

1700 Bent Creek Blvd.
Suite 200
Mechanicsburg, PA 17050

Reminder: Self-Audit & Credit Balance Review Requirements

PA Health & Wellness encourages providers to routinely assess billing and record-keeping practices and to voluntarily disclose any overpayments or improper payments related to Medicaid (Medical Assistance [MA]) funds.

The Department of Human Services (DHS) Bureau of Program Integrity recommends that all providers conduct a quarterly credit balance self-review, including a comprehensive review of billing and payment records. The purpose of this review is to identify any payments that exceeded the amount due.

A credit balance occurs when payment received for a claim exceeds the amount owed. PA Health & Wellness encourages providers to voluntarily come forward and disclose overpayments or improper payments of Medicaid (or Medical Assistance (MA)) funds within 60 calendar days after the date on which the overpayment was identified.

- Notify PA Health & Wellness
 - Provider Self-Audit findings should be disclosed to PA Health & Wellness using the Provider Self-Audit Disclosure Form located at:
<https://www.pahealthwellness.com/providers/resources/forms-resources.html>.
 - Submit by **email to PHWFWA@PaHealthWellness.com**
 - Or **mail to:**

PA Health & Wellness
Compliance 131
1700 Bent Creek Blvd. Suite 200
Mechanicsburg, PA 17050

- Return the overpayment within 60 calendar days of identification
- Refund checks for claims overpayments should be made payable to PA Health & Wellness. The submission should also include a list of the claims that were overpaid.

Mail to:

PA Health & Wellness
P.O. Box 3765
Carol Stream, IL 60132-3765



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Providers should return any payments identified through the self-audit or credit balance review process directly to PA Health & Wellness, as applicable.

For additional information on the DHS Self-Audit Protocol and Credit Self-Review Guidance, please visit:

- [DHS MA Provider Self-Audit Protocol Guidance](#)
- [Credit Balance Self-Review Guidance](#)

Thank you for your continued support toward Compliance and support our participants in PA together.

Sincerely,

PA Health & Wellness