



Availity Overpayments for Humana Providers

Use this application to view, dispute, resolve claim overpayments, and more.

better information. better insights. better outcomes.

Review this first, please

INFORMATION EXCHANGE AND ACCESS

When you use the Availity Portal, results and data come from payer systems. Results can vary by payer, plan, product, member, and your user permissions.

COMPLIANCE

In training, screen images and demonstrations are from a demo environment containing pre-loaded generic, de-identified information.

Important! It is a violation of HIPAA regulations to share credentials to a system that contains PII/PHI. Please do not share an Availity user ID with others.

ACCESS

Your organization's Availity administrator sets up your user ID and assigns permissions.

INTERNET BROWSER

Availity supports Google Chrome, Mozilla Firefox®, and Internet Explorer 11® (or higher). Be sure to allow pop-ups from Availity and clear your temporary internet files often.

ALLOW POPUP WINDOWS

- apps.availity.com
- www.availity.com
- https://availitylearning.learnupon.com
- Any third-party websites accessed from the Availity Portal such as a payer's website.

Note: Also allow JavaScript and allow images to load automatically.



Availity Overpayments



Overpayment definition

An overpayment is any payment that a provider receives in excess of the amount payable for a service rendered.



Do you have all the permissions that you need?

To use the overpayments application, your organization's Availity administrator must assign the **Claim Status** role to your user account.

Contact your administrator(s) to get more or different permissions.

HIGHLIGHTS AND INSIGHTS

In **My Account Dashboard**, click **My Administrators** to find administrators for your business. Be sure to allow pop-ups from Availity sites.



Purpose of the Demonstration

After viewing the demo, you should better understand:

How to **Access** the Overpayment Application in the Portal

The image shows a screenshot of the Availity portal interface. The top navigation bar includes links for Home, Notifications, My Favorites, and Help & Training. Below this, a secondary navigation bar contains links for Patient Registration, Claims & Payments (highlighted with an orange box), My Providers, Reporting, Payer Spaces, and More. The main content area is divided into sections: Notification Center, Messaging, and Internal Links Dashboard. The Notification Center contains three messages regarding provider directory information, refund requests, and census/discharge reports. The Messaging section shows unread, pending, and recently resolved messages. The Internal Links Dashboard lists various tools like ARIES Research Tool, AV Search, and Internal Links Page. On the right side, a dropdown menu for 'Claims & Payments' is shown, listing options: Claim Status & Payments, Claim Status (CS), Remittance Viewer (RV), Overpayments (OP, highlighted with an orange box), and Appeals (A). An orange arrow points from the 'Claims & Payments' link in the top navigation bar to the dropdown menu.

Purpose of the Demonstration

After viewing the demo, you should better understand:

The Five Statuses in the process cycle of the application

Action
Required

Inquired

Disputed

Resolved

Closed

Purpose of the Demonstration

After viewing the demo, you should better understand:

How to use the Summary Screen to manage inventory

OP

Overpayments

Give Feedback

Actions

Search By

Payer

Select a Payer

Organization

All Organizations

Sort By

Last Update Date: Newest to Oldest

Filters: PAYER: HUMANA

Results - Active

Results - Resolved/Closed

22

Total Active

\$83,740.25

12

Action Required

\$52,533.89

6

Inquired

\$25,234.84

4

Disputed

\$5,971.52

6

Total Resolved

\$21,068.67

4

Total Closed

\$217.28

Results: 32 Overpayments New Today: 0 Overpayments

Humana.

Action Required Invoice #1777 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Days Elapsed: 232

PC TESTING PC TESTING PC TESTING PC TESTING PC TESTING PC TE...

Claim & Audit Number

Claim - 1777

Audit - Not Available

Payment Information

Check #: 107

Check Amt: Not Available

11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033

Account #PATACCT20033

Overpayment Amounts

Overpayment: \$5,001.22



Purpose of the Demonstration

After viewing the demo, you should better understand:

That each overpayment is represented by a **Unique Card**

Humana.				
Disputed - Provider Response Submitted, Invoice #7557 for PATF20033 PATL2033 Accounting Date: 03/24/2019 • Last Update: 04/11/2019 • Days Elapsed: 39				
PC TESTING				
Claim & Audit Number Claim - 7557 Audit - Not Available	Payment Information Check #: 107 Check Amt: Not Available 11/01/2018	Dates of Service 09/05/2018 - 09/07/2018	Patient Information PATF20033 PATL2033 Account #PATACT20033	Overpayment Amounts Overpayment: \$5,001.22
Assign to User				

Summary view of the overpayment card



Purpose of the Demonstration

After viewing the demo, you should better understand:

How to work an overpayment using the **Detail View**

Humana.
Disputed - Provider Response Submitted, Invoice #7557 for PATF20033 PATL2033 Accounting Date: 03/24/2019 • Last Update: 04/11/2019 • Days Elapsed: 39
PC TESTING

Claim & Audit Number Claim - 7557 Audit - Not Available	Payment Information Check #: 107 Check Amt: Not Available 11/01/2018	Dates of Service 09/05/2018 - 09/07/2018	Patient Information PATF20033 PATL2033 Account #PATACT20033 DOB 12/27/1946 Subscriber ID - H42946	Overpayment Amounts Overpayment: \$5,001.22
Claim Information Allowed Amount:	Line of Business Medicare	Provider Identifiers NPI - 100 Tax ID - 430	Medical Record Request MRM #2213	

Overpayment Reason
024 - BILLING ERROR

Notes
TESTING

Assign to User

Conversation Attachments Letters



Purpose of the Demonstration

After viewing the demo, you should better understand:

How to use the **Messaging** functionality in the application

The screenshot displays a messaging application interface with three tabs at the top: 'Conversation', 'Attachments', and 'MRM Letters'. The 'Conversation' tab is active. On the right side, a green status bar indicates 'RESOLVED' by 'on' on '02/27/2019 2:41PM'. The conversation history shows two messages:






- Other User** (03/26/2019 10:09AM):
INQUIRED by Other User on 03/26/2019 10:09AM
Inquiry - testing for returns and more returns - and more of these things ~ wow how great is this \$ ok I am done now
- generic AV Tester** (03/29/2019 2:41PM):
Proof from your MR Tool that disputes/records were received by Humana. Please review again
Request Open 08/26/2018 11:09:20 AM \n Notification 08/27/2018 06:27:00 AM \n Notification 09/25/2018 05:56:00 PM \n Medical Record Received 10/11/2018 08:32:00 PM \n Medical Record Received 10/16/2018 05:49:00 PM \n Medical Record Received 12/27/2018 05:46:00 AM



Purpose of the Demonstration

After viewing the demo, you should better understand:

How to upload and access **Attachments** in the application

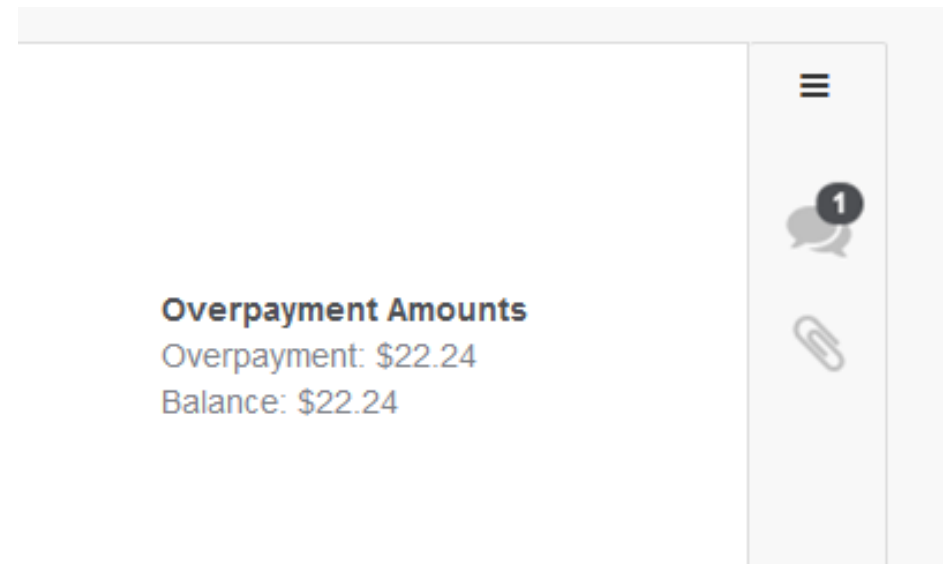
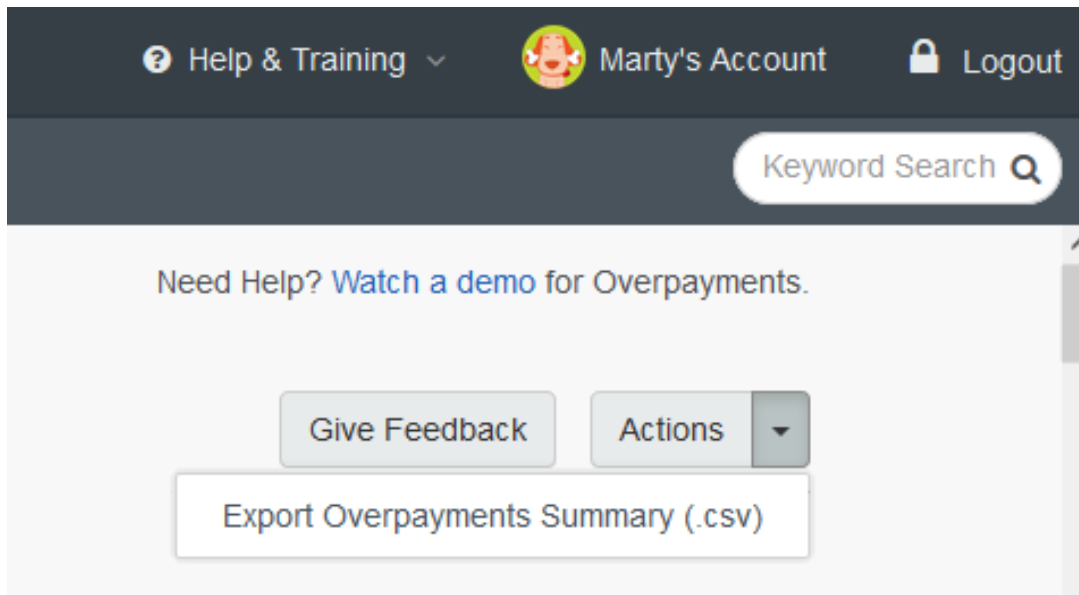
Conversation		Attachments		
File Name	Status	Upload Date	Document Type	Actions
 Remit 000125853 2113161 (7 KB)	RECEIVED	6/15/2019 1:44 PM	Non-Medical	Download
 Medical Records (20 KB)	IN PROGRESS	6/19/2019 10:16 AM	Medical	Download
 TestDocument (20 KB)	IN PROGRESS	6/19/2019 10:16 AM	Non-Medical	Download
 Certificate (402 KB)	IN PROGRESS	6/19/2019 10:16 AM	Non-Medical	Download
 Image file (162 KB)	IN PROGRESS	6/19/2019 10:16 AM	Medical	Download
+ Add Attachment				



Purpose of the Demonstration

After viewing the demo, you should better understand:

The other **Key Features**



Status Bars

You can always find these definitions and much more from [Help & Training | Get Help](#)



Black indicates **Action Required**.

The overpayment is new, and no action has been taken on the overpayment.



Blue indicates **Inquired**.

The provider has requested more information about the overpayment from the payer.



Yellow indicates **Disputed**.

The provider has disputed the overpayment with the payer.



Green indicates **Resolved**.

The provider has resolved the overpayment with the payer.

