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| Name of Policy: UTMC/UTP Cash Handling Procedure Policy Number: 3364-142-16 Approving Officer: Robin Horani Responsible Agent: Director, Patient Financial Services | |  Original effective date: 06/01/2012 Effective Date: 01/02/2016 | |
| Key words: | | | |
| <input type="checkbox"/> | New policy proposal | <input type="checkbox"/> | Minor/technical revision of existing policy |
| <input checked="" type="checkbox"/> | Major revision of existing policy | <input type="checkbox"/> | Reaffirmation of existing policy |

(A) Policy statement

The University of Toledo Medical Center and the University of Toledo Physicians (UT Health) have an obligation to the community to be fiscally responsible. Collecting out of pocket patient responsibility at or before the time of service reduces collection costs.

(B) Purpose of policy

The purpose of this policy is to facilitate the collection of patient liabilities as determined by payer contract or hospital payment policy. UT Health will provide patients or responsible parties the opportunity to pay liabilities prior to service, at the time of service, or prior to discharge. Staff will have access to resources necessary to collect payment by cash, check, money order, or credit cards while providing receipts to the patient or responsible party and properly handling, securing, and depositing these payments according to the following procedure. This procedure ensures that the receipt and deposit of the payment is recorded and deposited as soon as possible.

(C) Procedure

1. Accepting payments :

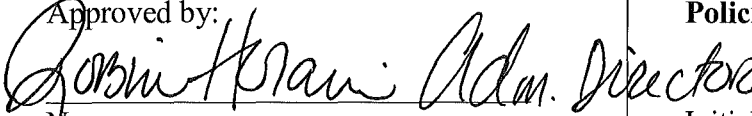
- (a) Staff member logs into the Hospital and/or Physician Payment Management System with their unique user ID and password. (NOTE: Passwords should not be shared with anyone.) Staff member should login selecting the location that they are currently working in (Clinic, Hospital).
- (b) Cash/Check/Credit/Debit Card payment is made by patient/guarantor.

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- (c) Staff member will process cash, electronic personal check, credit/debit card or other payment (money orders, travelers check) transactions through the Hospital and/or Physician Payment Management System.
 - (d) The staff member accepting payments will record the payment (cash, check or credit/debit card) in the appropriate entity, Hospital or Physician Payment Management System. Payments will be kept separate according to Payment Management Systems. The patient encounter information is entered.
 - 1. Encounter location
 - 2. Doctor Name and Number (Memo field)
 - 3. Patient's Name
 - 4. Paid By Name
 - 5. Patient Account Number
 - 6. Payment amount and method (Credit/Debit, eCheck, Cash, other)
 - (e) Receipt of payment will be provided to the patient/guarantor, paper print and/or email.
 - (f) Voiding or Refunding a Transaction:
If a patient payment needs to be refunded, the staff should contact their direct supervisor/manager, who has access to process the refund..
2. End of day/shift procedure:
- Staff member will reconcile cash drawers:
- (a) Count Cash received for both entities, Hospital and Physician
 - (b) Reconcile to cash drawers for both Payment Management Systems
 - (c) Close and print batch sheets from Payment Management Systems
3. Deposit payments and reconciled batch sheet into department designated hospital safes. Refer to Cash Transportation.
4. Cash Transportation:
- (a) The purpose of this procedure is to ensure that transportation of cash collected by UTMC and UTP is handled in a manner that ensures security and safety of both staff and funds.
 - (b) Transportation of funds from Patient Access area to secured storage area:
After the deposit creation process has been completed, funds will be placed in UTMC or UTP envelopes. The envelopes will be transported in an inconspicuous manner to the designated secured safes. The funds will be placed into the secured safe for future pick up.

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- (c) Transportation of funds from secured location to vault:
The Patient Financial Services (PFS) staff will use a locked suitcase to transport funds from the safes to a secured area for reconciliation. PFS Staff and Patient Access Manager will reconcile funds with Hospital and Physician payment management systems. Reconciled fund will be placed in locked bank bags and dropped in the main secure vault for pickup. Any reconciliation discrepancies will be placed into locked bank bags and locked in the safe in the secured office for investigation and follow up.

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| <p>Approved by:  Name Title 1/14/16 Date Review/Revision Completed by:</p> | <p>Policies Superseded by This Policy: Initial effective date: 10/01/2015 Review/Revision Date: 10/01/2018 Next review date: 10/01/2018</p> |
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