

## Chapter 10

### Claims Adjustments And Recoupments

Revision:

Section/Addendum	Subject/Addendum Title
1	General
2	Underpayments
3	Overpayments Recovery - Financially Underwritten Funds
4	Overpayments Recovery - Non-Financially Underwritten Funds
5	Third Party Recovery Claims
A	Figures
Figure 10.A-1	Sample Letter To Beneficiary Regarding Overpayment (Recoupment) (Financially Underwritten Funds Involved)
Figure 10.A-2	Sample Liability Questionnaire Transmittal Letter
Figure 10.A-3	Sample Transmittal Letter To Government Claims Officer
Figure 10.A-4	Sample Letter To Beneficiary Regarding Overpayment (Recoupment) (Non-Financially Underwritten Funds Involved)
Figure 10.A-5	Sample Letter To Provider Regarding Overpayment (Non-Financially Underwritten Funds Involved)
Figure 10.A-6	Sample Letter To Beneficiary Or Provider Advising Of Offset (Non-Financially Underwritten Funds Involved)
Figure 10.A-7	Sample Letter To Beneficiary Advising Provider Responsible For Overpayment (Non-Financially Underwritten Funds Involved)
Figure 10.A-8	Sample Follow-Up Letter To Beneficiary (Account Balance Less Than \$600) If No Response To Refund Request Within 30 Days (Non-Financially Underwritten Funds Involved)
Figure 10.A-9	Sample Follow-Up Letter To Beneficiary (Account Balance \$600 Or More) If No Response To Refund Request Within 30 Days (Non-Financially Underwritten Funds Involved)
Figure 10.A-10	Sample Follow-Up Letter To Provider (Account Balance Less Than \$600) If No Response To Refund Request Within 30 Days (Non-Financially Underwritten Funds Involved)
Figure 10.A-11	Sample Follow-Up Letter To Provider (Account Balance \$600 Or More) If No Response To Refund Request Within 30 Days (Non-Financially Underwritten Funds Involved)
Figure 10.A-12	Promissory Note In Repayment Of Pre-Existing Debt (Non-Financially Underwritten Funds Involved)
Figure 10.A-13	Cover Sheet - Case Recoupment

**TRICARE Operations Manual 6010.59-M, April 1, 2015**  
 Chapter 10, Claims Adjustments And Recoupments

Section/Addendum	Subject/Addendum Title
Figure 10.A-14	Codes To Be Used When Completing The Cover Sheets (Non-Financially Underwritten Funds Involved)
Figure 10.A-15	Delinquency Notice (Non-Financially Underwritten Funds Involved)
Figure 10.A-16	Sample Final Demand Letter (Account Balance \$600 Or More) If No Response To Refund Request Within 90 Days (Non-Financially Underwritten Funds Involved)
Figure 10.A-17	Sample Amortization Schedule
Figure 10.A-18	Letter To Beneficiary Whose Claim Was Offset Against Debt Owed By Participating Provider (Non-Financially Underwritten Funds Involved)
Figure 10.A-19	Letter Establishing Installment Payment Agreement When The Debt Does Not Exceed \$600.00 (Non-Financially Underwritten Funds Involved)
Figure 10.A-20	Sample Calculation And Application Of Interest (Non-Financially Underwritten Funds Involved)
Figure 10.A-21	Sample Payment Acknowledgment (Non-Financially Underwritten Funds Involved)
Figure 10.A-22	Letter Establishing Installment Repayment Agreement When Debt Exceeds \$600.00 (Non-Financially Underwritten Funds Involved)
Figure 10.A-23	Financial Affidavit Transmittal Letter (Non-Financially Underwritten Funds Involved)
Figure 10.A-24	Letter Advising Debtor That His Account Has Been Referred To Defense Health Agency (Non-Financially Underwritten Funds Involved)
Figure 10.A-25	Provider's Power Of Attorney And Agreement (Non-financially Underwritten Funds Involved)
Figure 10.A-26	Sample Letter To Provider (Non-Financially Underwritten Funds Involved)
Figure 10.A-27	Beneficiary's Power Of Attorney And Agreement (Non-financially Underwritten Funds Involved)
Figure 10.A-28	Sample Letter To Beneficiary (Non-Financially Underwritten Funds Involved)
Figure 10.A-29	Provider Bankruptcy Worksheet
Figure 10.A-30	Sample Contractor Bankruptcy Notice Cover Sheet
Figure 10.A-31	Referral To Defense Health Agency Office of General Counsel
Figure 10.A-32	Substitute Report for Pharmacy Explanation Of Benefits - Required Data Elements
Figure 10.A-33	Substitute Report for Pharmacy Offset Explanation Of Benefit - Required Data Elements
B	Listing Of Government Claims Offices