Action Required Invoice #92 for ROGER RABBITT Accounting Date: 08/24/2022 • Last Update Date: 08/24/2022 • Days Elapsed: 37

WILD ROSE REGIONAL

Claim & Audit Number
Claim - 160
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
ROGER RABBITT
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

A success message displays. To return to the overpayment worklist, either click **worklist** or **Close.**

And there is now a conversation badge, because you sent the payer an explanation of your Inquiry.

Patient Registration Claims & Payments My Providers Reporting Payer Spaces More   Keyword Search

MOLINA HEALTHCARE

Inquired Invoice #KY21092222222 for ANNA DELVEY Accounting Date: 08/25/2022 • Last Update Date: 09/30/2022 • Days Elapsed: 0

GOTHAM HEALTH SYSTEM

Claim & Audit Number	Payment Information	Dates of Service	Patient Information	Overpayment Amounts
Claim - 21092222222	Check #: 52196	03/31/2021 - 03/31/2021	ANNA DELVEY	Overpayment: $953.40
Audit - 10171345	Check Amt: $953.40		Account #A219581V1P4444444	
	Check Date: Not Available			

Assign to User   View Details

MOLINA HEALTHCARE

Action Required Invoice #109-A6863 for VICTOR VICTORIA Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 31

CLARITY CHILDRENS HOSPITAL

Claim & Audit Number	Pa...	...ayment Amounts
Claim - 757	Ch...	...ment: $4,501.22
Audit - Not Available	Ch...	
	Ch...	

Assign to User   View Details

Notice that the status has changed to blue – Inquired.

REMINDER: You can go into the Detail View and add attachments to help explain your inquiry!!

MOLINA HEALTHCARE

Action Required Invoice #92 for ROGER RABBITT Accounting Date: 08/24/2022 • Last Update Date: 08/24/2022 • Days Elapsed: 37

WILD ROSE REGIONAL

Claim & Audit Number	Payment Information	Dates of Service	Patient Information	Overpayment Amounts
Claim - 160	Check #: EFT456897	08/23/2021 - 08/23/2021	ROGER RABBITT	Overpayment: $4,501.22
Audit - Not Available	Check Amt: $600.55		Account #123	
	Check Date: 08/23/2021			

Assign to User   View Details

Dispute an overpayment

MOLINA HEALTHCARE

Inquired Invoice #KY21092222222 for ANNA DELVEY   Accounting Date: 08/25/2022 • Last Update Date: 09/30/2022 • Days Elapsed: 0

GOTHAM HEALTH SYSTEM

Claim & Audit Number	Payment Information	Dates of Service	Patient Information	Overpayment Amount
Claim - 21092222222	Check #: 52196	03/31/2021 - 03/31/2021	ANNA DELVEY	Overpayment: $953.40
Audit - 10171345	Check Amt: $953.40		Account #A219581V1P4444444	
	Check Date: Not Available			

Resolve Overpayment
View Details
Dispute Overpayment
Assign to User

Assign to User   View Details

MOLINA HEALTHCARE

Action Required Invoice #109-A6863 for VI...

CLARITY CHILDRENS HOSPITAL

Claim & Audit Number	Payme...	...erpayment Amounts
Claim - 757	Check	rpayment: $4,501.22
Audit - Not Available	Check	
	Check	

Staying with Anna, we received information back from the payer on our inquiry, but we've decided to dispute the overpayment.

NOTE: You can also go directly from a new Action Required right to Dispute Overpayment.

Assign to User   View Details

MOLINA HEALTHCARE

Action Required Invoice #92 for ROGER RABBITT   Accounting Date: 08/24/2022 • Last Update Date: 08/24/2022 • Days Elapsed: 37

WILD ROSE REGIONAL

Claim & Audit Number	Payment Information	Dates of Service	Patient Information	Overpayment Amounts
Claim - 160	Check #: EFT456897	08/23/2021 - 08/23/2021	ROGER RABBITT	Overpayment: $4,501.22
Audit - Not Available	Check Amt: $600.55		Account #123	
	Check Date: 08/23/2021			

Assign to User   View Details

Patient Registration ⌄   Claims & Payments ⌄   My Providers ⌄   Reporting ⌄   Payer Spaces ⌄   More ⌄   Keyword Search 🔍

MOLINA HEALTHCARE

Inquired Invoice #KY21092222222 for ANNA DELVEY

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196
Check Amt: $953.40
Check Date: Not Available

Overpayment Amounts
Overpayment: $953.40

Assign to User

View Details

Dispute Overpayment - Invoice #KY21092222222   ✕

OP

Select Dispute Type

Select One ▾

Describe the Dispute

Please enter your comments

Max length is 0/2500

Cancel   Submit

MOLINA HEALTHCARE

Action Required Invoice #109-A6863 for VICTOR VICTOR

CLARITY CHILDRENS HOSPITAL

Claim & Audit Number
Claim - 757
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55

08/23/2021 - 08/23/2021

VICTOR VICTORIA
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

Click the drop-down on the Select Dispute Type field.

MOLINA HEALTHCARE

Action Required Invoice #92 for ROGER RABBITT Accounting Date: 08/24/2022 • Last Update Date: 08/24/2022 • Days Elapsed: 37

WILD ROSE REGIONAL

Claim & Audit Number
Claim - 160
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
ROGER RABBITT
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

Patient Registration ⌄ | Claims & Payments ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄ | More ⌄

Keyword Search 🔍

MOLINA HEALTHCARE

Inquired Invoice #KY21092222222 for ANNA DELVEY

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196
Check Amt: $953.40
Check Date: Not Available

Overpayment Amounts
Overpayment: $953.40

Assign to User

View Details

Dispute Overpayment - Invoice #KY21092222222 ✕

OP

Select Dispute Type

| Select One | ⌄ |

Disagree with OP Amount

Disagree with OP Recovery

Max length is 0/2500

Cancel | Submit

MOLINA HEALTHCARE

Action Required Invoice #109-A6863 for VICTOR VICTOR

CLARITY CHILDRENS HOSPITAL

Claim & Audit Number
Claim - 757
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55

08/23/2021 - 08/23/2021

VICTOR VICTORIA
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

Here are the disputes types that are specific to Molina providers.

