

## **Refund Checks Received by Clients**

Some clients are receiving refund checks for overpayment in either insurance or medications. Clients in the New Orleans EMA are have access to Part A and Part B for health insurance and medications. Please see below to determine steps to be taken in the event of clients receiving reimbursement checks for either the LAHAP program (Ramsell/HIP) or the Part A system (HIA).

Agencies must make a copy of the check and place in the client's file with notation prior to sending it.

### **For clients who accessed LA HAP (Part B)**

#### **Returned pharmacy claims (Medications only)**

If prescription level detail is included on the check indicating what the refund applies to, please complete the following steps:

- 1) send the check to:  
Ramsell Corporation  
Attn: CAR  
200 Webster St. Suite 200  
Oakland, CA 94607

#### **Refund check from health insurance coverage**

If the check is a refund for overpayment of health insurance and the client is in the Health Insurance Program (HIP) program, please complete the following steps:

- 1) have the client endorse the check
- 2) inform Katie Dearman (225-424-1799)
- 3) send the check to the following address:  
Katie Dearman  
PO Box 66913  
Baton Rouge, LA 70896

If no prescription detail is included or if the client no longer has it, the check can be returned to LA HAP directly at 1450 Poydras St, Suite 2136, New Orleans LA 70112.

### **For clients who accessed the Health Insurance Assistance (HIA) program (Part A)**

If the check is a refund for overpayment of health insurance and the client is in the HIA program, please complete the following steps:

- 1) have the client endorse the check over to "Crescent Care"
- 2) inform Alice Riener (504-821-2601 x263)
- 3) send the check to the following address:  
CrescentCare  
Attn: Alice Riener  
2601 Tulane Ave, Suite 500  
New Orleans, LA 70119

Please contact Vatsana Chanthala at 504.658.2806 or [vchanthala@nola.gov](mailto:vchanthala@nola.gov) with further questions.