

Memorandum

To: Public Immunization Clinics
From: Shawna Crowther
Date: 02/15/2024
Re: Requesting credit to your 'Vaccine Billable' invoice

When you serve a patient that you have coded as Billable, you have two months to check and correct the eligibility code if it is wrong. Be sure to change the eligibility codes in the patient record in your permanent medical record and in ALERT IIS as well. In almost all cases ALERT will not take changes to eligibility codes sent via electronic data exchange, meaning you must update in both.

If you have received an invoice for Billable Vaccines and find out doses were miscoded, or any other discrepancy, you can follow these instructions to request a credit on the invoice.

If credit is approved, this credit will be applied on your next invoice

1. To process a credit - Please, pay the entire invoice at hand; do not deduct anything from the total amount of the invoice. We will, upon verification, issue a credit against your NEXT quarterly invoice.
2. Use [this spread sheet](#) to submit your request.
3. If you are unable to use the spread sheet, please reach out to Shawna Crowther for assistance.
4. Send your request to Nick Chew using one of three ways:
 - a. Send your request via email (preferred method). Make sure it is using Secure Message Delivery (as no private information should be sent through regular email). Send to Nick Chew - NICHOLAS.A.CHEW@oha.oregon.gov and include Imm.invoices@odhsoha.oregon.gov.
 - b. Send a written request to:
Nick Chew – VFC Program
800 NE Oregon St, #370
Portland, OR 97232
 - c. Send your request via Fax. Make sure your request is clear as some information might not be readable. Notify us that you are sending via fax to 971-673-0278.
5. For questions, please contact Shawna Crowther at 971-501-8653
Imm.invoices@odhsoha.oregon.gov.