For this example, I'll select Disagree with OP Amount.

MOLINA HEALTHCARE

Action Required Invoice #92 for ROGER RABBITT Accounting Date: 08/24/2022 • Last Update Date: 08/24/2022 • Days Elapsed: 37

WILD ROSE REGIONAL

Claim & Audit Number
Claim - 160
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
ROGER RABBITT
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

Provide an explanation of the dispute. You have 2500 characters, so please be as specific and detailed as possible. Then click **Submit**.

And… Don't forget to go into the Detail View and add attachments!

Availity | essentials   🏠 Home   🔔 Notifications 9   ♡ My Favorites ∨

Patient Registration ∨   Claims & Payments ∨   My Providers ∨   Reporting ∨   Payer Spaces ∨   More ∨   Keyword Search 🔍

MOLINA HEALTHCARE

Disputed Invoice #KY21092222222 for ANNA DELVEY

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196
Check Amt: $953.40
Check Date: Not Available

Overpayment Amounts
Overpayment: $953.40

Assign to User

View Details

Success! ✕

Your dispute was successfully sent to the payer.

This changed the status of your overpayment to "Disputed". You can review the status of all of your overpayments from the **worklist**.

Close

MOLINA HEALTHCARE

Action Required

CLARITY CHILD

Claim & Audit Number
Claim - 757
Audit - Not Available

Assign to User

MOLINA HEALTHCARE

Action Required

WILD ROSE RE

Claim & Audit Number
Claim - 160
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
ROGER RABBITT
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

A success message displays. To return to the overpayment worklist, either click **worklist** or **Close**.

The status changes to yellow - Disputed. And there is now a conversation badge, because you sent them the explanation for your Dispute.

Now that it is disputed, let's take a closer look at the Detail view of this overpayment. I can do that by clicking close and then clicking on the card (or from the Action menu).

MOLINA HEALTHCARE

Disputed Invoice #KY21092222222 for ANNA DELVEY Accounting Date: 08/25/2022 • Last Update Date: 09/30/2022 • Days Elapsed: 0

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196
Check Amt: $953.40
Check Date: Not Available

Dates of Service
03/31/2021 - 03/31/2021

Patient Information
ANNA DELVEY
Account #A219581V1P4444444

Overpayment Amounts
Overpayment: $953.40
Balance: $953.40

Dispute Reason
Disagree with OP Amount

Overpayment Reason
E3 - An enrollment change was received retro-actively and the member was placed into a different plan

Rendering Provider
GOTHAM HEALTH SYSTEM, INC

Pay To Provider ID
QMP0001234567890

Assign to User

Conversation | Attachments

Provider Documents

File Name	Status
🖼 **ImageFile** (4 KB)	**SUBMITTED**
📄 **TestDocument** (20 KB)	**SUBMITTED**

⊕ Add Attachment

Payer Documents

The first item is that the # of days elapsed has reset to 0 because you took action and changed the status of the overpayment.

Next, you can see the Disputed Reason, Overpayment Reason, and Rendering Provider

Finally, it's a really good idea to come back to the attachments tab and add any pertinent documentation that will help the payer understand your rationale for disputing this overpayment! By the way, we would encourage you to add attachments for an inquiry as well, if you think it will help the payer better understand your question.

Resolve an overpayment

Patient Registration | Claims & Payments | My Providers | Reporting | Payer Spaces | More

Keyword Search

MOLINA HEALTHCARE

Resolve Overpayment
View Details
Assign to User

Disputed Invoice #KY21092222222 for ANNA DELVEY Accounting Date: 08/25/2022 • Last Update Date: 09/30/2022 • Days Elapsed: 0

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196
Check Amt: $953.40
Check Date: Not Available

Dates of Service
03/31/2021 - 03/31/2021

Patient Information
ANNA DELVEY
Account #A219581V1P4444444

Overpayment Amounts
Overpayment: $953.40

Assign to User

View Details

MOLINA HEALTHCARE

Action Required Invoice

CLARITY CHILDRENS H

Claim & Audit Number
Claim - 757
Audit - Not Available

Assign to User

View Details

Here is another action that Anna can take.

In this case the payer did not overturn the dispute and provided the reasons why. So, we're ready to resolve the overpayment. I'm showing you this from an overpayment in Dispute, but you can Resolve Overpayment from any status.
For example, on the Inquiry we did, if the explanation from Molina satisfied your question, you could Resolve Overpayment from the Inquired status.

MOLINA HEALTHCARE

Action Required Invoice #92 for ROGER RABBITT Accounting Date: 08/24/2022 • Last Update Date: 08/24/2022 • Days Elapsed: 37

WILD ROSE REGIONAL

Claim & Audit Number
Claim - 160
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
ROGER RABBITT
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

Availity | essentials | 🏠 Home | 🔔 Notifications 9 | ♡ My Favorites ⌄

State ⌄ | ❓ Help & Training ⌄ | 👤 Marty's Account ⌄ | 🔒 Logout

Patient Registration ⌄ | Claims & Payments ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄ | More ⌄ | Keyword Search 🔍

MOLINA HEALTHCARE

Disputed Invoice #KY21092222222 for ANNA DELVEY

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196
Check Amt: $953.40
Check Date: Not Available

Overpayment Amounts
Overpayment: $953.40

Assign to User

View Details

Resolve Overpayment ✕

OP

Select a payment method.

Select One ⌄

☐ By selecting this option, you are agreeing to resolve this overpayment.

