



Explanation of Payment Refund and Forwarding Balance Reporting Enhancement

Molina Healthcare Inc would like to provide some details regarding a forthcoming enhancement to the reporting of refunds received that are displayed on your Explanation of Payment and 835 files.

What is the Change?

Currently on your Explanation of Payment (EOP) and 835, refund amounts are listed on your payment with a reference ID of the Molina claimID and payment checkhistoryID (eg: 123456789R1-CHK123456789).

A forthcoming enhancement scheduled for 04/30/25 will update these sections on the EOP and 835 to change the reference ID from the Molina claim ID to your patient control number, allowing for faster reporting of these transactions. The setup of utilizing WO/72 code types will remain.

The updates are:

- Reference ID on the Explanation of Payment adjustment section will reflect your patient control number for the transactions related to each refund posting, followed by the CHKHSTID.
- Changes to the PLB segment on the 835.
 - Items labeled as Provider Return/Refund credit will be reflected on your 835 as adjustment code 72 with a reference ID of the patient control number and CHKHSTID for each refund.
 - Items labeled as Overpayment Recovery will be reflected on your 835 as adjustment code type WO with a reference ID of the patient control number and CHKHSTID for each refund.
 - This is our method of recording refunds received and will result in a net total of \$0.00 on your payment.

What do providers need to do?

Please review your Explanation of Payment and 835's for payments issued after **04/30/25** to ensure these new PLB segment adjustment types process accurately within you or your clearinghouse systems.

Molina is here to support you as well. If you have questions for Molina about this transition, please contact us at Molina contact center at (855) 838-7999.