

# FINANCIAL MANAGEMENT 2.0

## Accounts Receivable -- 2.7

### Claim for Refund -- 2.7.g

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**Date** March 13, 2000

**Issued:**

**Date Last** March 23, 2011

**Revised:**

**Signature:**

A handwritten signature in black ink that reads "Cathy R. Taylor, DrPH, MSN, RN". The signature is written in a cursive style and is centered within a light gray rectangular box.

**By:** Cathy R. Taylor, DrPH, MSN, RN  
Assistant Commissioner  
Bureau of Health Services

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#### **POLICY**

If a patient has been overcharged for services, a Claim for Refund, FA-0765 may be submitted if the amount does not exceed \$10 and must be submitted if the amount the patient has been overcharged exceeds \$10.

#### **APPLICABILITY**

This policy applies to Local Health Department, Regional and Central Office personnel.

#### **PURPOSE**

To establish equitable and sound guidelines for refunding overcharges to individual patients.

#### **PROCEDURE**

The following procedures must be used when a patient has been overcharged for services:

1. When a patient has been overcharged for services in an amount that does not exceed \$10, a patient credit balance should be maintained.

2. Adjustments can be made to the account to correct the overcharge on the next patient visit.
3. If the patient requests a cash reimbursement, a Claim for Refund, FA-0765, should be submitted regardless of the amount.
4. If the amount the patient has been overcharged exceeds \$10, a Claim for Refund, FA-0765, must be completed and submitted to the FSS.

### **NECESSARY FORMS**

Claim for Refund, FA-0765

### **REFERENCE DOCUMENTS**

1. Rules of the Department of Health, Chapter 1200-17-2.
2. Rules of the Department of Finance and Administration, Division of Accounts, Chapter 0620-1-9

### **OFFICE OF PRIMARY RESPONSIBILITY**

Fiscal Services Section, Bureau of Health Services, (615) 741-7305