



Spectrum Medical Billing Services
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January 31, 2018

Mr Siegert

I'm writing in response to House Bill 313, to change the Statute AS 21.54.020(d) from an unlimited amount of time a medical insurance company (Payer) can request a refund from HealthCare providers. Currently, Alaska is 1 of 3 states that have an unlimited timeframe a Payer can request a refund from a provider. I've had a handful of experiences the last few years that prompted me to look at Alaska Statutes.

Currently, most payers require the Providers to submit claims within a certain period. Most are 1 year from the date of service, and some are 6 months, or 90 days from the date of service. In turn, the Payers can request a refund from anytime in the future if they did not process the claims correctly. Here are a couple examples that happened to Providers I provider services to:

2016 – EBMS request a refund for 5 dates of service in 2013 as they continued to pay after the patients plan terminated. The provider had to repay approx. \$1,200.00. Thankfully the patient had a secondary insurance that we could appeal for a payment.

2016 – Cigna requesting a refund for 2014 claims they paid in error as the patient was not eligible.

2017 – Cigna requesting a refund for 2015 claims paid in error.

2018 - EBMS requesting a refund for 2015 claims that were paid after the patient was no longer eligible.

2018 – Cigna requesting a refund for claims paid in 2016.

All of the above examples are not from fraudulent claims but the Payer should have some processed the claims correctly the first time. Now the financial burden is on the Provider to refund the Payer. In turn the patient, if still in Alaska, will be responsible for these charges.

I am for limiting the timeframe a Payer can request a refund. The Providers only have a sometimes small timeframe they can submit charges to a Payer. The Payer should be expected to process the charges against the policies of the patient within a timeframe as well.

Thank you for your help on creating this bill!

Please let me know any questions.

Deborah Rieser, Owner
Spectrum Medicaid Billing Services