



MONTANA STATE HOSPITAL POLICY AND PROCEDURE

OPERATION OF PATIENT DEPOSIT FOR MSH

Effective Date: June 3, 2020

Policy: BS-03

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- I. **PURPOSE:** To establish guidelines for the operation of the Patients Accounts Office of Montana State Hospital (MSH).
- II. **POLICY:** The Patient Accounts Office is the official depository for funds of patients admitted to MSH.
- III. **DEFINITIONS:** None.
- IV. **RESPONSIBILITIES:**
 - A. **Chief Financial Officer (CFO):** Ensuring procedures for appropriate operations of Patient Accounts.
 - B. **Accounting Supervisor, Accountant, Accounting Technician (Patient Accounts), and Accounting Clerk (Claims/Receipting Clerk):** All procedures according to this policy.
 - C. **Social Worker:** Requesting monthly statements for patients on their unit. This report will detail each patient's financial status and should be used by the treatment unit to make decisions relating to a patient's financial resources. This report should be considered *highly confidential*. It will be the Program Manager's responsibility to insure its confidentiality. Updated balances on an individual patient may be obtained by the Social Worker or Program Manager by contacting Patient Accounts on an as needed basis.
 - D. **Admission Staff:** Receive money and verify with the patient and Business Office staff or other witness of money received.
- V. **PROCEDURE:**
 - A. The following detailed procedures set forth how money is to be deposited and withdrawn from the individual account of the patient.
 - B. **RECEIPT OF PATIENT FUNDS UPON ADMISSION:**
 1. Upon the admission of a patient, the Front Desk/Admission Staff initially receives the funds from the patient and issues a receipt for the amount received. The receipt is to be signed by the patient. In the event the patient cannot or will not sign the receipt, a notation on the receipt as either, "Patient unable to sign," or "Patient refused to sign," followed by dated signatures of **TWO (2)** staff members

is required. The *original receipt* is retained in the patient's medical record. The *second copy* will accompany funds to the Receipting Clerk in the Business Office. The *third copy* is given to the patient. In the event the patient is not capable of receiving the receipt, it is to be kept with the patient's other articles retained in the Admission Office. If the admission is classified as an emergency or court ordered detention, the funds will stay in the Admission Office safe for the patient's next appearance in court. If the admission *is not* during normal Business Office hours, the funds and receipt are put in the drop box at the Front Desk and the Accounting Technician is notified the *next business day* for retrieval. The Accounting Technician retrieves funds from the drop box at the Front Desk and verifies funds with Admission Clerk each business day. If the admission *is* during normal hours, the Admission Clerk will put funds and receipt in the drop box at the Front Desk and contact the Accounting Technician for retrieval.

2. The Accounting Technician submits the funds and receipts to the Receipting Clerk. The *original receipt* (white copy) is sent to the treatment unit Ward Clerk to give to the appropriate Social Worker. At the end of the business day the Receipting Clerk delivers the funds along with the *second copy* (yellow copies) to the Accountant who then logs the receipts into the receipt book and spreadsheet and prepares the daily deposit. The *third copy* (pink copy) is delivered to Patient Accounts for appropriate recording within the Patient Account system and is then filed numerically in the Business Office. All checks received by the Receipting Clerk are to be *immediately* stamped "**For Deposit Only**". The Accountant responsible for deposits will store all funds in the Business Office safe until the deposit is picked up by the teamster and the deposit is made. Deposits will be made in accordance with Chapter 2-1210.20 Montana Operations Manual, which instructs deposits to be made when the accumulated amount of coin and currency exceeds \$100.00 **or** total collections exceed \$500.00. All monies are deposited on a daily basis.

3. After preparing the deposit *and* before the deposit is made, the Accountant will submit the receipt book and the deposit slip to the Payroll Supervisor, Accounting Clerk, Accounting Supervisor, or the CFO for comparison and verification. The reviewer will initial both the receipt book and the deposit ticket to signify that the amounts are in agreement. The funds are then returned to the safe until the teamster picks it up and delivers it to the appropriate banking facility. The teamster is responsible for immediately returning the bank deposit receipt to the Accounting Technician. The Accountant will attach the bank deposit receipt to the appropriate series of receipts and submit to the Accounting Clerk to record in Excel spreadsheet and file. If the bank deposit receipt is not returned to the Accounting Technician the same day the deposit was given to the teamster, the Accounting Technician will report the incident to the CFO and Accounting Supervisor and will initialize a search for the funds and/or bank deposit receipt. Findings are to be reported to the CFO.

