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Policy/Guideline Custodian: Associate
Director, Health Care Administration
(Manager, Business Office)

Title

Patient Account Adjustment Request

Policy

The UF College of Dentistry has an established, mandatory process to make adjustments to a patient's financial history in the clinical management system, axiUm.

Adjustments are made to patient accounts for two general reasons: a) an administrative reason (e.g., a patient and insurance company both paid for the same service) or b) a clinically-related reason (e.g., a patient is dissatisfied with a service). There are some differences between the processes for these two types of adjustments. They are detailed below.

Procedure

Procedure for an Administrative Adjustment:

- 1) The appropriate department, center or unit completes the "Adjustment Request" form within the Patient Attachments section in axiUm. The system will prompt the user for all relevant data needed for the adjustment.
- 2) The Adjustment Request is assigned to be routed to the ADJ message group which will be provided to the Business Office Manager for handling.

If you have any questions related to completing this form, contact the Business Office at 273-5380.

Patient Complaint and/or Concern Adjustments:

Patients may have complaints and/or concerns about their treatment. This may result in a variety of outcomes including adjustments to charges, refunds, treatment being redone or patients choosing to see a different provider.

Patient complaint adjustments may be made at the clinical level, the department level or at the college level. The Associate Dean for Clinical Affairs and Quality will make the final determination(s) to resolve patient complaints that are not fully resolved at the departmental level. The Associate Dean for Clinical Affairs and Quality has the authority to make final decisions related to patient treatment and patient billing issues.

Once determined, the procedure is the same for an administrative adjustment detailed above.

Risk Management Adjustments:

There are two types of “risk management cases”: internal and external. An external case refers to a patient who is referred to the college via the University’s risk management Self Insurance Program. These are generally patients who require medical and/or dental treatment as a result of prior treatment at another UF Health Science Center college. These patients receive service as a courtesy, and no liability for charges is incurred by the patient, the referring UF Health Science Center college or the University’s Self Insurance Program. Charges are recorded and then adjusted to zero. In the majority of these cases, the provider does not receive any payment.

Internal risk management cases are those patients who require medical and/or dental treatment as a result of prior treatment within the College of Dentistry. These cases will often be resolved at the departmental level. The Associate Dean for Clinical Affairs and Quality may also determine which patients require intervention and which provider is most appropriate. Whenever reasonable, funds will be transferred between the original provider (or department) and the practitioner assigned to provide risk management care. The patient’s charge is adjusted to zero, and an internal transfer is done between providers.

Contact Information

Policy Contact(s)

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Important Dates

- Original Effective Date: June 2007, Approver: Dr. Teresa A. Dolan, Dean
- Revised: September 2015, Approver: Dr. A. Isabel Garcia, Dean
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