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
   1.1. Before each invoice printing go to:
       1.1.1. OpenBilling => Organization => Ticket Browser => Search for dollars < zero
           => Then, apply credit to any new charges if applicable

   1.2. On a monthly basis, run the above list. If the account has no new charges to allocate the credit to and there are no charges pending insurance, the refund can be processed.
       1.2.1. From the above list, print the appropriate statement for patient and insurance credits.
       1.2.2. Allocate to charges if applicable.
           • Record on the statement who gets the refund (ex: KUA or patient).
       1.2.3. Use the appropriate refund transaction code to refund the appropriate amount (Refpatchk—for patient or Refins—for insurance).
       1.2.4. Balance refund batch to the statement amounts refunded.
       1.2.5. Bursar’s Office is provided a document containing patient name, ID#, dollar amount to be refunded, the address refunding to and vendor #.
       1.2.6. Any refunds concerning KUA overpayments on student athlete accounts are reported to KUAC by providing similar information as above as well as the date of service.
       1.2.7. Process the refund on PeopleSoft (see item #3 below).

2. Insurance Company Refunds
   2.1. Insurance overpayments will be applied to the specific patient's account.
   2.2. Insurance credits will be processed for refund each month, and will be managed in accordance with the protocol preferred by the respective insurance company.
   2.3. Process the refund on PeopleSoft (see item #3 below).
3. PeopleSoft Procedure
   3.1. Vendor needs to be created within PeopleSoft (FSKU) by doing the following:
      • From PeopleSoft menu choose “Vendors”
      • “Add New Value” under vendor information.
      • Fill in Vendor Short Name (Last name, First name) as much as will fit in space.
      • Vendor name (First Name Last Name) complete
      • Classification—(Individual-if have SSN or Internal—if no SSN)
      • TIN: enter SSN or leave blank if SSN not available.
      • Check for duplicate—(if there is a duplicate vendor-check “Review Vendors” from menu to see if address etc is same.
      • If no SSN write “Refund” in description under address tab.
      • If no duplicate account proceed entering vendor address under address tab and save.
      • Record vendor number on statement printed above.
      • After a couple days check to see if the vendor has been approved by checking “Review Vendors” from menu and entering the vendor #.
   3.2. Once vendor has been approved proceed processing the refund by:
      • From PeopleSoft menu choose Accounts Payable, Vouchers, Regular entry.
      • Type in Vendor number, which should fill in name.
      • Invoice number (Student # or PnC assigned #)
      • Current date
      • Amount being refunded, then click Add.
      • Comment section enter “Refund” if patient or “Refund Insurance (comp name).
      • Payment Comment enter “SHS Overpayment”.
      • Account # = 22062
      • Fund = 510
      • Org = 8830000
   3.3. Print the refund logs from PeopleSoft.
      • Balance the refund log with the refund batch from PnC and document listing refunds.
      • The report with lines is signed by someone other than the one processing the refund, attach to the word document and send to the Bursar’s office for processing. (Attach and letters to insurance companies explaining the refund)
      • The report without lines is signed by the person that processed the refunds, attached to a copy of the word document, refund batch and any letters that may have been typed for the refund and filed in the Business Office for 3 years.
4. Once the refund is complete enter a “comment” in Point and Click stating amount refunded, name to whom the refund is being sent, and his/her address.

Reference:
BO-100 Statement Printing