Frequently-Asked Questions: Client Accounts

How do I become a DCPAH Client?

Contact the DCPAH Business Office at 517-353-1683 and ask to set up a new account. You will be asked for address information regarding your clinic and you will be asked how you prefer to receive your test results (Fax, E-mail, On-line or Mailed). A client account number will be issued for your use and should be included on all submissions to the lab. Shortly after you request an account with us you will receive a New Client Packet in the mail with submittal forms and additional laboratory information. You may also request pre-printed submission forms when you sign up as a new client. These forms come pre-printed with your clinic account number, phone and address. You simply need to check the tests you require and then include the form in your package to the lab. Alternatively, you can request a new account on our website by clicking on the Customer Service link and selecting the New Client Account Request form.

Does the DCPAH Business Office send invoices?

We do not print and mail invoices for individual encounters; instead, we print a monthly bill of all account activity since the last bill. The bill will provide a detailed explanation of charges, identified by encounter number, animal names, and owner name.

When I receive a bill, when is the payment due?

The payment is due 28 days from the bill date.

Can we pay by credit card?

Yes. We accept Visa, MasterCard, Discover, and American Express. You have the option of transferring your balance to a credit card automatically each month if desired. You will still receive a monthly bill, but the balance will be automatically applied to your credit card, using information we have stored securely for you.

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.

Does DCPAH have an 800 number?

No. Please contact us at 517-353-1683 or visit our website at www.animalhealth.msu.edu.