



**TO: PHYSICIAN,**

**Re: AUTHORIZATION TO GIVE ACCESS TO OVERRIDE CHARGES ON HOLD**

This Waiver is only applicable to Offices who are entering their own charges.

Argus can provide your Employee with access to override your charges. Having this access means having the ability to “release charges that were placed on hold” in the CareTracker system. Having the ability to override charges require accountability and responsibility for the risks involved. This is the reason why we would need a waiver signed by the Physician. When this waiver is signed, it means that the Employee named below will be accountable and responsible for the outcome of overriding charges with the Physician’s knowledge and approval.

One advantage of having this access is to avoid having charges left on hold for a long period of time. Having charges on hold for a very long period of time is risky because of timely filing limits with the insurance carriers. The risk mainly pertains to “releasing a charge” incorrectly. If you release a charge incorrectly, it will turn into a denial and could therefore delay the payment for the Physician. “Due Diligence” is the key in making this a success.

Listed below are scenarios where the Override access is applicable.

- Charges that are entered accurately, but the system for whatever reason is placing them on hold. Reasons could be:
  - NDC Information entered on claim (invalid or missing)
  - Eligibility Issues
  - Duplicate Claims
  - Daily Frequency
  - Invalid CPT/HCPCS Code
  - Invalid/Missing Modifier(s)
  - Invalid ICD-10 code or ICD-10 code required information
  - New Patient (3 year rule)
- Charges that are entered incorrectly and must be fixed before completing the billing process.

With Physician’s signature below, the Physician approves Argus to grant the Override access to the Employee named below. The Employee also signs to signify that Employee understands and accepts responsibilities of having an Override access.

---

Office Supervisor Signature (***Training Received***)

---

Date

---

Office Name / Physician Name

---

Regional Manager