

PAYROLL INQUIRY PROCESS

The following procedure has been implemented to rectify any errors that are discovered upon personal receipt of your payroll invoice.

Thank you in advance for implementing these procedures to promote efficiency and insure consistent and timely corrections of any discrepancies.

1. All payroll inquiries will be submitted via email ONLY.
2. A new email address has been established to receive all payroll inquiries, payroll@flatherapy.com, which will be monitored by the accounting department.
3. All inquiries and responses will be copied to the Program Director.
4. The following information will be required in order to process the payroll inquiry. This must be provided for each disputed date:
 - a. Date of Invoice
 - b. Date of Service for which discrepancy exists
 - c. IOS # for Client
 - d. Number of Units Originally Billed for this Date of Service.
 - e. Number of Units Paid for this Date of Service.
5. Any inquiry received more than 7 days after the scheduled pay date will not be researched until after the following pay date.

The following does not apply to late submittals, pending authorizations, or any cases in which essential paperwork is missing.

If the discrepancy is over \$100.00: A second invoice will be prepared and an ACH deposit will be made to the account of record within 24 hours of the resolution of the inquiry.

If the discrepancy is under \$100.00: A second invoice will be prepared and an ACH deposit will be made to the account of record one week after the invoice date along with our physician payroll processing.

If the amount is beneath the \$100.00 threshold but represents a distinct hardship: The Program Director may send an email to Daniel Morgan, COO/CFO, requesting an exception.

Please remember to submit billing routinely throughout the service range, as this improves the efficiency and effectiveness of the office, billing and payroll processes.

Thank you for your continued excellent efforts on behalf of our company.

Example:

I received my invoice dated 4/3/15 and I am inquiring about the following:

Date of Service 3/4/2015:

Client 1 IOS # – Billed 2 units

Client 2 IOS # – Billed 1 unit

Client 3 IOS # – Billed 1.5 Units

Client 4 IOS # – Billed 1 unit

I billed a total of 5.5 units for 3/4/2015 and only received payment for 4 units.