

RECORD REQUEST FEE

When an insurance company does an audit, the doctors/clinic can be paid for their time. The **Record Request Fee** UPC (20500005854072) allows entry into Ciao! Optical to capture these fees for insurance audits. The PC Owner/Lead Doctor should coordinate with the billers and insurance payors on this amount as this varies based on number of charts being requested.

The PC Owner/Lead Doctor will submit for reimbursement following the normal process. Once they receive the reimbursement check, enter in Ciao! Optical to deposit into the account (CNO). **Ensure you assign the correct doctor within Ciao! Customer Order Source.**

The Record Request Fee can also be used for other record requests. Fees will be determined by Lead PC Owner.

Ciao! Optical Entry

Sell as an Accessory / Wellness item in Customer Order (w/ patient's profile):

- Enter 20500005854072 in **Item #** field, click **Enter**.
- Select OD associated with patient.
- Item will show and the price field will be blank – **Enter the Fee/Price**.
- Click **Arrow** to proceed to Active Orders List and move to tender.

The screenshot shows the 'Test Test' screen in the Ciao! Optical system. At the top, there's a red 'Other' button. Below it, the 'Item #' field is highlighted with a yellow box, containing the value '20500005854072'. The 'Style #' field is also highlighted. Below these, the 'Source' dropdown is set to 'Internal Rx' and is highlighted. The 'Lee, Fanny' patient name is visible. A table below shows the item details: 'Item # 20500005854072', 'Description RECORD REQUEST FEE', and 'Price 10.00'. The total is 'TOTAL USD0.00'. At the bottom, a yellow arrow button is highlighted, indicating the next step in the process.

Tender in XStore

Items with an open price prompt will need to be re-entered in XStore:

- Select **Change Item** on bottom menu.
- Highlight sale on right side of screen – Click Enter > Add Price > Enter.
- A Reason Code window will pop up – Choose **Incorrect Ticket Price**.
- Enter a comment – **Open Price Prompt** > Click OK.
- Tax should **not** be charged on this item – if tax appears, remove using **Tax Exempt**.

The screenshot shows the XStore interface with a 'Test Test' screen. The 'Item #' field is highlighted with a yellow box, containing the value '20500005854072'. The 'Price' field is highlighted with a yellow box, showing '(\$4.41)'. A yellow box highlights the 'Change Item' button on the bottom menu. The 'UPC' field is also highlighted. The 'Reason Code' window is open, showing 'Incorrect Ticket Price' as the selected option. The 'Comment' field contains 'Open Price Prompt'. The 'Tax' field is highlighted with a yellow box, showing 'Tax Exempt'.

OPEN PRICE PROMT items cannot be entered on an iPad