

# Provider Negative Balances

## What is a negative balance?

The total amount of money currently owed to the program by a provider.

## What causes a negative balance?

- Audits
- Repayment of advance payments
- Provider submission of adjustments/ void claims
- DMAS approval of adjusted/ void claims

## Detecting a negative balance?

- Reconcile your weekly remits.
- The negative balance sign is (-) followed by a dollar amount in all fields.
- Balances maybe offset by the total of the approved claims for payment leaving a reduced balance or no payment.
- If the balance amount is not completely satisfied, but only reduced, the remittance voucher will state that the negative balance will be carried forward.
- The remainder of the negative balance will appear on the following remits until it is satisfied.

## Resolution, For Negative Balances

- Verify & Document what provider number is on the RA.
- Document the original negative balance dollar amount.
- If you have a negative balance that is carried forward
  - You, must reconcile future remits carefully for the balance
  - Should keep all remits together, until you see that the balance is satisfied.
- **NOTE-** if a provider has more than one type of remit (*i.e. inpatient, outpatient, Lab, Title 18*) the negative balance will be applied to all remits following the initial notification of the negative balance, until the balance is satisfied.
- If a negative balance is not noticed until after the funds have already started being deducted
  - You are not looking at the original remit that reflects the negative balance.
  - You must gather all prior remits for the specified provider in chronological order until the original (negative balance) is found.
  - Keep all remits together; do your own research prior to calling the call center.
- After you have thoroughly researched your prior remits for all remittance types and still you cannot find the original negative balance, then the Provider Helpline can be utilized to assist you in your efforts.
  - You must have on hand all remits that you have gathered that pertain to the negative balance to discuss with the helpline.

## Provider Helpline Numbers

- 1 (800) 552-8627      outside the Richmond area
- 1 (804) 786-6273      Richmond area