C. PATIENT FUNDS RECEIVED ON THE WARDS:

1. Patients are to retain no money in their custody at any time. Exceptions are granted for appropriated authorized special events.
2. All funds are to be deposited in Patient Accounts. When a staff member receives patient funds, the funds must be deposited in the patient's account and a receipt is to be written for the amount received. If the funds are received from the Patient, the receipt is to be made out to the patient. If the funds are received from a third party, the receipt is to be made out to that third party with "For: Patient's Name" the deposit is being made. Funds are not to be given back to the patient once a receipt has been issued. The *original receipt* is given to the patient or third party. The *yellow copy* along with the funds is given to the Receiving Clerk. The *pink copy* is retained in the book on the treatment unit. The receipt is to be signed by the Program Manager or designated representative. The receipt book is kept at the treatment unit's nurses station. If the funds are received during regular business hours, the funds are not to be kept on the treatment unit and must be deposited immediately in Patient's Accounts. If the funds are not received during regular business hours, the funds are to be placed in an envelope with the patient's name, number, the date, treatment unit, and amount indicated on the front. The envelope is then placed in the drop box at the Front Desk. Under no circumstance should the money remain on the treatment unit. The Accounting Technician is to be notified the next business day for retrieval.
3. Funds are to be delivered to the Receiving Clerk by the treatment unit Ward Clerk or designated person. The Receiving Clerk will issue a receipt to the delivering individual indicating on the receipt the patient to whom it is to be credited. The *original receipt* (white copy) is given to the person delivering the funds and is to be returned to the patient. The *second copy* (yellow copy) and the funds are delivered to the Accountant. Funds will be deposited in the appropriate bank. The *third copy* (pink copy) is delivered to the Accounting Technician (Patient Accounts) for recording to the patient's account and filing.

D. AUTHORIZED TREATMENT STAFF SIGNATURES:

1. Each treatment unit is required to maintain a list of staff members authorized to sign special withdrawal requests as the treatment team member and also on behalf of patients. A copy of this list must be maintained on the treatment unit with the original on file in Patient Accounts. When a change is necessitated on the list, such changes must be forwarded to Patient Accounts.

E. REQUEST FOR MONEY TO PAY BILLS OF PATIENTS:

1. When community bills, including medical expenses, follow the patient to MSH, the bills will *NOT* be paid from the patient's account unless authorization for such payment is given by the patient and the treatment unit Program Manager.

2. Authorization for payment is given by completing the Request for Approval to Release Funds from Patient Accounts Form (Attachment B). This form is initiated by the treatment unit and forwarded to Patient Accounts where the current financial information is completed.
3. It is then forwarded to the Accounting Supervisor or Accountant for a recommendation to approve or not to approve based on the current financial status of the patient. Upon determination of funds being issued from the patient's account, the Accounting Technician processes a check in the amount requested. The check is then attached to the properly authorized documentation and presented to *two* (2) of the authorized signatories for signature.
4. Signatories authorized are the CFO, Accounting Supervisor, Accountant, Payroll Supervisor, Purchasing Agent, and Quality Improvement Director. After *two* (2) signatures are received, the check is properly delivered and the documentation for withdrawal is filed in the patient's operating file.

F. CANTEEN ORDERS:

1. All patients are required to sign a Cashless System Agreement prior to being able to obtain items from the canteen. This procedure also pertains to patients on D Unit and at FMHF who do not have campus privileges and wish to purchase items at the canteen. The order, the original and *two* (2) copies, is initiated at the treatment unit and is listed on the Canteen Order Form (Attachment E). List alphabetically by patient's last name first, including patient's file number in front of the name, and *two* (2) treatment team member's signatures are required. The order is then sent to Patient Accounts no later than 10:00 a.m. on the day before the unit is scheduled for updating their spending authority at the canteen.

