

[Current Date]

[Patient/Customer Name]

[Address Line 1]

[Address Line 2]

[City, State, Zip Code]

Account Number: [Insert Account Number]

Invoice Number: [Insert Invoice Number]

Adjustment Amount: [Insert Amount]

Dear [Patient/Customer Name],

We are writing to notify you of an adjustment made to your account regarding the invoice dated [Date of Original Invoice].

Upon a recent internal audit, we identified an administrative billing error related to [briefly state error, e.g., duplicate processing / incorrect coding / system glitch]. As a result, we have applied a write-off in the amount of [Insert Amount] to correct this discrepancy.

This amount has been removed from your outstanding balance. You are not responsible for the payment of this specific portion of the bill. [Optional: Your remaining balance is now \$0.00 / Your new adjusted balance is \$XX.XX].

We apologize for any confusion or inconvenience this error may have caused. If you have already paid this amount, a refund will be processed shortly.

If you have any questions regarding this adjustment, please contact our billing department at [Phone Number] or [Email Address].

Sincerely,

[Your Name/Department]

[Company/Organization Name]