TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER at El Paso
POLICY AND PROCEDURES

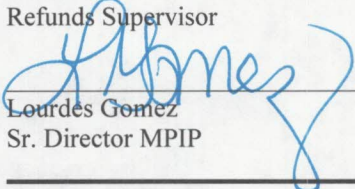|			
Revised Date:	12/02/19	Effective Date:	12/02/19
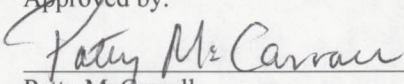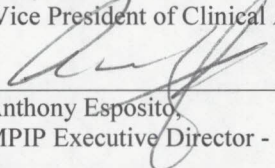
Prepared by:

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Lourdes Gomez (signature)

Lourdes Gomez
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Patty McCarroll
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Anthony Esposito
MPIP Executive Director - El Paso

TITLE: REFUNDS	Page **1 of 5**
Policy#: ACC #7	

1. POLICY

   The purpose of this policy is to establish rules and guidelines for the processing of patient and insurance refunds.

2. PROCEDURES

   a) Refund checks are processed on a regular-daily/weekly basis except the last day of the month, in order for Accounting Department to close the month.

   b) Patient and Insurance refunds are identified through processing credit balance ETM Credit Balance Task Manager workflows, daily credit balance reports, department refund requests and from patient requests.

   c) PATIENT REFUNDS

      1. Sr. Account Processor analyzes the entire patient account to see if there is (are) any invoice(s) where patient credit can be applied, such small balance adjustments, collection agency balances, etc.
      2. If after analyzing patient accounts if there is still a credit, patient invoices are FSCed at Refund in Process (RIP) and patient account ledgers are exported from CBiz by the Sr. Account Processor.
      3. A "PT Refund Spreadsheet" with a maximum of 10 patient credits is prepared and submitted to Refund Supervisor for approval.

MPIP Refund Rep:	
MPIP Refund Rep. Initials:	
Approver's Name:	
Approver's Initials:	

			(Refund Team) Turn in Date:		(EL) Received Date:	
File Name		1st Correction to Rfnd Team	(EL) Returned for Corrections Date:		(Refund Team) Received Date:	
		1st Correction processed	(Refund Team) Turn in Date:		(EL) Correction Received Date:	
Batch #		2nd Correction to Rfnd Team	(EL) Returned for Corrections Date:		(Refund Team) Received Date:	
		2nd Correction processed	(Refund Team) Turn in Date:		(EL) Correction Received Date:	

	MRN#	Invoice #	Payable to	Address	Review Date	Review by	Reason for Refund	Refund Amount	Approved Date	Approved by	Doc Ref #
1							PT OVPD Copay				
2							PT OVPD Copay				
3							PT OVPD Copay				
4							PT OVPD Copay				
5							PT OVPD Copay				
6							PT OVPD Copay				
7							PT OVPD Copay				
8							PT OVPD Copay				
9							PT OVPD Copay				
10							PT OVPD Copay				

Total Approved Refund Amount   –

Approved by: _____   Date: _____

Revised 9/12/19

4. Refund Supervisor reviews the entire patient account. Approved patient ledgers are given to Sr. Account Processor to process the refund. Denied patient ledgers are returned for corrections.

5. Approved refunds are entered into MPIP Refund System for Sr. Director final approval.

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CHECK ENTRY INTO MPIP REFUND SYSTEM

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STEP 1-Log on to –https://busaff.elpaso.ttuhsc.edu/MPIPPatientRefunds

STEP 2-Click on Submit Refund

Click on Submit Refund Standard Vendor for insurance refund and on One Time Vendor for patient refund

Patient Refunds:

1. One Time Vendor
2. Enter patient's name
3. Enter address
4. Enter City
5. Enter State
6. Enter Zip Code
7. Enter Total Amount
8. Enter Invoice number
9. Enter Refund Description
10. Click on Add row
11. Click Submit
12. Then system assigns an IO unique number to that check.

6. Approved checks are printed out the next business day. Checks are issued to patient or guarantor when applicable.

7. The next business day, a check report is emailed daily from El Paso Financial Reporting. Detailing all issued refund checks.

Texas Tech University Health Sciences Center
El Paso Refund Checks
Check Date: 10-22-2019

Campus	Bk	Desc	Type	Ck Number	Ck Date	Vendor	Invoice	Amount
El Paso	48	HSC El Paso Patient Refunds	B	12345	10-22-2019	Insurance Name	IO012	5.55
		HSC El Paso Patient Refunds		12346	10-22-2019	PT Last Name, First Name	IO013	8.90

8. A report from MPIP Refund System is exported and used to balance with the El Paso Financial check report.

Recipient Name	Invoice Number	Invoice Amount	Total Amount	DocRef	IO #	Date Created	Date Approved	CreatedBy
Insurance Name	124	$5.55	$5.55	60598F06	IO012	10/22/2019	10/22/2019	Account Processor Name
PT Last Name, First Name	123	$8.90	$8.90	A2604506	IO013	10/22/2019	10/22/2019	Account Processor Name

9. Both reports are combined and essential information needed for scripting purposes is extracted. An IDX script is created and refund related information is posted into the patient accounts in CBiz.