The canteen system will not allow the patient to spend more than their weekly allowance. The order is then sent to the canteen to be completed. After the order is filled, it is delivered to the unit or FMHF via a teamster, except for the daily pop run which the unit staff will be responsible for picking up. All copies of the order are priced at the canteen. The *original order* is returned to Patient Accounts along with a copy of the cash register receipt broke down by individual patient. The *second copy* of the order accompanies the merchandise to the treatment unit along with the original cash register receipt for the patient to sign and then the unit sends the signed receipts to Patient Accounts. The *third copy* of the order remains at the canteen. The orders are checked by unit staff immediately upon receipt. Patient Accounts and the canteen should be notified of any errors discovered.

G. FUNDS WITHDRAWALS:

All patients are required to sign a Cashless System Agreement (Attachment C) prior to being able to obtain items from the canteen. The request originates at the treatment unit and is entered in TIER on the Funds Withdrawal Request Form

(Attachment E). Listed alphabetically with the patient's last name first after the patient's hospital number. **Two (2)** treatment team members must sign the request. All funds withdrawal requests for the week must be submitted to Patient Accounts by 10:00 a.m. the day prior to the unit's funds day. Patients will not be able to purchase items on their fund day until after 12:00 p.m. This gives the Business Office time to close out the spending accounts from the previous week, post amounts to individual accounts, verify funds remaining and post updated spending authority for the upcoming week. Funds setup at the canteen will remain at the canteen until the next dispersing day for the treatment unit, unless the patient is discharged. Cashless System Procedures (Attachment D) lists the steps involved for the cashless system. Funds will be dispersed according to the following schedule:

- Monday at 12:00 p.m. – E-Unit
- Tuesday at 12:00 p.m. – Johnson, McCollom, Mickelberry, Pintlar and FMHF (Pods A, B, C and D) Teamster will pick up items from Canteen after 12:00pm.
- Wednesday at 12:00 p.m. – D-Unit
- Thursday at 12:00 p.m. – Spratt, A-Unit and B-Unit

Any patient not on the Funds Withdrawal Request List will not be issued funds during the week, unless an emergency or a special circumstance arises. If such conditions exist, a Funds Withdrawal Request Form (Attachment E) is submitted to Patient Accounts and forwarded to the Accounting Supervisor, Accountant, or CFO for approval. Once approved it is submitted to Patient Accounts for withdrawal of funds. If not approved, the Accounting Tech (Patient Accounts) will respond in writing to the treatment team specifying the reason for disapproving. Regarding new admissions and patients receiving funds after their unit's regular day, the unit will be responsible for doing a Request for Approval to Release Funds from Patient Accounts Form (Attachment B) and send to Patient Accounts for processing. If the request is received before 10:00 a.m. the spending authority will be in place at the canteen by noon and requests received after 10:00 a.m. the spending authority will be in place at 4pm that day.

H. CATALOG ORDERS:

1. Orders for merchandise from mail order catalogs are initiated at the treatment unit. The completed order is forwarded to Patient Accounts along with Request for Approval to Release Funds from Patient Accounts Form (Attachment B). Patient Accounts will indicate the balance in the account and then forward the request to the Accounting Supervisor or Fiscal Bureau Chief for approval. Upon receipt of the approved request, a check is issued on behalf of the patient and the order sent to the appropriate company. The request is filed in the month end file by check number in Patient Accounts.

I. SHOPPING TRIPS:

1. This procedure is to obtain money from Patient Accounts for the patients participating in an organized shopping trip. A Request for Approval to Release Funds from Patient's Account Form (Attachment B) is completed and submitted at least **three (3)** days prior to the date of the shopping trip. This will ensure sufficient funds are on hand for the daily transactions and the additional for the shopping trip. If forms are not received **three (3)** days prior to the trip, individual checks will be issued to each patient participating in the shopping trip. The ward clerk, or an authorized person from the treatment unit, can collect the checks from Patient Accounts on the day of the shopping trip. The person collecting the checks must sign an acknowledgement of receipt of the checks. Upon returning from the shopping trip, the accompanying staff member and the patient must complete a Patient Shopping Trip Report Form (Attachment F). This form is to be completed and returned to Patient Accounts within **one (1)** working day of the shopping trip. If any unspent funds are also being returned, the funds should first be presented to the Receipting Clerk who will issue a receipt as previously outlined. The **receipt copy** for Patient Accounts is to be attached to the report form prior to delivering the form to Patient Accounts. Upon receipt of the form, it will be attached to the Special Withdrawal Request Form authorizing the shopping trip.
2. All items purchased on the shopping trip must be listed along with the purchase price. In addition, a receipt must be attached to the form. The only exceptions to receipts being required are soft drinks and meals costing less than \$2.50.
3. The staff member accompanying the patient on the shopping trip and the patient must sign the Patient Shopping Trip Report Form. If the patient is incompetent, the appropriate Program Manager, or designee, must sign the form on the witness line.

