

Provider-Level Adjustments Overpayment Recovery

We use the Provider Adjustment (PLB) segment to convey provider level adjustment information in 835 files that can increase or decrease payments.

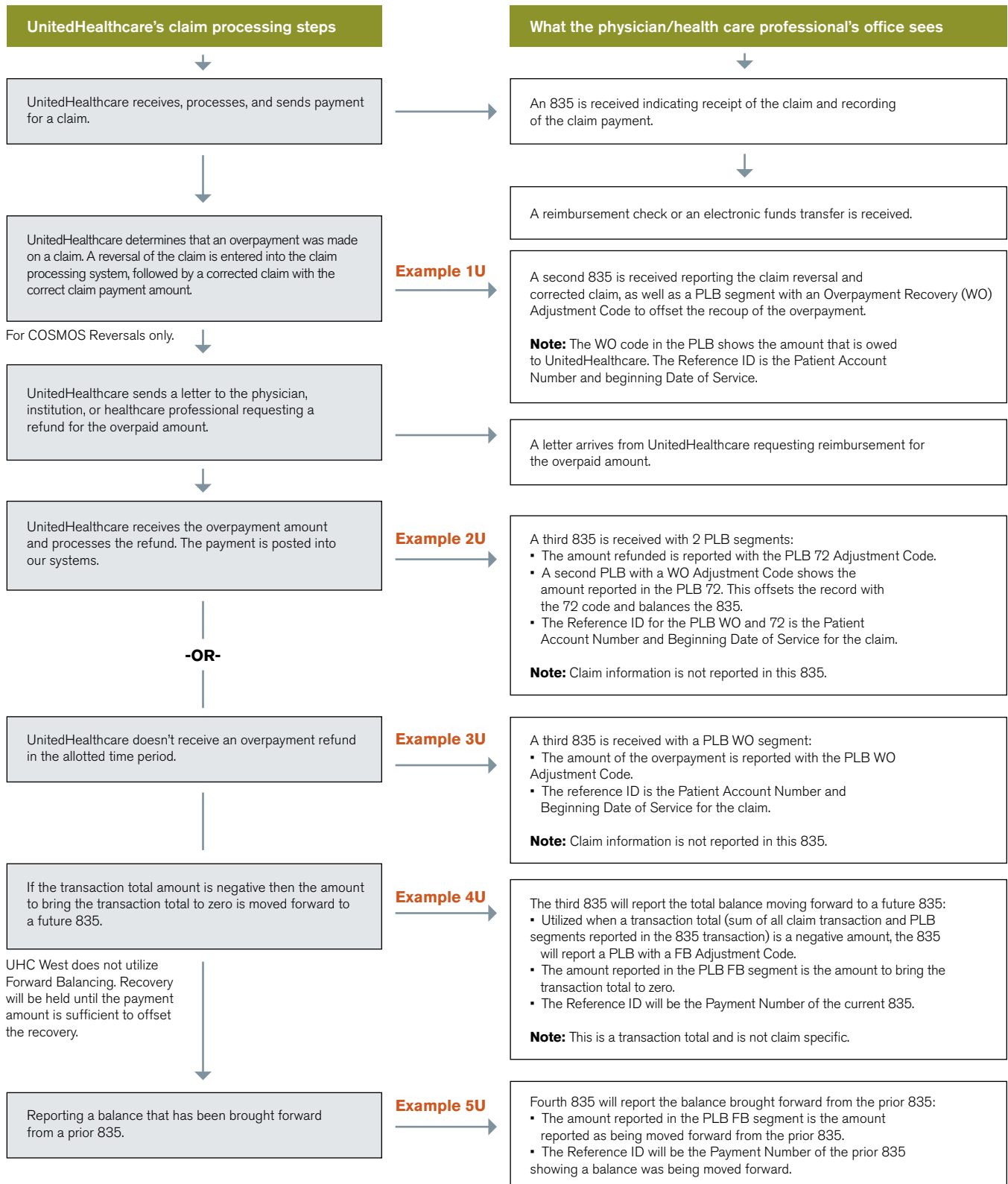
UnitedHealthcare uses three claims processing systems:

- Our Commercial claim platform for the majority of our business, including most commercial products and select Medica claims
- Our Medicare Solutions claim platform for Medicare Advantage products (formerly called SecureHorizons and MedicareComplete from SecureHorizons) and Evercare. We also process certain OptumHealth Behavioral Solutions (“Optum”), UHC Community products and Medica claims with this platform
- Our Community Plans (CSP) includes Medicaid and/or Medicare (dual enrollee) products.

The following examples do not contain all segments in the 835. You will only see the BPR, TRN, PLB (when applicable) and claim data segments.

