

Good Samaritan Health & Wellness Center
Policies and Procedures

Subject: AR Credit Balances and Refunds Policy #: 3.22.11

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Approved by:

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3.22.11 AR Credit Balances and Refunds

Policy: Credit balances on patient accounts are to be promptly refunded to patients or to insurance companies when it is determined there have been overpayments.

Purpose: To refund patients and insurance companies when they've overpaid GSHWC.

Procedures:

Refund Types and Resolutions

1. A credit balance report will be generated monthly from eClinicalWorks EHR/Practice Management system (eCW) and:
 - a. The billing department will use the credit balance report to determine any patients or insurance companies that are due refunds.
 - b. Supporting documentation from the billing system eCW along with a completed refund request form will be completed and forwarded to the CFO. The documentation should include the name of patient or insurance company, mailing address, and the amount of refund.
 - c. Once approved by the CFO, the refund request form will be forwarded to accounts payable department for processing the refund payment.

Patients will not be refunded overpayments when the credit balance on their account is a result of their insurance carrier's overpayment.