Agree

MOLINA HEALTHCARE

Action Required Invoice #109-A6863 for VICTOR VICTORIA Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 31

CLARITY CHILDRENS HOSPITAL

Claim & Audit Number
Claim - 757
Audit - Not Available

Amounts
$4,501.22

Resolving an overpayment means that you agree to - resolve the overpayment - and pay back the payer.
Click the drop-down in the Select a payment method field.

Assign to User

View Details

MOLINA HEALTHCARE

Action Required Invoice #92 for ROGER RABBITT Accounting Date: 08/24/2022 • Last Update Date: 08/24/2022 • Days Elapsed: 37

WILD ROSE REGIONAL

Claim & Audit Number
Claim - 160
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
ROGER RABBITT
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

MOLINA HEALTHCARE

Disputed Invoice #KY21092222222 for ANNA DELVEY

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196
Check Amt: $953.40
Check Date: Not Available

Overpayment Amounts
Overpayment: $953.40

Assign to User

View Details

Resolve Overpayment ✕

OP

Select a payment method.

Select One ▾

Agree - Offset

Agree - Refund

Agree

MOLINA HEALTHCARE

Action Required Invoice #109-A6863 for VICTOR VICTORIA   Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 31

Select a payment method.

Agree - Offset means the overpayment will be recouped from a future payment.

Agree - Refund means the provider will be sending the payer a check for the overpayment.

I'll select Agree – Refund for this example.

WILD ROSE REGIONAL

Claim & Audit Number
Claim - 160
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
ROGER RABBITT
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

Patient Registration ⌄ | Claims & Payments ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄ | More ⌄

Keyword Search 🔍

MOLINA HEALTHCARE

Disputed Invoice #KY21092222222 for ANNA DELVEY

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196
Check Amt: $953.40
Check Date: Not Available

Assign to User

Resolve Overpayment ✕

OP

Select a payment method.

Agree - Refund ⌄

☐ By selecting this option, you are agreeing to resolve this overpayment.

Agree

Click the check box to acknowledge the message that you agree to resolve this overpayment, and then select **Agree**.

MOLINA HEALTHCARE

Action Required Invoice #109-A6863 for VICTOR VICTORIA   Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 31

CLARITY CHILDRENS HOSPITAL

Claim & Audit Number
Claim - 757
Audit - Not Available

Assign to User

View Details

MOLINA HEALTHCARE

Action Required Invoice #92 f...

WILD ROSE REGIONAL

Claim & Audit Number
Claim - 160
Audit - Not Available

Assign to User

View Details

On **Resolved Agree - Refund** overpayments, If the refund is not received within 60 days (from agreement), the payer will recover the claim overpayment via an offset from a future claim payment.
For questions, please contact a Molina specialist at 866-642-8999.

Patient Registration ⌄   Claims & Payments ⌄   My Providers ⌄   Reporting ⌄   Payer Spaces ⌄   More ⌄   Keyword Search 🔍

MOLINA HEALTHCARE

Resolved - Agree - Refund, Invoice #KY21092222222 for

GOTHAM HEALTH SYSTEM

Claim & Audit Number
Claim - 21092222222
Audit - 10171345

Payment Information
Check #: 52196
Check Amt: $953.40
Check Date: Not Available

Overpayment Amounts
Overpayment: $953.40

Assign to User

View Details

Resolution Successfully Sent   ✕

Your resolution was successfully sent to the payer.

This changed the status of your overpayment to "Resolved". You can review the
status of all of your overpayments from the worklist.

Close

MOLINA HEALTHCARE

Action Required Invoice #109-A6863 for VICTOR VICTORIA Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 31

CLARITY CHILDRENS HOSPITA

Claim & Audit Number
Claim - 757
Audit - Not Available

Amounts
,501.22

Assign to User

View Details

> A success message displays. To return to the
> overpayment's worklist, either click **worklist** or **Close**.
> The status changes to green - Resolved.
> After the overpayment is settled, the payer will close the
> overpayment. At that point, the status changes to Closed.

MOLINA HEALTHCARE

Action Required Invoice #92 for ROGER RABBITT Accounting Date: 08/24/2022 • Last Update Date: 08/24/2022 • Days Elapsed: 37

WILD ROSE REGIONAL

Claim & Audit Number
Claim - 160
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
ROGER RABBITT
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assign to User

View Details

Closed overpayments

While the overpayment may be closed, you can still reach out to Molina and continue to work the overpayment.

Availity
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Home
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Help & Training
Marty's Account
Logout

Patient Registration | Claims & Payments | Clinical | My Providers | Reporting | Payer Spaces | More

Keyword Search

OP Overpayments

Search By

| Patient Last Name ▾ | [   ] | Search | | Filter |

🔵 Show overpayment statistics

Filters: ✕ STATUS: CLOSED ✕ PAYER: MOLINA HEALTHCARE OHIO ✕ PATIENT LAST NAME: DELVEY   Clear All

Locate the closed overpayment(s). In this example, I used the Search By: Patient Last Name – Delvey.
While it has been closed by the payer, you can still communicate with them by going to the Conversations tab. Either click on the View Detials link or click the action menu and then 'View Details'.

