

Electronic Visit Verification recoupments

Update to process

Effective Aug. 15, 2021, UnitedHealthcare Community Plan will change how we process recoupments for Electronic Visit Verification (EVV) claims. The changes are for recoupments that are the result of missing or non-compliant EVV information, or for fraud, waste or abuse audits. All audits will not exceed 24 months from the date of service.

You will first be sent a notice of non-compliance and potential recoupment no later than 30 days from the date the audit concludes. The notice will contain the following information:

- The basis for the intended recoupment
- Specific claims or EVV transactions related to the recoupment
- Contact information and time limits for informal resolution
- Instructions for correcting deficiencies through visit maintenance or claims corrections
- Appeal information

After 30 days from the time the non-compliance letter is sent, if an informal resolution has not been completed, you will receive an EVV-specific overpayment notification letter. Overpayment collection will be conducted no fewer than 60 days from the notice date.

Questions?

Contact your Provider Advocate or call **888-787-4107**, Monday–Friday, 8 a.m.–6 p.m. CT.