Monetary Securities

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Policy Statement:
South Central Louisiana Human Services Authority (SCLHSA) has the responsibility for safeguarding the various means of monetary securities collected for services rendered as well as safeguarding the currency exchanges with patients.

Procedure:
This policy applies to all employees who are responsible for collecting revenue for services rendered.

A. Cash
   1. Staff who are responsible for currency exchange with patients assume custodial responsibility for the currency presented by patients. Currency is kept in a combination lock box in a file cabinet located at the checkout desk at behavioral health sites. At the conclusion of each business day, the combination lock box is closed and locked then handed to the Administrative Coordinator Supervisor who verifies the contents and places it in the combination safe in the Clinic Manager/Director's office. The next business day, the Administrative Coordinator prepares a deposit for the previous day's collections.
   2. Staff who have access to the combination lock box include the Administrative Coordinators and Administrative Coordinator Supervisor at the clinic and the Fiscal Staff at the Administrative Office.

B. Personal / Company Checks / Money Orders
   1. Staff who are responsible for accepting a personal or company check when services are rendered ensure the payee is completed as SCLHSA. The check is stamped FOR DEPOSIT ONLY to the South Central Louisiana Human Services Authority Operating Account. The check is kept in a combination lock box in a file cabinet located at the checkout desk. At the conclusion of each business day, the combination lock box is closed and locked then handed to the Administrative Coordinator Supervisor who verifies the contents and places it in the combination safe located in the Clinic Manager/Director's office. The next business day the Administrative Coordinator prepares a deposit for the previous day's collections.
   2. In the event a personal or company, check is received via U.S. Mail. The staff responsible for incoming mail is responsible for recording in the Check Log the following information:
      a. Date Received;
      b. Date of Check;
      c. Check Number;
      d. From;
      e. Written To; and

f. Amount.

Checks received at:

- One of the SCLHSA's Behavioral Health Clinics, the Check Log and check are presented to the Administrative Coordinator who verifies the information, accepts the check, initials and dates on the Check Log and stamps the check FOR DEPOSIT ONLY to the South Central Louisiana Human Services Authority Operating Account. The check is kept in a combination lock box in a file cabinet located at the checkout desk. At the conclusion of each business day, the combination lock box is closed and locked then handed to the Administrative Coordinator Supervisor who verifies the contents and places it in the combination safe located in the Clinic Manager/Director's office. The next business day the Administrative Coordinator prepares a deposit for the previous day's collections.
- SCLHSA's Regal Row Office, the Check Log and check are presented to the Accountant Manager who verifies the information, accepts the check, initials and dates on the Check Log and stamps the check FOR DEPOSIT ONLY to the South Central Louisiana Human Services Authority Operating Account. The check is kept in a lock box maintained in the locked cabinet in the Chief Financial Officer's office. The Accountant Manager prepares a deposit for the checks received during the process of reconciling the agency's revenue (see Policy 318: Revenue Reconciliation).

C. Debit/Credit Card

1. A terminal to accept debit/credit cards is stationed at the checkout desk at each of the behavioral health clinics. The terminal is equipped with a chip reader but also has the capability of swipe in the event a client presents a card without the chip or for manual entry on the keypad.
2. Staff have the option of presenting the terminal to the patient to insert or swipe their card. Staff are able to accept the card and insert or swipe for the patient however if a PIN number is required for a transaction to process, it is the patient who is responsible to enter the PIN number. Upon completion of the transaction, two receipts will print from the terminal. One will be given to the patient and the second is retained by staff. If the patient remitted payment with a credit card, the receipt retained by the staff must be signed by the patient.
3. Automatic batching is set to occur for each terminal at 9:00pm daily. The next Business Day, staff are to collect the Batch Receipt and attach it to all the previous day's transaction receipts. The Batch Total should equal to a total of the receipts from the previous day. These are maintained with the deposit slips.
4. If a transaction is processed in error, staff are to VOID the transaction. There should be no circumstance where staff would process a REFUND using the terminal.
5. Occasionally a patient may telephone a request to make a payment, staff should:
   a. Explain to the patient calling that s/he is not authorized to write down any card information and s/he will manually key the information into the terminal while on the phone with them and
   b. Proceed with manually entering the prompted card information into the terminal as the patient reads the card information and provide the patient with confirmation the transaction successfully processed.
   c. Staff are not authorized to write down any card information.

All Staff with responsibility of monetary securities agree to sign the RESPONSIBILITY for CURRENCY, MONETARY INSTRUMENTS & CARD SECURITY FORM.

Compliance Requirement:

There are no compliance requirements for this policy.

Attachments:

- Check Log
- Responsibility for Currency, Monetary Instruments & Card Security Form

Linkages:

- Policy 318: Revenue Reconciliation