

Provider Bulletin

Molina Healthcare, Inc.

GB Collects

GB Collects is a nationwide debt collection vendor that Molina Healthcare has contracted with to collect outstanding debts from providers due to overpaid claims. Molina has made all required notifications of overpayment and attempts to recoup the overpaid amounts.

Provider will receive a letter stating: " Your hospital/clinic/Doctors Group etc. was notified regarding Overpaid Claims paid by Molina. Molina attempted to recoup the money via adjustment and offsetting of the claim but was not successful in recovering the funds. The Overpaid Claims have not been resolved. Therefore, the matter is being managed by our Overpaid Claim Collection Vendor, GB Collects. Please contact them at 888-688-5700."

Frequently Asked Questions (FAQ):

1. **Why was this matter sent to collection?** The Provider was Overpaid by Molina. Molina notified providers previously of overpayments and attempted to collect the overpayments via claim adjustment/recoupment but was unsuccessful. Molina was unable to automatically move the debt balance within its payment systems within state and federal guidelines. Therefore, the open payable amount due has been sent to GB Collects to outreach to providers and collect a refund check on Molina's behalf.
2. **Will this impact our Organization's Credit Report?** No. GB Collects does not report to Credit Bureaus. However, unresolved matters may be referred to a lawyer in the provider's state for potential legal action.
3. **Can we pay Molina directly?** Yes, the Provider can pay GB Collects or Molina. However, to ensure that the debt is properly accounted for, it is preferred that provider submit payment through GB Collects.
4. **Can we pay in installments?** Yes, contact GB Collects at **888-688-5700** to arrange installment payments.
5. **I dispute the balance amount. How can I resolve?** Yes, review the dispute by contacting **GB Collects** at **888-688-5700** for additional details regarding the debts.
6. **What method(s) of payments are available to our organization?**
Most common methods of payment are ACH payments, Check, and Credit cards