

ENROLLEE RECOUPMENT OF OVERPAYMENTS (Individual)

Description:

When your health insurance company gives you a refund of an overpayment made by you, as an enrollee, due to your health insurance company's overbilling.

Question and Answers:

Q. I overpaid the plan for my premium. How do I obtain a refund?

A. If the overpayment is the result of your termination from the plan, we will process a refund automatically, within 45 days after we receive notification of the termination. If the overpayment is the result of either the successful review of a change in circumstances (i.e. your subsidy changes), or because the premiums were paid in error, please call Member Services at **330.996.8671** to request a refund. If you do not request a refund in these circumstances, the overpayment will be applied to one or more future months' invoices, until there is no longer a credit on your account.