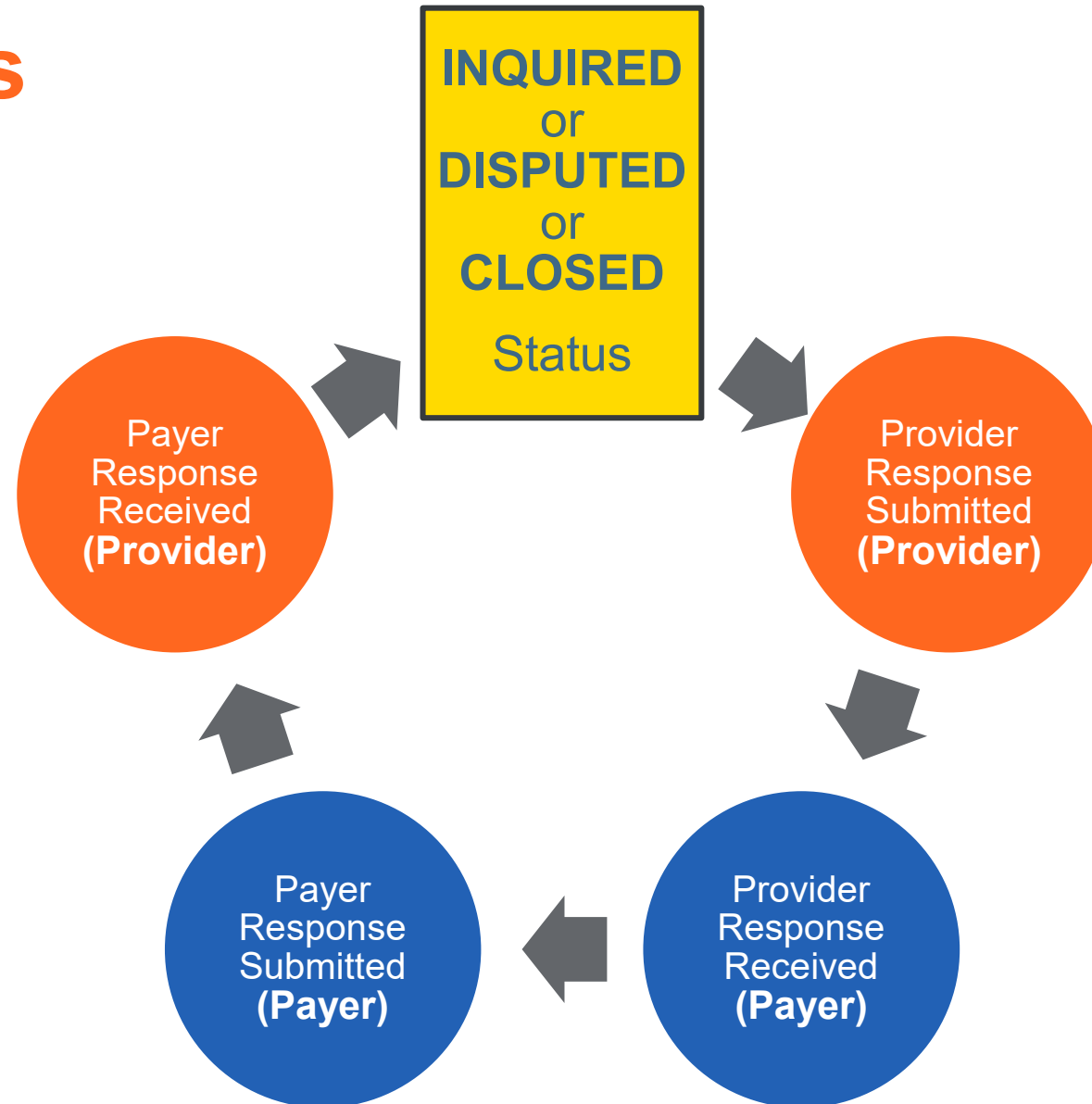


Gray indicates **Closed**.

The payer has closed the overpayment.



Sub-statuses



For Inquired, disputed and closed overpayments, there are sub-statuses that help you identify where it is in the response process:



Status	Sub-status	Description
Action Required	N/A	New overpayment. No action taken yet; therefore, no sub-status exists.
Inquired	Provider Response Submitted Provider Response Received Payer Response Submitted Payer Response Received Under Payer Manager Review	Provider requested more information. The sub-statuses help identify where the overpayment is in the response process: <ul style="list-style-type: none"> • Provider Response Submitted – provider submitted response to the payer. • Provider Response Received – payer received the provider's response. • Payer Response Submitted – payer submitted a response to the provider. • Payer Response Received – provider received the payer's response. • Overpayment placed in review for payer manager (by payer)
Disputed	Provider Response Submitted Provider Response Received Payer Response Submitted Payer Response Received Under Payer Manager Review	Provider disputed the overpayment. The sub-statuses help identify where the overpayment is in the response process. <ul style="list-style-type: none"> • Provider Response Submitted – provider submitted response to the payer. • Provider Response Received – payer received the provider's response. • Payer Response Submitted – payer submitted a response to the provider. • Payer Response Received – provider received the payer's response. • Overpayment placed in review for payer manager (by payer)
Resolved	Agree - Refund Agree - Offset	Provider resolved the overpayment with the payer. <ul style="list-style-type: none"> • Agree - Refund means the provider will be sending the payer a check for the overpayment amount. • Agree - Offset means the overpayment amount will be recouped from a future payment.
Closed	Provider Response Submitted Provider Response Received Payer Response Submitted Payer Response Received	The overpayment is closed and no further action is required. <ul style="list-style-type: none"> • Additional messages can be sent from provider and payer. • New Update badge will display on the receiver's side.



DEMONSTRATION



Claim Status & Payments

- CS Claim Status
- RV Remittance Viewer
- OP Overpayments
- A Appeals

Claims

- PC Professional Claim
- FC Facility Claim
- DC Dental Claim
- SM Secure Messaging
- DA Dental Attachments

Fee Schedules

- FSL Fee Schedule Listing

Internal Links Dashboard

My Account Dashboard

ARIES Research Tool
Internal Links Page
Organization Verification Utility

Have you been "pwned?"

Find out in the new HIPAA for Medical or Mental Health course

Get Started

News and Announcements NEW ALERT

- Humana Production Maintenance 8/2/2019 - 8/3/2019** 07/29/2019
Authorization and Referral transactions will be unavailable from Friday, 8/2/2019, at 6:00pm to Saturday, 8/3/2019, at 12:00am ET. If you have an urgent request during this time, please call [More...](#)
- Humana Remittance Review tool has been updated** 08/01/2019
Humana's remit information can be viewed in the new tool. [More...](#)
- Humana Claim Reconciliation tool has been updated** 08/01/2019
Humana claim information can be viewed in the new tool. [More...](#)
- Caution! 837 EDI Traffic Alert for PBA Providers** 07/26/2019
Professional Benefit Administrators (PBA) has partnered with Avallity as its designated 837 EDI gateway. Reroute your transactions to Avallity by Aug 1 to prevent a service disruption. Payer [More...](#)
- Indian Health Services Electronic Responses** 06/17/2019
Beginning July 1, 2019, Indian Health Services (IHS) will no longer print and mail Accepted Transmission Reports to providers. Since the IHS providers are now receiving an electronic [More...](#)

To access the overpayments application click
Claims & Payments | Overpayments.

GAIN KNOWLEDGE & EXPERTISE WITH
AVALLITY LEARNING CENTER

Take your performance to the next level with Avallity's product and healthcare industry training.

Learn More & Get Started

OP

Overpayments

Give Feedback

Actions

Search By

Status

Select a Status

Organization

All Organizations

Sort By

Last Update Date: Newest to Oldest

Filters:

PAYER: HUMANA

STATUS: ACTION REQUIRED

STATUS: INQUIRED

STATUS: DISPUTED

Clear All

Results - Active

10

Total Active

\$40,166.27

7

Action Required

\$35,008.54

1

Inquired

\$5,001.22

2

Disputed

\$156.51

Results - Resolved/Closed

0

Total Resolved

\$0.00

0

Total Closed

\$0.00

The overpayments
worklist displays

Results: 10 Overpayments

New Today: 0 Overpayments

< Prev

1

Next >

Humana.

Action Required Invoice #2147 for PATF20033 PATL2033

Accounting Date: 10/01/2018

Days Elapsed: 294

PC TESTING PC TESTING PC TESTING PC TESTING PC TESTING PC TE...

Claim & Audit Number

Claim - 2147

Audit - Not Available

Payment Information

Check #: 107

Check Amt: Not Available

11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033

Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

Assign to User



OP Overpayments

Give Feedback

Actions

Search By

Status

Select a Status

Organization

All Organizations

Sort By

Last Update Date: Newest to Oldest

Filters:

PAYER: HUMANA

STATUS: ACTION REQUIRED

STATUS: INQUIRED

STATUS: DISPUTED

Clear All

Results - Active

10

Total Active

\$40,166.27

7

Action Required

\$35,008.54

1

Inquired

\$5,001.22

2

Disputed

\$156.51

Results - Resolved/Closed

0

Total Resolved

\$0.00

0

Total Closed

\$0.00

These totals and amounts change as you apply search criteria

Results: 10 Overpayments New Today: 0 Overpayments

Humana.

Action Required Invoice #2147 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Days Elapsed: 294

PC TESTING PC TESTING PC TESTING PC TESTING PC TESTING PC TE...

Claim & Audit Number

Claim - 2147

Audit - Not Available

Payment Information

Check #: 107

Check Amt: Not Available

11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033

Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

Assign to User

Availity > Overpayments

Need Help? [Watch a demo](#) for Overpayments.

OP Overpayments

Give Feedback

Actions

Search By

Status

Select a Status

Assigned To

Audit

Claim Number

From Date of Service

Invoice

Line of Business

NPI

Overpayment Type

Organization

All Organizations

Sort By

Last Update Date: Newest to Oldest

STATUS: INQUIRED

STATUS: DISPUTED

Clear All

Results - Resolved/Closed

0

Total Resolved

\$0.00

0

Total Closed

\$0.00

Select a Search By option from the menu

Results: 10 Overpayments New Today: 0 Overpayments

Humana.

Action Required Invoice #2147 for PATF20033 PATL2033

Accounting Date: 10/01/2018 • Days Elapsed: 294

PC TESTING PC TESTING PC TESTING PC TESTING PC TESTING PC TE...

Claim & Audit Number

Claim - 2147

Audit - Not Available

Payment Information

Check #: 107

Check Amt: Not Available

11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033

Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

Assign to User

OP Overpayments

Give Feedback

Actions

Search By

Status

Select a Status

Organization

All Organizations

Sort By

Last Update Date: Newest to Oldest

Filters: PAYER: HUMANA STATUS: ACTION REQUIRED STATUS: INQUIRED STATUS: DISPUTED Clear All

Results - Active

10

Total Active

\$40,166.27

7

Action Required

\$35,008.54

1

Inquired

\$5,001.22

2

Disputed

\$156.51

Results - Resolved/Closed

0

Total Resolved

\$0.00

0

Total Closed

\$0.00

- Dates of Service (From Date): Newest to Oldest
- Dates of Service (From Date): Oldest to Newest
- Last Update Date: Newest to Oldest
- Last Update Date: Oldest to Newest
- Overpayment Amounts: Largest to Smallest
- Overpayment Amounts: Smallest to Largest

Results: 10 Overpayments New Today: 0 Overpayments

You also have multiple ways to Sort By

Humana.

Action Required Invoice #2147 for PATF20033 PATL2033 Accounting Date: 10/01/2018 Days Elapsed: 294

PC TESTING PC TESTING PC TESTING PC TESTING PC TESTING PC TE...

Claim & Audit Number

Claim - 2147

Audit - Not Available

Payment Information

Check #: 107

Check Amt: Not Available

11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033

Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

Assign to User



Disputed - Provider Response Submitted, Invoice #7557 for PATF20033 PATL2033 Accounting Date: 03/24/2019 • Last Update: 04/11/2019 • Days Elapsed: 39

PC TESTING

Claim & Audit Number

Payment Information

Dates of Service

Patient Information

Each overpayment is displayed as a card and provides a summary in the worklist view.

