Warranty or Patient Concern

☐ Dr & Hygienist decide if procedure is a free redo at time of exam. They just TP the respective filling with a Warranty/Redo code. Try to schedule with the original provider.

☐ On DOS, assistant and front desk 1. fill out this form, 2. scan into the pt chart, and then 3. put on Dr's desk

Why this form?
- Warranty: If work needs redone, fill out form to 1. Make sure it is warranty-able, 2. Make sure the new provider gets reimbursed, 3. Make sure the original doctor has a chance to evaluate his or her own work, and 4. Allow the office to track trends.
- Patient Concern: If another team member hears of a concern, we as provider's care enough about our team and our work that we want to know so we can improve or make it right.

Directions *(Fill out or circle one)*

Tooth/area _____
Original Provider: _____
Patient: _____
Original DOS: _____
Replacement Clause Length: _____

Patient has completed all recommended work?	Yes	/	No
Patient has kept up with regular recalls	Yes	/	No
I read notes and this appears to be a guarantee-able procedure.	Yes	/	No

Dental reason or details for redo:

_____

_____

Resolved by:

_____

_____

Warranty Instructions: if work needs redone and can't be re-billed to insurance, treatment plan work using the following codes:
- Perio: R4000
- Fillings: R2300
- Crown: R2700
- Implant: R6000

If procedure can be re-billed
- TP with codes above **BUT MAKE NOTE** to bill ins on day of treatment.
- On date work gets completed, write off Pt portion using "Guarantee Adjustment" and make a **NOTE ON CLAIM** to make sure pt portion stays written off when EOB processed.

Provider Transfer Instructions (If original provider can't redo work, then perform a Provider Transfer" to compensate the new provider. This should keep patient balances unchanged. On date work redone, set complete code "R0000" twice,
1. First code: for original provider in the **negative** amount *(Ins Paid + Pt Port)* of what we received for the procedure(s).
2. Second code: for the new provider for the corresponding positive amount.
3. Go to "Accounts", click "Payment", click box "None (Income Transfer)", click "Pay", total should be $0, click "OK."