



**El Paso Health**  
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

## **MEMORANDUM**

**TO:** Valued Providers  
**FROM:** El Paso Health  
**DATE:** 05 September 2017  
**RE:** Provider Overpayment Reporting

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Effective 09/01/2017 in the event a Provider becomes aware of an overpayment HHSC contract requirement calls for prompt notification to be reported to El Paso Health. Overpayments shall be returned within 60 days from date of reporting to El Paso Health. In the event overpayment is not received, El Paso Health will proceed to recoup the overpayment from the provider.

For reporting please utilize your web portal account quick links Provider Overpayment Reporting tab, email [Provider.Overpayments@elpasofirst.com](mailto:Provider.Overpayments@elpasofirst.com) or contact the Provider Care Unit (PCU) at 915-532-3778 x 1504.

If you have questions regarding this notification please contact our Provider Relations Team at 1-877-532-9778 x1507 M-F 8am to 5 pm.