03 - 09/07/2018

PATF20033 PATL2033
Account #PATACT20033

[Assign to User](#)

You also have the ability to Assign the Overpayment to yourself by clicking on the 'Assign to me' link.

Accounting Date: 10/01/2018 • Last Update: 04/11/2019 • Days Elapsed: 39

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033
Account #PATACT20033

[Assign to User](#)

New Updates

Resolved - Agree - Offset, Invoice #7322 for

PC TESTING

Claim & Audit Number

Claim - 7322

Audit - Not Available

Also, a **New Updates** badge displays when the status is changed by the payer or if a new message is received.

And, a **New** badge displays on the Action Required status for 24 hours after they appear in the Overpayment application.

Information
PATL2033
TACCT20033

[Assign to User](#)

New

Action Required Invoice #YOLO2664Humana for YOLO2664HumanaFN YOLO2664HumanaLN Accounting Date: 10/01/2018 • Days Elapsed: 232

PC TESTING PC TESTING PC TESTINGP

Claim & Audit Number

Payment Information

Dates of Service

Patient Information

Overpayment Amounts

A message icon displays on overpayments that have messages. A badge or counter, next to the message icon identifies the number of new messages. The attachment icon (paper clip) displays on overpayments that have attachments.





Request more information



Humana.

Action Required Invoice #1439 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Days Elapsed: 232

PC TESTING Memorial 7 8 984125631 Southeast

Claim & Audit Number

Claim - 1439
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033
Account #PATACT20033

Overpayment Amount

Overpayment: \$5,001.22

- Resolve Overpayment
- View Details
- Request more information
- Dispute Overpayment
- Assign to me

Assign to User

Humana.

Action Required Invoice #9825 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Days Elapsed: 232

PC TESTING

Claim & Audit Number

Claim - 9825
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033
Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

Assign to User

Humana.

Resolved - Agree - Refund, Invoice #6604 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Last Update: 04/11/2019 • Days Elapsed: 39

PC TESTING

Claim & Audit Number

Claim - 6604
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033
Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

Assign to User

Click on the Action Menu and select Request more information.



<div>Humana.</div> <div>Action Required Invoice #1439 for PATF20033 PATL2033 Accounting Date 11/01/2018</div> <div>PC TESTING Memorial 7 8 984125631 Southeast</div> <div><div>Claim & Audit Number</div><div>Claim - 1439</div><div>Audit - Not Available</div></div> <div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div> <div>Assign to User</div>					<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>	
<div>Humana.</div> <div>Action Required Invoice #9825 for PATF20033 PATL2033 Accounting Date 11/01/2018</div> <div>PC TESTING</div> <div><div>Claim & Audit Number</div><div>Claim - 9825</div><div>Audit - Not Available</div></div> <div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div> <div>Assign to User</div>					<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>	
<div>Humana.</div> <div>Resolved - Agree - Refund, Invoice #6604 for PATF20033 PATL2033 Accounting Date 11/01/2018</div> <div>PC TESTING</div> <div><div>Claim & Audit Number</div><div>Claim - 6604</div><div>Audit - Not Available</div></div> <div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div> <div><div>Dates of Service</div><div>09/05/2018 - 09/07/2018</div></div> <div><div>Patient Information</div><div>PATF20033 PATL2033</div><div>Account #PATACT20033</div></div> <div>Assign to User</div>					<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>	

Overpayment Inquiry - Invoice #1439

OP

Select Inquiry Type

Select One

Describe the Inquiry

Please enter your comments

Cancel Submit

The Inquiry dialogue box appears. Click the drop-down in the **Select Inquiry Type** field.



<div><div>Humana.</div><div>Action Required Invoice #1439 for PATF20033 PATL2033</div><div>Accounting Date</div><div>PC TESTING Memorial 7 8 984125631 Southeast</div><div><div>Claim & Audit Number</div><div>Claim - 1439</div><div>Audit - Not Available</div></div><div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div><div><div>Assign to User</div></div></div>				
<div><div>Humana.</div><div>Action Required Invoice #9825 for PATF20033 PATL2033</div><div>Accounting Date</div><div>PC TESTING</div><div><div>Claim & Audit Number</div><div>Claim - 9825</div><div>Audit - Not Available</div></div><div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div><div><div>Assign to User</div></div></div>				
<div><div>Humana.</div><div>Resolved - Agree - Refund, Invoice #6604 for PATF20033 PATL2033</div><div>Accounting Date</div><div>PC TESTING</div><div><div>Claim & Audit Number</div><div>Claim - 6604</div><div>Audit - Not Available</div></div><div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div><div><div>Dates of Service</div><div>09/05/2018 - 09/07/2018</div></div><div><div>Patient Information</div><div>PATF20033 PATL2033</div><div>Account #PATACT20033</div></div><div><div>Assign to User</div></div></div>				

Overpayment Inquiry - Invoice #1439

OP

Select Inquiry Type

Select One

Authorization Information Request

Check Information

Contracting or Pricing Request

Coordination of Benefits Request

Eligibility Request

EOB/EOR Request

Extension of Recoupment Date

Select an Inquiry Type

Overpayment Amounts
Overpayment: \$5,001.22

Overpayment Amounts
Overpayment: \$5,001.22

Overpayment Amounts
Overpayment: \$5,001.22



<div>Humana.</div> <div>Action Required Invoice #1439 for PATF20033 PATL2033 Accounting Date 11/01/2018</div> <div>PC TESTING Memorial 7 8 984125631 Southeast</div> <div><div>Claim & Audit Number</div><div>Claim - 1439</div><div>Audit - Not Available</div></div> <div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div> <div>Assign to User</div>					<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>	
<div>Humana.</div> <div>Action Required Invoice #9825 for PATF20033 PATL2033 Accounting Date 11/01/2018</div> <div>PC TESTING</div> <div><div>Claim & Audit Number</div><div>Claim - 9825</div><div>Audit - Not Available</div></div> <div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div> <div>Assign to User</div>					<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>	
<div>Humana.</div> <div>Resolved - Agree - Refund, Invoice #6604 for PATF20033 PATL2033 Accounting Date 11/01/2018</div> <div>PC TESTING</div> <div><div>Claim & Audit Number</div><div>Claim - 6604</div><div>Audit - Not Available</div></div> <div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div> <div><div>Dates of Service</div><div>09/05/2018 - 09/07/2018</div></div> <div><div>Patient Information</div><div>PATF20033 PATL2033</div><div>Account #PATACT20033</div></div> <div>Assign to User</div>					<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>	

Overpayment Inquiry - Invoice #1439

OP

Select Inquiry Type

Authorization Information Request

Describe the Inquiry

Enter your comments here to describe the nature of your inquiry.

Cancel Submit

Enter comments and/or questions for the payer and then click **Submit**.



Humana

Inquired - Provider Response Submitted, Invoice #1439 for PATF2003
PC TESTING Memorial 7 8 984125631 Southeast

Claim & Audit Number

Claim - 1439
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

[Assign to User](#)

Success!

Your inquiry was successfully sent to the payer.

This changed the status of your overpayment to "Inquired". You can review the status of all of your overpayments from the [worklist](#).

[Close](#)

Overpayment Amounts

Overpayment: \$5,001.22

Humana

Action Required Invoice #9825 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Days Elapsed: 232

PC TESTING

Claim & Audit Number

Claim - 9825
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033
Account #PATACCT20033

Overpayment Amounts

Overpayment: \$5,001.22

[Assign to User](#)

A success message displays. The status of the overpayment will change to Inquired.

Humana

Resolved - Agree - Refund, Invoice #6604 for PATF20033 PATL2033

PC TESTING

Claim & Audit Number

Claim - 6604
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033
Account #PATACCT20033

Overpayment Amounts

Overpayment: \$5,001.22

[Assign to User](#)

	<div> <div>Humana</div> <div>Inquired - Provider Response Submitted, Invoice #1439 for PATF2033</div> <div>PC TESTING Memorial 7 8 984125631 Southeast</div> <div> <div>Claim & Audit Number</div> <div>Claim - 1439</div> <div>Audit - Not Available</div> </div> <div> <div>Payment Information</div> <div>Check #: 107</div> <div>Check Amt: Not Available</div> <div>11/01/2018</div> </div> <div> <div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div> </div> <div>Assign to User</div> </div>	<div> </div>
	<div> <div>Humana New</div> <div>Action Required Invoice #YOLO2664Humana for YOLO2664HumanaFN YOLO2664HumanaLN Accounting Date: 10/01/2018 • Days Elapsed: 232</div> <div>PC TESTING PC TESTING PC TESTINGP</div> <div> <div>Claim & Audit Number</div> <div>Claim - 3936</div> <div>Audit - Not Available</div> </div> <div> <div>Payment Information</div> <div>Check #: 107</div> <div>Check Amt: Not Available</div> <div>11/01/2018</div> </div> <div> <div>Dates of Service</div> <div>09/05/2018 - 09/07/2018</div> </div> <div> <div>Patient Information</div> <div>YOLO2664HumanaFN YOLO2664HumanaLN</div> <div>Account #PATACCT20033</div> </div> <div> <div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div> </div> <div>Assign to User</div> </div>	<div> </div>
	<div> <div>Humana</div> <div>Action Required Invoice #1777 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Days Elapsed: 232</div> <div>PC TESTING PC TESTING PC TESTING PC TESTING PC TESTING PC TE...</div> <div> <div>Claim & Audit Number</div> <div>Claim - 1777</div> <div>Audit - Not Available</div> </div> <div> <div>Payment Information</div> <div>Check #: 107</div> <div>Check Amt: Not Available</div> <div>11/01/2018</div> </div> <div> <div>Dates of Service</div> <div>09/05/2018 - 09/07/2018</div> </div> <div> <div>Patient Information</div> <div>PATF20033 PATL2033</div> <div>Account #PATACCT20033</div> </div> <div> <div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div> </div> <div>Assign to User</div> </div>	<div> </div>

Dispute an overpayment



Humana.

Action Required Invoice #7867 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Days Elapsed: 232

PC TESTING Memorial 7 8 984125631 Southeast PC TESTING Memor...

Claim & Audit Number

Claim - 7867
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033
Account #PATACT20033

Overpayment Amount

Overpayment: \$5,001.22

-
- Resolve Overpayment
- View Details
- Request more information
- Dispute Overpayment
- Assign to me

Assign to User

Humana.

Action Required Invoice #9825 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Days Elapsed: 232

PC TESTING

Claim & Audit Number

Claim - 9825
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033
Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

Assign to User

Humana.

Resolved - Agree - Refund, Invoice #6604 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Last Update: 04/11/2019 • Days Elapsed: 39

PC TESTING

Claim & Audit Number

Claim - 6604
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033
Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

Assign to User

Humana.

Click on the Action Menu and select Dispute Overpayment.



<div><div>Humana.</div><div>Action Required Invoice #7867 for PATF20033 PATL2033 Accounting Date</div><div>PC TESTING Memorial 7 8 984125631 Southeast PC TESTING Memo</div><div><div>Claim & Audit Number</div><div>Claim - 7867</div><div>Audit - Not Available</div></div><div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Av</div><div>11/01/2018</div></div><div>Assign to User</div></div>	<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>
<div><div>Humana.</div><div>Action Required Invoice #9825 for PATF20033 PATL2033 Accounting Date</div><div>PC TESTING</div><div><div>Claim & Audit Number</div><div>Claim - 9825</div><div>Audit - Not Available</div></div><div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div><div>Assign to User</div></div>	<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>
<div><div>Humana.</div><div>Resolved - Agree - Refund, Invoice #6604 for PATF20033 PATL2033</div><div>PC TESTING</div><div><div>Claim & Audit Number</div><div>Claim - 6604</div><div>Audit - Not Available</div></div><div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div><div><div>Dates of Service</div><div>09/05/2018 - 09/07/2018</div></div><div><div>Patient Information</div><div>PATF20033 PATL2033</div><div>Account #PATACT20033</div></div><div>Assign to User</div></div>	<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>

Dispute Overpayment - Invoice #7867

OP

Select Dispute Type

Select One

Describe the Dispute

Please enter your comments

Cancel Submit

The Dispute dialogue box appears.
Click the drop-down in the **Select Dispute Type** field.



