

Claim Refund And Collection Procedures

1.0 GENERAL

This section outlines procedures for claim refunds and installment repayments from providers and beneficiaries. Examples include ineligible beneficiaries, third party insurance, overpayments, duplicate payments, payments to wrong providers or beneficiaries.

2.0 COLLECTION AND DEPOSIT PROCEDURES

Recoupment procedures shall follow the requirements listed in [Chapter 10](#). A contractor's collection process shall include procedures which provide for prompt and continuing action to collect monies owed to or received by the contractor for TRICARE.

2.1 Non-Underwritten Refunds, Collections, Etc.

The contractor shall make deposits to the applicable non-underwritten bank account as soon as possible but No Later Than (NLT) the close of the next business day from the time the contractor collects the funds from a beneficiary/provider.

2.2 Underwritten Refunds, Collections, Etc.

Underwritten collections, refunds, etc. will be maintained by the contractor. A credit TRICARE Encounter Data (TED) record is required when an overpayment is identified. If the contractor has not previously submitted a credit TED record for the applicable transaction (possibly due to a voluntary refund or similar unexpected collection) a credit TED record will be submitted upon receipt of the funds.

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