

## Indiana Breast, Cervical, and WISEWOMAN Screening Programs

### How to handle Refunds

The goal is always to ensure organizations and clinic sites who support these Indiana Screening programs are paid correctly. But we realize there will be circumstances when you need to refund all or part of a payment back to the program. This guide is intended to help you with that process.

If your payment came from OxBow Data Management,

- If the payment was for a **service that took place before June 30, 2023**, then the refund needs to go back to the state of Indiana.
- If the payment was for a **service that took place on or after June 30, 2023**, then any refunds will need to come back to OxBow.

#### **For Refunds going back to Indiana**

Please make a check out to Indiana Department of Health/ IN-BCCP

And mail it to:

Indiana Breast and Cervical Cancer Program  
6<sup>th</sup> Floor  
2 North Meridian Street  
Indianapolis, IN 46204

#### **For Refunds going back to OxBow**

You can mail a check (make a check out to OxBow Data Management Systems) to:

OxBow Data Management Systems  
3802 Raynor Parkway, Suite 200  
Bellevue, NE 68123

When mailing a check (to either location), please include the following information:

- Client ID, Name, and Date of Birth
- Date of Service, CPT code and Amount Paid
- Amount you are refunding, and why
- If someone else should have been paid for that service, and you know who (a lab perhaps), please let us know.

If you have a copy of the Invoice/EOB you can just make a copy and annotate it on that. For example, (the clients and information shown below are dummy, test clients)

Billing Authorization Report

ATTENTION - This Report May Contain HIPAA Data



Billing Authorization Report  
219 Health Network, Inc.

Name: 219 Health Network, Inc.  
Provider Tax ID:  
Address: 100 W. Chicago Ave  
Suite F  
East Chicago, IN 46312  
Phone: 219-392-7016

Note: These are test clients

Date: 07/18/2023  
Authorization period: 06/30/2022 to 06/29/2023  
Claims received prior to: 07/18/2023  
Invoice #: 2023000070

ID	Client	DOB	DOS	Account #	CY	CPT	Billed	Non-CV/RJT	Other Pd	Disallowed	Paid	Missing/Note
76457	Sands, Paige	08/10/1989	10/04/2022		27	99386	\$260.00	\$0.00	\$0.00	\$154.55	\$105.45	
69766	Schrotberger, Lucia	09/21/1978	10/07/2022		27	99386	\$260.00	\$0.00	\$0.00	\$154.55	\$105.45	
<b>Totals:</b>							<b>\$520.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$309.10</b>	<b>\$210.90</b>	

Federal BCC: \$210.90 Total: \$210.90

There are some special funds used to pay for services for clients who do not meet the CDC eligibility requirements. If your payment did not come from OxBow, please contact support@oxbowdms.com for information on where to send that refund.

If you have questions, please email us at [support@Oxbowdms.com](mailto:support@Oxbowdms.com).

Reviewed:12/7/2023