
Indiana University School of Dentistry Policy

FIN-010-001

CATEGORY:

POLICY NO:

TITLE: Policy on Patient Account
Credit Balances and Refunds

SUBJECT: Patient Account Credit Balances and
Refunds

PURPOSE

The Indiana University School of Dentistry is committed to conducting business in compliance with all applicable laws and regulations. The purpose of this policy is to ensure that credit balances are handled appropriately.

SCOPE

This policy applies to all employees, faculty, and agents of Indiana University School of Dentistry.

DEFINITIONS

POLICY

Credit balances can be created as a result of multiple situations. Examples of credit balances include but are not limited to the following:

1. Paid twice for the same service by one or more insurer
2. Paid for services planned, but not actually performed
3. Paid in error for non-covered services
4. Overpaid due to errors calculating deductible and/or coinsurance amounts.

The steps below will be followed to identify and address credit balances.

1. The assessment of credit balances will be incorporated into operational management of all accounts receivable. Accounts will be identified for review on a monthly basis, and will be reviewed for completion of all activity in order to determine need for refund.
2. Credit balance refunds to third party payers should be made within sixty (60) days of identification, with the best practice being within thirty (30) days. If the resolution is not finalized, steps taken towards resolution must be documented.
3. Credit balances owed to the patient/guarantor will be reviewed for further planned treatment. If the patient's treatment is completed, and no further appointments are scheduled, refunds should be processed within sixty days of identification, with the best practice being within thirty days of identification. If the patient has future work planned and wishes to maintain a credit balance, this will be documented in the patient's account transactions notes. Credit balances of \$20.00 or less with future appointments scheduled will remain on the account until all future activity is completed, unless specifically requested to be refunded immediately by the patient/guarantor. Refunds for payments made by credit card will be processed on the card directly, within three days of approving the Customer's request for such refund, in compliance with the IU Payment Card Merchant Agreement.

REFERENCES:

PROCEDURES:

HISTORY:

Approval Date: 03/1/2008 ; Effective Date: 03/1/2008