<div><div>Humana.</div><div>Action Required Invoice #7867 for PATF20033 PATL2033 Accounting Date 11/01/2018</div><div>PC TESTING Memorial 7 8 984125631 Southeast PC TESTING Memorial 7 8 984125631</div><div><div>Claim & Audit Number</div><div>Claim - 7867</div><div>Audit - Not Available</div></div><div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div><div>Assign to User</div></div>	<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>
<div><div>Humana.</div><div>Action Required Invoice #9825 for PATF20033 PATL2033 Accounting Date 11/01/2018</div><div>PC TESTING Memorial 7 8 984125631 Southeast PC TESTING Memorial 7 8 984125631</div><div><div>Claim & Audit Number</div><div>Claim - 9825</div><div>Audit - Not Available</div></div><div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div><div>Assign to User</div></div>	<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>
<div><div>Humana.</div><div>Resolved - Agree - Refund, Invoice #6604 for PATF20033 PATL2033 Accounting Date 11/01/2018</div><div>PC TESTING Memorial 7 8 984125631 Southeast PC TESTING Memorial 7 8 984125631</div><div><div>Claim & Audit Number</div><div>Claim - 6604</div><div>Audit - Not Available</div></div><div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div><div><div>Dates of Service</div><div>09/05/2018 - 09/07/2018</div></div><div><div>Patient Information</div><div>PATF20033 PATL2033</div><div>Account #PATACT20033</div></div><div>Assign to User</div></div>	<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>

Dispute Overpayment - Invoice #7867

OP

Select Dispute Type

Select One

Disagree with Amount of Overpayment

Disagree with Claim Processing

Disagree with Coordination of Benefits

Disagree with Eligibility Status

Medical Record Review Dispute

Miscellaneous Dispute

Submitted Corrected Claim

Cancel

Submit

Select a Dispute Type



<div>Humana.</div> <div>Action Required Invoice #7867 for PATF20033 PATL2033 Accounting Date</div> <div>PC TESTING Memorial 7 8 984125631 Southeast PC TESTING Memo</div> <div><div>Claim & Audit Number</div><div>Claim - 7867</div><div>Audit - Not Available</div></div> <div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Av</div><div>11/01/2018</div></div> <div>Assign to User</div>					<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>	
<div>Humana.</div> <div>Action Required Invoice #9825 for PATF20033 PATL2033 Accounting Date</div> <div>PC TESTING</div> <div><div>Claim & Audit Number</div><div>Claim - 9825</div><div>Audit - Not Available</div></div> <div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div> <div>Assign to User</div>					<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>	
<div>Humana.</div> <div>Resolved - Agree - Refund, Invoice #6604 for PATF20033 PATL2033</div> <div>PC TESTING</div> <div><div>Claim & Audit Number</div><div>Claim - 6604</div><div>Audit - Not Available</div></div> <div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div> <div><div>Dates of Service</div><div>09/05/2018 - 09/07/2018</div></div> <div><div>Patient Information</div><div>PATF20033 PATL2033</div><div>Account #PATACT20033</div></div> <div>Assign to User</div>					<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>	

Dispute Overpayment - Invoice #7867

OP

Select Dispute Type

Disagree with Amount of Overpayment

Describe the Dispute

Here is my detailed explanation of why I am disputing the amount of the overpayment.

Cancel Submit

Describe the rationale for your dispute to the payer and then click **Submit.**



<div>Humana</div> <div>Disputed - Provider Response Submitted, Invoice #7867 for PATF20033 PATL2033</div> <div>PC TESTING Memorial 7 8 984125631 Southeast PC TESTING Memorial</div> <div><div>Claim & Audit Number</div><div>Claim - 7867</div><div>Audit - Not Available</div></div> <div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div> <div><div>Overpayment Amounts</div><div>Overpayment: \$5,001.22</div></div> <div>Assign to User</div>				
<div>Humana</div> <div>Action Required Invoice #9825 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Days Elapsed: 232</div> <div>PC TESTING</div> <div><div>Claim & Audit Number</div><div>Claim - 9825</div><div>Audit - Not Available</div></div> <div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div> <div><div>Dates of Service</div><div>09/05/2018 - 09/07/2018</div></div> <div><div>Patient Information</div><div>PATF20033 PATL2033</div><div>Account #PATACT20033</div></div> <div><div>Overpayment Amounts</div><div>Overpayment: \$5,001.22</div></div> <div>Assign to User</div>				
<div>Humana</div> <div>Resolved - Agree - Refund, Invoice #6604 for PATF20033 PATL2033</div> <div>PC TESTING</div> <div><div>Claim & Audit Number</div><div>Claim - 6604</div><div>Audit - Not Available</div></div> <div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div></div> <div><div>Dates of Service</div><div>09/05/2018 - 09/07/2018</div></div> <div><div>Patient Information</div><div>PATF20033 PATL2033</div><div>Account #PATACT20033</div></div> <div><div>Overpayment Amounts</div><div>Overpayment: \$5,001.22</div></div> <div>Assign to User</div>				

Success!

Your dispute was successfully sent to the payer.

This changed the status of your overpayment to "Disputed". You can review the status of all of your overpayments from the [worklist](#).

Close

A success message displays. The status of the overpayment will change to **Disputed** and the color yellow.



Resolve an overpayment



Humana New

Action Required Invoice #YOLO2664Humana1 for YOLO2664HumanaFN YOLO2664HumanaLN Accounting Date: 10/01/2018 • Days Elapsed: 232

PC TESTING PC TESTING PC TESTINGP

Claim & Audit Number

Claim - YOLO2664Humana1
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

YOLO2664HumanaFN YOLO2664HumanaLN
Account #PATACT20033

Overpayment A

Overpayment: \$5

- Resolve Overpayment
- View Details
- Request more information
- Dispute Overpayment
- Assign to me

[Assign to User](#)

Humana

Inquired - Provider Response Submitted, Invoice #1439 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Last Update: 05/21/2019 • Days Elapsed: 232

PC TESTING Memorial 7 8 984125631 Southeast

Claim & Audit Number

Claim - 1439
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033
Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

[Assign to User](#)

Humana New

Action Required Invoice #YOLO2664Humana for YOLO2664HumanaFN YOLO2664HumanaLN Accounting Date: 10/01/2018 • Days Elapsed: 232

PC TESTING PC TESTING PC TESTINGP

Claim & Audit Number

Claim - 3936
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

YOLO2664HumanaFN YOLO2664HumanaLN
Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

[Assign to User](#)

Click on the Action Menu and select Resolve Overpayment.



<div><div>Humana</div><div>New</div><div>Action Required Invoice #YOLO2664Humana1 for YOLO2664HumanaLN PC TESTING PC TESTING PC TESTINGGP</div><div><div>Claim & Audit Number</div><div>Claim - YOLO2664Humana1 Audit - Not Available</div></div><div><div>Payment Information</div><div>Check #: 107 Check Amt: Not Available 11/01/2018</div></div><div><div>Overpayment Amounts</div><div>Overpayment: \$5,001.22</div></div><div>Assign to User</div></div>				
<div><div>Humana</div><div>Inquired - Provider Response Submitted, Invoice #1439 for PATF20033 PATL2033 PC TESTING Memorial 7 8 984125631 Southeast</div><div><div>Claim & Audit Number</div><div>Claim - 1439 Audit - Not Available</div></div><div><div>Payment Information</div><div>Check #: 107 Check Amt: Not Available 11/01/2018</div></div><div><div>Dates of Service</div><div>09/05/2018 - 09/07/2018</div></div><div><div>Patient Information</div><div>PATF20033 PATL2033 Account #PATACT20033</div></div><div><div>Overpayment Amounts</div><div>Overpayment: \$5,001.22</div></div><div>Assign to User</div></div>				
<div><div>Humana</div><div>New</div><div>Action Required Invoice #YOLO2664Humana for YOLO2664HumanaLN PC TESTING PC TESTING PC TESTINGGP</div><div><div>Claim & Audit Number</div><div>Claim - 3936 Audit - Not Available</div></div><div><div>Payment Information</div><div>Check #: 107 Check Amt: Not Available 11/01/2018</div></div><div><div>Dates of Service</div><div>09/05/2018 - 09/07/2018</div></div><div><div>Patient Information</div><div>YOLO2664HumanaFN YOLO2664HumanaLN Account #PATACT20033</div></div><div><div>Overpayment Amounts</div><div>Overpayment: \$5,001.22</div></div><div>Assign to User</div></div>				

Resolve Overpayment

OP

Select a payment method.

Select One

☐ By selecting this option, you are agreeing to resolve this overpayment.

Agree

The Resolve Overpayment dialogue box appears. Click the drop-down in the **Select a Payment Method** field.

<div><div>Humana</div><div>New</div><div>Action Required Invoice #YOLO2664Humana1 for YOLO2664Humana1</div><div>PC TESTING PC TESTING PC TESTINGGP</div><div>Claim & Audit Number</div><div>Claim - YOLO2664Humana1</div><div>Audit - Not Available</div><div>Payment Information</div><div>Check #: 107</div><div>Check Amt: Not Available</div><div>11/01/2018</div><div>Assign to User</div></div>				<div>Resolve Overpayment</div> <div><div>OP</div><div>Select a payment method.</div><div>Select One</div><div>Agree - Offset</div><div>Agree - Refund</div><div>Agree</div></div>		<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>
<div><div>Humana</div><div>Inquired - Provider Response Submitted, Invoice #1439 for PATF20033 PATL2033</div><div>PC TESTING Memorial 7 8 984125631 Southeast</div><div>Accounting Date: 10/01/2018 • Last Update: 05/21/2019 • Days Elapsed: 0</div><div>Claim & Audit Number</div><div>Claim - 1439</div><div>Audit - Not Available</div><div>Payment Information</div><div>Check #: 107</div><div>Dates of Service</div><div>09/05/2018 - 09/07/2018</div><div>Patient Information</div><div>PATF20033 PATL2033</div><div>Assign to User</div></div>				<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>		
<div><div>Humana</div><div>New</div><div>Action Required Invoice #YOLO2664Humana for YOLO2664Humana1</div><div>PC TESTING PC TESTING PC TESTINGGP</div><div>Claim & Audit Number</div><div>Claim - 3936</div><div>Audit - Not Available</div><div>Payment Information</div><div>Check #: 107</div><div>Dates of Service</div><div>11/01/2018</div><div>Patient Information</div><div>PATF20033 PATL2033</div><div>Assign to User</div></div>				<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>		

Select a Payment Method

Agree - Refund means the provider will be sending the payer a check for the overpayment.

Agree - Offset means the overpayment will be recouped from a future payment.



<div> <div>Humana</div> <div>New</div> </div> <div>Action Required Invoice #YOLO2664Humana1 for YOLO2664HumanaLN</div> <div>PC TESTING PC TESTING PC TESTINGP</div> <div> <div>Claim & Audit Number</div> <div>Claim - YOLO2664Humana1</div> <div>Audit - Not Available</div> </div> <div> <div>Payment Information</div> <div>Check #: 107</div> <div>Check Amt: Not Available</div> <div>11/01/2018</div> </div> <div> <div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div> </div> <div>Assign to User</div>				
<div> <div>Humana</div> </div> <div>Inquired - Provider Response Submitted, Invoice #1439 for PATF20033 PATL2033</div> <div>Accounting Date: 10/01/2018 • Last Update: 05/21/2019 • Days Elapsed: 0</div> <div>PC TESTING Memorial 7 8 984125631 Southeast</div> <div> <div>Claim & Audit Number</div> <div>Claim - 1439</div> <div>Audit - Not Available</div> </div> <div> <div>Payment Information</div> <div>Check #: 107</div> <div>Check Amt: Not Available</div> <div>11/01/2018</div> </div> <div> <div>Dates of Service</div> <div>09/05/2018 - 09/07/2018</div> </div> <div> <div>Patient Information</div> <div>PATF20033 PATL2033</div> <div>Account #PATACT20033</div> </div> <div> <div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div> </div> <div>Assign to User</div>				
<div> <div>Humana</div> <div>New</div> </div> <div>Action Required Invoice #YOLO2664Humana for YOLO2664HumanaLN</div> <div>PC TESTING PC TESTING PC TESTINGP</div> <div> <div>Claim & Audit Number</div> <div>Claim - 3936</div> <div>Audit - Not Available</div> </div> <div> <div>Payment Information</div> <div>Check #: 107</div> <div>Check Amt: Not Available</div> <div>11/01/2018</div> </div> <div> <div>Dates of Service</div> <div>09/05/2018 - 09/07/2018</div> </div> <div> <div>Patient Information</div> <div>YOLO2664HumanaFN YOLO2664HumanaLN</div> <div>Account #PATACT20033</div> </div> <div> <div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div> </div> <div>Assign to User</div>				

Resolve Overpayment

OP

Select a payment method.

