

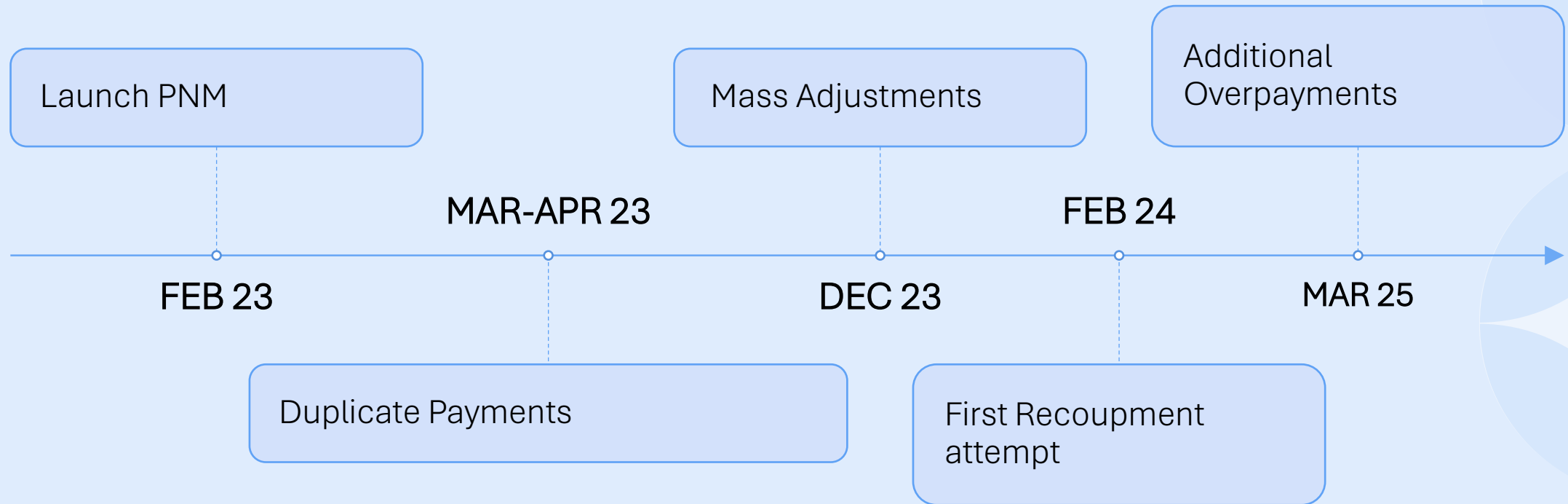
# Spring 2025 Medicaid Payment Reconciliation



## **AGENDA**

- History of overpayments
- March 2025 Transactions
- Correcting Remittance Advice
- May 2025 Transactions
- Future Recoupment Plan

## HISTORY OF OVERPAYMENTS



# HISTORY OF OVERPAYMENTS

## Original overpayments

- original overpayments originated from duplicate billing in MITS and PNM
- December 2023 overpayments originated from ODM initiated adjustment claims to correct incorrect payments that did not deduct patient liability
- Original attempts to recoup these dollars were unsuccessful
- We requested staggered repayment and ability to review recoupments prior to initiation

## FIRST STEP OF RECONCILIATION

### **Identify and account for overpayments**

- Did you post the original December 2023 transactions to resident level detail?
- Did you already have the duplicate claims recouped in prior attempts?
- Do you still have unidentified takebacks from old remittance advice reports that are unresolved?

## MARCH 2025 TRANSACTIONS

- **February 28 2025** ODM issues communication indicating that they will begin recouping overpayments from duplicate claims and patient liability overpayments over a 6 month period of time. Providers would receive a report that shows the recoupments to be taken and have an opportunity to dispute.
- **March 6 2025** OHCA receives reports that ODM has issued advance notice that they will recoup millions of dollars on the next payment cycle. No reports have been issued. OHCA requests these transactions be reversed.
- **March 13 2025** ODM attempts to stop the transactions. Some of the transactions are already in process. This results in two occurrences
  - Some providers receive a normal payment with no issues
  - Most providers receive two payments. One with recoupments and one LTC Correction Payment with no information on the payment

## CORRECTING REMITTANCE ADVICE

- **April 18 2025** ODM issues communication indicating that providers will receive a dashboard to review overpayments and providing an explanation on the March 13 sequence of events
- **Throughout March and April**, providers receive multiple versions of the March 13 remittance advice reports, resulting in confusion. OHCA requests that ODM reissue corrected remittance advice for all providers.

## CORRECTING REMITTANCE ADVICE

- **May 2- May 9, 2025** ODM issues new versions of the March 13 remittance advice report and remove erroneous versions on PNM. It is only in PDF form in PNM and no 835 (electronic version) was generated.
  - Providers should remove the original posting of the original March 13 remit and only post the remits that are now in PNM
  - Some providers received multiple payments on March 13.
    - Leave the batches in your system that still have a corresponding RA in PNM
  - If the payment amounts still do not match, please contact me
  - We have requested 835 files for these remits



## LTC CORRECTION PAYMENTS

- Payments that were issued on March 13 were for the entire claim amount.
  - Example: Patient liability was recouped in the amount of \$1000 on the original March 13 remittance advice. The total claim payment amount for that date of service was \$6000.
  - The LTC Correction payment repaid \$6000 instead of the \$1000 recouped.
  - This resulted in an additional overpayment

## MAY 2025 TRANSACTIONS

- **May 8 2025** OHCA members report additional recoupments applied to their payments this week in the hundreds of thousands of dollars. Some of these payments also include the April room and board payment
- **May 15 2025** Most members receive the April room and board payment that did not receive it on May 8.
- **May 20 2025** OHCA meets with ODM and learns that the May 8 recoupments are to offset the March 13 overpayments and should not contain recoupments from the larger overpayment project resultant of 2022 and 2023 transactions.
  - These are not clean transactions.
  - Underpayments and additional overpayments, while small, still resulted.

## HELD ACCOUNTS RECEIVED

- When ODM intervened in the March 13 payments, some claims A/R were held
  - These claim holds were released in two batches
  - The most recent claim hold release was on May 8
  - Cash receipts for March through May should be averaged to see if you are still short cash for those payments
  - ODM feels that providers all received an average monthly payment
    - OHCA is disputing accuracy of these payments.

## FUTURE RECOUPMENT PLAN

- During our meeting on May 20, ODM affirmed the following:
  - OHCA members will receive a dashboard to review prior to recoupments of original overpayments
  - Providers will be given an opportunity to dispute overpayments that you feel are not correct prior to the recoupments initiating
  - Timeline and exact process are still unknown
  - Total recoupment amount will be taken over 6 months at 15% a month

## FUTURE RECOUPMENT PLAN

- Additional Considerations
  - Ensure that you have accounted for your overpayments
  - We do not recommend that you correct any claims issues resultant from March and May between now and when the dashboard is generated
  - Utilize every opportunity to dispute the recoupments that appear incorrect.
  - Make a copy of the dashboard via screen shot
    - Verify recoupments taken match the dashboard
  - Plan for reduction in cash based on recoupment amounts to be taken
  - Timely filing exceptions will be granted for erroneous recoupments
    - Burdensome and time consuming process

# Questions?

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