

Negative/Advance Balance Overview

A negative balance occurs when funds are owed back to the health plan due to claim overpayment or adjustment.

The recovery process may differ depending on the claim system that issued the payment.

How does recovery of balances work?

CSC Claims – (Legacy Optima Health Plan and Sentara Health Plan Commercial)

- Monthly negative balance statements are issued.
- Future payments may be held until the balance is resolved.
- Once the balance is resolved, claim payments resume and remittances are issued.

QNXT Claims – (Legacy Virginia Premier Health Plan and Sentara Health Plan Government Programs (Medicaid & Medicare))

- Remittances will continue to generate.
- Payments may be reduced or show \$0.00 while the negative balance is being recovered.
- The remittance will display a “future advance outstanding” balance until fully recovered.

Frequently asked questions (FAQ)

How do I know I have a negative/advance balance?

- **CSC:** A monthly negative balance statement is generated on the first Thursday each month and mailed to the provider. After 45 days, a Refund Request Letter will be issued and mailed to the provider for each individual claim that remains outstanding.
- **QNXT:** Review the “Future Advance Outstanding” section on your remittance.

Will I continue to get a payment if I have a negative/advance balance?

- At this time, payment will not be issued because there have been more claim adjustments that have resulted in a negative/advance balance and the health plan has been unsuccessful in offsetting against positive claim payments.

What caused my balance?

- A negative/advance balance may result from:
 - Claim adjustments
 - Overpayments
 - Other payment corrections

I do not agree with the balance. Who do I contact?

- Your Network Educator is available to conduct an intake and assist with getting you to the appropriate area for further discussion/resolution.

I agree with the balance and want to resolve. How do I do that?

- **Option 1:** Allow future claim payments to offset the balance
 - No action is required.
 - Future claim payments will continue to be applied towards the outstanding balance until it is fully recovered.
- **Option 2:** Submit a refund check
 - Mail a refund check payable to Sentara Health Plan to:
P.O. Box 61732
Virginia Beach, VA 23466.
Supporting documentation for the refund is required.

• **Provider Refund Form**



How will I know when the balance has been resolved?

- **CSC:** Negative balance statements will no longer be issued, and claim payments will resume.
- **QNXT:** The “Future Advance Outstanding” amount on the remittance will reach \$0.00.

Understanding advance balance on your Zelis remittance

Term	Definition
Payment Date	Date remittance was issued
Payment #	Remittance/check ID number
Total Claim Pymt	Sum of all claim payments on the remittance
Interest Paid	Amount of interest applied, if applicable
Refunds Received	Amount of refunds applied, if applicable
Advances Applied	Amount of future advance outstanding from prior remittance to be applied. Please note, this amount will continue to roll over until resolved.
Payment Amt	Sum of positive monies paid on the remittance
Future Advance Outstanding	Total monies remaining to be offset on future remittances