

# ***SANILAC COUNTY COMMUNITY MENTAL HEALTH AUTHORITY***

## ADMINISTRATIVE PROCEDURE

**NUMBER: DA1049**

**NAME: POSTING PAYMENTS**

INITIAL APPROVAL DATE:	07/18/2001	BY: Administrative Committee
(LAST) REVISION DATE:	12/15/2022	BY: CFO
(LAST) REVIEW DATE:	12/14/2023	BY: Policy Committee
DISCONTINUED DATE:	N/A	REPLACED BY: N/A

I. **PURPOSE**

This procedure is to outline how to properly enter payments for services, into the EMR to the appropriate account of the individual we serve.

II. **APPLICATION**

Populations: **ALL**  
Programs: Direct - **ALL**  
Contracted - **ALL**

III. **PROCEDURE**

- A. The CFO, Executive Administrative Assistant, and Receptionist/Secretaries will give payments and any copies of receipts to the Finance Department (billing staff).
- B. A copy of each check will be scanned into the Reimbursement Payment Folder.
- C. Each payment will be entered into the individual's account using the billing system's posting payment method.
- D. If there is any discrepancy in the amount that was billed and the amount that was paid, a letter will be sent to the individual/guardian along with a statement reflecting the balance of the account. If an inaccurate payment from an insurance company is received, the claim will be reviewed, and a phone call will be made to the respective business to investigate why there is a difference. When appropriate the claim will be re-submitted with any needed supporting documentation.
- E. All monies will then be given to the Finance Department for deposit.

IV. **DEFINITIONS**

V. **STANDARDS**

VI. **ATTACHMENTS**

VII. **REFERENCES**