Solicited Recovery of Overpayment Examples

The following examples (1U-5U) apply to the Commercial Platform and Medicare Advantage products on the Medicare Solutions Claim Platform and Community Plans.



Example 1U — Reversal and corrected claim with offset (PLB WO)

BPR*1*83.61*C*ACH**01*124384877*DA*0*1411289245*000087726*01*1243848
77*DA*62431XXXX*20120601~TRN*1*1AB3456789*1411289245*000087726~

(Reversal of Original Claim)

CLP*EXAMPLE1U*22*-145*-104.57**13*1231231231 0131230189*11~
NM1*QC*1*JONES*INSURED*B***MI*11111111~
NM1*82*1*PROVIDER*JOE*C***XX*1234567891~
REF*CE*CHOYC+~
REF*1L*554604~
DTM*232*20110708~
DTM*050*20110712~
SVC*HC:99391*-145*-104.57**1~
DTM*472*20110708~
CAS*CO*45*-40.43~
REF*6R*12097561~

(Corrected Claim)

CLP*EXAMPLE1U*1*145*0*145*13*1231231231 0139128935*11~
NM1*QC*1*JONES*INSURED*B***MI*11111111~
NM1*82*1*PROVIDER*JOE*C***XX*1234567891~
REF*1L*554604~
REF*CE*CHOYC+~
REF*F8*1231231231 0131230189~
DTM*232*20110708~
DTM*050*20110712~
SVC*HC:99391*145*0**1~
DTM*472*20110708~
CAS*PR*32*145~
REF*6R*12097561~
AMT*B6*145~

(Unrelated Claim)

CLP*EXAMPLE1U
CLAIM2*1*210*83.61*30*14*1234561231 0138840601*11~
NM1*QC*1*SMITH*INSURED***MI*22222222~
NM1*82*1*PROVIDER*DEBORAH*S***XX*1234567892~
REF*CE*CHOYC~
REF*1L*8N8815~
DTM*232*20120510~
DTM*050*20120514~
AMT*AU*210~
SVC*HC:99214*210*83.61**1~
DTM*472*20120510~
CAS*CO*45*96.39~
CAS*PR*3*30~
REF*6R*13207956~
AMT*B6*113.61~

(Withholding Overpayment from Claim)

PLB*1234567890*20121231* WO:20110708 EXAMPLE1U*-104.57~

Example 2U — Receipt of refund check (PLB 72 and WO)

BPR*1*73.61*C*ACH**01*124384877*DA*0*1411289245*000087726*01*124384877
*DA*62431XXX*20120616~TRN*1*1AB3456789*1411289245*000087726~

(Unrelated Claim)

CLP*EXAMPLE2U*1*210*73.61*40*14*1234561234 0135840702*11~
NM1*QC*1*CARR*PATIENT*Q~
NM1*IL*1*CARR*INSURED****MI*777777777~
NM1*82*1*PROVIDER*DEBORAH*S***XX*1234567892~
REF*CE*CHOYC~
REF*1L*8N8815~
DTM*232*20120510~
DTM*050*20120514~
AMT*AU*210~
SVC*HC:99214*210*73.61**1~
DTM*472*20120510~
CAS*CO*45*96.39~
CAS*PR*3*40~
REF*6R*13208101~
AMT*B6*113.61~

Reporting Refund Check Received)

UHC2330c_20121126
PLB*1234567890*20121231*72:20110708 EXAMPLE1U*-104.57
*WO:20110708 EXAMPLE1U*104.57~

Example 3U — Physical recovery of overpayment funds (PLB WO)

BPR*1*45.43*C*ACH**01*124384877*DA*0*1411289245*000087726*01*124384877
*DA*62431XXX*20120916~
TRN*1*1BD3453459*1411289245*000087726~

(Unrelated Claim)

CLP*EXAMPLE3U*1*210*150**14*1239879879 01346517613*11~
NM1*QC*1*CARR*PATIENT*Q~
NM1*IL*1*CARR*INSURED****MI*777777777~
NM1*82*1*PROVIDER*DEBORAH*S***XX*1234567892~
REF*CE*CHOYC~
REF*1L*8N8815~
DTM*232*20120611~
DTM*050*20120814~
AMT*AU*210~
SVC*HC:99214*210*150**1~
DTM*472*20120611~
CAS*CO*45*60~
REF*6R*13209999~
AMT*B6*150~

(Refund not Received — Recouping Overpayment)

PLB*1234567890*20121231*WO:20110708 EXAMPLE1U*104.57~

Example 4U — Forward Balance created (PLB FB)

BPR*H*O*C*NON*****20120915~TRN*1*1DF4567891*1411289245*000087726~

(Unrelated Claim)

