



Overpayment Recovery Process

In an effort to streamline our procedures WellChoice NJ's process to recover overpayments that are made to professionals are outlined below.

Overpayment Recovery Process

- Notification will be mailed to you 45 days prior to initiating any overpayment recovery efforts.
- The physician or provider has 45 days from the date of the notification to appeal, or to inform us that the funds have already been repaid.
- If no response is received, a second letter is sent after 45 days requesting a refund.
- If no responses are received and/or no appeal has been initiated, after 60 days, the item is referred to a collection agency, Creditek for handling.

If you have been overpaid and wish to return the payment:

You may either send a repayment to us at the following address, or request that we recover the overpayment from an upcoming remittance. If we recover the payment from an upcoming remittance, we will provide you with sufficient detail to enable you to reconcile each covered person's account.

WellChoice NJ
P.O. Box 3597
Church Street Station
New York, NY 10008-3597

Appeal process for overpayment recoveries:

If you wish to appeal an overpayment recovery, or have any questions about the overpayment

- recovery process, please provide your request on the form prescribed by the NJ Commissioner of Banking and Insurance with any required supporting documentation to the following address:

WellChoice
P.O. Box 3597
Church Street Station
New York, NY 10008-3597

For further assistance, please contact WellChoice Provider Services at 1-888-476-7245, Monday – Friday, 8:30 a.m. – 5:00 p.m.