For any reason, if the copays or family size is not pulling correctly, first check all fields to ensure that data is correct. If there is still an issue that cannot be corrected due to MOD issues, then co-pays can be corrected through the Full Time/Part Time Co-payment is Waived or Reduced sections. DEL has recommended that you put detail history notes in. Please alter co-pays according to the instructions below:

**CO-PAYS PULLING TOO HIGH**

Complete both the **Full Time** and **Part Time Co-payment** sections:

- **Reduction Amount**: Enter the amount to be deducted in order to result in correct fees. (Similar to Sibling Discount instructions)
- **Co-Payment Reduction or Waiver Reason**: Negotiated Lower Fee
- **Additional Waiver or Reduction Details**: Include detailed explanation. (Ex. MOD pulling incorrectly due to ______)

  o In the below example, the FT fco-pay is pulling $5.80 but the correct co-pay is actually $4.80. In order to determine the Reduction Amount: $5.80-$4.80=$1.00 and $2.90-$0.50=$2.40.
The system should then update the Resulting Full Time Co-Payment Amount accordingly.

BEST PRACTICE: Compare the section below to the Income Calculator and Sliding Fee Scale to make sure EFS MOD has calculated correctly:

CO-PAYS PULLING TOO LOW

A negative number will be entered in order for the co-pays to increase by that amount.

- **Reduction Amount**: Enter the negative amount in order to result in correct fees.
- **Co-Payment Reduction or Waiver Reason**: Negotiated Lower Fee
- **Additional Waiver or Reduction Details**: Include detailed explanation. (Ex. MOD pulling incorrectly due to _____)

In the below example, the FT co-pay is pulling $5.80 but the correct co-pay is actually $6.90. In order to determine the Reduction Amount: $5.80-$6.90=($1.10) and $2.90-$3.45=(-.55).

The system should then update the Resulting Full Time Co-Payment Amount accordingly.

BEST PRACTICE: Compare the section below to the Income Calculator and Sliding Fee Scale to make sure EFS MOD has calculated correctly:

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**Note**: The information listed in these guidelines are not all inclusive and staff are responsible for ensuring that all applicable rules, policies and procedures are adhered to in the execution of their duties and responsibilities as it relates to their position. These guidelines can be modified and exceptions may be made upon justification within program policy and with management approval. This procedure will be reviewed periodically or as needed for updates or revisions as approved by management.