CLP*EXAMPLE4U*1*210*100**14*1234561234 0135840702*11~
NM1*QC*1*THOMAS*PATIENT*Q~
NM1*IL*1*THOMAS*INSURED****MI*777777777~
NM1*82*1*PROVIDER*DEBORAH*S***XX*1234567892~
REF*CE*CHOYC~
UHC2330c_20121126
REF*1L*8N8815~
DTM*232*20120705~
DTM*050*20120814~
AMT*AU*210~
SVC*HC:99214*210*100**1~
DTM*472*20120705~
CAS*CO*45*110~
REF*6R*13218321~
AMT*B6*100~

(Refund not Received — Recouping Overpayment with PLB FB)

PLB*1234567890*20121231*WO:20110708 EXAMPLE1U*104.57*FB:1DF4567891*-4.57~

Example 5U — Forward Balance from prior 835 (PLB FB)

BPR*1*145.43*C*ACH**01*124384877*DA*0*1411289245*000087726*01*124384877
*DA*62431XXXX*20120920~TRN*1*1GH3551212*1411289245*000087726~

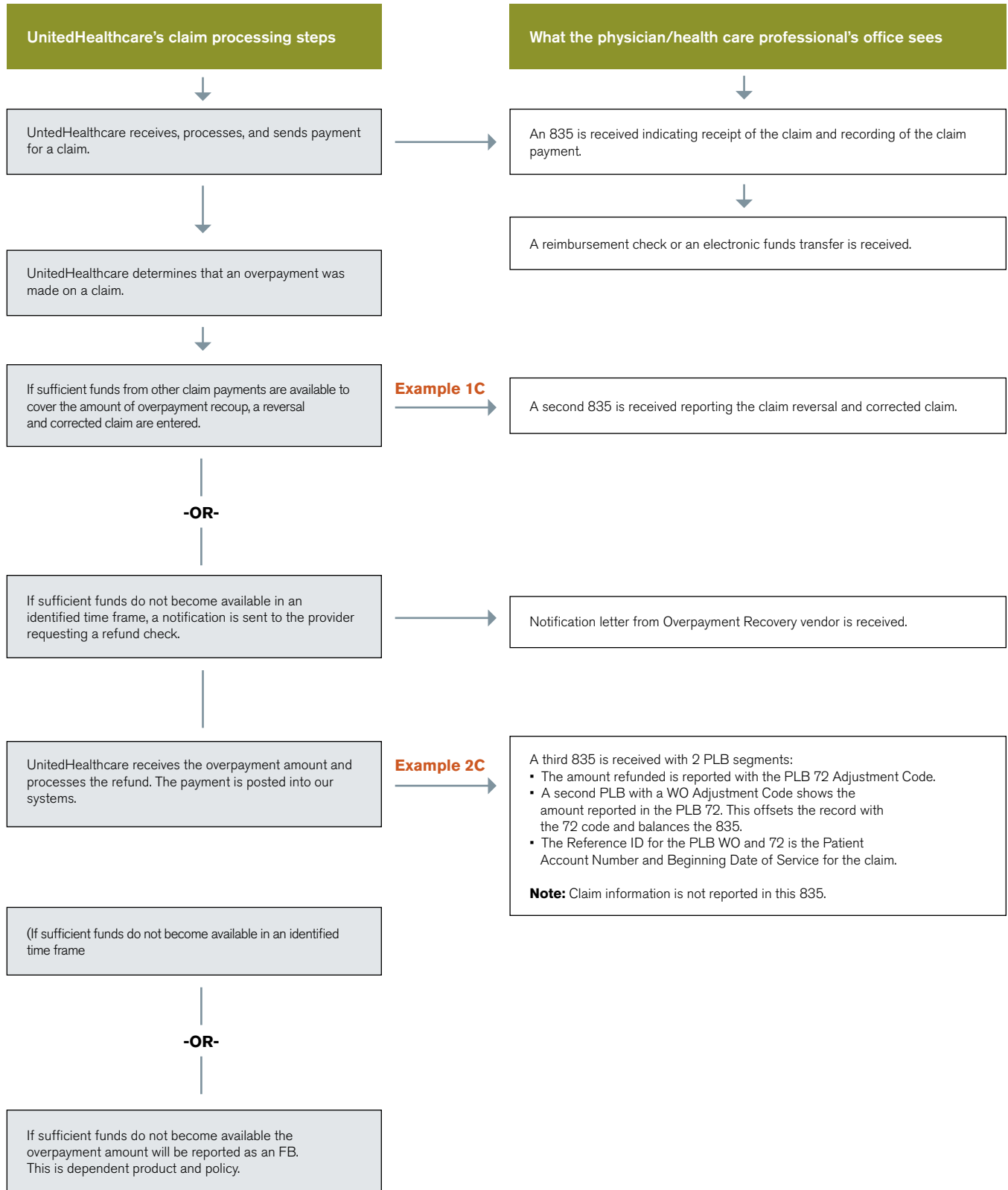
(Unrelated Claim)

