



Provider Alert

Claim overpayments identified for services rendered by APRNs and PAs

An overpayment of behavioral health claims for Indiana Medicaid members has recently been identified:

Plan: Indiana Medicaid / UnitedHealthcare Community Plan of Indiana

Date(s) of services: Jan. 1, 2024 – Aug. 23, 2026

Rendering provider type: Advanced Practice Registered Nurse (APRN) or Physician Assistant (PA)

Services: Any behavioral health service rendered by an APRN or PA during this timeframe

How the overpayments occurred

A system configuration made in early January 2024 incorrectly established the reimbursement for behavioral health services delivered by APRNs and PAs at 100% of the Medicaid rate. The correct reimbursement is 85% of that rate. This rate adjustment was announced to Indiana Medicaid providers in the [Feb. 29, 2024 Indiana Health Coverage Programs \(IHCP\) bulletin](#).

We sincerely apologize for the error and are making changes to internal processes to help prevent this error from occurring in the future.

What happens next

Step 1: Paid claims records are being carefully reviewed now to determine which specific claims may have been paid incorrectly.

Step 2: Optum's Payment Integrity team will send you a formal notification letter in late November for each overpaid claim.

- That notice will outline options on how to refund the overpayments, what to do if you disagree with the overpayment finding and applicable deadlines.*
- **No action is needed until you receive the notification letter from the Optum Payment Integrity team.**

Questions?

If you have any questions, please contact Provider Services at **1-877-614-0484**, 8 am – 8 pm ET, Monday – Friday.

*Contractual and regulatory guidance

As outlined in your Participation Agreement with Optum (Section 3.2) and in our [National Network Provider Manual](#), Optum has the right to adjust prior payments, including the recovery of overpayments, even in cases where the error originated from Optum's systems. In Indiana, health plans generally have 3 years and 180 days from the date of payment to recover Medicaid overpayments from providers, as outlined in Indiana State Regulations, [405 IAC 1-1.4-9](#).