Agree - Refund

☒ By selecting this option, you are agreeing to resolve this overpayment.

Agree

Click the check-box, indicating you are agreeing to resolve this overpayment. Then click **Agree**.



Humana

Resolved - Agree - Refund, Invoice #YOLO2664Humana1 for YOLO2664HumanaLN
PC TESTING PC TESTING PC TESTINGP

Claim & Audit Number
Claim - YOLO2664Humana1
Audit - Not Available

Payment Information
Check #: 107
Check Amt: Not Available
11/01/2018

Assign to User

Resolution Successfully Sent!

Your resolution was successfully sent to the payer.

This changed the status of your overpayment to "Resolved". You can review the status of all of your overpayments from the [worklist](#).

Close

Humana

Inquired - Provider Response Submitted, Invoice #1439 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Last Update: 05/21/2019 • Days Elapsed: 0
PC TESTING Memorial 7 8 984125631 Southeast

Claim & Audit Number
Claim - 1439
Audit - Not Available

Payment Information
Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service
09/05/2018 - 09/07/2018

Patient Information
PATF20033 PATL2033
Account #PATACT20033

Overpayment Amounts
Overpayment: \$5,001.22

Assign to User

A success message displays. The status of the overpayment will change to **Resolved** and the color green.

Humana New

Action Required Invoice #YOLO2664Humana for YOLO2664HumanaLN
PC TESTING PC TESTING PC TESTINGP

Claim & Audit Number
Claim - 3936
Audit - Not Available

Payment Information
Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service
09/05/2018 - 09/07/2018

Patient Information
YOLO2664HumanaFN YOLO2664HumanaLN
Account #PATACT20033

Overpayment Amounts
Overpayment: \$5,001.22

Assign to User

Closed overpayments

While the overpayment may be closed, you can still reach out to Humana and continue to work the overpayment.



OP Overpayments

Give Feedback

Actions

Search By

Patient Last Name

Search By Patient Last Name

Search

Filters: STATUS: CLOSED PATIENT LAST NAME: HOLMES Clear All

Organization

All Organizations

Results - Active				Results - Resolved/Closed	
0	0	0	0	0	128
Total Active	Action Required	Inquired	Disputed	Total Resolved	Total Closed
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$30,747.51

Results: 128 Overpayments New Today: 0 Overpayments

Locate the closed overpayment(s). In this example, I used the Search By: STATUS - CLOSED and PATIENT LAST NAME – HOLMES.

While it has been closed by the payer, you can still communicate with them by going to the Conversation tab. Either Click on the overpayment card or click the action menu and then ‘View Details’.

Humana.

Closed Invoice #413878888 for SHERLOCK HOLMES Accounting Date: 04/04/2019 • Last Update Date: 05/22/2020 • Days Elapsed: 13

Main Medical Center

Claim & Audit Number

Claim - 820182200400000

Audit - Not Available

Payment Information

Check #: Not Available

Check Amt: Not Available

Check Date: Not Available

Dates of Service

07/25/2018 - 08/03/2018

Patient Information

SHERLOCK HOLMES

Account #MAVUF44444

Overpayment Amounts

Overpayment: \$1,577.09

Assigned to: Marty Maroon

OP Overpayments

Give Feedback

Actions

Humana.

Closed Invoice #413878888 for SHERLOCK HOLMES Accounting Date: 04/04/2019 • Last Update Date: 05/22/2020 • Days Elapsed: 13

Main Medical Center

Claim & Audit Number

Claim - 820182200400000

Audit - Not Available

Payment Information

Check #: Not Available

Check Amt: Not Available

Check Date: Not Available

Dates of Service

07/25/2018 - 08/03/2018

Patient Information

SHERLOCK HOLMES

Account #MAVUF44444

DOB Not Available

Subscriber ID - H428556669996

Overpayment Amounts

Overpayment: \$1,577.09

Balance: \$0.00

Claim Information

Allowed Amount: Not Available

Line of Business

Medicare

Provider Identifiers

NPI - 1234567890

Tax ID - Not Available

Medical Record Request

MRM# 1919191919

Overpayment Type

Medical Record Request

Overpayment Reason

126 - MEDICAL CODING REVIEW

Notes

Audit Date 02/28/2019; DRG Medical Record Validation Audit; DRG Changed from 291 to 308 due to coding review.

Assigned to: Marty Maroon

Menu

Chat

Attachment

- Conversation
- Attachments
- Letters

We're on the conversation tab. Scroll down to the bottom of the conversation thread to send a new message to the payer.

CLOSED by PAYER on
06/02/2019 11:01AM

CLOSED by PAYER on
05/10/2019 2:59PM

can forward this for review. Thank you and have a great day.

Mary Jones CI
04/24/2020 9:11AM

Marty Maroon
05/01/2020 10:37AM

I have attached the medical records as instructed. Please be advised the Payer provider reps which come speak directly to the providers are stating once the records are submitted from the original records request there is no need to keep sending the medical records due to the records are already in the Payer's system. If records are needed with all appeals the representatives that go out to the providers offices for Q&A need to be educated.

Hello Marty, we do apologize for the inconvenience. Please be advised that I already forwarded your dispute to the appropriate department for review. Kindly allow us more time for review. Thank you and have a great day.

Humana.
Mary Jones CI
05/01/2020 11:06AM

Hello Marty, we do apologize for the inconvenience. Per our auditor, we need a supporting documents for the completion of review. Kindly reattach the supporting documents since we are having an error downloading the file or you may also send it to my personal fax number 500-555-1212 for your convenience. Thank you and have a great day.

Humana.
Mary Jones CI
05/21/2020 9:07PM

Send Message

This is my return message back to the payer in response to their last message.

Send Message

If you still have questions/concerns over a closed overpayment, type in your message to the payer and click 'Send Message'.

78/2500



View Details **(Conversations, Attachments and Letters)**



Humana.

Disputed - Provider Response Submitted, Invoice #7867 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Last Update: 05/21/2019 • Days Elapsed: 0

PC TESTING Memorial 7 8 984125631 Southeast PC TESTING Memor...

Claim & Audit Number

Claim - 7867
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033
Account #PATACT20033

Overpayment

Overpayment: \$5,001.22

- Resolve Overpayment
- View Details
- Assign to me

[Assign to User](#)

Click on the Action Menu and select View Details.

Humana.

Inquired - Provider Response Submitted, Invoice #1439 for PATF20033 PATL2033 Accounting Date: 10/01/2018 • Last Update: 05/21/2019 • Days Elapsed: 0

PC TESTING Memorial 7 8 984125631 Southeast

Claim & Audit Number

Claim - 1439
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033
Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

[Assign to User](#)

Humana. New

Action Required Invoice #YOLO2664Humana for YOLO2664HumanaFN YOLO2664HumanaLN Accounting Date: 10/01/2018 • Days Elapsed: 232

PC TESTING PC TESTING PC TESTINGP

Claim & Audit Number

Claim - 3936
Audit - Not Available

Payment Information

Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

YOLO2664HumanaFN YOLO2664HumanaLN
Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

[Assign to User](#)



OP Overpayments

Give Feedback

Actions

Humana.

Disputed - Payer Response Received, Invoice #7867 for PATF20033 PATL2033

Accounting Date: 02/28/2019 • Last Update: 03/29/2019 • Days Elapsed: 53

Baptist Medical Center

Claim & Audit Number

Claim - 7867

Audit - Not Available

Payment Information

Check #: Not Available

Check Amt: Not Available

Dates of Service

10/26/2018 - 10/26/2018

Patient Information

PATF2003 PTL2033

Account #PATACT20033

DOB 07/21/1939

Subscriber ID - P12345-6789

Overpayment Amounts

Overpayment: \$5,001.22

Balance: \$5,001.22

Claim Information

Allowed Amount:

Line of Business

Medicare

Provider Identifiers

NPI - 1234567893

Tax ID - 111222333

Medical Record Request

MRM #3332211

Disputed Reason

Medical Record Review Dispute

Overpayment Reason

024 - BILLING ERROR

Notes

TESTING TESTING COMMENTS

Assign to User

Detail view of the overpayment.

Also able to see the Conversation, Attachment and Letters tabs

Menu

Chat

Attachment

Conversation

Attachments

Letters

RESOLVED by [User] on 02/27/2019 2:41PM

INQUIRED by Other User on 03/26/2019 10:09AM

generic AV Tester

03/29/2019 2:41PM

10/16/2018 05:49:00 PM Medical Record Received 12/27/2018 05:46:00 AM

message 1 message 2

generic AV Tester

03/29/2019 2:42PM

DISPUTED by generic AV Tester on
03/29/2019 5:15PM

2 line 1st is enter one more before this # 4 () after this 2 lines blank

generic AV Tester

03/29/2019 5:15PM

Select an action

Select One

Disagree with payer response

Send a comment/question to the payer

0/2500

Send Message

At the end of the conversation thread, you can submit another message to the payer.



OP Overpayments

Give Feedback

Actions

Humana.

Disputed - Payer Response Received, Invoice #7867 for PATF20033 PATL2033

Accounting Date: 02/28/2019 • Last Update: 03/29/2019 • Days Elapsed: 53

Baptist Medical Center

Claim & Audit Number

Claim - 7867

Audit - Not Available

Payment Information

Check #: Not Available

Check Amt: Not Available

Dates of Service

10/26/2018 - 10/26/2018

Patient Information

PATF2003 PTL2033

Account #PATACT20033

DOB 07/21/1939

Subscriber ID - P12345-6789

Overpayment Amount

Overpayment: \$5,001.22

Balance: \$5,001.22

Claim Information

Allowed Amount:

Line of Business

Medicare

Provider Identifiers

NPI - 1234567893

Tax ID - 111222333

Medical Record Request

MRM #3332211

Disputed Reason

Medical Record Review Dispute

Overpayment Reason

024 - BILLING ERROR

Notes

TESTING TESTING COMMENTS

Assign to me

Resolve Overpayment

Download PDF

Assign to me

You can print out a PDF of the Overpayment Details and the conversation thread.

Conversation

Attachments

Letters

RESOLVED

by

on

02/27/2019 2:41PM

INQUIRED

by Other User on

03/26/2019 10:09AM

OP

Overpayments

Give Feedback

Actions



Humana.

Disputed - Payer Response Received, Invoice #7867 for PATF20033 PATL2033 Accounting Date: 02/28/2019 • Last Update: 03/29/2019 • Days Elapsed: 53

Baptist Medical Center

Claim & Audit Number

Claim - 7867
Audit - Not Available

Payment Information

Check #: Not Available
Check Amt: Not Available

Dates of Service

10/26/2018 - 10/26/2018

Patient Information

PATF2003 PTL2033
Account #PATACT20033
DOB 07/21/1939
Subscriber ID - P12345-6789

Overpayment Amounts

Overpayment: \$5,001.22
Balance: \$5,001.22

Claim Information

Allowed Amount:

Line of Business

Medicare

Provider Identifiers

NPI - 1234567893
Tax ID - 111222333

Medical Record Request

MRM #3332211

Disputed Reason

Medical Record Review Dispute

Overpayment Reason

024 - BILLING ERROR

Notes

TESTING TESTING COMMENTS

[Assign to User](#)

Switching over to the Attachments tab, you can view any attachments that have been received or sent. To send an attachment, click **Add Attachments**.

