

**VETERINARY HEALTH CENTER at KANSAS STATE UNIVERSITY
OFFICIAL PROTOCOL**

DELINQUENT ACCOUNTS (SSF DISCOUNT)

The SSF discount (20%) on allowable services is a courtesy extended by the Veterinary Health Center to full time veterinary students, staff, house officers and faculty in the College of Veterinary Medicine. We appreciate the opportunity to provide veterinary care to animals that belong to our colleagues.

The VHC is expected to collect on all accounts and cannot provide a variance from established accounts receivable protocols to any client. It is not appropriate to extend a financial courtesy to persons who fail to keep their account current.

SSF clients who allow their account to become delinquent either way will not receive the 20% SSF discount on future services. The VHC Fiscal Officer will consider reinstating the 20% discount if the account is made current.

Occasionally, the VHC Fiscal Officer agrees to provide credit for services rendered provided a suitable repayment plan is established. If a person who is eligible for a SSF discount receives approval for a repayment plan and if that person maintains the agreed-to repayment schedule, the account will not be considered delinquent. Therefore, a delinquent account is one that has not been kept current according to a previously agreed-to repayment plan. If no repayment plan is established with the VHC Fiscal Officer, the account will be considered delinquent if it is not paid in full within 30 days of the date of an invoice.

CATEGORY Business Office, Clinical Sections, House Officers, Staff and Students

APPROVED 5/15/12, VHC Administrator