



## BILLING ADJUSTMENT PROCEDURE

It sometimes happens that a provider submits an invoice only to discover that it contains an error, most often with the billing for UPK Scholarships. If you, the Provider, determine that an error has been made on a previously submitted invoice, please comply with the following:

1. **Do not make any adjustments** (additions, credits, or deductions) for a previously billed month on the **current** month's invoice.
2. **Create and submit a separate Adjustment Invoice** for the month in question for the adjustment amount **only** (label it accordingly as an **Additional Adjustment Invoice** for the month in question, etc.). **A form for adjusted UPK Parent Scholarship charges is attached.** You may need to submit appropriate support documentation as you would normally do (depending upon the reason for the adjustment).
- 3) Please **provide a written statement explaining the correction** so that our office can correlate and review previously submitted invoices and documents.
4. Please **provide a copy of the original invoice and supportive documentation for the month being corrected** so that our office can correlate and review previously submitted invoices and documents.

This change will affect the most common types of billing adjustments such as:

1. Credits for errors in prior month's UPK Scholarship Worksheets. **Brackets or a parenthesis** should appear around the amount of the credit and the word **credit** should be clearly written on the face of each invoice.
2. **Additional** child specific UPK Scholarship **charges** for the prior month that were not billed on that month's invoice.
3. Any additional charges for unbilled class days, or reductions (credit) for overbilled class days for a month previously billed.

If you have any questions or concerns please contact the Budget Officer 2, Sonya Coleman, at 216-443-2214.