
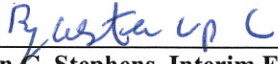




COBB COUNTY COMMUNITY SERVICES BOARD
DOUGLAS COUNTY COMMUNITY SERVICES BOARD

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Policy # 2513	Credit Balance Policy
Origination Date: May 1997	
Revision Date: March 2004; March 11, 2008; April 2, 2009, Sept 13, 2012	
Reviewed Date: March 2005; March 15, 2006; March 9, 2007; April 14, 2010; Oct. 5, 2013; November 20, 2014; October 17, 2016	
Approved:	
 Paul Ascari, Chief Financial Officer	 Bryan G. Stephens, Interim Executive Director

POLICY:

It is the policy of the Cobb County Community Services Board and the Douglas County Community Services Board to ensure that proper reconciliation occurs when a client's account has a credit balance

PROCEDURE:

1. Accounts reflecting an overpayment are reviewed to verify that an actual overpayment was made. This reconciliation is done by pulling the original Explanation of Benefits (EOB) and comparing what was entered into the system. The clients claim balance is then reviewed to ensure the money was not posted to the wrong line item.
2. After it has been determined that the account does reflect a true overpayment, the records are checked for other outstanding debts. If no other debts are found, the Billing Clerk completes a refund request form. The refund request will only go to the person or insurance company who overpaid the account.
3. The Refund Request Form must provide the following details about the payments received:
 - Client name, date of birth and account number
 - Payments received, date paid, and amount of payment, form of payment
 - Amount posted to the account
 - Refund amount due
 - Explanation of the refund (with supporting documentation)
 - Chart of accounts number, the service location, and type of service
 - Payee
 - Mailing address for refund check (with dept name if known)
 - Name of person who researched the account
4. The Billing Manager should review the refund request form and the client's account. The Billing Manager will approve the refund, sign and date the form. The form is then forwarded to the accounts payable department for processing.

5. The accounts payable department issues the check and sends the refund check along with the refund request form back to the Billing Department. The Billing Clerk mails the check to the appropriate party along with a letter explaining the reason for the refund.
6. The Billing Clerk will debit the amount refunded in the system to remove the credit balance, once the check has been received back from Accounting and mailed.