



November 2023

Provider Notification

Re: Payment of Refund and Forwarding Balance Reporting Enhancement

Dear Providers,

Molina Healthcare of Nevada provides important information to all providers concerning enhancing the reporting of funds received displayed on your Explanation of Payment and 835 files. This is scheduled to become effective on 11/28/2023.

For more information, please reference the attached document titled Explanation of Payment Refund and Forwarding Balance Reporting Enhancement.

Questions?

We're here to help. Contact your Provider Services Representative or email the Provider Services team at NVProviderRelations@MolinaHealthcare.com.

Thank you for your continued partnership.

Sincerely,

Molina Healthcare of Nevada Provider Services

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 displayed on your Explanation of Payment and 835 files, as well as Forwarding Balances.

What is the Change?

Currently, on your Explanation of Payment (EOP) and 835, refund amounts are combined as a bulk total for your payment with a reference ID of the payment checkhistoryID (CHKHST...).

A forthcoming enhancement scheduled for 11/28/23 will update these sections on the EOP and 835 to utilize a reference ID of the claim itself, allowing for more transparent reporting of these transactions. The setup of WO/72 code types will remain. The updates are:

- Reference ID on the Explanation of Payment adjustment section will reflect the claimID for the transactions related to each refund posting and no longer use the checkhistoryID.
- Changes to the PLB segment on the 835.
 - Items labeled as Provider Return/Refund credit will be reflected on your 835 as adjustment code type 72 with a reference ID of the claimID 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 claimID 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 835s for payments issued on or after **11/28/23** 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 NVProviderRelations@MolinaHealthcare.com.