

Sam Houston State University
A Member of The Texas State University System

SHSU Physician's Policy FO-PC-03

Patient Refunds

PURPOSE: To ensure patients receive prompt and accurate refunds in the event they have overpaid on their responsibility of medical services provided by SHSU Physicians. It also ensures the process maintains appropriate internal controls.

1. Clinic billing staff will work with the University Controller's Office to process patient refunds on a monthly basis.
 - a. Refunds will be verified and approved on an agreed upon date (monthly) by the clinic billing staff.
 - b. The verified refund request will be sent to the Controller's Office using a "Direct Pay form". One form must be used per patient receiving a refund. Multiple refunds to the same patient can be combined on one form.
 - c. The Controller's Office will verify the accuracy of the refund, approve, and route through standard SHSU accounts payable processes. This is required because of the limitations on the information that can be provided as backup. Since Controller's Office staff is required to have HIPAA training and access to the clinic billing software, they are acting as the "matching process" that is required by Accounts Payable.
2. Refunds are processed once the following requirements are met:
 - a. Refunds will be issued for any patient credit over \$5.00
 - b. Refunds will be issued in accordance with Tex Occ Code 101.352(h) that states if a patient overpays their account, physician will refund the amount of the overpayment not later than the 30th day after the date that an overpayment has been determined.
3. Patients with a credit balance will not be issued a refund if the following conditions exist:
 - a. Missing billing slip
 - b. Outstanding insurance charges (primary or secondary)
 - c. Outstanding patient charges
 - d. Voided Charges or transactions on an open claim
 - e. Charges sent to Collections
 - f. Prior charges written off to bad debt
 - g. Upcoming Appointments within the next sixty (60) days

Approved by Cabinet: January 2023

Next Review: January 2028