**Reduction Request:**

To fill out the Reduction Request, you will need to have the name of the provider along with the address, contact information and email address if available.

Step 1: Edit to responding provider.

* It is advised that you contact the provider to get the fax or an email address to send the reduction request. They will often have a separate billing department for this.



Step 2: Input the name of the client, date of service, account # on the billing records, lastly edit the provider to the correct one.



Step 3: Edit provider name, the reduction offer amount, and the final balance on the provider billing ledger.



Step 4: Enter the reduction request offer amount in both places.



Step 5: Change the email address at the very bottom of the page, this should be your email address in case they need to contact you by email or respond to the reduction request.



You will then email or fax the PDF document:

If you email the reduction request, please do the following:

* Attach the document to email.
* CC the negotiator of the case and the client’s filevine email address.

The following is an example of how you should address the provider when emailing the reduction request:



Note: Please follow up with the appropriate provider one week after you send it out, whether it is faxed or emailed.

* Also, please be aware that you will need to follow up with each reduction request until you have received a response. Some providers will accept the reduction offer amount, and some will send a counteroffer.
* If a counteroffer has been provided by the provider, please contact the negotiator immediately and ask them if they wish to accept or if they would like for you to counter with a new offer or stay firm with the original reduction offer amount.
* When you get a counteroffer from the provider, you can respond to the email. If it was written on a reduction request sent via Fax, you can call the provider directly or send another reduction request form with our new counter amount