

## **REV - Carrier Refund Request through Fiscal Management**

### **Purpose:**

Request a refund that cannot be processed in Medicaid Management Information Systems (MMIS). Typically, these are for Attorneys, Insurance Carrier's, Members and rarely Providers. These refunds are issued to the requesting entity by Fiscal Management.

### **Identification of Roles:**

**IME Revenue Collections:** Identifies that a refund check was received for adjusting a claim(s), however, repayment was previously received for this claim(s) in another manner such as a check or adjustment. The end result is a refund to the requesting entity. The refund request may come from the Revenue Collections Team Lead, Provider Disallowance representative, Lien Recovery staff or Operation Manager and will be sent to Fiscal Management for issuing of a manual check.

### **Performance Standards:**

Allow up to 45 days for refund from Fiscal Management.

### **Path of Business Procedure:**

- Step 1. Revenue Collections identifies or receives a request that a check(s) and/or credit adjustment has been received and processed on a claim. The net result is a refund due. In some cases MMIS is unable to be used to refund the entity such as Attorneys, Insurance Carrier's, Members and rarely Providers. In these situations a manual check will need issued to rectify the overpayment.
- Step 2. The Revenue Collections Team Lead, Provider Disallowance representative, Lien Recovery or Operation Manager will complete the necessary General Accounting Expenditure (GAX) form and provide the form and documentation to the Unit Manager that supports the issuance of a refund. The requesting party must notify the Account Manager, Operations Manager and Team leads of the GAX request.
- Step 3. Upon approval by the Unit Manager, the Unit Manager will forward the GAX form and supporting documentation to the Deputy Medicaid Director for final approval.
- Step 4. Once the GAX form has been approved the Deputy Medicaid Director, it will be returned to the requesting party where two copies will be created and sent to Fiscal Management. One copy must include the original approved GAX form.
- Step 5. Fiscal Management will review and process the carrier refund through I/3. The refund will be sent to the requesting entity by Fiscal Management within approximately 45 days after approval.

Iowa Department of Human Services  
Iowa Medicaid Enterprise (IME)  
Revenue Collections Procedure Manual

**Forms/Reports:** GAX-General Accounting Expenditure

**RFP References:** N/A

**Interfaces:** Fiscal Management

**Attachments:** See next page

