POLICY | PURPOSE STATEMENT:
The purpose of the policy is to establish a formal process at TTUHSC SON Larry Combest Community Health & Wellness Center clinic business office for maintaining cash fund in accordance with TTUHSC Policy and clinic business office collections.

SCOPE:
This policy and procedure applies to and will be distributed to the TTUHSC SON Larry Combest Community Health & Wellness Center clinic business office collection points and custodians.

NOTICE:
In addition to this policy the Combest adheres to the following institutional operating and ambulatory policies and procedures:

5. TTUHSC OP 50.21 Cash (Change) Funds: [http://www.ttuhsc.edu/hsc/op/op50/op5021.pdf](http://www.ttuhsc.edu/hsc/op/op50/op5021.pdf)
6. TTUHSC Position Description: SON Combest Center Lbk Patient Services Specialist Position
7. TTUHSC-SON-Larry Combest Community Health and Wellness Center Patient Services Specialist Manual: updated according to clinic flow, Electronic Medical Record and patient care needs.

DEFINITIONS:
1. Cash Collections- payments to TTUHSC in the form of currency, coins, checks, credit cards, warrants, wire transfers or other forms of valuable consideration.
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2. Cash Collection Points and Custodians- Each location involved in regular collections of cash is considered a cash collection point and must appoint a cash collection custodian. Cash collection custodians are responsible for establishing and maintaining cash handling procedures, safeguarding cash collections, and communicating cash handling procedures to supporting staff.

3. Deposit Custodians- Deposit custodians are responsible for ensuring that deposits are made to the secondary depository (depositories) in a timely manner. Deposit custodians must establish internal controls and maintain comprehensive written procedures for proper cash and deposit handling (see HSC OP 50.08).

4. HRSA-Health Resources and Services Administration

5. FQHC-Federally Qualified Health Center

PROCEDURE:

I. Basic Information
   a. Title of Cash Collection Custodian- Clinic Office Manager
      i. In absence of Cash Collection Custodian the Finance Director will act on their behalf.
   b. Location of Cash Collection Point: Front office check-in and check-out locations
   c. Sources of Collections: Patient Services Specialists collect co-pays and fees for services during patient registration process
      i. Clinic office collections consist of co-pays and fees collected for Medicare, Medicaid, Commercial insurance and Sliding Fee Scale.
      ii. Collect cash, checks, and credit cards while maintaining a cash drawer with end of day reconciliations.

II. Receipt Information
   a. Receipts are provided in person to patient at the time payment is issued for cash, check or credit card.
   b. Receipts are recorded in the computer system and applied to account when payments are received through mail; and statements are sent to reflect the receipt of payment.

III. Departmental PSS (Patient Services Specialist) Cash Drawer management
   a. Must complete TTUHSC Cash Fund Training before a cash drawer is assigned to you.
   b. Referenced from HSC OP 50.07
      i. PSS cash drawer must always be locked when you are not working at your station. Failure to do so will result in disciplinary action.
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ii. Each PSS is responsible for maintaining the cash that is distributed to them daily.

iii. Receipt of Cash, checks or credit card in person

1. Cash received in person must be recorded on a cash register, if available, and a cash register receipt must be given to the customer. If a cash register is not available, then pre-numbered receipts must be utilized and a copy of the receipt must be given to the customer.

2. For billing purposes, all receipts must contain the patient’s name, Date of Service (DOS), Medical Record Number (MRN), method of payment (cash, check, and credit card) and amount paid.

3. One receipt per patient payment and DOS

4. All checks received must be endorsed immediately with a restrictive TTUHSC endorsement stamp.

5. We do not accept post-dated checks.

6. Copies of ALL Checks should be submitted to supervisor during reconciliation at the end of the business day.

7. Cash collection points must not accept postdated, third-party, or altered checks. (For more information on handling altered checks, see HSC OP 50.11.)

8. All voided transactions must be approved and initialed by the cash collection custodian.

9. Only one cashier can be allowed access to a cash register or cash drawer during a single shift. Transfer of accountability must be documented if funds are passed off from one cashier or custodian to another. The cashier or custodian accepting the funds must verify the funds and initial and date the mail log, balancing sheet, or deposit backup.

