

Account Refund Management

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Manual: **Revenue Services**

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Policy Statement

The purpose of this policy is to ensure that all record of accounts are maintained with accuracy. This includes appropriate management of refunds.

Policy Outcomes

Approved refunds are managed in an efficient and effective manner. They can be processed in 2 ways:

- (a) A refund cheque, made out to the relevant recipient
- (b) Transfer of monies, to a designated bank account via direct deposit transfer.

Definitions

No Definitions Required

Procedure

Internal Process is as follows:-

1. Obtain account in credit. Verify that credit is for reimbursement and to whom the reimbursement is owed. Comments are to be entered regarding the reason for the reimbursement against appropriate account in Webpas – e.g. Patient overpaid excess, refund now owed.
2. Contact the Patient by telephone to advise them of the refund. Offer them either a Cheque or a Direct Deposit into their nominated Bank Account.
3. Complete Cheque Requisition (Form 7-706) including the reason for the credit, and how the reimbursement is to be made:
 - a. Reimbursement via cheque – to be documented on cheque requisition
 - b. Reimbursement via direct deposit transfer – bank account details to be documented for transfer of credit
4. Once cheque requisition is complete, attach appropriate invoice verifying credit, keep a photocopy of original and place in patient accounts “Cheque Requisition” folder. Scan a copy of the cheque requisition into the patients Clinical Documents.

5. Send original cheque requisition to CFO for approval. Should a Direct Deposit be required, email the request to Accounts Payable.
6. Document comments regarding this process against relevant invoice in Webpas e.g. "Phone patient to advise of refund – patient has requested a Chq or Direct Deposit, (which ever is applicable) Cheque Requisition sent to CFO for refund to patient"
7. Once approved, you will receive: (i) the chq as requested OR (ii) notification that the credit has been direct deposited into the said bank account.
8. Retrieve the copy of the cheque requisition from the Cheque Requisition folder.
9. Process the reimbursement in Webpas:
 - Enter invoice number obtained from the copy of the cheque requisition appropriate to the reimbursement.
 - From this invoice, click on 'Input Journal'.
 - Against 'Type of Journal' click on the box and choose 'REFUND CHEQUE', (choose this also for direct deposit transfers).
 - Tab to the next box, 'Alternative Description' and type to whom the credit is being sent, e.g. REFUND TO PATIENT followed by the chq number eg 002345. For direct deposits, enter the description as 'REFUND TO PATIENT D/D'.
 - Tab to the next box, 'Amount' and enter amount being reimbursed
 - Tab to 'Add' – this has now brought the account to zero.
10. Click 'reprint' box against the invoice to obtain a copy of the invoice with the zero balance owed and attach to the refund cheque. Mail to recipient. If this is a direct deposit transfer, also send a copy of the invoice.
11. Document comments in Webpas stating refund has been sent. If direct deposit transfer, state when the transfer was carried out.
12. Dispose the copy of the cheque requisition from the patient accounts folder into the shredding bin.

Reviewed By

Manager – Revenue Services

Director – Finance and Information Management

Director – Human Resources and Engagement

Related Documents

7-706 - Cheque Requisition

References – No references.