
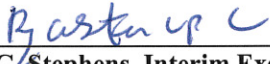




**COBB COUNTY COMMUNITY SERVICES BOARD  
DOUGLAS COUNTY COMMUNITY SERVICES BOARD**

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<b>Policy # 2519</b>	<b>Unapplied Cash Policy</b>
<b>Origination Date: May 1997</b>	
<b>Revision Date: March 2004; March 11, 2008; April 2, 2009; August 16, 2010;</b>	
<b>Reviewed Date: March 2005; March 15, 2006; March 9, 2007; Sept 20, 2012, Oct. 5, 2013; Nov 20, 2014; October 17, 2016</b>	
<b>Approved:</b>	
 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 identify and refund money that cannot be applied to a client account or does not belong to the agency.

**PROCEDURE:**

1. When payments have been received that cannot be applied to a specific account, the Billing Clerk posts the payment in the computer system as an unapplied payment and completes a refund request form to issue a refund to the payer and or patient. This transaction leads to a credit on the clients account.
2. This money is held in an unapplied status for 90 days. After the 90 day period of time has passed, a refund request is made and the original payer is refunded.
3. The refund request form must include the client name and account number. It also must include the amount posted to the account and who posted the account.
4. The Billing Manager reviews the refund request form and the client's account. The Billing Manager then approves the refund and forwards the approved refund request form to the accounts payable department for processing.
5. No Refund Request will be approved and forwarded unless appropriate documentation is attached.
6. Appropriate documentation to be submitted with refund would be a copy of the original check, a current client balance form, and/or a refund request letter from the original payer.
7. All payments made for refunds must be made/returned to the person or company who made the overpayment.
8. The accounts payable department issues the check and sends the refund request form, back to the Billing Department. The Billing Clerk adds note to the system and files with original request. The note should include check number, date of check, amount, and address and where the check was sent.