

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Marketplace (Covered CA)

PROVIDER TYPES: **Medical Group/ IPA/MSO**

- Primary Care**
- IPA/MSO
- Directs

 Specialists

- Directs
- IPA

 Hospitals **Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

Explanation of Payment Refund Reporting Enhancement

This is an advisory notification to Molina Healthcare of California (MHC) network providers.

Molina Healthcare Incorporated would like to provide some additional details regarding an enhancement to the reporting of refunds received that are being displayed on your Explanation of Payment and 835 files.

What is the Change?

When Molina transitioned to the new payment platform, you may have noticed that refunds received from yourself, or a third-party payer are now being reflected on your Explanation of Payment (EOP) and 835. This refund is reflected on the claim in the **Refund** column on a reversal claim on the EOP. In addition, a remit message was included indicating receipt of a refund.

If the refund received was a partial refund, a balancing adjustment claim ending in A is created to balance to the reversal, ensuring there is no recoupment.

Recent updates to the Explanation of Payments and 835 implemented on 03/01/23 have been made to make this clearer, as some systems reflected this amount from the 835 as a forwarding balance in error. The updates are:

- Addition of Adjustment types "Overpayment Recovery" and "Provider Return/Refund credit" in the Payment Adjustments section of the EOP. These net adjustments will reflect the application of all refunds on the payment separately from any forwarding balances/recoupments.
- Changes to the PLB segment on the 835.
 - Items labeled as Provider Return/Refund credit will be reflected on your 835 as adjustment code type 72.
 - Items labeled as Overpayment Recovery will be reflected on your 835 as adjustment code type WO.
 - This is our method of recording refunds received and will result in a net total of \$0.00 on your payment.

What do providers need to do?

Please review your Explanation of Payment and 835's for payments issued after on or after 03/01/23 to ensure these new PLB segment adjustment types process accurately within you or your clearinghouse systems.

QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative. Please refer to the phone numbers listed below:

Service County Area	Provider Services Representative	Contact Number	Email Address
California Hospital Systems	Deletha Foster	909-577-4351	Deletha.Foster@molinahealthcare.com
	Shelly Lilly	858-614-1586	Michelle.Lilly@molinahealthcare.com
Los Angeles	Clemente Arias	562-517-1014	Clemente.Arias@molinahealthcare.com
	Christian Diaz	562-549-3550	Christian.Diaz@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-549-4390	Maria.Guimoye@molinahealthcare.com
Sacramento	Jennifer Rivera Carrasco	562-542-2250	Jennifer.RiveraCarrasco@molinahealthcare.com
San Bernardino	Luana McIver	909-501-3314	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-577-4355	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Mimi Howard	562-549-3532	Smimi.Howard@molinahealthcare.com
San Diego / Imperial County	Briana Givens	562-549-4403	Briana.Givens@molinahealthcare.com
	Carlos Liciaga	858-614-1591	Carlos.Liciaga@molinahealthcare.com
	Salvador Perez	562-549-3825	Salvador.Perez@molinahealthcare.com

If you are not contracted with Molina and wish to opt out of the Just the Fax, email: mhcproviderjustthefax@molinahealthcare.com
Please include provider name and fax number and you will be removed within 30 days.