

## *What is a credit balance?*

Credit Balance refers to funds that should be returned to MDCH because a claim has been paid by another party or paid incorrectly. They are also referred to as Overpayments.

## *How do I return a credit balance?*

A provider can choose to void their claim directly in CHAMPS if they need to return the entire amount MDCH paid. Please refer to the [Billing & Reimbursement Chapter](#) of the provider manual or view the [Claim Void Webinar](#). As a reminder, a void will completely void the original claim in CHAMPS and take back the initial payment.

If the amount a provider needs to return is less than the full amount, a partial adjustment should be performed. Please refer to the [Billing & Reimbursement Chapter](#) of the provider manual or view the [Claim Adjustment Webinar](#).

## *What happens if I get an error when returning the credit balance?*

On rare occasions, a provider may be unable to adjust/void the claim in CHAMPS. If this occurs, please contact [Provider Support](#) for assistance.

## *Will MDCH contact me about credit balances?*

Do not wait to be contacted. Please void/adjust all claims with credit balances via CHAMPS immediately upon identification. The Affordable Care Act requires providers to report and repay credit balances within 60 days from the date the overpayment was identified or by the date any corresponding cost report was due, whichever is later.

MDCH is required to audit providers to determine if there are credit balances owed to the state. Providers may be contacted by a vendor on behalf of MDCH to determine if credit balances exist or by the Office of the Inspector General if those balances have been identified but not repaid.

## *What should I do if contacted by a vendor?*

The vendor will audit a provider's records to find credit balances. The vendor will compile a report listing claims they have identified as overpayments and share it with the provider. The provider should review the claims, work with the vendor to remove any claims that were misidentified, void/adjust any overpayments due to third party payments, and then approve the report to be sent to MDCH. MDCH will review any claims identified as overpayments that are not TPL related. Any verified overpayments will be voided by MDCH.