

CAROLINA FAMILY HEALTH CENTERS, INC. PROCEDURE

TITLE: FIN-109P Charge Entry and Payment Posting

EFFECTIVE DATE: December 2003

SECTION: Finance

REFERENCE POLICY: N/A

RESPONSIBLE CHIEF OF STAFF: Chief Finance Officer

RESPONSIBLE COMMITTEE: Finance CIT

REVIEWED: 11/14, 09/16, 02/17, 09/18, 07/19, 07/26/2021, 07/17/2023, 02/16/2026

I. PURPOSE

The purpose of this procedure is to establish Carolina Family Health Centers, Inc. (CFHC, Inc.) guidelines for entering patient charges and posting payments in a manner that is consistent and in compliance with established internal controls.

II. PROCEDURE

1. At the beginning of each workday, the money and deposit slips from the previous workday are delivered to the Finance Department. Refer to *FIN-103 Cash Receipts*.
2. The Finance Department tabulates patient payments from the Receipt Activity Report and balances them to the cash, checks, and credit card payments. A copy of the *Daily Payment* forms is then forwarded to the Billing Department. Refer to *FIN-103 Cash Receipts*.
3. Billing department enters payments into the Electronic Health Record (EHR), and payments are applied to the oldest date of service first. A Payment Posting Batch Summary report is run by the user and batch to ensure totals match. Daily payment forms are compared.

When posting payments from an insurance remittance advice, the following procedure is followed.

1. The remittance advice and payment are received by the Finance Department and posted to the Financial Accounting System. Refer to *FIN-103 Cash Receipts*.
2. The Finance Associate forwards the remittance advice along with the daily check log to the designated Billing Associate, showing exactly what was posted to the Financial Accounting System. The Billing Associate is also responsible for locating and working on all zero-pay remittances. The Billing Department posts the payments from the remittance advice to the patient accounts as defined on the remit.
3. After payments are posted, the Payment Posting Batch Summary report is run from the EHR. The Payment Posting Batch Summary is matched to the check-log. All discrepancies are rectified prior to closing the batch. If the discrepancy is from finance (incorrect

insurance class on the check-log) the Finance Associate is notified. Refer to *FIN-103 Cash Receipts*.

4. The Chief Financial Officer and Billing Manager or Director of Revenue Cycle and Health Information Technology reconcile the Financial Accounting System and the EHR on a monthly basis.