

**UNIVERSITY OF KANSAS  
WATKINS HEALTH SERVICES  
BUSINESS OFFICE**

<b>NUMBER:</b> <p style="text-align: center;"><b>BO-214</b></p>	<b>ISSUE DATE:</b> <p style="text-align: center;"><b>02/01/01</b></p>
<b>TITLE:</b> <p style="text-align: center;"><b>Refund Process</b></p>	<b>REVISED:</b> <p style="text-align: center;"><b>09/18/18</b></p>
<b>TITLE OF OWNER :</b> <p style="text-align: center;">Business Operations Manager</p>	<b>APPROVED:</b> <p style="text-align: center;">Associate Director</p>

**PURPOSE:**

To ensure a process for the timely refund of any overpayment on a patient's account.

**POLICY:**

Overpaid accounts will be monitored and a refund processed to the appropriate party on a monthly basis.

**PROCEDURES:**

1. Patient Refunds
  - Before each invoice printing go to:
    - 1.1. Open Billing
    - 1.2. Organization
    - 1.3. Browse Tickets
    - 1.4. Status: Overpaid
    - 1.5. Search
    - 1.6. Apply patient credits to any new patient charges, if applicable
2. On a monthly basis, run the above list. If the account has no new charges and there are no charges pending insurance, the refund can be processed to the patient.
  - 2.1. Student refunds are processed within Enroll & Pay, via group or individual posting. Refund transactions are created as a "Watkins Payment".
  - 2.2. Post the refund to the Student's PnC account, using the refund transaction code REFPATCHK.
3. Insurance Company and KU Athletics Refunds
  - Insurance and KUAC overpayments will be applied to the specific patient's account.
  - Business Office staff will notify the Insurance Company or KUAC in the event that overpayment has occurred and request recoup payment from a future invoice/payment.

**This document is on file with the KU Policy Library.**