

# Provider Memorandum

## Enhancements to EOP/835 Refund and Forwarding Balance Reporting

Molina Healthcare of Illinois (Molina) would like to share details regarding an upcoming enhancement to the reporting of refunds received. These are being displayed on your Explanation of Payment (EOP) and 835 files, as well as Forwarding Balances.

### What Is the Change?

On your Explanation of Payment (EOP) and 835, refund amounts are currently combined as a bulk total for your payment with a reference ID of the payment check history ID (CHKHST).

The enhancement—scheduled for July 24, 2023—will update these sections on the EOP and 835 to utilize a reference ID of the claim itself, allowing for clearer reporting of these transactions. The format of utilizing WO/72 code types will remain. The updates are:

- Reference ID on the EOP adjustment section will reflect the claim ID for the transactions related to each refund posting, and no longer use the check history ID.
- Changes to the Provider-Level Balance (PLB) segment on the 835:
  - Items labeled as Provider Return/Refund Credit will be reflected on your 835 as adjustment code type 72, with a reference ID of the claim ID for each refund.
  - Items labeled as Overpayment Recovery will be reflected on your 835 as adjustment code type WO, with a reference ID of the claim ID for each refund.
  - This is our method of recording refunds received and will result in a net total of \$0.00 on your payment.

### Example of EOP (with mock-up claim ID)

Items labeled adjustments were added by our payment system to balance the transaction. They reflect no adjustment to actual payment.

Payment Adjustments (Refund & Recovery)					
Advance Create Date	Reference ID	Adjustment Type	Original Advance Amount	Advance Remaining Balance	Adjustment Amount
	12345678999R1	Overpayment Recovery	\$0.00	\$0.00	-\$372.16
	12345678999R1	Provider Return/Refund Credit	\$0.00	\$0.00	\$372.16
				<b>Total Net Adjustments</b>	<b>\$0.00</b>

Items labeled as Provider Return / Refund Credit were added as a refund was received.  
 - These refunds are reflected on your 835 in the PLB segment as Adjustment Code '72'.  
 Items labeled as Overpayment Recovery were added as a refund was received and posted.  
 - These refunds are reflected on your 835 in the PLB segment as Adjustment Code 'WO'.

Additionally, an update will be deployed in the next several weeks regarding the adjustments section on the 835 for Forwarding Balances (FB). When an FB is created (reflected as a negative FB adjustment on the

835), the reference ID would reflect a draft number in some cases, rather than the CHKHST ID. This will be corrected and reflected as a CS adjustment code, followed by the CHKHST ID. This will allow for clearer tracking, as the Forwarding Balance—when a positive—always references the CHKHST ID.

### **What Do Providers Need To Do?**

Please review your EOP and 835s for payments issued on or after July 24, 2023, to ensure these new PLB segment adjustment types process accurately within your system or your clearinghouse's system.

Molina is here to support you. If you have questions about this transition, contact us at (855) 866-5462.

### **Questions?**

We're here to help. Contact your dedicated Provider Network Manager or email the Provider Network Management team at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com). For help identifying your dedicated Provider Network Manager, visit [Molina's Service Area page](#) at [MolinaHealthcare.com](https://www.molinahealthcare.com).

### **Provider Portal Alert**

We are in the process of sunsetting the Molina Legacy Provider Portal. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with Availity Essentials Provider Portal today! [Click here](#).

### **Get Critical Updates**

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**Note:** Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.