Results - Active

0	0	0	0
Total Active	Action Required	Inquired	Disputed
$0.00	$0.00	$0.00	$0.00

Results - Resolved/Closed

0	1
Total Resolved	Total Closed
$0.00	$4,501.22
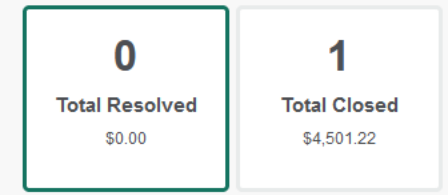
Results: 1 Overpayments   New Today: 0 Overpayments

‹ Prev   1   Next ›

MOLINA HEALTHCARE

Closed Invoice #KY21092222222 for ANNA DELVEY Accounting Date: 08/25/2022 • Last Update Date: 09/30/2022 • Days Elapsed: 0

GOTHAM HEALTH SYSTEM

Claim & Audit Number	Payment Information	Dates of Service	Patient Information	Overpayment Amounts
Claim - 21092222222	Check #: 52196	03/31/2021 - 03/31/2021	ANNA DELVEY	Overpayment: $953.40
Audit - 10171345	Check Amt: $953.40		Account #A219581V1P4444444	
	Check Date: Not Available			

Assign to User

View Details

Patient Registration ∨ Claims & Payments ∨ My Providers ∨ Reporting ∨ Payer Spaces ∨ More ∨

Keyword Search 🔍

Home > **Overpayments** > Details

Need Help? **Watch a demo** for Overpayments

OP Overpayments

MOLINA HEALTHCARE

Closed Invoice #KY21092222222 for ANNA DELVEY Accounting Date: 08/25/2022 • Last Update Date: 09/30/2022 • Days Elapsed: 3

GOTHAM HEALTH SYSTEM

Claim & Audit Number	**Payment Information**	**Dates of Service**	**Patient Information**	**Overpayment Amounts**
Claim - 210922222222	Check #: 52196	03/31/2021 - 03/31/2021	ANNA DELVEY	Overpayment: $953.40
Audit - 10171345	Check Amt: $953.40		Account #A219581V1P4444444	Balance: $0.00
	Check Date: Not Available			

Dispute Reason
Disagree with OP Amount

Overpayment Reason
E3 - An enrollment change was received retro-actively and the member was placed into a different plan

Rendering Provider   **Pay To Provi**
GOTHAM HEALTH SYSTEM   QMP0001234

Assign to User

We're on the conversations tab. Scroll down to the bottom of the thread to send a new message to the payer.

Conversation	Attachments

Tom Vargo

09/30/2022 3:22PM

Please describe the nature of your inquiry. Be as detailed and specific as possible.

INQUIRED by Tom Vargo on

Feedback, Export and Assign overpayments

Patient Registration ⌄ | Claims & Payments ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄ | More ⌄ | Keyword Search 🔍

OP Overpayments

Give Feedback | Actions ▾

Search By

Claim Number ⌄ | [   ] | Search | Filter

Organization

All Organizations ⌄

Sort By

Last Update Date: Newest to Oldest ⌄

🔵 Show overpayment statistics

Filters: ✕ STATUS: ACTION REQUIRED | ✕ STATUS: INQUIRED | ✕ STATUS: DISPUTED | ✕ PAYER: MOLINA HEALTHCARE | Clear All

Results - Active   **Results - Resolved/Closed**

12	10	1	1		0	0
Total Active	Action Required	Inquired	Disputed		Total Resolved	Total Closed
$24,372.57	$19,260.47	$111.89	$5,000.21		$0.00	$0.00
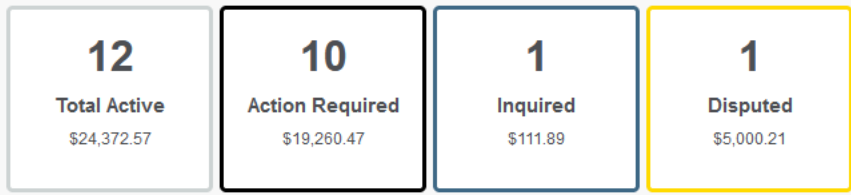
Results: 12 Overpayments   **New Today: 0 Overpayments**

To assign an overpayment to yourself, click on 'Assign to User'.

‹ Prev | 1 | Next ›

MOLINA HEALTHCARE

Action Required Invoice #410-A6863 for PATF2022 PATL2022 Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 34

OCI MEDICAL CENTER

Claim & Audit Number	Payment Information	Dates of Service	Patient Information	Overpayment Amounts
Claim - 138	Check #: EFT456897	08/23/2021 - 08/23/2021	PATF2022 PATL2022	Overpayment: $4,501.22
Audit - Not Available	Check Amt: $600.55		Account #123	
	Check Date: 08/23/2021			

Assign to User   View Details

Availability | essentials | 🏠 Home | 🔔 Notifications 9 | ♡ My Favorites ⌄

State ⌄ | ❓ Help & Training ⌄ | 👤 Marty's Account ⌄ | 🔒 Logout

Patient Registration ⌄ | Claims & Payments ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄ | More ⌄ | Keyword Search 🔍

Home > Overpayments

Need Help? **Watch a demo** for Overpayments

OP **Overpayments**

Give Feedback | Actions ⌄

Assign to User - Invoice #000063346967 ✕

You are about to assign this overpayment to yourself.
If you wish to continue, please click Assign.
Otherwise, click Cancel.

Cancel | Assign

Search By

Claim Number ⌄
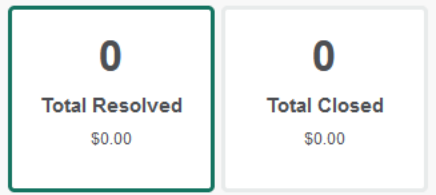
Sort By

Last Update Date: Newest to Oldest ⌄

⬤ Show overpayment statistics

Filters: ✕ STATUS: ACTION REQUIRED | ✕ STATUS: INQUIRED | ✕ STATUS: DISPUTED | ✕ PAYER: MOLINA HEALTHCARE | **Clear All**

Click 'Assign' or 'Cancel'. If you click 'Assign', the Overpayment card will then say 'Assigned to [your name].