10. Cash and supporting documentation must be stored in a locked safe or similarly secured area until it is deposited.

11. Keys for cash drawers are stored in a locked safe or similarly secured area.

12. For policies specific to receipt of payment by credit card, refer to HSC OP 50.08, Section 9(c).
Policy and Procedure

13. Credit Card Machine Settlement must occur at the end of each business day (HSC OP 50.08, Section 9(c.).)

iv. Daily Reconciliation of Cash Receipts.
   1. All cash collected must be balanced daily by comparing the total cash on hand to the cash register totals, pre-numbered receipt totals, and/or mail log totals, as applicable.
   2. Balancing will ALWAYS occur with your supervisor present.
   3. Will occur once at the beginning of your shift and at the end of your shift.

v. Cash Drawer Discrepancies (HSC OP 50.07)
   1. All must be reported immediately to your supervisor.
   2. All shortages greater than $10 must be reported immediately to Accounting Services via your supervisor. Accounting Services will determine the action necessary to reimburse the account and/or to record the shortage in the financial system.
   3. All shortages greater than $100 or losses occurring from known or suspected theft must be reported immediately upon discovery to Audit Services and to the Texas Tech Police Department (in addition to notifying Accounting Services) via your supervisor.
   4. Overages must be entered into deposit and a cash receipt must be created into designated account; Custodians must remain cognizant of all overages since they could represent missing receipts.

vi. Void, Errors and Other Adjustments
   1. ALL Refunds (Deletions) are not permitted without supervisor approval.
   2. Any errors and other adjustments must be reported to your supervisor during reconciliation as they must be approved and properly documented before the close of the business day.
   3. Credit Card adjustments/corrections
      a. Must be reported to supervisor for assistance
      b. Must be reported before Settlement occurs to properly reconcile before the end of the business day.
IV. **FQHC and HRSA requirement:** no patient will be denied health care services due to an individual’s ability to pay for such services by the health center, assuring that any fees or payments required by the center for such services will be reduced or written off.

   a. **Financial Agreement**—must be offered to patients to assist them in their ability to pay and meeting their financial obligation.

   b. **Sliding Fee Scale Discounts** are offered to those who qualify

V. **Segregation of Duties**—the process for ensuring that the functions of cash collections, deposit preparation, and collection reconciliations are exclusively segregated. (HSC OP 50.21 3(a) Cash Fund Control Plan)

   a. **Front office collections:**
      i. Patient Services Specialist Supervisor or appointed administrator distributes daily cash fund to Patient Service Specialists for cash drawer collection preparation.
      ii. Only Patient Services Specialists collect and receipt face-to-face payments issued by patients during the check-in and check-out process.
      iii. Patient Services Specialist Supervisor or appointed administrator assist in the reconciliation of daily cash fund and cash drawer with Patient Service Specialists.
      iv. Patient Services Specialist Supervisor or appointed administrator places all Patient Services Specialist collections in the designated safe.

   b. **Mail collections**
      i. Administrative Assistant opens and logs the checks received in the mail.
      ii. Administrative Assistant gives received checks to Cash Custodian.
      iii. Cash Custodian confirms check receipt using log.

   c. **Deposit**
      i. Cash Custodian records all cash received and matches to daily reconciliation logs and batch control slips
      ii. Cash Custodian enters collections into TTUHSC Student Business Services system under Cash Receipts
      iii. Appointed Administrator verifies deposit
      iv. Monies are securely delivered to Student Business Services
RESPONSIBILITIES | REVIEW | REVISIONS:
It is the annual responsibility of the Finance Manager and Finance Administration at TTUHSC SON Larry Combest Community Health & Wellness Center to initiate and review this policy to comply with HRSA and FQHC requirements. It is the responsibility of the Policy & Procedures Committee to review necessary revisions presented by the Finance Manager and administration for administrative management of this policy.

RIGHT TO CHANGE POLICY:
TTUHSC SON COMBEST reserves the right to interpret, change, modify, amend or rescind this policy in whole or in part at any time to reflect changes in policy and/or law.