**Refund Requests Procedure**

1. **Complete the cover page requesting the refund**
   1. Cover page can be found on the together site (<http://together.agilityhealth.com/>) in the “Forms Library” under “Clinic Forms”
      1. Named “Refund Cover Sheet”
   2. Make sure it’s filled out completely. Must include:
      1. Date(s) of Service
      2. Refund Date is the date the refund is requested
      3. Patient information
      4. Issue to information
      5. Reason for refund
   3. ‘Submitted by’ field is the person requesting the refund
   4. ‘Verified by’ field is a person, other than the requester, verifying accuracy and completeness of the refund request within the patient accounting system
   5. ‘Approved by’ field is for Revenue Cycle Manager (Rosemarie will complete after submission)
2. **Complete letter to be mailed with refund**
   1. Can be found on the together site (<http://together.agilityhealth.com/>) in the “Forms Library”
      1. Named “Refund Letter”
3. **Obtain all supporting documentation which includes:**
   1. Patient account activity – the activity must clearly show the following details for each date of service associated with the refund:
      1. Charges
      2. Insurance payments
      3. Insurance adjustments
      4. Patient payments
      5. Other adjustments
      6. Requested Refund amount displayed in the activity
      7. Account Summaries are also helpful
   2. Refund request letter from insurance company (if applicable)
   3. Explanation of benefit copies

**Submission Process**

1. **Fax all of the above to the Revenue Cycle Department – Attn: Carol Ogbuja at 616-356-5013.**
   1. **If refund packet is received complete,** refund will be issued within **10** business days.
   2. **If refund request is incomplete,** sender will be notified within **5** business days what must be corrected for approval.