

REFUND REQUEST REASONS/CODES (AUTOMATION)

- (R01) Patient Refund – Overpayment**
- (R02) Patient Refund – Paid in Error**
- (R03) Patient Refund – Duplicate Payment**
- (R04) Patient Refund – No Co-Pay Due**

- (R05) Insurance Refund – Insurance Overpayment**
- (R06) Insurance Refund – Duplicate Payment**
- (R07) Insurance Refund – Paid Incorrect Contract/Provider Rate**
- (R08) Insurance Refund – Charge in Error**
- (R09) Insurance Refund – Secondary Insurance Overpayment**
- (R10) Insurance Refund – Coordination of Benefits**
- (R11) Insurance Refund – Patient Termed/Not Covered @ TOS**
- (R12) Insurance Refund – Non Covered Services**
- (R13) Insurance Refund - Compliance**
- (R14) Insurance Refund – Other (Need extra line for Reason)**