

March 31, 2020

RE: Current status of billing at the Indiana Animal Disease Diagnostic Laboratory

Over the last several months, the ADDL has been working with administration, IT, Purdue Accounts Receivable, the ADDL Advisory Committee, and our clients to develop and implement changes in the billing structure. As you can imagine, this is a complex process with multiple layers of feedback and approval required. Below, I will provide items of focus and their current status.

- **Third Party Billing**
 - ADDL has had this capability for some time now, but it has been brought to our attention that it is not well known.
 - If an account for the third party vendor is not in our system, we only need a New Client Form (addl.purdue.edu -> Forms) submitted with their information.
 - Billing information on the website will be updated to make this more visible.
- **Itemized Invoices**
 - ADDL has several clinics that are participating in a pilot project this year to test out itemized invoices.
 - Clinics from the different areas were approached to seek interest and feedback.
 - Feedback thus far has been very favorable.
 - All clinics will have the option to remain on summarized invoices that they currently receive or switch to the itemized invoices that result in one invoice per accession.
 - We will be working in the coming months to prepare to roll this out as an option to all clients.
- **Estimated Billings**
 - Clients have had the option to receive the estimated billing statement that reports at the same time as the final results for a case report. This reflects all of the tests and charges when a case is closed.
 - The template for the estimated billing statement has been updated to reflect additional charges that are added to a case that has been previously billed.
- **Reopening Billed Cases**
 - Our system now allows ADDL to reopen a case that has been billed to add additional charges.
 - This allows the billing turnaround time to be shortened as billing was previously held three weeks to allow for additional tests to be added before a case billed.
 - Cases will be reopened if additional test requests are received after the case is billed.
- **Billing Turnaround**
 - As mentioned, ADDL previously held cases for three weeks after the completion of a case to allow for additional tests to be requested, thus adding to the invoice.

- With the improvements and changes made, we are now in the process of shortening that time as we sort out any issues that arise in the system.
- Recently, ADDL was able to significantly reduce the time for billing down to 10-14 days after cases complete, and in April we will work to further reduce that time.
- Our pilot group has provided feedback for their preferred turnaround. Due to the high variability in responses, we will be asking a broader group in the near future to determine what will work best for our clients.
- Invoice Templates and Envelopes
 - Being a part of Purdue University, we have our business office in house, but the Purdue Accounts Receivable (AR) department actually issues the invoices and collects the payments.
 - We have worked with the AR department to update the envelopes used to mail invoices so they no longer appear to be a collections notice. This change has been implemented University wide.
 - We have worked with the AR department to achieve a better invoice for our clients. The itemized invoice is a reflection of this work.
 - The header on the invoices is in process to be updated with information pertaining to the PVM with contacts for the Veterinary Teaching Hospital and ADDL.
 - The invoice fields in the template are locked, and we are working to be creative to fill those fields with our data that best informs the client information deemed necessary on an invoice based on collected feedback.
- Online Bill Pay
 - Through Purdue AR, clients are able to pay their invoice by mailing a check or using the online bill pay system.
 - The client is able to create a profile in the online bill pay system, and then access their invoices which are available in PDF format to view, print, or save.
 - Credit card information can be saved to the profile allowing the client to select the invoices to pay and complete the payment process quickly.

ADDL appreciates the feedback and guidance from our clients, and this work on the billing process is a direct reflection of improvements made from listening to and valuing the feedback of our clients. ADDL is working hard to implement these improvements and has seen great progress to date. We look forward to rolling out our billing improvements beyond the pilot group in the near future. We will continue to pursue the changes to the invoice header and focus on an approach of continuous improvement allowing for further adjustments as necessary. If you have any questions or concerns, please contact us at 765-494-7440 or addl@purdue.edu.

Respectfully submitted,



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