

Frequently Asked Questions

EOP and EDI 835 changes related to overpayments and recoupments

Effective Sept. 3, 2026, we enhanced the Explanation of Payment and EDI 835 to provide more information about overpayment recoupments, current recoupment activity and outstanding balances. This enhancement will allow you to more easily identify newly established overpayments and track outstanding balances through the recoupment process.

How will I be notified of an overpayment?

When an overpayment is identified, you'll receive a written notification explaining the details of the overpayment. The notification letter will include information about the identified overpayment, available repayment options, applicable appeal rights and any next steps related to the recovery process.

What is the timing and process for recoupments?

The timing and process for overpayment recovery are governed by the applicable provider agreement and other contractual requirements. As a result, overpayment recovery and recoupment processes may vary among providers.

Can I repay the overpayment before the recoupment process begins?

Yes. You may be given an opportunity to repay the identified overpayment before recoupment activity begins, consistent with the terms of your contractual agreement. If the overpayment is not repaid within the applicable time frame, recovery may occur through future EOPs and EDI 835 remittance advices as permitted under your contract and applicable requirements.

What if I disagree with the overpayment determination?

If you disagree with the overpayment determination, you may submit an appeal in accordance with the appeal rights and procedures outlined in your provider agreement and the current [HealthSpring Provider Manual](#).

Will overpayments identified prior to Sept. 3, 2026, be included on the updated EOP?

For overpayments identified prior to Sept. 3, 2026, historical overpayment creation details will not be available on the updated EOP. However, you'll continue to see the outstanding balance, any amount recouped on the current payment and the remaining balance subject to future recoupment.

What information will the updated EOP and EDI 835 include?

The updated EOP and EDI will include:

- The Overpayment Create Date will match the date of the current EOP on which the overpayment first appears.
- The New Overpayment Amount and Balance Yet to Be Recouped will reflect the same dollar amount. This indicates that the overpayment has been identified, but the recoupment process has not yet begun.

As future EOPs are issued and recoupments begin:

- The Amount Recouped This Payment field will show the amount collected during the current payment cycle.
- The Balance Yet to Be Recouped field will decrease as recoupments are applied.
- Providers will be able to track the remaining balance from EOP to EOP until the overpayment has been fully recovered.

How can I research and track overpayments?

To assist you in researching and tracking overpayments, the Patient Account Number will be added to the EDI 835 Provider-Level Balance segment for both overpayment creation and recoupment transactions.

Questions?

If you have questions about this change, please contact your HealthSpring representative.