

Refund of Payments to MDCH Medicaid

PER MDCH POLICY

Return of overpayments made by MDCH, due to either payment from a third-party resource or due to an error, **MUST** be done through the use of a replacement claim or void/cancel claim. This process will result in a debit against future payment.

DO NOT MAIL A CHECK

Sending a check does not address the payment status of the claim in CHAMPS. If an audit is done that payment for items or services furnished or administrative services rendered will still show as PAID in our CHAMPS system.

A claim replacement/void claim **must** be done. Mailing a check **AND** doing a replacement/Void claim will result in monies being recovered twice. Please see the following chapters in the [Medicaid Provider Manual](#) for more information:

Professional Providers

Chapter: Billing and Reimbursement for Professionals
Section 4.3 Refund of Payment

Dental Providers

Chapter: Billing and Reimbursement for Dental Providers
Section 6.3 - Refund of Payment

Institutional Providers

Chapter: Billing and Reimbursement for Institutional
Section 3.3 - Refund of Payment

If you are unable to locate the claim that needs to be refunded, please utilize CHAMPS claim inquire or contact Provider Support.

Provider Support
Phone: 1-800-292-2550
Email: Providersupport@michigan.gov