

### 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If you have voluntarily withdrawn from our plan or have a payment discrepancy concern, you can call our Customer Service department to request a refund.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 to three business days for reviews.

### TIMEFRAMES

Refunds are issued via mailed check. Please allow four to 11 mail 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: 1.855.443.4735

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: [hfhpinfo@health-first.org](mailto:hfhpinfo@health-first.org).

#### **By fax**

Send your fax to: 1.855.328.0062

#### **By mail**

Send correspondence to:

Customer Service

Health First Health Plans

6450 US Highway 1, Rockledge, FL 32955

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