



September 16, 2011

Dear Practitioner/Provider:

Molina Healthcare of New Mexico, Inc. (Molina Healthcare) is implementing an updated recovery process.

The improvements to the recovery process will create efficiencies in our processes as outlined below:

- Effective November 1, 2011 all practitioners/providers will receive written notification on all overpaid claims;
- The written notification recovery letter will include an authorization for Molina Healthcare to deduct overpaid claim(s) from future claim payments;
- Practitioners/Providers can elect to have deductions before sixty (60) calendar days by signing the reversal permission signature line on the recovery letter;
- Molina Healthcare Claims Recovery also has a direct toll free telephone number that will allow you to contact a Recovery Specialist directly with your recovery questions at (866)642-8999; and
- The new Recovery Team also has a toll free fax number (888)396-1516.

A written notice indicating that you wish to contest a refund request will need to be submitted within sixty (60) calendar days of the recovery letter to:

Molina Healthcare of New Mexico, Inc.
Attention: Claims Recovery
P.O. Box 3887
Albuquerque, NM 87190-9859

In the event that payment is not received within sixty (60) calendar days or according to your contract, Molina Healthcare reserves the right to deduct any outstanding balance on future claims payment. Any retraction activity will appear on your Remittance Advice. To avoid any retraction, please send the refund accompanied with your recovery letter to:

Molina Healthcare of New Mexico, Inc.
P.O. Box 3887
Albuquerque, NM 87190-9859

Thank you for your continued support and cooperation. If you have any questions regarding this new process, please contact Molina Healthcare Claims Recovery toll free at (866)642-8999 option ten (10). The Claims Recovery Specialists are happy to answer any questions.

Sincerely,

Molina Healthcare of New Mexico, Inc. Claims Recovery