Billing and Payment Information

Does the MSU VDL Business Office send statements or invoices?
You will receive a monthly statement from the MSU VDL. This is a bill of all account activity since the last bill. The statement will provide a detailed explanation of charges, identified by case (encounter) number, animal names, and owner name. Unfortunately, the MSU VDL does not have the ability to print and mail invoices for individual cases.

What will I see on my statement?
Your bill consists of:

- case (encounter) charges
- credit/debit adjustments
- payments received and posted to your account
- any interest fees assessed since the last billing cycle

Encounter numbers correspond with reports you have already received via e-mail, fax, or mail. Charges are posted to your account upon completion of services.

Detailed information corresponding to the transaction date for each charge is displayed below each encounter where applicable. This detail shows the breakdown of charges by test or product ordered.

Why was I charged twice for the same encounter?
Charges appear on your account as the tests are completed, which may result in charges for the same encounter appearing on separate bills. For example, if an interpretation is requested for a thyroid profile, the test will show up on your monthly bill before the interpretation.

What do I do if my statement doesn’t look correct?
If you believe there is an error in the balance due, please notify the MSU VDL Business Office, immediately, either in writing, via fax (517) 432-1895, or call us directly at the number indicated below.

Can I choose a different date to receive my statement?
If our billing cycle is incompatible with your current billing process, we will be happy to change it. Bills are generated weekly. Additionally, bills can be faxed or emailed directly to you to decrease mail delays. Please contact the Business Office if either of these services is desired.

Can I pay with a credit card?
We offer a number of alternatives to facilitate your bill paying needs. Clients may pay their monthly bills with any major credit card. This can be done automatically each month or you can call your payment into the Business Office directly at (517) 353-3045. Our hours are 8-5 EST Monday through Friday. To request that your billing balance be automatically applied to your credit card each month, contact the Business Office or complete the form on the reverse side of your monthly bill. Return the form to us in your remittance envelope.