

## Guideline: Health Plans Enrollee Recoupment of Premium Overpayments

**Principles:**

Health Plans - Individual Product

**Purpose:**

It is the policy of University of Utah Health Plans to refund premium overpayments to the enrollees.

**Description:**

Enrollee recoupment of overpayments is the process of refunding a premium overpayment by the enrollee. If an enrollee terminates their coverage and overpays their insurance premium, pays in error, or requests a refund, it is necessary to refund the applicable amount.

If you believe you have overpaid on your monthly premium, please call customer service at 801-213-4111 to discuss it. If an overpayment is identified by customer service, a refund is initiated.

- A. Overpayments are refunded by the same mechanism that the payment was made. For example, if the payment was made by a debit or credit card, the refunded amount will be placed back on that same card. If the payment was made by check or money order, the enrollee receives the refund in the form of a check at the subscriber address we have on file.

**Owner:**

REBEKAH HARKNESS

**Liaison:**

Meg Spear

**Approval Body:**

Health Plans Operations Director

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Thu Apr 18 2024

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**Please Note:**

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**This policy is considered out of date after Sat May 18 2024 which is 30 days from print date below.**

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