



AllWays Health Partners Refund/Claims Retraction Frequently Asked Questions

How to Submit a Refund or Retraction Request to AllWays Health Partners

Scenario 1: Claim billed to AllWays Health Partners in error

- The provider can submit a cancel claim via EDI (Frequency Code 8)
- Cancel claim request can be made after claims filing limit has expired

Scenario 2: Corrected claims submission

- For claims submitted with errors/omissions on the original claim submission
- Corrected EDI claim (Frequency Code 7) should be submitted within 90 days of Explanation of Payment (EOP)
- Claims past 90 days from the EOP should be submitted via paper as a Request for Review

Scenario 3: Request for Review of a Claim by AllWays Health Partners

- Provider submits a [Request for Review Form](#) noting a retraction request
- The claim(s) are retracted, AllWays Health Partners applies an advance to the provider's account to retrieve the outstanding balance on the next payment cycle

Scenario 4: Mailing a refund check to AllWays Health Partners

- If you receive a notice from AllWays Health Partners regarding monies owed, or you have insufficient claims activity with AllWays Health Partners to offset the balance due
- AllWays Health Partners will accept the refund check if recoupment is not possible by way of offset against future claim payments
- The Provider can mail check to AllWays Health Partners | 399 Revolution Drive, Somerville, MA 02145
- **Note for providers: Confirm correct fee schedule for Date of Service in question before submitting a refund request.**

AllWays Health Partners Initiated Refund/Retraction

Scenario 1: AllWays Health Partners processes a claims retraction

- AllWays Health Partners may process a claims retraction to correct a previously processed claim. Retraction reasons may include but are not limited to changes in rates, new coding requirements, or member eligibility changes.
- Claims retractions are identified via your Explanation of Payment (EOP)

Scenario 2: Provider claims audits

- General post payment claims audits are conducted to ensure the accuracy of charges and the alignment of claims reimbursement with AllWays Health Partners' policies, Provider Agreements, Payment Guidelines, and applicable nationally recognized medical claims reimbursement and administration policies.
- For more information, please reference the following Provider resources on <https://www.allwayshealthpartners.org/providers>
 - [AHP Provider Manual](#)
 - [Claims Review Form](#)
 - [Claims landing page](#)