12	**1**				
Total Active	Action R				
$24,372.57	$19,260.47	$111.89	$5,000.21	$0.00	$0.00

Results: 12 Overpayments **New Today: 0 Overpayments**

‹ Prev | 1 | Next ›

MOLINA HEALTHCARE ☰

Action Required Invoice #410-A6863 for PATF2022 PATL2022 Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 34

OCI MEDICAL CENTER

Claim & Audit Number	**Payment Information**	**Dates of Service**	**Patient Information**	**Overpayment Amounts**
Claim - 138	Check #: EFT456897	08/23/2021 - 08/23/2021	PATF2022 PATL2022	Overpayment: $4,501.22
Audit - Not Available	Check Amt: $600.55		Account #123	
	Check Date: 08/23/2021			

Assign to User

View Details

🔵 **Availity** | e **essentials** | 🏠 Home | 🔔 Notifications **9** | ♡ My Favorites ⌄

Patient Registration ⌄ | Claims & Payments ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄ | More ⌄ | Keyword Search 🔍

OP Overpayments

Give Feedback | **Actions ▾**

To share your thoughts with us, click **Give Feedback**.

Search By

Claim Number ⌄ | [   ] | Search | Filter

Organization

All Organizations

Sort By

🔵 Show overpayment statistics

Filters: ✖ STATUS: ACTION REQUIRED | ✖ STATUS: INQUIRED | ✖ STATUS: DISPUTED | ✖ PAYER: MOLINA HEALTHCARE | **Clear All**

Results - Active

12	10	1	1
Total Active	Action Required	Inquired	Disputed
$24,372.57	$19,260.47	$111.89	$5,000.21

Results - Resolved/Closed

0	0
Total Resolved	Total Closed
$0.00	$0.00

Results: 12 Overpayments   **New Today: 0 Overpayments**

‹ Prev | **1** | Next ›

MOLINA HEALTHCARE

Action Required Invoice #410-A6863 for PATF2022 PATL2022 Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 34

Passport Health Plan By Molina HealthCare

Claim & Audit Number
Claim - 138
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
PATF2022 PATL2022
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assigned to: **Marty Maroon**

This overpayment is now assigned to me!

View Details

🔵🔴 Availity | ⓔssentials | 🏠 Home | 🔔 Notifications 9 | ♡ My Favorites ⌄

Patient Registration ⌄   Claims & Payments ⌄   My Providers ⌄   Reporting ⌄   Payer Spaces ⌄   More ⌄ | Keyword Search 🔍

🟩OP Overpayments

Give Feedback   Actions ▾

Search By

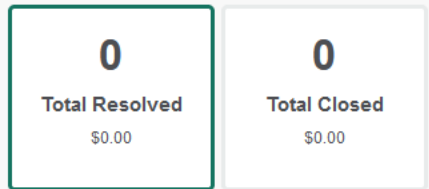| Claim Number ⌄ | | Search | Filter |

Organizati...

All Organ...

🔵 Show overpayment statistics

Filters: ✖ STATUS: ACTION REQUIRED ✖ STATUS: INQUIRED ✖ STATUS: DISPUTED ✖ PAYER: MOLINA HEALTHCARE **Clear All**

Tell us what you think about the Overpayments tool

🙂 😐 ☹️

What do you like?

[   ]

Close   Send Feedback

Results - Active

Results -

12	10	1	1	
Total Active	**Action Required**	**Inquired**	**Disputed**	Total R
$24,372.57	$19,260.47	$111.89	$5,000.21	$0

Results: 12 Overpayments   **New Today:** 0 Overpayments

Let us know how you feel about the overpayments application and provide details. Click **Send**.

NOTE: This is not the place to submit a question or if you need assistance. Please contact Availity Client Services with any questions or if in need of support.

Next ›

MOLINA HEALTHCARE

☰

Action Required Invoice #410-A6863 for PATF2022 PATL2022   Accounting Date: 08/30/2022 • Last Update Date: 08/3

Passport Health Plan By Molina HealthCare

Claim & Audit Number	Payment Information	Dates of Service
Claim - 138	Check #: EFT456897	08/23/2021 - 08/23/2021
Audit - Not Available	Check Amt: $600.55	
	Check Date: 08/23/2021	

Assigned to: **Marty Maroon**   **View Details**

Patient Reg

Keyword Search 🔍

You can export an overpayments summary in a .csv file format, which can then be saved as an Excel spreadsheet if you prefer.

1. Click **Actions**
2. Click **Export Overpayments Summary** and it will export **all** your overpayments (except Closed overpayments), even if you are only viewing one of your organizations or have added Filters.

1

Give Feedback | Actions ▾

2

Export Overpayments Summary (.csv)

Sort E

Last Update Date: Newest to Oldest ˅

Show overpayment statistics

Filters: ✕ STATUS: ACTION REQUIRED | ✕ STATUS: INQUIRED | ✕ STATUS: DISPUTED | ✕ PAYER: MOLINA HEALTHCARE | Clear All

Results - Active

12	10	1	1
Total Active	Action Required	Inquired	Disputed
$24,372.57	$19,260.47	$111.89	$5,000.21

Results - Resolved/Closed

0	0
Total Resolved	Total Closed
$0.00	$0.00

Results: 12 Overpayments   New Today: 0 Overpayments

‹ Prev | 1 | Next ›

MOLINA HEALTHCARE

Action Required Invoice #410-A6863 for PATF2022 PATL2022 Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 34

Passport Health Plan By Molina HealthCare

Claim & Audit Number	**Payment Information**	**Dates of Service**	**Patient Information**	**Overpayment Amounts**
Claim - 138	Check #: EFT456897	08/23/2021 - 08/23/2021	PATF2022 PATL2022	Overpayment: $4,501.22
Audit - Not Available	Check Amt: $600.55		Account #123	
	Check Date: 08/23/2021			

Assigned to: **Marty Maroon**

View Details

Overpayments

Give Feedback | Actions ⌄

Export Overpayment Summary ✕

This Document may take a few minutes for us to create.

