

Share of Cost Overpayment Recovery

Payment Integrity Solutions



Our Recovery Process Involves :

- Review state eligibility file
- Compile a list of claims where no SOC is applied
- Contact providers to confirm amount not deducted from the original claim
- Request overpaid amount be refunded
 - Follow up with provider
 - Enforce specific state guidelines for reimbursement of overpayments

Share of Cost (SOC) is defined as the monthly dollar amount which a Medicaid recipient is required to pay or obligated to pay for health care costs before Medicaid will pay claims.

The SOC determination is based on criteria supplied by the recipient to the State. SOC is similar to a private insurance plan's out-of-pocket deductible.

In that scenario, the plan will not pay claims until the deductible is met by the patient. Private insurance plan deductibles are at a set level applicable to all covered persons participating in a particular type of plan. SOC is specific to the individual. One can think of share of cost as a custom deductible based on one's income and medical expenses.

A recipient may pay or obligate their share of cost to any provider that accepts Medicaid. The SOC can also be used to pay for services which are not normally covered by Medicaid benefits such as non-formulary medications, but they must obtain the necessary receipts to ensure they meet state guidelines.

For patients in a Long Term Care setting, this share of cost is paid to the nursing facility by the recipient before the Long Term Care Facility can send a claim to Medicaid for the remaining balance. This share of cost is always handled by the Long Term Care Facility on its monthly billing, so other providers are not involved.

Conduent utilizes the monthly State Eligibility File to validate that the recipient's share of cost was applied/deducted against the paid claims for that month and recover any share of cost overpaid by the plan.

About Conduent

Conduent is the world's largest provider of diversified business process services with leading capabilities in transaction processing, automation, analytics and constituent experience. We work with both government and commercial customers in assisting them to deliver quality services to the people they serve.

We manage interactions with patients and the insured for a significant portion of the U.S. healthcare industry. We're the customer interface for large segments of the technology industry. And, we're the operational and processing partner of choice for public transportation systems around the world.

Whether it's digital payments, claims processing, benefit administration, automated tolling, customer care or distributed learning – Conduent manages and modernizes these interactions to create value for both our clients and their constituents.

Learn more at www.conduent.com.