



**BlueCross BlueShield
of Oklahoma**

Right to Offset

Blue Cross and Blue Shield of Oklahoma contractually has the right to offset. This right allows us to retract overpayment amounts from your future payments. We will notify you of any offset amounts, the name of the patient for whom an overpayment was made in error and the relevant dates of service. This information is noted on the Explanation of Claims Summary sent with every check issued by Blue Cross and Blue Shield of Oklahoma. (Refunding the patients or Blue Cross and Blue Shield of Oklahoma without prior notification could result in an incorrect adjustment to your claim.)

- For lines of business that are converted to our new claims system, you will receive a letter requesting a refund. Providers will be given 30 days to submit the refund, prior to an automatic retraction occurring.
- A Remittance Form will be provided as well as a return envelope to submit the refund.
- For lines of business that still reside on the old claims system, automatic retractions will occur until those lines of business are fully converted.
- Once all lines of business are fully converted, a refund request will be sent. If you prefer to have the automatic retraction, no action is required.