

## REFUND AND COLLECTION PROCEDURES

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### **1.0. GENERAL**

This section outlines procedures for refunds and installment repayments. Examples include ineligible beneficiaries, third party insurance, overpayments, duplicate payments, payments to wrong providers or beneficiaries.

### **2.0. COLLECTION AND DEPOSIT PROCEDURES**

A contractor's collection process shall include procedures which provide for prompt and continuing action to collect monies owed to or received by the contractor for TRICARE. The contractor shall make deposits as soon as possible but not later than the close of the next business day.

### **3.0. REPORTING REFUNDS, PARTIAL OFFSETS AND INTEREST COLLECTED**

With the exceptions of refunds of \$10.00 or less and unidentifiable refunds sent to the TMA address, all returned checks and refunds received from beneficiaries and providers shall be processed as credit vouchers through TEDs. For any refund or collection of \$10.00 or less, or any refunds determined to be unidentifiable, the contractor shall not create a TED transaction. These funds shall be reported on the monthly Miscellaneous Receipts and Adjustments Report (see [Chapter 3, Section 10](#)).

### **4.0. INSTALLMENT AND PARTIAL REPAYMENTS**

When the contractor receives less than full payment (e.g., installment or partial repayments), the contractor shall accumulate the repayments in the non-financially underwritten bank account until repayment is final. At that time, a credit TED record shall be submitted to TMA.

### **5.0. OFFSETS**

Offsets are discussed in [Chapter 11](#).

### **6.0. REISSUANCE OF REFUND PAYMENTS**

If the collection was processed as a credit through the TEDs or as a manual voucher, the repayment shall be processed as a comparable voucher. If the collection was processed without a credit voucher in TEDs and was sent to TMA with the Miscellaneous Receipt and Adjustment Report, the repayment shall also be processed without a credit voucher and will be reported to TMA on the monthly Miscellaneous Receipts and Adjustments.

**7.0. ACCOUNTS RECEIVABLE HELD BY THE CONTRACTOR**

The contractor shall provide a monthly report to TMA, CRM on the status of receivables held by the contractor (see [Chapter 3, Section 10](#)).