

Negative Balance

Definitions

- *Negative Balance* – A dollar amount owed to Scott & White Health Plan (SWHP) that is reflected on the summary page of the Explanation of Payment (EOP). Negative balances are created SWHP retracts a previously paid claim. When a paid service is retracted on an EOP, the amount retracted becomes a negative or “owed” dollar amount. SWHP will recover this negative dollar amount by using other claims payments as credits to satisfy the negative balance. When the negative balance amount exceeds the amount of credits available on the EOP, the negative value will be carried to a future EOP.
- *Beginning Negative Service Balance* – Retractions (adjustments not applied) that were listed on a previous EOP that were not applied on the previous check run. This amount may or may not be applied during the current check run.
- *Adjustments Not Applied* – Retractions that have not been subtracted from the current check amount. Amounts have not been subtracted because there was not enough money in the claims submitted during the current run.
- *EOP Negative Balance Not Applied* – Refers to a provider’s previous negative balance that has not been applied during the current check run. There is still a negative balance. The *negative balance not applied* is not cumulative. This amount will continue to appear on each EOP until it can be applied.

Retraction Causes

Below are some situations that cause a retraction and produce a negative balance.

- No response or not allowable appeal to a request for refund related to the following:
 - Duplicate payment
 - Payment to the wrong provider
 - Payment for the wrong member
 - Contractual payments
 - Internal and external audits
 - Retroactive termination of a member
 - Outpatient adjustments mandated by CMS for overpayments related to duplications of payments made by SWHP when we act as the intermediary for contracted providers and do not require pre-notification of recoup