

Anthem Refund/Recoup Reminders & Quick Tips

- ✦ To avoid recoupment, mail your refund **and the coupon appearing on page 1 of the request letter** within 30-days to:
Anthem Blue Cross and Blue Shield
PO Box 5281
Carol Stream, IL 60197-5281
- ✦ Providers may receive more than one remit on a given day.
- ✦ The provider ID number field on the remit may reflect the Tax ID, NPI or Anthem Provider ID (legacy or system) depending upon how the claim(s) processed for payment.
- ✦ Recoupments, when performed, will appear on remits in sequential order for a specific provider ID number.
- ✦ If a provider ID number has a negative balance at the end of the remit cycle, the last remit printed that day for that particular ID will include the "Recoupment Notification" page.
- ✦ Refunds received and applied (processed) by Anthem following a recoupment will be reflected on remittance detail with the word "Refund" as well as on "Recoupment Notification" page with the "REF" appearing in the adjustment code "ADJ CD" column.
- ✦ Questions on refund requests or negative adjustments should be directed to Provider Service telephone number indicated on the refund request letter or remittance advice.
- ✦ Refund disputes should be sent to the provider correspondence address listed at the top of the request letter:
Anthem Blue Cross and Blue Shield
PO Box 105557
Atlanta, GA 30348-5557
- ✦ Voluntary (provider identified and initiated) refund should be sent with a Provider Adjustment Request Form to:
Anthem Cost Containment Overpayment Avoidance
PO Box 73651
Cleveland, OH 44193-1177
- ✦ Contact your Network Relations Consultant when you cannot resolve issues through Customer Service.
- ✦ Remittance advice can be viewed, downloaded and/or printed from the online secure provider portal. 18 months of remittance advice is available.

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