



STATE OF MICHIGAN
DEPARTMENT OF COMMUNITY HEALTH
LANSING

JENNIFER M. GRANHOLM
GOVERNOR

JANET OLSZEWSKI
DIRECTOR

MEMORANDUM

DATE: May 13, 2008

TO: BCCCP Coordinators & Billing Staff

FROM: Cathy Blaze
Reimbursement Project Coordinator
Breast and Cervical Cancer Control Program

SUBJECT: BCCCP/WW/FP Provider Take Backs and Refunds

The BCCCP is still experiencing problems when payments are to be taken back from a provider. The provider is sending Health Advantage a refund check and, simultaneously, either the local agency or the provider is also requesting that a take back is processed manually. The end result is that money is taken from the provider twice.

To correct the above situation, we are requesting that the provider faxes 1. the original claim, 2. the EOP showing the money taken back, and 3. a copy of the check that was sent to Health Advantage to the MDCH fax number. The claim will then be reprocessed and the provider will receive a refund. We understand that this process is not very efficient or cost effective but it is the most effective way to assure that providers receive all funds due to them.

What this all means to you and your providers:

1. Effective May 14th, we will not be manually processing take backs until October 1, 2008. Providers should send a refund check back to Health Advantage for any type of overpayment. Refunds must be sent to the following address:

Health Advantage
BCCCP Claims
G3245 Beecher Rd., Ste 200
Flint, MI 48532
Attn: Vicky Laney

2. A system to ensure that take backs only occur once is being developed by MDCH. The goal is to have this system in place by October 1, 2008

We do understand all the frustrations you and your providers are having and are working diligently on solving the reimbursement issues we are currently experiencing.

I would like to extend my personal apology for the billing issues you and your providers are experiencing. If you have questions, please contact me at 517-324-7304 or cblaze@mphi.org.