

BLUEGRASS COMMUNITY HEALTH CENTER

5.14 REFUND PROCESS

1. A refund is due to a patient once it has been identified that the patient has over-paid for services rendered on behalf of the clinic. Below are some examples of why a refund would be generated:
 - Incorrect Co-Pay
 - Supplemental Insurance that the patient forgot to mention
 - Incorrect Billing
 - Insurance coverage
2. Same day refunds are returned in the same method as the original payment.
3. Refunds due to a guarantor subsequent to the original date of service are refunded as follows:

Credit Card: Payments will be refunded to the original credit card once it has been identified that payment is due to the Guarantor on patient's account.

Cash and Check: If there are no prior debts on the guarantor's account, the refund will first be applied to prior debts of the guarantor. If there are no prior debts on the guarantor's account, monies will be refunded with the available cash on hand from the current day's deposit.

4. The Patient Refund Form will be signed and dated, and receipt will be attached to form and placed with batch. Billing office will retain all records

Date (s) Reviewed:
Revised Date (s): 11/24/15
Board Approval: 9/23/13; 12/14/15