Invoice	Amount	COMMENT
124	$ 5.55	IO012Ck#12345.Rfd-Insurance Name.Account Processor Initials
123	$ 8.90	IO013.Ck#12346.Rfd-PT.Account Processor Initials

10. Refund check is mailed out to patient.

d) INSURANCE REFUNDS
1. Credits are reviewed by Sr. Account Processor and corrected if needed. (Ex: adjustment/posting corrections)
2. Identified overpayments to an Insurance company are prepared for refund.
3. Insurance credits are FSCed at Refund in Process (RIP) in CBiz by the Sr. Account Processor.
4. Patient invoice, Explanation of Benefits (EOB) and any other adjustment back up documentation is printed and send to Refund Supervisor for approval.
5. Refund Supervisor reviews documentation and validates the credit. Approved insurance refunds are given to Sr. Account Processor to process the refund. Denied insurance refunds are returned for corrections.
6. Approved insurance refunds are entered into MPIP Refund System for Sr. Director final approval. The MPIP Refund Systems assigns a unique IO number to identify the check entry.

CHECK ENTRY INTO MPIP REFUND SYSTEM
STEP 1-Log on to –
https://busaff.elpaso.ttuhsc.edu/MPIPPatientRefunds
STEP 2-Click on Submit Refund

Click on Submit Refund Standard Vendor for insurance refund and on One Time Vendor for patient refund

Insurance Refunds:

1. Standard Vendor
2. Search vendor, verify address and select the correct one
3. Click on Add row
4. Click Submit
5. Then system assigns an IO unique number to that check.

7. Approved checks are printed out the next business day. Checks are issued to the insurance company.
8. Steps 7, 8 and 9, above are followed.
9. Refund check along with the Explanation of Benefits (EOB) is mailed out to insurance company.

e) YEARLY STALE DATED PROJECT

A list of all checks that are currently stale dated is emailed from Accounting Services. The list includes any check that is older than 180 days and has neither cleared the bank or been cancelled. Refund team reviews and submits cancellation requests to Accounting Services no later than May 31st.

Guidelines to help decide if a check should be cancelled or go to unclaimed property.

1. Never send insurance companies to unclaimed property. If they refuse the check or say it is not owed to them, then we just cancel the check because they more than likely recouped the money elsewhere. Simply state on form "Insurance company refused".

2. If a patient says they do not want the check, then we just cancel the check. We do not send it to unclaimed property. Simply state on form "Patient refused check".

3. If a patient is deceased and you have contact information for family, find out if they left a will stating who took over the estate. If there is a will, then cancel the check and reissue to "Estate of deceased patient". Do not reissue under a family members name. If they have the appropriate paperwork, they will be able to deposit the check written to "Estate of deceased patient". If a patient is deceased and there is no family or no will, then send the check to unclaimed property. If you cannot locate any family, simply state on form "Patient deceased. Unable to locate family." If you have contacted family and there is no will for deceased patient, simply state on form "Patient deceased. Patient did not have a will."

4. Per OP 50.13 "each applicable check-writing department will be required to mail a notice in March to all owners of property over $250 that is due to be included on the July report. The written notice must be mailed in March and no later than April 1. Owners will then have the months of April through June to claim their property. Copies of the mailed notices should be retained by each applicable check-writing department originating the unclaimed property request. The copies should be available for review and examination by the State Auditor, Internal Auditor, other external auditors, or duly authorized individuals. Copies of the notices will be surrendered to a requesting individual only after the department has determined that this individual is authorized to review and examine such documents and then only upon written request from the authorized individual."

5. Refer to internal MPIP Refund department "Stale Dated Check Process Revised 11-5-19" worksheet for additional guidelines for state dated check processing.

6. Refer to <mark>"HSCEP OP BAC 001 – Confirming and Processing Overpayments"</mark> for additional procedures related to account overpayments.

f) RECONCILIATION

1. Refund account is reconciled once a month by Accounting Services. All related Refund transactions are exported from CBiz. A detailed Banner transaction report is downloaded from Cognos. Both reports are analyzed and reconciled against each other.

2. Each report is converted to Excel and combined into one spreadsheet (Refunds IDX vs Ledgers); each report is sorted by IO number and compared side by side. Anything that doesn't reconcile is researched, identified and documented on the final Refunds IDX vs Ledgers reconciliation spreadsheet.