

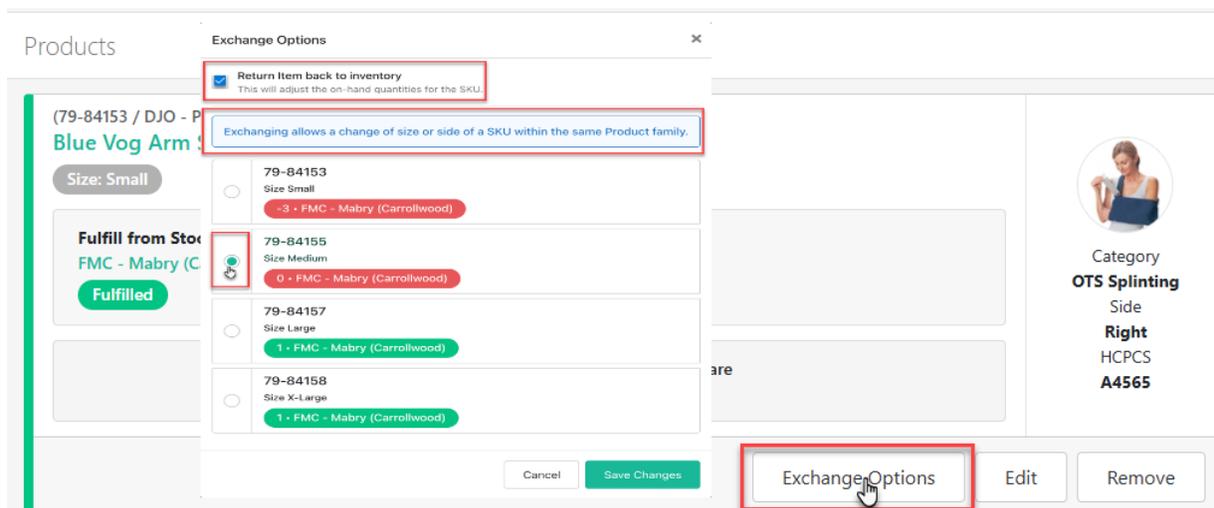
**PROCESSING A PRODUCT EXCHANGE**

**\*\*MUST BE WITHIN 14 DAYS OF ORIGINAL DATE OF SERVICE\*\***

This guide outlines the steps for processing a product exchange. It covers two scenarios: exchanging for the same product in a different size and exchanging for a different product than the one originally dispensed.

**Product Exchange for Same Product/Different Size:**

Search under Patient Agreements (PA) and select the existing patient agreement with the original product dispensed to complete the product exchange. Go to Products > Select Exchange Options > A pop up box will appear to select appropriate new size/side provided:



Following this process will update the patient agreement and automatically decrease the on-hand quantity for the new product. It will also generate a restock in MotionMD for the new size dispensed.

If the original product dispensed wasn't used, check the Return Item back to inventory box. This will automatically add it back to the on-hand quantity.

**NOTE:** A patient visible note regarding the exchange should be made on the MotionMD PA.

The final step is to Submit MotionMD Help Ticket with the exchange details below to have inventory in Oracle adjusted:

- PA ID #
- Original Date of Service
- Date of Exchange
- Original Part # returned due to sizing issue
- NEW Part # dispensed

**PROCESSING A PRODUCT EXCHANGE****\*\*MUST BE WITHIN 14 DAYS OF ORIGINAL DATE OF SERVICE\*\*****Product Exchange for Different Product:**

When a patient is provided with a different product within the exchange period, a NEW patient agreement needs to be created for the NEW Product dispensed. If the original product dispensed wasn't used, users will need to manually adjust the On Hand count to add the product back into inventory.

Review the original patient agreement created and verify if it was submitted to billing:

- If the claim was NOT Submitted to Billing, Archive the claim as Product Exchanged.
- If the claim was Submitted to Billing, submit a MotionMD help ticket to request a credit/void of the original claim. Include the following details:
  - PA ID # for the Original Claim
  - Date of Exchange
  - Provide PA ID# of NEW PA created