

REFUND AND COLLECTION PROCEDURES

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

3.1. All receipts shall be retained in the non-underwritten bank accounts unless being returned to the initiator or transferred to the underwritten accounts due to an error in identifying the correct account when the deposit was made.

3.2. Identified receipts over \$10 shall be processed as credit vouchers through TEDs. If receipts greater than \$10 but less than \$100 cannot be adjusted in TEDs, they may be reported on the Non-Financially Underwritten Funds Bank Account Reconciliation Report with a list of transactions but must include adequate explanations as to why they could not be submitted on TEDs. Receipts over \$100 that are not submitted as TEDs must be submitted to TMA, CRM in accordance with Chapter 3, Section 5, with explanations as to why they were not done as TEDs.

3.3. Receipts under \$10 shall not be processed as a TED and shall be reported on the Non-Financially Underwritten Funds Bank Account Reconciliation Report with a list of those transactions attached.

3.4. Unidentified refunds of \$100 and under, which are no longer being worked, shall be reported on the Non-Financially Underwritten Funds Bank Account Reconciliation Report with a list of transactions attached and a statement that reasonable efforts have been made to research these collections.

3.5. Repayments of receipts shall follow the method used for reporting the initial receipt (i.e., through TEDs if a credit TEDs voucher was done, or as an item on the Non-Financially Underwritten Funds Bank Account Reconciliation Report.)

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, interest and other related charges in the non-financially underwritten bank account until repayment is final. At that time, a credit TED record shall be submitted to TMA for the principle. *For all recoupment cases not completely collected as of the end of the fiscal year, the total amount collected to date shall be transferred to the new fiscal bank account by October 31.* Collections, interest and other related charges shall be reported on the Non-Financially Underwritten Funds Bank Account Reconciliation Report.

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, the repayment shall also be processed without a voucher but will be reported on the Non-Financially Underwritten Funds Bank Account Reconciliation Report.

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](#)).