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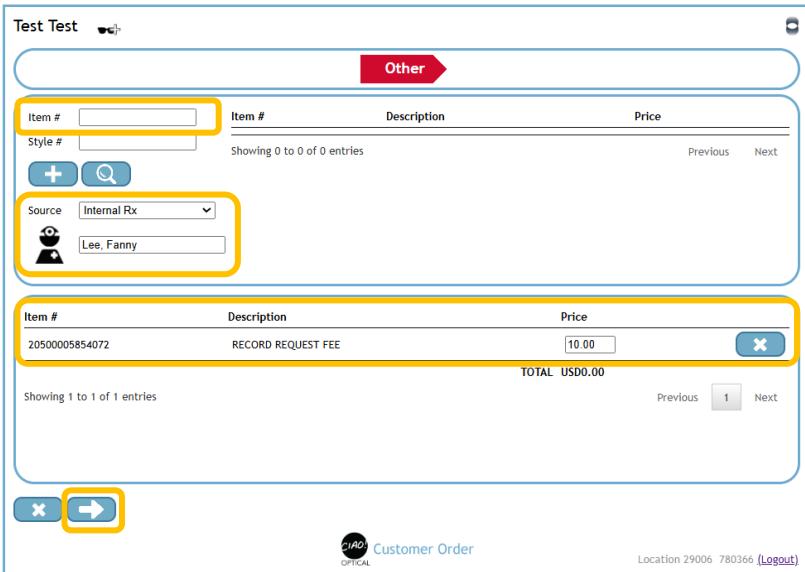
The PC Owner/Lead Doctor will submit for reimbursement following the normal process. Once they receive the reimbursement check, enter in Ciao! Optical to deposit into the account (CNO). **Ensure you assign the correct doctor within Ciao! Customer Order Source**.

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**.
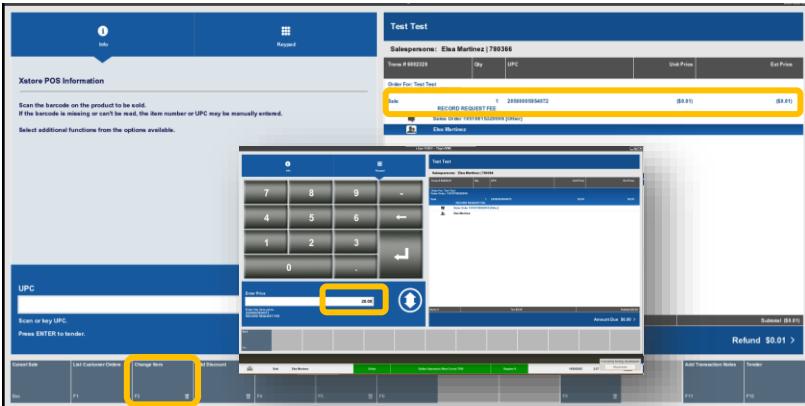- Click **Arrow** to proceed to Active Orders List and move to tender.

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.**

OPEN PRICE PROMT items cannot be entered on an iPad