We will send you a notification when the file is ready to download.
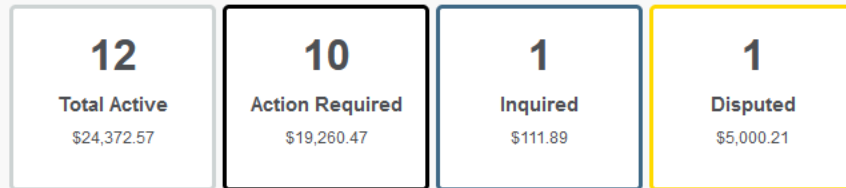
Close

Search By
Claim Number ⌄

Sort By
Last Update Date: Newest to Oldest ⌄

◯ Show overpayment statistics

Filters: ✕ STATUS: ACTION REQUIRED ✕ STATUS: INQUIRED ✕ STATUS: DI

Results - Active

12	10
Total Active	Action Required
$24,372.57	$19,260.47

You will see a message informing you that it could take a few minutes for us to create the file. We will send you a notification when the file is ready to download. Click **Close** in the confirmation message window.

Results: 12 Overpayments Ne

‹ Prev | 1 | Next ›

MOLINA HEALTHCARE

Action Required Invoice #410-A6863 for PATF2022 PATL2022 Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 34

Passport Health Plan By Molina HealthCare

Claim & Audit Number	Payment Information	Dates of Service	Patient Information	Overpayment Amounts
Claim - 138	Check #: EFT456897	08/23/2021 - 08/23/2021	PATF2022 PATL2022	Overpayment: $4,501.22
Audit - Not Available	Check Amt: $600.55		Account #123	
	Check Date: 08/23/2021			

Assigned to: **Marty Maroon**

View Details

State ⌄ ❓ Help & Training ⌄ 👤 Marty's Account ⌄ 🔒 Logout

Patient Registration ⌄ | Claims & Payments ⌄ | My Providers ⌄ | Reporting ⌄ | Payer Spaces ⌄ | More ⌄

Keyword Search 🔍

N Notification Center

The Overpayments Report you ran on 12/21/2022 at 12:01 pm is ready to download.
12/21/2022 12:02 pm
View your overpayments in one easy-to-read report.
☰

9/25/2022 11:54 am

Take Action ☰

> Once the overpayments CSV file is ready, you can download it from the Notification Center just by clicking on the hyperlink.

Messaging

Unassigned
Unread
Pending
Recently Resolved

My Account Dashboard

My Account
Manage My Organization
'How To' Guide for Dental Providers
Enrollments Center
FTP and EDI Connection Services
EDI Companion Guide

Marty Maroon
demoM.Simon@availity.com
Practice Manager/Office Manager

EB
Eligibility and Benefits Inquiry

CS
Claim Status

RV
Remittance Viewer

OP
Overpayments

News and Announcements

Providers - Learn how to streamline your authorization process
12/14/2022
Join our experts as they guide you through the process of managing your authorizations electronically including how to complete and submit inpatient and outpatient authorizations and get
More...

Action required: Complete Your 2022 CMS Compliance training with   today
12/12/2022
It's a CMS mandate for Medicare, Medicaid and SNP. Training is quick and easy. Learn more.

Elderly Waiver -   - Updated Professional Claim Entry Form - Available 12/10/2022
12/12/2022
Bridgeview is excited to share that the Professional Claim Entry Form has been updated. There is a new look to the screens with added enhancements for more efficient claim submission.
More...

Aetna Commercial and Medicare Providers: We're enhancing your authorization process to save you time
12/09/2022
To determine if a pre-certification is required, you now only need to complete the **Start an Authorization, Add Service Information**, and **Rendering Provider-Facility** sections on the
More...

Effective 12/29/2022   will no longer mail paper EOP/remittances to providers
10/17/2022
Electronic versions of EOPs will be available for download and printing on the Availity portal. Feel free to to visit Enrollment Center on the Availity web portal at www.availity.com to enroll into
More...

