Recoupment summary search via provider self-service: Provider Frequently Asked Questions (FAQ)

Overview

On December 16, 2021, Humana Military will add a new recoupment summary search functionality to provider self-service. This added summary will allow providers to review recoupment details.

Provider Frequently Asked Questions

What does the new recoupment summary search allow users to do?

Now available in the provider access claims center of your self-service account, the details include receipt details, such as payment, offset, balance owed, and case status (i.e. open, closed)

How can I register for a self-service account?

You can register for a self-service account here.

To verify if you already have an account, visit provider self-service and select "Forgot User ID" and follow the steps.

Why can't I see the recoupment tab in the claims center?

A recoupment case will only be available to view if the selected provider and location in your search has a recoupment case, through a fourth "Recoupment Summary" tab.

What information do I need to search for a specific recoupment?

A search may be narrowed with the six-digit recoupment case identifier or by case status. To view all recoupment cases for the selected location, leave the case status as "All" and select "Retrieve Recoupment."

What is a Case ID and where can I find it?

The Case ID is a unique six-digit identifier found on a notice of recoupment, mailed to the same address as claim payments are mailed, or can be found in the "Correspondence" tab of the "Provider Access Claims Center" of your self-service account.

See below to find the case number on the letter.

Patient: See Attached
Sponsor #: See Attached
Principal:
TIN:
Pat. Acct. #: See Attached
Claim #: See Attached
Requestor: VEP
Case #: 000007

Can I view all recoupments without a specific case?

To view all recoupment cases for the selected location, leave the case status as "All" in your search criteria and select "Retrieve Recoupment."

How can I see if the payment has posted for a recoupment case?

View receipt details, such as payment, balance owed, and case status (i.e.: open, closed) in the Provider Access Claims Center of your self-service account. Choose the provider and location associated with the recoupment case to view the "Recoupment" tab.

Note: Your search results will yield a "Case Identifier" link. Select the link and choose the "Receipt Details" tab to view payment information.

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Can I see if another offset is scheduled?

Offsets will occur beginning 60 days after the date of the initial letter. If there is a balance on a case that is over 60 days old, it is scheduled for offset, and would just be pending the processing of claims.

How do I send a payment to pay a recoupment balance?

The recoupment letter has instructions for sending a check.

How do I determine total overpaid amount, amount recovered, and balanced owed when there is more than one claim associated with a recoupment case?

The total overpaid amount will be the amount recovered plus balance owed. (Visible in the Case Identifier details screen).

Can I use the cobrowse feature while speaking with my TCL or Humana Military call center representative about recoupments?

Yes. The cobrowse function is available in the case identifier section.

Case status and definition:

Open: A case has been created and there is still a balance to collect.

Closed: Case has been closed. No further action is needed by provider.

Installment: The provider and Humana Military have agreed to a collection plan where the provider will pay in installments over an agreed period of time.

Suspend offset: Offsets have been suspended pending review. No action required by the provider at this time.

Pending Transfer to DHA: Potential transfer to Defense Health Agency (DHA) if installment or paid in full is not reached soon. This is a non-underwritten case that collection is controlled by the government. Once a case ages to the appropriate age per TRICARE guidelines, it will be transferred to DHA. To avoid additional charges and fees due to DHA transfer, contact Humana Military to make a payment installment arrangement as soon as possible. The recoupment letter includes instructions and contact information.

Closed per DHA: Recoupment case was transferred to DHA per regulations. DHA will contact you about collection.