CLP*EXAMPLE5U*1*210*150**14*1234581222 0135946614*11~
NM1*QC*1*DOE*PATIENT*S~
NM1*IL*1*DOE*INSURED****MI*555555555~
NM1*82*1*PROVIDER*DEBORAH*S***XX*1234567892~
REF*CE*CHOYC~
REF*1L*8N8815~
DTM*232*20120710~
DTM*050*20120816~
AMT*AU*210~
SVC*HC:99214*210*150**1~
DTM*472*20120710~
CAS*CO*45*60~
REF*6R*13212323~
AMT*B6*150~

(Balance Moved Forward from Prior 835)

PLB*1234567890*20121231* FB:1DF4567891*4.57~

The following examples (1C-2C) apply to select OptumHealth Behavioral Solutions (“Optum”) and Medica claims on the Medicare Solutions Claim Platform



Example 1C — Reversal and Corrected claim

BPR*1*65.43*C*ACH**01*124384877*DA*0*1411289245*000087726*01*124384877
*DA*62431XXXX*20120601~UHC2330c_20121126 TRN*1*1AB3456789*1411289245*000087726~

(Reversal of Original Claim)

CLP*EXAMPLE1C*22*-145*-104.57**13*MSP1231231200*11~
NM1*QC*1*JONES*PATIENT*A~
NM1*IL*1*JONES*INSURED*B***MI*11111111~
NM1*82*1*PROVIDER*JOE*C***XX*1234567891~
REF*1L*47983~
REF*CE*CITY OF MAPLEWOOD~
DTM*232*20110708~
DTM*050*20110712~
SVC*HC:99391*-145*-104.57**1~
DTM*472*20110708~
CAS*CO*45*-40.43~
REF*6R*12097561~

(Corrected Claim)

CLP*EXAMPLE1C*1*145*0*145*13*MSP1231232300*11~
NM1*QC*1*JONES*PATIENT*A~
NM1*IL*1*JONES*INSURED*B***MI*11111111~
NM1*82*1*PROVIDER*JOE*C***XX*1234567891~
REF*1L*47983~
REF*CE* CITY OF MAPLEWOOD~
REF*F8*MSP1231231200~
DTM*232*20110708~
DTM*050*20110712~
SVC*HC:99391*145*0**1~
DTM*472*20110708~
CAS*PR*32*145~
REF*6R*12097561~
AMT*B6*145~

(Unrelated Claim)

CLP*EXAMPLE1C - CLAIM2*1*210*170*30*14*MSP1234561200*11~
NM1*QC*1*SMITH*PATIENT*W~
NM1*IL*1*SMITH*INSURED****MI*22222222~
NM1*82*1*PROVIDER*DEBORAH*S***XX*1234567892~
REF*1L*47983~
REF*CE* CITY OF MAPLEWOOD~
DTM*232*20120510~
DTM*050*20120514~
UHC2330c_20121126
AMT*AU*210~
SVC*HC:99214*210*170**1~
DTM*472*20120510~
CAS*CO*45*10~
CAS*PR*3*30~
REF*6R*13207956~
AMT*B6*200~

Example 2C — Receipt of refund check (PLB 72 and WO)

BPR*1*73.61*C*ACH**01*124384877*DA*0*1411289245*000087726*01*124384877
*DA*62431XXXX*20120616~TRN*1*1AB3456789*1411289245*000087726~

(Unrelated Claim)

CLP*EXAMPLE2C*1*210*73.61*40*14*MSP1234567800*11~
NM1*QC*1*CARR*PATIENT*Q~
NM1*IL*1*CARR*INSURED****MI*7777777777~
NM1*82*1*PROVIDER*DEBORAH*S***XX*1234567892~
REF*1L*47983~
REF*CE*CITY OF MAPLEWOOD~
DTM*232*20120510~
DTM*050*20120514~
AMT*AU*210~
SVC*HC:99214*210*73.61**1~
DTM*472*20120510~
CAS*CO*45*96.39~
CAS*PR*3*40~
REF*6R*13207956~
AMT*B6*113.61~

(Reporting Refund Check Received)

PLB*1234567890*20121231*72:20110708 EXAMPLE1*-104.57
*WO:20110708 EXAMPLE1*104.57~

If you have any questions about these examples, please contact EDI Support at 800-842-1109, option 4.

Additional 835 Solutions Guides:

- Types of UnitedHealthcare 835 Files
- Provider Level Adjustments Basics
- Contact Information

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