The Bright Futures Information System Adjustment Process

Any time you make a mistake on an invoice, you can file an adjustment. Suppose, for example, that you have an extra certificate on your invoice:

And in the process of filling it out, you accidentally use the wrong certificate. The system will allow you to submit the invoice, but you won't get paid for the older certificate (#6177).

Once this invoice has been processed (i.e., you get paid for the other two children), you can submit an adjustment. Just as before, you select the same service period (it will say "ADJUST" next to it), and at the next page, choose "SUBMIT ADJUSTMENT." You will then get a checklist of children:

Submit Adjustment Invoice: Service Period 04/17/2005 to 04/30/2005

Select below the children/certificates for which you wish to make an attendance adjustment.

Select	Child Name	Cert. No.
☐	Jefferson, Tommy	4829
☐	Carter, James	6175
☐	Harrison, Billy	6177
☐	Harrison, Billy	6178
☐	Carter, James	8556

Cancel   Continue >

You need to check off any item which was submitted inaccurately, which means correcting **both** certificates for this child. Check off **all** appropriate boxes, and click on "continue." Do not do these one child or certificate at a time. Check off every child and/or certificate which will need a correction before proceeding.   You will then get a scaled-down version of the invoice page:

Submit Adjustment Invoice: Service Period 04/17/2005 to 04/30/2005

Displaying **1-4** of **4** Items

Child Name	Parent	Elig Exp	Cert #	Auth Hrs	Week	S	M	T	W	T	F	S
Harrison, Billy		06/30/2005	6175	40/Week	04/17-04/23:	0	0	0	0	0	0	0
					04/24-04/30:	0	0	0	,0	0	0	0
					Notes:							
Harrison, Billy		06/30/2005	6177	30/Week	04/17-04/23:	0	6	6	6	6	6	0
					04/24-04/30:	0	6	6	6	6	6	0
					Notes:							

Submit Attendance

Here is the crucial thing: when you submit an adjustment it **replaces** the old invoice. I.e., you replace the "8"s on the wrong certificate with zeros. You replace the zeros on the **correct** certificate with 6's (because the child is only authorized for 30 hours/week, even if he were there for more). There is a temptation to submit adjustments as addition or subtraction. I.e., "I submitted for four days when I should have submitted for five, so I need to just submit for one more day and I'm even." It doesn't work like that. You have to redo the **entire** pay period for any certificates which were incorrectly reported.

This tells the system to recalculate the payment for those two specific certificates. If you were overpaid, it will deduct the balance from your next check. If you were underpaid, it will add the balance to your next check.