

Auto-recoupment Will Be Turned On 10/23/18

If an overpayment occurs on a BlueCross and BlueShield of Texas Medicaid physicians or professional provider's claim, the process that will be used to recover an overpayment will be auto-recoupment. This process will commence on October 22, 2018. An overpayment adjustment for recoupment action may be a result of any one or more of a number of circumstances, such as issuance of a duplicate payment, correction of a coding error, or erroneous calculation of the allowable amount. Refunds shall be sought from the provider who has received any incorrect payment. Should you have any questions, please contact the BlueCross and BlueShield of Texas Provider Relations team via phone at 855-212-1615 or via email at TexasMedicaidNetworkDepartment@bcbstx.com.

If you would like to refund the payment for an overpaid claim, you can submit it to the BlueCross and Blue Shield of Texas Medicaid Claims and Refund Address:

Blue Cross and Blue Shield of Texas
Attn: Overpayment Recovery
29068 Network Place
Chicago, IL 60673-1290