

## Memorandum

**To:** Public Immunization Clinic  
**From:** Shannon McFadden  
**Date:** 03/15/2021  
**Re:** Requesting credit to your 'Vaccine Billable' invoice

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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 (preferred method).
3. If you are unable to use the spread sheet, include an itemized list of doses for which you are seeking credit. The itemization must include:
  - a. Site & Pin#
  - b. # of Quarter & Year
  - c. Date of request for credit
  - d. Name of staff requesting credit
  - e. Patient's names & ID
  - f. Patient's date of birth
  - g. Date of service
  - h. Vaccines administered
  - i. Original eligibility code
  - j. New eligibility code
  - k. Date eligibility code fixed in ALERT
  - l. \$ amount of credit request
  - m. Reason for error & action plan for how miscoding or missing the data entry timeline will be avoided in the future
  - n. Total amount of all credit request (per clinic if more than one)
4. Send your request to Mimi Luther using one of three ways:
  - a. Send your request via Fax (preferred method). 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.
  - b. Send a written request to:  
Mimi Luther – VFC Program  
800 NE Oregon St, #370  
Portland, OR 97232
  - c. If you prefer to send your request via email, make sure it is using Secure Message Delivery (as no private information should be sent through regular email). Send to Mimi Luther - [Lydia.m.luther@dhs.oh.a.state.or.us](mailto:Lydia.m.luther@dhs.oh.a.state.or.us).
5. For questions, please contact Shannon McFadden at 971-212-8357  
[shannon.m.mcfadden@dhs.oh.a.state.or.us](mailto:shannon.m.mcfadden@dhs.oh.a.state.or.us).