



Overpayment refund notification form

In order for an overpayment refund to be processed in a timely manner, please submit a completed form with all refund checks and supporting documentation. If the refund check you are submitting is an Anthem Blue Cross (Anthem) check, please include a completed form specifying the reason for the check return.

Provider name/contact _____
Contact number _____
Provider ID _____
Provider Tax ID _____
Subscriber ID _____
DCN number (displayed on Cost Containment Unit letter) _____
Member name _____
Member account number _____
Date of service (to) _____
Total billed charges \$ _____

Total check amount: \$ _____

Claim number(s):

Reason for refund or check return:

- Anthem letter
- Contract rate change
- Duplicate payment
- Incorrect member
- Incorrect provider
- Negative balance
- Other health insurance/third-party liability
- Payment error
- Billed in error/adjusted charge
- Other: _____

All refund checks should be mailed with a copy of this form to:

Anthem Blue Cross
PO Box 933657
Atlanta, GA 31193-3657

Once the Anthem Containment Unit has reviewed the overpayment, you will receive a letter explaining the details of the reconciliation. Thank you for completing this overpayment refund notification form.

www.anthem.com/ca

Anthem Blue Cross Cal MediConnect Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.
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Important Note: You are not permitted to use or disclose Protected Health Information about individuals who you are not currently treating or are not enrolled to your practice. This applies to Protected Health Information accessible in any online tool, sent in any medium including mail, email, fax or other electronic transmission.