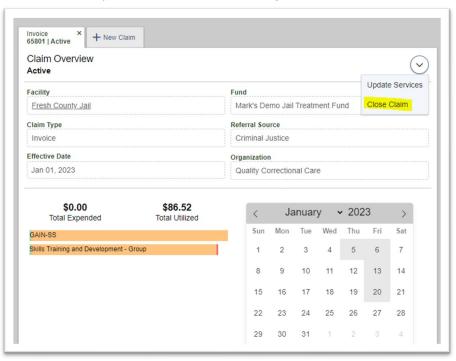
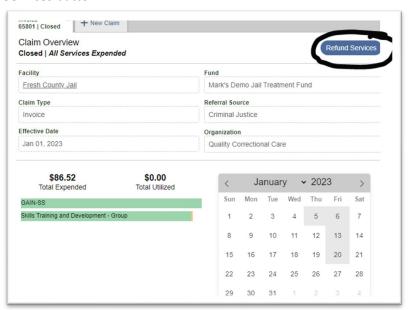


## How to Refund a Claim in DEBS

1. Close the Claim. Under reason you can select All Services Expended.

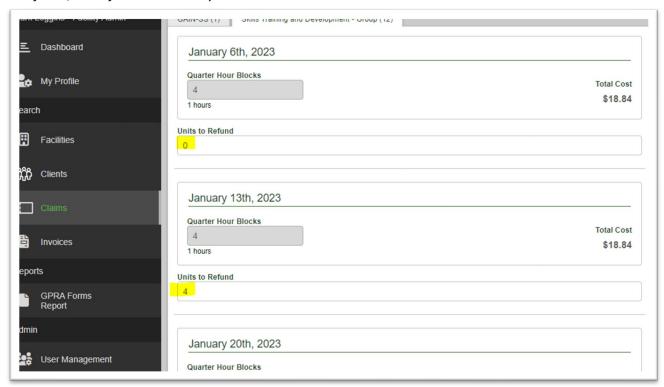


2. Next, click Refund Services button.

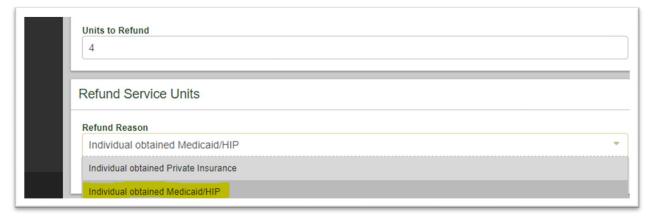




3. **Select services and amounts you wish to refund.** *Note: There MUST be a value for every field of "Units to Refund", even if it is "0" on every service tab.* 

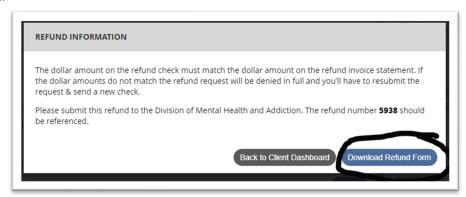


4. Select **Refund Reason.** In many cases it will be "Individual Obtained Medicaid/HIP". You can also select "Other" and provide more details if no responses apply.

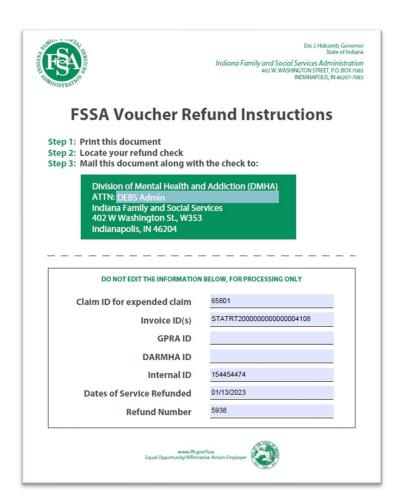




5. Click **Refund** button. If all fields have been entered correctly, a pop up should appear. Click **Download Refund Form**.



6. Print the downloaded document and send it to FSSA-DMHA with the check, following the instructions on the form.





- 7. Once this refund form is received, DMHA will process the refund in DEBS. The check will be deposited by the State.
- 8. You can check the status of the refund or redownload the refund form on the individual claim dashboard.