Conversation

Attachments

Letters

File Name

Status

Upload Date

Document Type

Actions

Doc0054 (360 KB)

RECEIVED

6/15/2019 1:56 PM

Non-Medical

Download

Add Attachment



OP Overpayments

Humana

Disputed - Payer Response Received, Invoice #7867 for PATF20033 P
Baptist Medical Center

Claim & Audit Number

Claim - 7867
Audit - Not Available

Payment Information

Check #: Not Available
Check Amt: Not Available

Claim Information

Allowed Amount:

Line of Business

Medicare

Disputed Reason

Medical Record Review Dispute

Overpayment Reason

024 - BILLING ERROR

Notes

TESTING TESTING COMMENTS

[Assign to User](#)

Attachments



No Attachments.

Select a Document Type First In Order To Add a File.

IMPORTANT: File size for non-medical records cannot exceed 10MB.
Medical records cannot exceed 300MB.
Supported file types include JPG, JPEG, TIF, TIFF, and PDF.

Select a Document Type

+ Add file

Cancel

Submit

[Give Feedback](#)

Actions

Overpayment Amounts

Overpayment: \$5,001.22
Balance: \$5,001.22

Conversation

Attachments

Letters

File Name

Doc0054 (360 KB)

Status

RECEIVED

Actions

Download

+ Add Attachment

Click on the drop-down menu to select a document type.



OP Overpayments

Humana.

Disputed - Payer Response Received, Invoice #7867 for PATF20033 P

Baptist Medical Center

Claim & Audit Number

Claim - 7867

Audit - Not Available

Payment Informa

Check #: Not Avail

Check Amt: Not Av

Claim Information

Allowed Amount:

Line of Business

Medicare

Disputed Reason

Medical Record Review Dispute

Overpayment Reason

024 - BILLING ERROR

Notes

TESTING TESTING COMMENTS


[Assign to User](#)

Conversation

Attachments

Letters

File Name

 **Doc0054** (360 KB)

Status

RECEIVED

[+ Add Attachment](#)

Actions

[Download](#)

Attachments



No Attachments.

Select a Document Type First In Order To Add a File.

IMPORTANT: File size for non-medical records cannot exceed 10MB.

Medical records cannot exceed 300MB.

Supported file types include JPG, JPEG, TIF, TIFF, and PDF.

Medical Records

Contractual Excerpts

Disputes

EOBs

Medical Records

Policies

Refund Request Letters

[+ Add file](#)

[Cancel](#)

[Submit](#)

Select the document type that best fits what you are going to upload.



OP Overpayments

Humana.

Disputed - Payer Response Received, Invoice #7867 for PATF20033 P

Baptist Medical Center

Claim & Audit Number

Claim - 7867

Audit - Not Available

Payment Information

Check #: Not Available

Check Amt: Not Available

Claim Information

Allowed Amount:

Line of Business

Medicare

Disputed Reason

Medical Record Review Dispute

Overpayment Reason

024 - BILLING ERROR

Notes

TESTING TESTING COMMENTS

[Assign to User](#)

Conversation


Attachments

Letters

File Name

Status

Actions

 **Doc0054** (360 KB)

RECEIVED

[Download](#)

[+ Add Attachment](#)

Attachments



No Attachments.

Select a Document Type First In Order To Add a File.

IMPORTANT: File size for non-medical records cannot exceed 10MB.

Medical records cannot exceed 300MB.

Supported file types include JPG, JPEG, TIF, TIFF, and PDF.

Medical Records

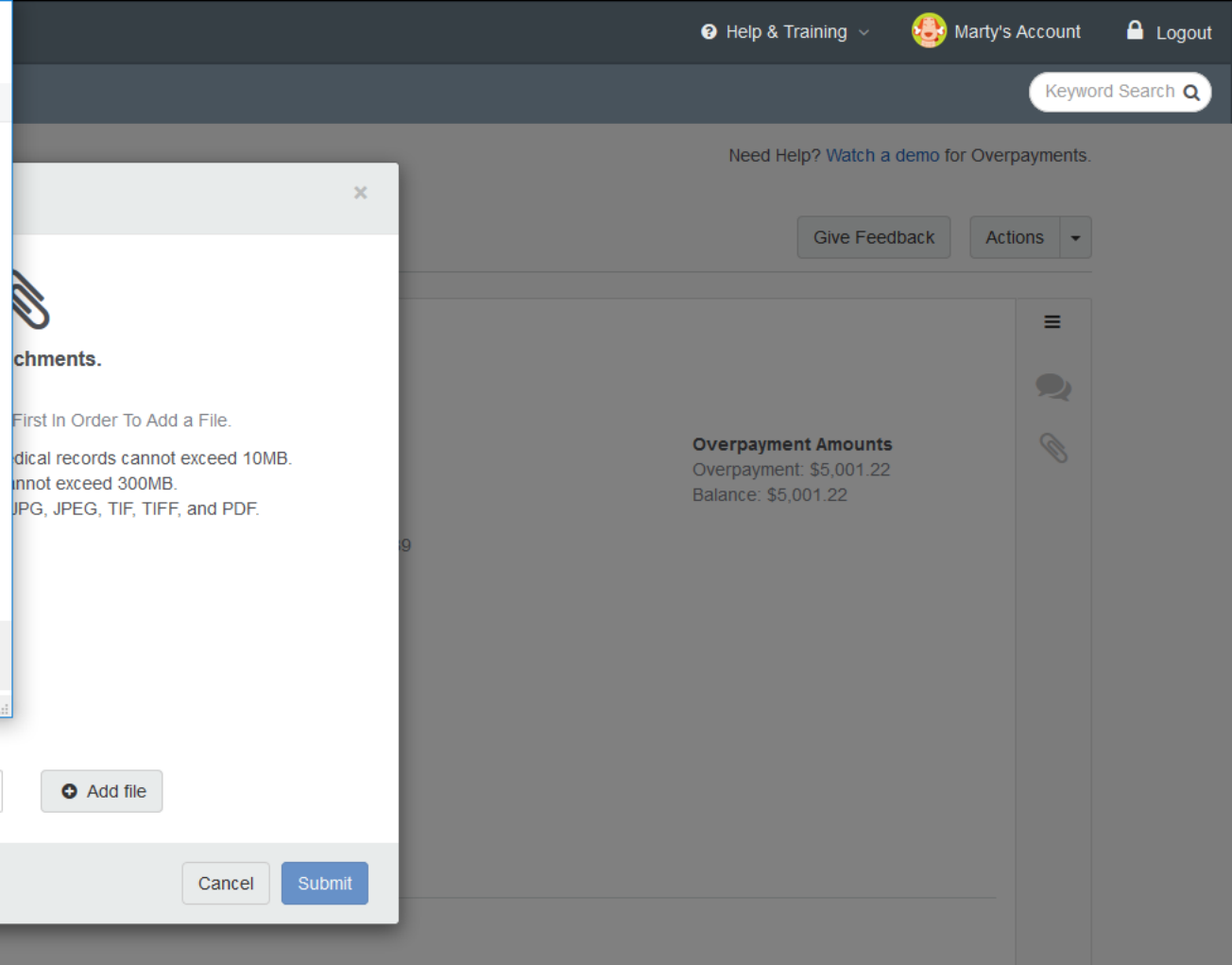
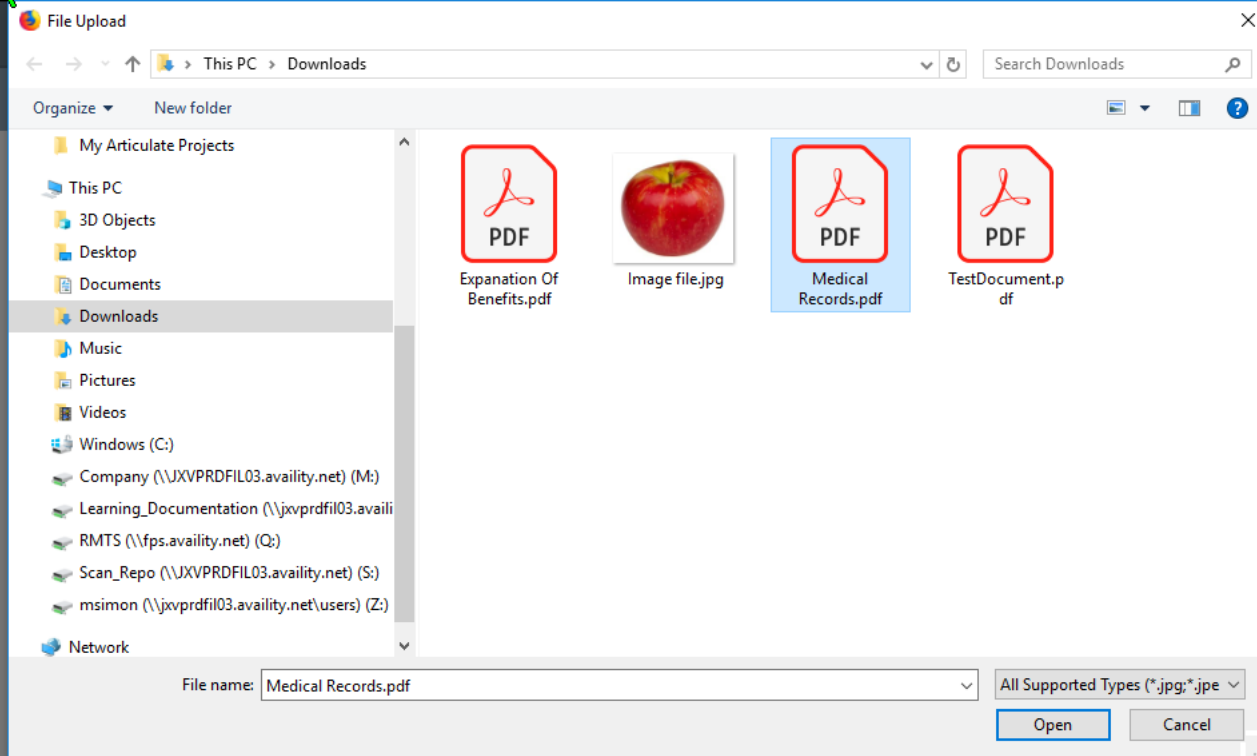
[+ Add file](#)

[Cancel](#)

[Submit](#)

Click on the **Add file** button.





Your computer's file explorer appears.
Select the file to add, then click **Open**.



OP

Overpayments

Humana

Disputed - Payer Response Received, Invoice #7867 for PATF20033 P
Baptist Medical Center

Claim & Audit Number

Claim - 7867
Audit - Not Available

Payment Information

Check #: Not Available
Check Amt: Not Available

Claim Information

Allowed Amount:

Line of Business

Medicare

Disputed Reason

Medical Record Review Dispute

Overpayment Reason

024 - BILLING ERROR

Notes

TESTING TESTING COMMENTS

Assign to User

Give Feedback

Actions

Overpayment Amounts

Overpayment: \$5,001.22
Balance: \$5,001.22

Attachments

Name	Document Type	File Size	Progress
Medical Records.pdf	Medical Records	20.2 kB	<div></div> ✓
Expanation Of Benefits.pdf	EOBs	749.5 kB	<div></div> ✓

Select a Document Type

Add file

Cancel

Submit

Once you have added all of the documents you would like, click **Submit** to send them to the payer.