J. DISCHARGES OR HOSPITAL LEAVES:

1. This procedure is to be used when a patient is leaving on an extended home visit, convalescent leave, or final discharge. Patient Accounts must be notified at least **forty-eight (48)** hours before the date of departure. This will enable Patient Accounts to determine the amount of money in the patient's account along with how much care and maintenance is to be held and if the patient has any outstanding bills. A Special Withdrawal Request Form (Attachment A) is completed. The form is then delivered to Patient Accounts where a check or cash will be issued for the total amount in the patient's account less any amounts determined from the above noted investigation.
2. Patients being discharged to a rest home or another hospital will be allowed to withdraw \$25.00 cash for miscellaneous expenses and the remainder will be issued in the form of a check and will accompany the patient. In cases where

Patient Accounts is not aware of a discharge, funds will be sent immediately by mail to forwarding address upon notification of the discharge.

3. If a discharge by any of the above methods is cancelled, Patient Accounts is to be notified *immediately*. A forwarding address on each discharged patient must be given to Patient Accounts.
4. For **weekend** or **after business hours discharge**; arrangements will be made as listed above. The Discharge Coordinator will pick up the funds from Patient Accounts and the Security Officer will be notified to meet the Discharge Coordinator at the Front Desk so the funds can be put in the floor locked box until actual discharge. A log will be kept indicating the patient's name, who is delivering the funds, who is placing them in the locked box and the amount. At the actual discharge time, Security Officer will meet a staff member from the treatment unit at the Front Desk to retrieve the funds from the box. Again, the log will be filled out indicating the date, time, Security Officer retrieving funds, the staff member receiving the funds, and the amount verified.

K. RESIDENTS RELEASED TO OTHER INSTITUTIONS:

1. This procedure is to be followed when a patient is transferred to other state institutions. Patient Accounts is to be notified at least *forty-eight (48)* hours before the date of departure. This will enable Patient Accounts to determine the amount of money in the patient's account along with how much care and maintenance is to be held and if the patient has any outstanding bills. A Special Withdrawal Request Form (Attachment A) is to be completed. The form is to be delivered to Patient Accounts where a check will be issued payable to the institution to which the patient is being transferred. The check will normally be forwarded to the proper institution along with the appropriate medical records. However, under no circumstances will the check be delayed more than *two (2)* business days after the patient transfer.

VI. REFERENCES: None.

VII. COLLABORATED WITH: Chief Financial Officer, Accounting Supervisor and Director of Nursing.

VIII. RESCISSIONS: BS-03, *Operation of Patient Deposit* dated February 22, 2016; BS-03, *Operation of Patient Deposit* dated May 6, 2015; BS-03, *Operation of Patient Deposit* dated May 1, 2011; BS-03, *Operation of Patient Deposit* dated November 17, 2004; BS-03, *Operation of Patient Deposit* dated May 15, 2001; BS-03, *Operation of Patient Deposit* dated February 14, 2000; HOPP 12-02P.112177, *Operation of Patient Deposit*, dated December 5, 1988.

IX. DISTRIBUTION: All hospital policy manuals.

- X. ANNUAL REVIEW AND AUTHORIZATION:** This policy is subject to annual review and authorization for use by either the Administrator or the Medical Director with written documentation of the review per ARM § 37-106-330.
- XI. FOLLOW-UP RESPONSIBILITY:** Chief Financial Officer.
- XII. ATTACHMENTS:** For internal use only.
- A. [Discharge Funds Request Form](#) (Short Form)
 - B. [Request for Approval to Release Funds from Patient Accounts](#) (Long Form)
 - C. [Cashless System Agreement](#)
 - D. [Patient Account Request](#) (Money Sheet)

Signatures:

Kyle Fouts
Hospital Administrator

Tracey Thun
Chief Financial Officer