Sample Overpayments CSV File

Status	Overpayment	Payer	Provider Name	Claim Number	Audit Number	Invoice #	Patient Account Number	First Name	Last Name	Overpayment Reason	Procedure Codes	Dates of Service	Accounting Date	Days Elapsed	Check/EFT	Check/EFT Date	Payer Identifier	Patient Responsibility	Other Carri
Disputed	5001	Health Plan	PC TESTING PC T	329		329	PATACCT20028	Test	PATL2033	notes3	99214	01/05/2019 - 01/07/2019	8/6/2019	8	107	3/1/2019	15447		
Disputed	5001	Health Plan	PC TESTING PC T	6148		6148	PATACCT20029	Test	PATL2034	notes4	99214	01/05/2019 - 01/07/2019	8/6/2019	8	107	3/1/2019	15447		
Resolved	5001	Health Plan	PC TESTING PC T	112		112	PATACCT20030	Test	PATL2035	notes5	99214	09/05/2018 - 09/07/2018	10/1/2018	46	107	11/1/2018	15447		
Inquired	5001	Health Plan	PC TESTING PC T	3403		3403	PATACCT20031	Test	PATL2036	notes6	99214	01/05/2019 - 01/07/2019	8/6/2019	384	107	3/1/2019	15447		
Inquired	5001	Health Plan	PC TESTING PC T	828		828	PATACCT20032	Test	PATL2037	notes7	99214	01/05/2019 - 01/07/2019	8/6/2019	384	107	3/1/2019	15447		
Inquired	5001	Health Plan	PC TESTING PC T	6441		6441	PATACCT20033	Test	PATL2038	notes8	99214	01/05/2019 - 01/07/2019	8/6/2019	384	107	3/1/2019	15447		
Resolved	1000	Health Plan	PC TESTING PC T	776898555664		38322345	PATACCT20034	Test	Patient1	notes9		12/06/2018 - 12/19/2018	2/6/2019	46			10654345488	0	
Resolved	100	Health Plan	PC TESTING PC T	777943565		979238590	PATACCT20035	Test	Patient2	notes10		01/21/2019 - 01/21/2019	2/6/2019	46			180482023635	0	
Resolved	22	Health Plan	PC TESTING PC T	820182666661697		803900284	PATACCT20036	Test	Patient3	notes11		10/14/2018 - 10/14/2018	8/14/2019	70			330057155QD	5	
Resolved	73	Health Plan	PC TESTING PC T	820555550300922		944398304	PATACCT20037	Test	Patient4	notes12		11/14/2018 - 11/14/2018	8/14/2019	66			330057155QD	18	
Resolved	300	Health Plan	PC TESTING PC T	201900006303906		996932185	PATACCT20038	Test	Patient5	notes13		01/27/2019 - 01/27/2019	2/6/2019	49			137965113757	0	
Resolved	73	Health Plan	PC TESTING PC T	82018888809817		61342264	PATACCT20039	Test	Patient6	notes14		10/14/2018 - 10/17/2018	8/14/2019	52			330057155QD	18	
Resolved	30	Health Plan	PC TESTING PC T	201900000787578		973033221	PATACCT20040	Test	Patient7	notes15		01/07/2019 - 01/07/2019	2/6/2019	78			136785182277	25	
Resolved	330	Health Plan	PC TESTING PC T	820182999923984		613017594	PATACCT20041	Test	Patient8	notes16		10/11/2018 - 10/11/2018	8/13/2019	49			590594631OH	80	
Resolved	10	Health Plan	PC TESTING PC T	82018222223984		148646033	PATACCT20042	Test	Patient9	notes17		10/12/2018 - 10/12/2018	11/18/2019	63			590594631OH		
Resolved	5001	Health Plan	PC TESTING PC T	5179		5179	PATACCT20043	Test	Patient10	notes18	99214	01/05/2019 - 01/07/2019	8/6/2019	14	107	3/1/2019	15447		
Resolved	5001	Health Plan	PC TESTING PC T	8855		8855	PATACCT20044	Test	Patient11	notes19	99214	01/05/2019 - 01/07/2019	8/6/2019	44	107	3/1/2019	15447		
Resolved	5001	Health Plan	PC TESTING PC T	1605		1605	PATACCT20045	Test	Patient12	notes20	99214	01/05/2019 - 01/07/2019	8/6/2019	98	107	3/1/2019	15447		
Resolved	5105	Health Plan	PC TESTING PC T	2245		2245	PATACCT20046	Test	Patient13	notes21	99214	01/05/2019 - 01/07/2019	8/6/2019	98	107	3/1/2019	15447	100	

Patient Registration ⌄   Claims & Payments ⌄   My Providers ⌄   Reporting ⌄   Payer Spaces ⌄   More ⌄   Keyword Search 🔍

OP Overpayments

Give Feedback   Actions ▾
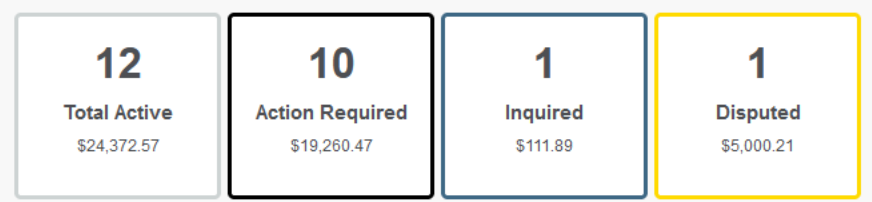
Search By

Claim Number ▾   [   ]   Search   Filter

Organization

All Organizations ▾
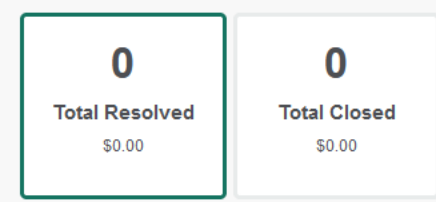
Sort By

Last Update Date: Newest to Oldest ▾

🔵 Show overpayment statistics

Filters: ✖ STATUS: ACTION REQUIRED   ✖ STATUS: INQUIRED   ✖ STATUS: DISPUTED   ✖ PAYER: MOLINA HEALTHCARE   **Clear All**

Results - Active

12	10	1	1
Total Active	**Action Required**	**Inquired**	**Disputed**
$24,372.57	$19,260.47	$111.89	$5,000.21

Results - Resolved/Closed

0	0
Total Resolved	**Total Closed**
$0.00	$0.00

Results: 12 Overpayments   New Today: 0 Overpayments

**SPECIAL NOTE: If you have the Provider Overpayments - Manager role, you can do bulk assignments of overpayments to your team. If you do have that role or permission, click on Actions…

‹ Prev   1   Next ›

MOLINA HEALTHCARE

Action Required Invoice #410-A6863 for PATF2022 PATL2022 Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 34

Passport Health Plan By Molina HealthCare

Claim & Audit Number
Claim - 138
Audit - Not Available

Payment Information
Check #: EFT456897
Check Amt: $600.55
Check Date: 08/23/2021

Dates of Service
08/23/2021 - 08/23/2021

Patient Information
PATF2022 PATL2022
Account #123

Overpayment Amounts
Overpayment: $4,501.22

Assigned to: **Marty Maroon**

View Details

Patient Registration ⌄   Claims & Payments ⌄   My Providers ⌄   Reporting ⌄   Payer Spaces ⌄   More ⌄   Keyword Search 🔍

OP **Overpayments**

Give Feedback   Actions ▾

Bulk Overpayments Assignment

Export Overpayments Summary (.csv)

Search By

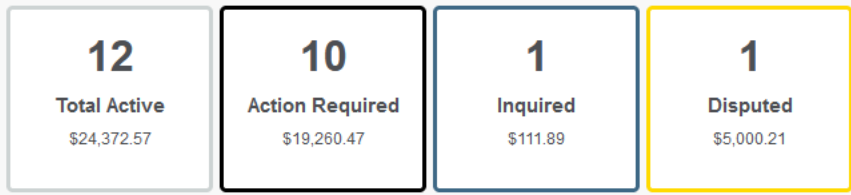Claim Number ▾   [   ]   Search   Filter

Organization

All Organizations ▾

Sort By

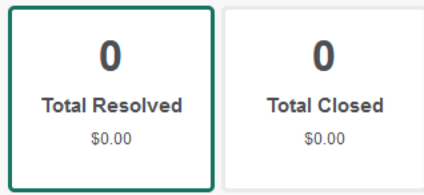Last Update Date: Newest to Oldest ▾

🔵 Show overpayment statistics

Along with the export option, you will also have the option for Bulk Overpayments Assignment.