File Name

Doc0054 (360 KB)

Status

RECEIVED

Actions

Download

OP Overpayments

Give Feedback

Actions

Humana

Disputed - Payer Response Received, Invoice #7867 for PATF20033 PATL2033 Accounting Date: 02/28/2019 • Last Update: 03/29/2019 • Days Elapsed: 53

Baptist Medical Center

Claim & Audit Number

Claim - 7867

Audit - Not Available

Payment Information

Check #: Not Available

Check Amt: Not Available

Dates of Service

10/26/2018 - 10/26/2018

Patient Information

PATF2003 PTL2033

Account #PATACT20033

DOB 07/21/1939

Subscriber ID - P12345-6789

Overpayment Amounts

Overpayment: \$5,001.22

Balance: \$5,001.22

Claim Information

Allowed Amount:

Line of Business

Medicare

Provider Identifiers

NPI - 1234567893

Tax ID - 111222333

Medical Record Request

MRM #3332211

Disputed Reason

Medical Record Review Dispute

Overpayment Reason

024 - BILLING ERROR

Notes

TESTING TESTING COMMENTS




[Assign to User](#)

The submitted documents display with their status and type. documents over 10MB in size will display a status of 'Allow 3 Days to Process' Click the **Download** button to view that document.

Conversation

Attachments

Letters

File Name	Status	Upload Date	Document Type	Actions
 Doc0054 (360 KB)	RECEIVED	6/15/2019 1:56 PM	Non-Medical	Download
 Expansion Of Benefits (750 KB)	IN PROGRESS	6/19/2019 10:03 AM	Non-Medical	Download
 Medical Records (20 MB)	ALLOW 3 DAYS TO PROCESS	6/19/2019 10:03 AM	Medical	Download

[Add Attachment](#)

OP Overpayments

[Give Feedback](#)

Actions 

Humana.

Disputed - Payer Response Received, Invoice #7867 for PATF20033 PA

Baptist Medical Center

Claim & Audit Number

Claim - 7867

Audit - Not Available

Payment Information

Check #: Not Available

Check Amt: Not Available

Claim Information

Allowed Amount:

Line of Business

Medicare

Disputed Reason

Medical Record Review Dispute

Overpayment Reason

024 - BILLING ERROR

Notes

TESTING TESTING COMMENTS

[Assign to User](#)

On the Letters tab you will see links to letters/requests for information from the payer.

- The Notification file will open up a PDF document with pertinent medical request information for the provider to send to the payer (if applicable).
- The Findings Letter Received PDF may contain specific information about the overpayment and any provider recourse. Naturally, the number and type of letters will vary for each overpayment and Letters tab.

Conversation

Attachments

Letters

File Name

Create Date

Notes

Actions

FR0039_Final18MonthDisputeTechnicalDenialLetter

07/02/2020

[Download](#)

OP

Overpayments

Give Feedback

Actions

 **6** Days remaining until overpayment automatically remit deducts.

Humana.

Action Required Invoice #14866451 for PHILLIS FILLER

Accounting Date: 03/12/2020 • Days Elapsed: 39

County General Hospital

Claim & Audit Number

Claim - 820200500500000

Audit - Not Available

Claim Information

Allowed Amount: Not Available

Overpayment Reason

The banner message displays on the overpayment detail card when there are 10 days left before auto-recoupment at day 45. You'll see the banner, counting down from day 10 which will serve as a reminder. The banner displays on overpayments that are in New, Inquired or Disputed status.

Overpayment Amounts

Overpayment: \$102.35

Balance: \$102.35

Overpayment Type

Claim Review

60

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Feedback, export, and more



OP Overpayments

Give Feedback Actions

Search By

Status Select a Status

Organization

All Organizations

Sort By

Last Update Date: Newest to Oldest

Filters: PAYER: HUMANA STATUS: ACTION REQUIRED STATUS: INQUIRED STATUS: DISPUTED Clear All

Results - Active

10 Total Active \$40,166.27	7 Action Required \$35,008.54	1 Inquired \$5,001.22	2 Disputed \$156.51
-----------------------------------	-------------------------------------	-----------------------------	---------------------------

Results - Resolved/Closed

0 Total Resolved \$0.00	0 Total Closed \$0.00
-------------------------------	-----------------------------

Results: 10 Overpayments New Today: 0 Overpayments

< Prev 1 Next >

Humana.

Action Required Invoice #2147 for PATF20033 PATL2033 Accounting Date: 10/01/2018 Days Elapsed: 294

PC TESTING PC TESTING PC TESTING PC TESTING PC TESTING PC TE...

Claim & Audit Number
Claim - 2147
Audit - Not Available

Payment Information
Check #: 107
Check Amt: Not Available
11/01/2018

Dates of Service
09/05/2018 - 09/07/2018

Patient Information
PATF20033 PATL2033
Account #PATACT20033

Overpayment Amounts
Overpayment: \$5,001.22

Assign to User

To share your thoughts with us, click Give Feedback.



OP

Overpayments

Tell us what you think about Overpayments.



Feedback? Requests? Defects? (Optional)

Send

Actions

Search By

Status

Select a Status

Organization

All Organizations

Give your feedback about the overpayments application and provide details. Then Click **Send**.

Filters:

PAYER: HUMANA

STATUS: ACTION REQUIRED

STATUS: INQUIRED

STATUS: DISPUTED

Clear All

Results - Active

Results - Resolved/Closed

10	7	1	2	0	0
Total Active	Action Required	Inquired	Disputed	Total Resolved	Total Closed
\$40,166.27	\$35,008.54	\$5,001.22	\$156.51	\$0.00	\$0.00

Results: 10 Overpayments

New Today: 0 Overpayments

< Prev

1

Next >

Humana.

Action Required Invoice #2147 for PATF20033 PATL2033

Accounting Date: 10/01/2018

Days Elapsed: 294

PC TESTING PC TESTING PC TESTING PC TESTING PC TESTING PC TE...

Claim & Audit Number

Claim - 2147

Audit - Not Available

Payment Information

Check #: 107

Check Amt: Not Available

11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033

Account #PATACCT20033

Overpayment Amounts

Overpayment: \$5,001.22



Availity > Overpayments

Need Help? [Watch a demo](#) for Overpayments.

OP

Overpayments

Search By

Status

Select a Status

Organization

All Organizations

Sort By

Give Feedback

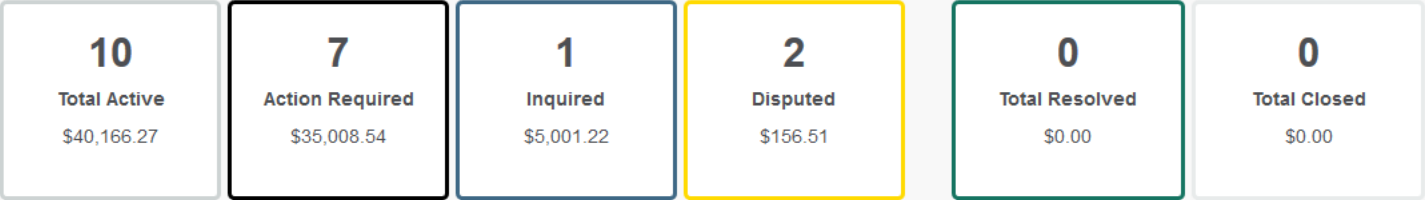
Actions

Export Overpayments Summary (.csv)

Click Actions, and then Export Overpayments Summary and it will export all of your overpayments.

Filters: PAYER: HUMANA STATUS: ACTION REQUIRED STATUS: INQUIRED STATUS: DISPUTED [Clear All](#)

Results - Active



Results: 10 Overpayments New Today: 0 Overpayments

< Prev 1 Next >

Humana.

Action Required Invoice #2147 for PATF20033 PATL2033 Accounting Date: 10/01/2018 Days Elapsed: 294

PC TESTING PC TESTING PC TESTING PC TESTING PC TESTING PC TE...

<div>Claim & Audit Number</div> <div>Claim - 2147</div> <div>Audit - Not Available</div>	<div>Payment Information</div> <div>Check #: 107</div> <div>Check Amt: Not Available</div> <div>11/01/2018</div>	<div>Dates of Service</div> <div>09/05/2018 - 09/07/2018</div>	<div>Patient Information</div> <div>PATF20033 PATL2033</div> <div>Account #PATACT20033</div>	<div>Overpayment Amounts</div> <div>Overpayment: \$5,001.22</div>
--	--	--	--	---

[Assign to User](#)

OP Overpayments

Give Feedback

Actions

Search By

Status

Select a Status

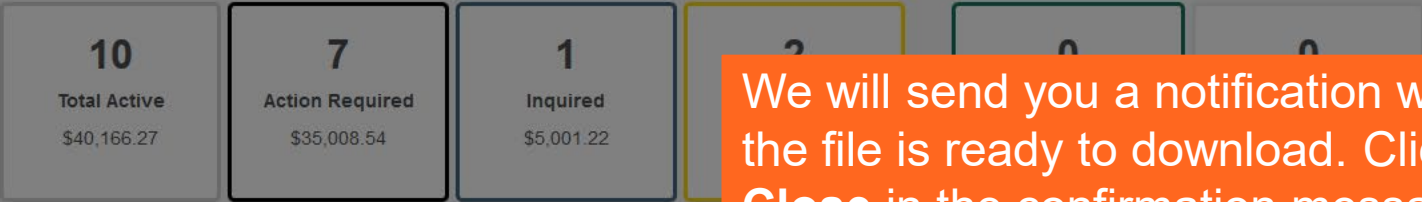
Sort By

Last Update Date: Newest to Oldest

Filters: PAYER: HUMANA STATUS: ACTION REQUIRED STATUS: INQUIRED STATUS:

Results - Active

Results - Resolved/Closed



Results: 10 Overpayments New Today: 0 Overpayments

Humana.

Action Required Invoice #2147 for PATF20033 PATL2033 Accounting Date: 10/01/2018 Days Elapsed: 294

PC TESTING PC TESTING PC TESTING PC TESTING PC TESTING PC TE...

Claim & Audit Number

Claim - 2147

Audit - Not Available

Payment Information

Check #: 107

Check Amt: Not Available

11/01/2018

Dates of Service

09/05/2018 - 09/07/2018

Patient Information

PATF20033 PATL2033

Account #PATACT20033

Overpayment Amounts

Overpayment: \$5,001.22

Assign to User

N

Notification Center

The Overpayments Report you ran on 05/21/2019 at 04:58 pm is ready to download.

View your overpayments in one easy-to-read report.

You have new refund requests to dispute or resolve in Overpayments from Humana.

Resolve or respond to the new request(s) to balance your account faster.

[More...](#)

You have new refund requests to resolve in Overpayments from Anthem.

Resolve the new request(s) to balance your account faster.

[More...](#)

Showing 3 of 11

[View All](#)

Messaging



Unread
Pending 1
Recently Resolved

Internal Links Dashboard

My Account Dashboard

- [835 Setup](#)
- [AV Search](#)
- [Internal Links Page](#)
- [Registration Administration](#)
- [Organization Verification Utility](#)

My Top Applications



Transaction Enrollment



Overpayments



Enrollments Center



Claim Status and Remittance Viewer

News and Announcements

[Susan's Resource Test](#)

For test purposes

10/31/2018

Live Chat
Makes its
Debut
and
Other News
Roundups in
"The Availity
Connection"



[READ IT NOW](#)

Question of the Week

When viewing your remittance on Availity, would you prefer to have a link to the explanation of benefits (EOB) related to your remittance?

Once the overpayments CSV file is ready, you can download it from the Notification Center. Click the blue hyperlink to download the file.

Notification Center

- The Overpayments Report you ran on 05/21/2019 at 04:58 pm is ready to download.

View your overpayments in one easy-to-read report.

5/21/2019 4:58 pm
- You have new refund requests to dispute or resolve in Overpayments from Humana.

Resolve or respond to the new request(s) to balance your account faster.

More...

5/21/2019 3:07 pm
- You have new refund requests to resolve in Overpayments from Anthem.

Resolve the new request(s) to balance your account faster.

More...

