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|   | OFFICIAL PROTOCOL |

**ADJUSTMENT REQUEST PROCEDURES (WRITE OFFS)**

I. All patient charges for supplies/services provided must be entered in VetStar. If a senior clinician believes a client should not be charged for a service/supply provided to a patient, it is their responsibility to complete an Adjustment Request form (see Page 3) and select the appropriate reason from the choices listed below to remove the charges from the client’s account.

1. Teaching Adjustments are used to write off client charges for section teaching, section development, section house officer training, electives, etc.

1. Requires signature of Section Head

2. Input by Business Office

3. Reviewed by Hospital Director’s Office

1. Research Adjustments are used to write off client charges to a grant

1. Requires signature of Principal Investigator

2. Input by Business Office

3. Reviewed by Hospital Director’s Office

C. Hospital Research Discount

1. Requires prior arrangement with and signature of Hospital Director

2. Input by Business Office.

D. Hospital Overhead

 1. Requires prior arrangement with and signature of Hospital Director.

 2. Input by Business Office.

II. Students, staff and faculty (SSF) clients will not receive both the SSF discount and a write off amount. When an Adjustment Request Form is prepared for an SSF client, the charges must be entered without the SSF discount, and the Adjustment Request Form should reflect the regular client price for the procedures that are being written off, not the SSF price. In some cases it is more beneficial to allow the SSF client to receive their discount, rather than process an Adjustment Request form. Questions regarding the differences should be directed to the Business Office.

III. When a senior clinician desires to write off charges less than $500, they should complete and sign an Adjustment Request form, obtain written approval of their Section Head (unless it is being written off to a grant), and provide it to Small Animal Discharge/Emergency Desk or Large Animal Desk personnel. Requests to write off charges less than $500 to a grant only requires the signature of the Principal Investigator. Requests in excess of $500 must be approved in advance by the Hospital Director.

IV. Upon receipt of the Adjustment Request form, Small Animal Discharge/Emergency Desk or Large Animal Desk personnel will immediately enter a pop-up note in the patient VetStar account as follows “GREEN SHEET FOR $\_\_\_.\_\_ SUBMITTED TO (section head for signature, or, if fully signed, to Business Office)”.

A. If the requesting senior clinician has not obtained Section Head approval, Small Animal Discharge/Emergency Desk will put the Adjustment Request form on the Small Animal Section Head Message Board and Large Animal Desk personnel will put the Adjustment Request form in the Agricultural Practices or Equine Section Head mail box for signature.

B. If the Adjustment Request form has been sent to the Section Head for final approval by Small Animal Discharge/Emergency Desk or Large Animal Desk personnel, it is the responsibility of the appropriate Section Head to return the signed form to the appropriate desk personnel who will forward it to the Business Office for processing.

V. Business Office personnel will:

A. Review the Adjustment Request form prior to input and make corrections if necessary.

B. Post the write off amount to the client’s account.

C. Delete the pop-up note pertaining to the adjustment.

VI. Examples:

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| **Clinician desires to write off total amount of x-ray.** The Adjustment Request form must be for $150.00, not the SSF price of $120.00. |
| Regular Price | SSF Discount Price | VetStar Entries | Total Bill |
| Exam $ 50 | $ 40 | $ 40 | $ 40 |
| OR $ 100 | $ 80 | $ 80 | $ 80 |
| Sx Prof Fee $ 500 | $ 400 | $ 400 | $ 400 |
| Anes $ 200 | $ 160 | $ 160 | $ 160 |
| **X-Ray $ 150** | **$ 120** | **$ 150** | **-0- ($150 written off)** |
| Total $1,000 | $ 800 | $ 830 | $ 780 |

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| **Clinician desires to write off $200 of the professional fee.** |
| Regular Price | SSF Discount Price | VetStar Entries | Total Bill |
| Exam $ 50 | $ 40 | $ 40 | $ 40 |
| OR $ 100 | $ 80 | $ 80 | $ 80 |
| **Sx Prof Fee $ 500** | **$ 400** | **$ 500** | **$ 300 ($200 written off)** |
| Anes $ 200 | $ 160 | $ 160 | $ 160 |
| X-Ray $ 150 | $ 120 | $ 120 | $ 120 |
| Total $1,000 | $ 800 | $ 900 | $ 700 |
| **Clinician desires to write off $100 of total bill.**In this instance, the charges/discounts/writeoffs must be calculated in two ways; one using the SSF discount only, and one using the regular price minus the write off amount. |
| Regular Price | SSF Discount Price |
| Exam $ 50 | $ 40 |
| OR $ 100 | $ 80 |
| Sx Prof Fee $ 500 | $ 400 |
| Anes $ 200 | $ 160 |
| X-Ray $ 150 | $ 120 |
| Total $1,000  | $ 800 |
| **Write Off $ 100** | **-0- Can’t double discount** |
| Balance Due $ 900 | $800 |
| In this case, the SSF discount balance is less than the regular bill with the $100 write off.  |

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| **Clinician desires final bill to be $700.**In this instance, the charges/discounts/writeoffs must be calculated in two ways; one using the SSF discount only, and one using the regular price minus the write off amount. |
| Regular Price | SSF Discount Price |
| Exam $ 50 | $ 40 |
| OR $ 100 | $ 80 |
| Sx Prof Fee $ 500 | $ 400 |
| Anes $ 200 | $ 160 |
| X-Ray $ 150 | $ 120 |
| Total $1,000  | $ 800 |
| **Write Off $ 300** | **-0- Can’t double discount** |
| Balance Due $ 700 | $800 |
| In this case, the regular bill balance with the $300 write off is less than that SSF discount balance. |

Questions regarding adjustment requests should be directed to the VHC Fiscal Officer.