Medical Device Warranty Credits –

Example Roles and Responsibilities

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| **Clinical** | **Pathology** | **Clinical Services** | **Supply Chain** | **Revenue Cycle** |
| 1. Document device explant reason for removal
2. Identify eligible devices per EMR flagging
3. Submit return to vendor request to supply chain
 | 1. Receive and hold devices tagged for return to vendor
 | 1. Receive the device return kit from vendor
2. Retrieve devices tagged for return to vendor
3. Complete required vendor paperwork for device return and warranty claim submission
4. Package the device in the vendor return kit
 | 1. Receive return to vendor request from clinical
2. Secure vendor return authorization and obtain return kit as needed
3. Route packaged device for shipment
4. Monitor incoming credit memos
5. Cross-match credit memos with device return identifiers
6. Identify credits >50%
7. Follow-up on open claims (no vendor response) > 90 days
 | 1. Process claim adjustments for affirmed credits >50%
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