I. TITLE: **SP REFUND POLICY**

II. PURPOSE:

To perform routine and consistent review of self pay credits on accounts to determine any patient refunds due or account corrections in order to resolve patient credits on account.

1. POLICY:

Review of SP credits by using ‘PECredits’ report which is generated at beginning of every month to be performed and worked by Credit Staff.

1. GENERAL GUIDELINES/PROCEDURE:

Weekly review of self pay credits by Southbridge FC’s. Credits identified as being due back to patients are to be reviewed as follows:

1. Review any open accounts patient may have with patient balances due then transfer credits to those accounts so they can be applied towards those open patient balances.
2. If patient has no other open account(s) with patient balances due, then a Credit Bal canned letter is to be printed.
3. Process refund through a refund batch.
4. Posting refund batch and print copy of batch listing.
5. Copy of the refund batch, after being posted it to be scanned and saved into Z:\CREDITS\REF BATCH folder with naming conventions of SP REF MM.DD.YY
6. Scanned batch copy it to be emailed to A/P – Sue Ashline.
7. When refund checks are received in Credit Dept, they are to be matched up with CR BAL letter to be mailed out.
8. Mailing of refund is to be documented in account using canned text: R RES REF, which enters the following comment: REFUND CHECK SENT. CK# (type in check #)

Individual Responsible for Policy Development/Revisions

Department Director

VP DATE