Filters: ✕ STATUS: ACTION REQUIRED   ✕ STATUS: INQUIRED   ✕ STATUS: DISPUTED   ✕ PAYER: MOLINA HEALTHCARE   **Clear All**

Results - Active

12	10	1	1
Total Active	Action Required	Inquired	Disputed
$24,372.57	$19,260.47	$111.89	$5,000.21

Results - Resolved/Closed

0	0
Total Resolved	Total Closed
$0.00	$0.00

Results: 12 Overpayments   New Today: 0 Overpayments

‹ Prev   1   Next ›

MOLINA HEALTHCARE

Action Required Invoice #410-A6863 for PATF2022 PATL2022 Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 34

Passport Health Plan By Molina HealthCare

Claim & Audit Number	**Payment Information**	**Dates of Service**	**Patient Information**	**Overpayment Amounts**
Claim - 138	Check #: EFT456897	08/23/2021 - 08/23/2021	PATF2022 PATL2022	Overpayment: $4,501.22
Audit - Not Available	Check Amt: $600.55		Account #123	
	Check Date: 08/23/2021			

Assigned to: **Marty Maroon**

View Details

Search By

Claim Num...

Show ov

Filters: STATUS

You can select the specific overpayments cards to assign or choose 'Select All'.

Once you've chosen the cards, start typing their name in the Assign To… field. Once selected, click 'Assign'. (Select from all users in your org with the Overpayment role)

ONCE AGAIN, YOU MUST HAVE THE **PROVIDER OVERPAYMENTS - MANAGER** ROLE TO PERFORM THIS FUNCTION.

Bulk Assign

* Select User to Bulk Assign

Assign To... ⌄   clear

Search by first or last name (using at least 3 characters)

3 Overpayments Selected

Assign   Cancel

‹ Prev   **1**   Next ›

Select all ☐

MOLINA HEALTHCARE ☑

Action Required Invoice #410-A6863 for PATF2022 PATL2022 Accounting Date: 08/30/2022 • Last Update Date: 08/30/2022 • Days Elapsed: 34

Passport Health Plan By Molina HealthCare

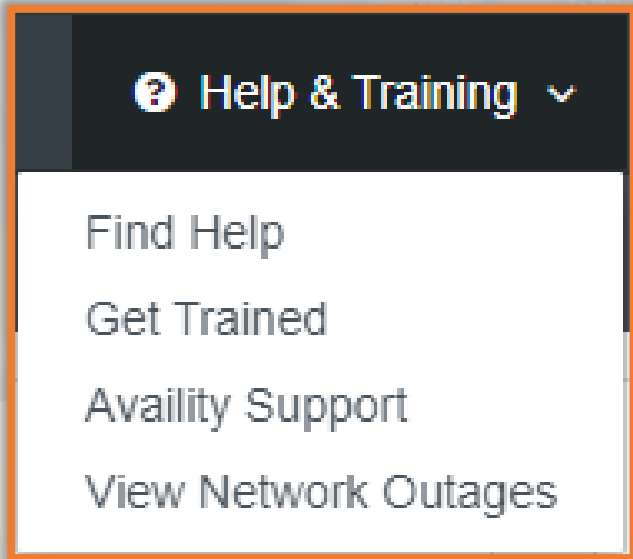| Claim & Audit Number	Payment Information	Dates of Service	Patient Information	Overpayment Amounts
Claim - 138	Check #: EFT456897	08/23/2021 - 08/23/2021	PATF2022 PATL2022	Overpayment: $4,501.22
Audit - Not Available	Check Amt: $600.55		Account #123	
	Check Date: 08/23/2021			

Tips

IF YOU WANT TO…	THEN FOLLOW THESE STEPS
Add an attachment	1. Locate an overpayment card that has a status of Inquired, Disputed, Resolved or Closed. 2. Click the overpayment card. 3. Select the **Attachments** tab and click **Add File**.* 4. Select the file to attach, and then click **Open**.
Generate a report for an overpayment	1. Click the action menu in the overpayment card, and then click **Export Overpayments Summary (.csv)**. 2. Follow the prompts from your browser to open or save the .csv file.
View a conversation history, send a message and locate unread messages	1. On an Overpayment card, the conversation icon will have a number, indicating the number of unread messages. 2. From the overpayment card Detail view, select the Conversation tab and read the messages, including any new messages. 3. Send a message – Type in your message in the text field and click **Send Message**.

*File sizes and types vary by payer. For Molina, the total file size cannot exceed 128 MB and the max number of documents allowed to upload in a single session is 10.

- Use **Find Help** to launch the Provider Help Center and access training documentation plus payer-specifics.

- Use **Get Trained** to launch the Availity Learning Center (ALC) to enroll in on-demand and live training options.

- Use **Availity Support** to submit a support ticket online to Availity Client Services (ACS).

- Use **View Network Outages** to review current outages and scheduled maintenance.

My Account page

My Account page is all about the user and the organization. Use it to:

- Change the avatar

- Update user information

- Find organization administrator information

- Manage support tickets

Organization administrators can also manage business and team information.

Q&A

Note: Some overpayment features vary by payer. We are only able to answer generic and Molina-specific questions at this time.

Thank you

Contact 1.800.282.4548 (1.800.AVAILITY) for assistance or select
Help & Training > **Availity Support** to create a support ticket.

Select **Help & Training** > **Get Trained** for additional on-demand training.