



Overpayments

If you receive an overpayment, you must return the full amount paid by MassHealth for a particular claim or remittance advice. To do this, you must request that the payment be voided. Do not send a company check or return the original check received from the Department of the State Treasurer. Instead, deposit the check and follow the void procedures outlined below.

Please Note: If you have been notified by letter that MassHealth is performing a retrospective utilization review, a peer review, or any other review of your services, please do not return overpayments for the period under review, as they cannot be accepted.

Reasons to Request a Void

- Payment was made to the wrong provider number.
- Payment was made for the wrong member.
- Payment was made for overstated services.
- Payment was made for services for which full reimbursement has been received from other payers.

How to Request a Void

Providers can submit void transactions using one of the following methods.

- Submit an 837 transaction with a frequency code of 8 and identify the former paid ICN in the appropriate field. For more information, refer to the appropriate 837 implementation guide and/or companion guide.
- Submit the void transaction on the Provider Online Service Center (POSC) via the direct data entry (DDE) transaction. For more information, refer to the [Void a Paid Claim](#) job aid.
- Submit a copy of the remittance advice (RA) and circle the claims to be voided. Attach a completed Void Request form (Go to www.mass.gov/eohhs/gov/laws-regs/masshealth/provider-library/ and click on MassHealth Provider Forms.) to authorize the void transaction.

Mail the void request to the following address.

MassHealth
ATTN: Voids
P.O. Box 9118
Hingham, MA 02043

After the void request has been processed, the transaction appears on the RA. The total amount originally paid appears as a negative amount owed to MassHealth, and will be deducted from current or subsequent payments until the full amount is recouped by MassHealth.