

**Good Samaritan Health & Wellness Center**  
Policies and Procedures

Subject: Cash Receipts	Policy #: 3.11
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Approved by:	Effective Date: 7/21/2016

### 3.11 Cash Receipts

**Policy:** It is the policy of GSHWC to control cash receipts from all sources and to collect payment for services at the time the service is provided, if such payment is required (co-pays, sliding fee discounts or self-pay patients). If payment is not available at the time of service it will be recorded as a balance on the patient's account, not to create a barrier to care.

**Purpose:** To protect GSHWC's incoming receipts of cash, checks, and electronic funds transfers; to establish how receipts will be processed by GSHWC in order to accurately account for third-party and patient payments and to establish internal control processes for payments.

**Procedures:**

**1. Mail Receipts**

- a. Mail receipts are opened by the administrative assistant or other designee by the CEO and the administrative assistant.
- b. Administrative assistant separates the paper checks into self-pay, insurance payments and miscellaneous receipts not related to patient accounts. Explanation of Benefits (EOB) are separated from checks, copies are made of checks with no EOBs and then all given to the billing department for posting to patient accounts in eClinicalWorks EHR/Practice Management system (eCW).
- c. Administrative assistant gives original checks to the CEO and the CEO places the checks in the safe located in the Wilber building.
- d. The appointed volunteer collects the checks from the safe along with patient cash payments from the front office and pharmacy, prepares the deposit and takes to the bank. A copy of the deposit slip along with the deposit reconciliation is given to the accounting assistant and and development director for posting into

ACS financial system and Blackbaud eTapestry system for grant, contributions and donation management.

## **2. EFT Receipts**

- a. The electronic remittance advises (ERA) for EFT payments are downloaded and posted to patient accounts by the billing coordinator. The denials are worked as the payments are posted.
- b. The CFO prints the EFT deposits from online banking weekly and gives to the accounting assistant to record in ACS financial system. CFO also gives a copy to the billing coordinator to confirm electronic remittance advises in eCW.

## **3. Front Office Receipts**

- a. The medical receptionist that receives payments from patients and will issue receipts from for payments made by patients.
- b. Medical receptionists follows procedures outlined in Policy 3.12 Imprest Funds & Daily Deposits.
- c. On a weekly basis the accounting assistant will enter the daily deposits to the appropriate bank account in ACS.

## **4. Drawdowns**

- a. GSHWC receives federal grants and directly draws down funds into an established GSHWC bank account. The drawdowns are made at least every month to cover federal expenditures and will be spent within 72 hours after receipt.