Messaging

Unread
Pending 1
Recently Resolved

Internal Links Dashboard

- 835 Setup
- AV Search
- Internal Links Page
- Registration Administration
- Organization Verification Utility

My Account Dashboard

My Top Applications

TE

Transaction Enrollment

OP

Overpayments

EC

Enrollments Center

Claim Status and Remittance Viewer

Opening Overpayments - 05212019 - 0458.csv

You have chosen to open:

Overpayments - 05212019 - 0458.csv

which is: Microsoft Excel Comma Separated Values File (1.1 MB)

from: https://qa-apps.availity.com

What should Firefox do with this file?

☒ Open with

Microsoft Excel (default)

☐ Save File

☐ Do this automatically for files like this from now on.

OK

Cancel

News and Announcements

Susan's Resource Test

For test purposes

You can open or save the .csv file

Live Chat
Makes its
Debut
and
Other News
Roundups in
"The Availity
Connection"



READ IT NOW

Question of the Week

When viewing your remittance on Availity, would you prefer to have a link to the explanation of benefits (EOB) related to your remittance?



File Home Insert Page Layout Formulas Data Review View Help Search

Clipboard Font Alignment Protection Number Styles Cells Editing Ideas

Calibri 11 A A Wrap Text Merge & Center Protect General \$ % , .00 .00 Conditional Formatting Format as Table Normal Bad Good Neutral Calculation Check Cell Explanatory... Input

Insert Delete Format AutoSum Fill Sort & Find & Filter Select Clear Ideas

A1 X ✓ fx Status

Sensitivity: Public \ General

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
	Status	Overpayment	Payer	Provider Name	Claim Number	Audit Number	Invoice #	Patient Account Number	First Name	Last Name	Overpayment Reason	Procedure Codes	Dates of Service	Accounting Date	Days Elapsed	Check/EFT	Check/EFT Date	Payer Identifier	Patient Responsibility	Other Carri
1																				
2	Disputed	5001	Health Plan	PC TESTING PC T	329		329	PATACCT20028	Test	PATL2033	notes3	99214	01/05/2019 - 01/07/2019	8/6/2019	8	107	3/1/2019	15447		
3	Disputed	5001	Health Plan	PC TESTING PC T	6148		6148	PATACCT20029	Test	PATL2034	notes4	99214	01/05/2019 - 01/07/2019	8/6/2019	8	107	3/1/2019	15447		
4	Resolved	5001	Health Plan	PC TESTING PC T	112		112	PATACCT20030	Test	PATL2035	notes5	99214	09/05/2018 - 09/07/2018	10/1/2018	46	107	11/1/2018	15447		
5	Inquired	5001	Health Plan	PC TESTING PC T	3403		3403	PATACCT20031	Test	PATL2036	notes6	99214	01/05/2019 - 01/07/2019	8/6/2019	384	107	3/1/2019	15447		
6	Inquired	5001	Health Plan	PC TESTING PC T	828		828	PATACCT20032	Test	PATL2037	notes7	99214	01/05/2019 - 01/07/2019	8/6/2019	384	107	3/1/2019	15447		
7	Inquired	5001	Health Plan	PC TESTING PC T	6441		6441	PATACCT20033	Test	PATL2038	notes8	99214	01/05/2019 - 01/07/2019	8/6/2019	384	107	3/1/2019	15447		
8	Resolved	1000	Health Plan	PC TESTING PC T	776898555664		38322345	PATACCT20034	Test	Patient1	notes9		12/06/2018 - 12/19/2018	2/6/2019	46			10654345488	0	
9	Resolved	100	Health Plan	PC TESTING PC T	777943565		979238590	PATACCT20035	Test	Patient2	notes10		01/21/2019 - 01/21/2019	2/6/2019	46			180482023635	0	
10	Resolved	22	Health Plan	PC TESTING PC T	820182666661697		803900284	PATACCT20036	Test	Patient3	notes11		10/14/2018 - 10/14/2018	8/14/2019	70			330057155QD	5	
11	Resolved	73	Health Plan	PC TESTING PC T	820555550300922		944398304	PATACCT20037	Test	Patient4	notes12		11/14/2018 - 11/14/2018	8/14/2019	66			330057155QD	18	
12	Resolved	300	Health Plan	PC TESTING PC T	201900006303906		996932185	PATACCT20038	Test	Patient5	notes13		01/27/2019 - 01/27/2019	2/6/2019	49			137965113757	0	
13	Resolved	73	Health Plan	PC TESTING PC T	82018888809817		61342264	PATACCT20039	Test	Patient6	notes14		10/14/2018 - 10/17/2018	8/14/2019	52			330057155QD	18	
14	Resolved	30	Health Plan	PC TESTING PC T	201900000787578		973033221	PATACCT20040	Test	Patient7	notes15		01/07/2019 - 01/07/2019	2/6/2019	78			136785182277	25	
15	Resolved	330	Health Plan	PC TESTING PC T	820182999923984		613017594	PATACCT20041	Test	Patient8	notes16		10/11/2018 - 10/11/2018	8/13/2019	49			590594631OH	80	
16	Resolved	10	Health Plan	PC TESTING PC T	82018222223984		148646033	PATACCT20042	Test	Patient9	notes17		10/12/2018 - 10/12/2018	11/18/2019	63			590594631OH		
17	Resolved	5001	Health Plan	PC TESTING PC T	5179		5179	PATACCT20043	Test	Patient10	notes18	99214	01/05/2019 - 01/07/2019	8/6/2019	14	107	3/1/2019	15447		
18	Resolved	5001	Health Plan	PC TESTING PC T	8855		8855	PATACCT20044	Test	Patient11	notes19	99214	01/05/2019 - 01/07/2019	8/6/2019	44	107	3/1/2019	15447		
19	Resolved	5001	Health Plan	PC TESTING PC T	1605		1605	PATACCT20045	Test	Patient12	notes20	99214	01/05/2019 - 01/07/2019	8/6/2019	98	107	3/1/2019	15447		
20	Resolved	5105	Health Plan	PC TESTING PC T	2245		2245	PATACCT20046	Test	Patient13	notes21	99214	01/05/2019 - 01/07/2019	8/6/2019	98	107	3/1/2019	15447	100	
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Sample Overpayments CSV File



Tips

IF YOU WANT TO...	THEN FOLLOW THESE STEPS
Add an attachment	<ol style="list-style-type: none"> 1. Locate an overpayment card that has a status of Inquired, Disputed, or Resolved. 2. Click the overpayment card. 3. Select Add attachments.* 4. Select the file to attach, and then click Open.
Generate a report for an overpayment	<ol style="list-style-type: none"> 1. Click the action menu in the overpayment card, and then click Export Overpayments Summary (.csv). 2. Follow the prompts from your browser to open or save the .csv file.
Locate unread messages	<ol style="list-style-type: none"> 1. Select Recent Updates in the first Search By field. 2. Select Unread Messages in the second Search By field.
View a conversation history	<ol style="list-style-type: none"> 1. Locate an overpayment card that has the message bubble icon. 2. Click the action menu in the overpayment card, and then click View Conversation and Details.

*Supported file types include PDF, JPG, JPEG, TIF and TIFF. 10MB size limit for non-medical documentation. 300MB size limit for medical documentation.



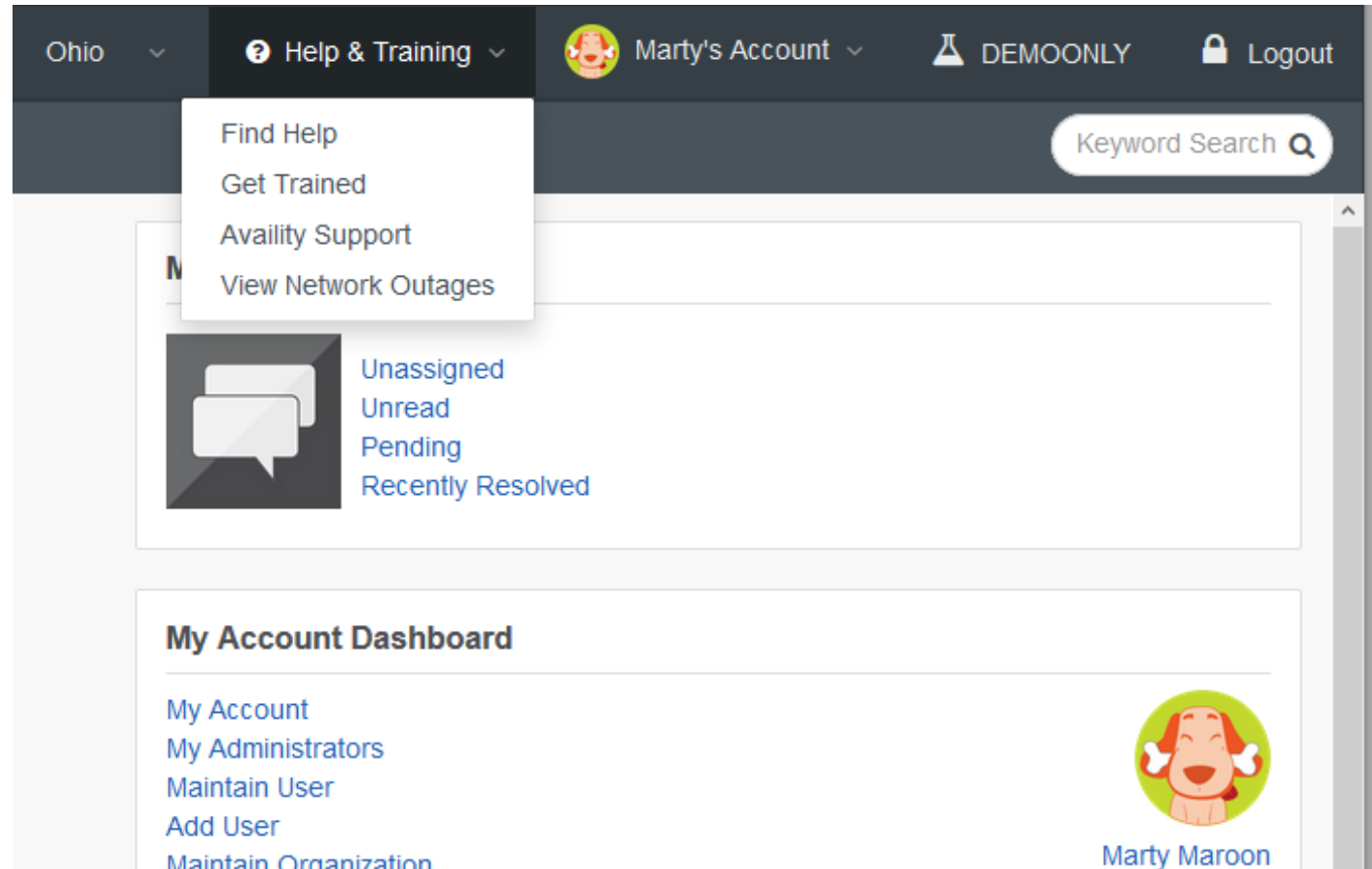
Help & Training

Select **Help & Training** and then an option.

- **Find Help**
- **Get Trained**
- **Availity Support**
- **View Network Outages**

New to Availity? Select **Help & Training** | **Get Trained** to plot a custom learning journey. Check out onboarding programs for new administrators and new users.

PARITAL EXAMPLE
OF HOME PAGE



Resources

Question

There's so much to remember and explore. How can I learn more information?

Answer

Don't be afraid to explore and click buttons and links—you can't break anything and it's all free to you—and use Availity Help.

Click **Help & Training | Find Help**. Availity Help displays in a separate window or tab. Under **Contents**, click **Overpayments**, or search by keyword such as **Overpayment**.

Click **Help & Training | Get Trained**. The Availity Learning Center (ALC) Portal products learning center opens in a separate window or tab.

Click My Account from the My Account Dashboard or from the drop down menu on your name and then **Open a Ticket** to send an issue our way. Availity Client Services (ACS) will respond. Check the status of your ticket there too.



Thank you

Contact 1.800.282.4548 (1-800-AVAILITY), or select **Help & Training | My Support Tickets**, for additional assistance. Select **Help & Training | Get Trained** for additional on-demand training.

