

Hmm, this Account Summary looks different, but I can't quite identify exactly what's changed.

Can you help me figure this out?

Hi Dr. Jones!

I'm Gina, and I'm here to help.

There are now three distinct sections in the Account Summary of your Explanation of Payment, also known as EOP Statement.

Will it be easier for me to understand the information?

Well, let me show you.

The Claims section outlines the claim activity, such as payments made, interest, penalties, and reversal activity.

Just note that the amount shown here is not the same as the EFT or check.

I'll make sure to remember that.

What about the Funding section?

The Funding section shows details on payments made to you, such as recoupments, prepayments, or cash made on the account.

Recoupments are debits from your account to recover any claim overpayments.

If a lump sum was given to you, this will reflect as a Prepayment.

So, I will find the total amount I will receive on a claim where it says, "Total Funding Distributed."

Got it!

Exactly.

The Informational section shows refunds applied, newly created vendor balance owed to Kaiser, and ad hoc adjustments made to your account.

Can you tell me a little bit more about this section?

Sure!

The Refunds Applied row displays the check amount that you sent to Kaiser to cover an overpayment made on the original claim.

The Newly Created Vendor Balance Owed shows the original claim payment that was reversed and adjusted.

Can we go over the claims included in this statement?

Absolutely.

You have a total of four claims that have been processed in this EOP.

Claim 1 is a zero-dollar Adjustment Claim.

Claim 1A is the original claim, which has been processed and adjusted on this EOP, as well as the \$241.58 paid from your prior statement.

Hence, the Adjustment and Reversal are included here.

Claim 2 shows the subtracted amount of -\$241.58.

This is not a recoupment.

It is the reversal of the original Claim 1 payment.

Claim 3 is a new claim that has not been previously adjusted or reversed.

Claim 4 shows a \$140 claim, which is another new claim that has not been previously adjusted or reversed.

Oh wow, that was really helpful!

Let me see if I can decipher my statement a little bit better now.

The Claims section displays the Total Claims Paid amount of \$140, and this does not reflect the EFT or check amount.

The Funding section shows the \$140 amount paid via recoupment and the Informational section is where I will find the Newly Created Vendor Balance Owed amount of \$241.58.

Yes, that is correct.

Yay!

Thanks for making my EOP Account Summary easier to read!