

GENERAL INFORMATION

Enrollee recoupment of overpayments is the refund of premium dollars overpaid due to adjustments on the enrollee's account.

OVERPAYMENTS

A premium adjustment to an enrollee's account can be made as a result of the following circumstances:

1. A manual error made by the Health Plan to the enrollee's account.
2. The system did not properly adjust for changes to the enrollee's eligibility and/or policy.
3. Reconciliation of account and Accounts Receivable (A/R) system reveals credit due to the enrollee.
4. Enrollee payment discrepancy concern.

OBTAINING A REFUND

The Health Plan will review accounts on a monthly basis to determine if a member is owed a refund. The Health Plan will automatically issue an enrollee refund for manual errors, incorrect system adjustments and bi-monthly reconciliation.

If you have voluntarily withdrawn from our plan or have a payment discrepancy concern, you can call our Customer Service department to request a refund. We will review your account to determine if an adjustment is needed and a refund is owed. Please allow two (2) to three (3) business days for reviews.

TIMEFRAMES

Refunds are issued via mailed check. Please allow four (4) to eleven (11) mailing days to receive.

QUESTIONS

If you have questions about your health benefit plan, there are several ways to contact us to obtain the assistance you need:

By telephone

If you have questions about your plan or need assistance in a language other than English, please contact Customer Service.

Toll-free: 1.844.522.5279

TDD/TTY: 1.800.955.8771

Our Customer Service hours are: **Monday through Friday** from 8 a.m. to 6 p.m.

By email

Send your questions or comments to: AHAP@HF.org

By fax

Send your fax to: 1.855.328.0062



Advent Health

Advantage Plans

Underwritten by Health First Commercial Plans

RECOUPMENT OF OVERPAYMENTS

By mail

Send correspondence to:

Customer Service

Health First Health Plans - AHAP

6450 U.S. Highway 1, Rockledge, FL 32955

AdventHealth Advantage Plans is underwritten by Health First Commercial Plans, Inc. Health First Commercial Plans does not discriminate on the basis of race, color, national origin, disability, age, sex, gender identity, sexual orientation, or health status in the administration of the plan, including enrollment and benefit determinations.

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