 JOHNS HOPKINS MEDICINE JOHNS HOPKINS HEALTH SYSTEM	The Johns Hopkins Health System Policy & Procedure	<i>Policy Number</i>	FIN043
	<i>Subject</i>	<i>Effective Date</i>	10-01-08
	CENTRAL CASHIERING	<i>Page</i>	1 of 5
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POLICY

This policy applies to The Johns Hopkins Health System Corporation (JHHS) and the following affiliated entities: The Johns Hopkins Hospital (JHH) and Johns Hopkins Bayview Medical Center, Inc. (JHBMC).

Purpose

The purpose of this policy is to establish the responsibilities of central cashiering personnel at Johns Hopkins Hospital and Bayview Medical Center. Each affiliate shall determine the need for a central cashier function through an evaluation of their operations, including but not limited to the following criteria: patient service; internal control; dollar volume of cash/check transactions; operational size; and efficiency.


Responsibilities

The primary responsibilities of the central cashier are to ensure that all monies are properly received, recorded, safeguarded, and deposited in a timely manner. Central cashiers are responsible for coding payments to proper accounts. Cashiers shall use standardized receipt control and reconciliation procedures. General responsibilities of the central cashier usually include, but are not limited to:

1. Accepting over-the-counter payments for hospital (net of applicable HSCRC discounts) and professional fees, as well as miscellaneous receivables for all affiliates.
2. Accepting credit card payments for hospital via telephone and mail.
3. Disbursing petty cash for parking and mileage only, limit \$25.00 per week.
4. Accepting over-the-counter payments for patient room and telephone sales.
5. Accepting over-the-counter payments for parking coupons for patients and visitors.
6. Serving as a repository for patient valuables and monies.
7. Preparing bank deposits and related documents for posting to patient accounts and General ledger accounts.
8. Maintaining inpatient and resident trust accounts.
9. Processing monies directed to hospital Endowment Funds.
10. Releasing payroll checks and vendor checks, as required.
11. Reconciling and batching for deposit payments sent to the mail room.

General

The central cashier shall be open during each affiliate's published schedule of operation. Point of service cashier sites perform these functions on a more limited basis (see JHHS Finance Policy No. FIN073 - Point of Service Cashiering).

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Check Cashing

(Applicable to The Johns Hopkins Hospital Campus Only)

JHH Main Cashiers Office and JHOC Cashiers Office may cash personal (one party) checks for current inpatients and family members only. The following guidelines are to be followed when performing this service for clients.

1. The check must be pre-imprinted with the name, address and phone number (phone number may be hand-written,) for the maker of the check.
2. Amount cannot exceed fifty dollars (\$50.00), and is limited to one check per week.
3. Inability to cash check at the bank (i.e. bank closed or before/after hours, holidays, etc.)
4. Two forms of valid ID required, one of which must be photo ID (i.e. drivers license, employee ID.) A phone number of the individual must be documented on the back of the check.
5. Validate the admission was an urgent/emergent (via Keane) and note the account number on the back of check.
6. Exceptions to this policy must be authorized (in writing), by the Director of Patient Financial Services, or designee.

Credit/Debit Cards

Cashier sites shall accept credit/debit cards (e.g., MasterCard, VISA, Discover, American Express, Diners Club, MOST, etc.), in accordance with each affiliate's published credit card policies.

Security

Adequate security must be provided in each central cashiering location.

Public Notices


Public notices regarding the following items must be prominently posted in all cashiering locations:

- Returned Check Fees (NSF); uniform fee among affiliates
- HSCRC Prompt Payment Discount (if applicable)
- Credit/Debit cards accepted by the affiliate
- Information concerning JHHS Financial Assistance programs (see JHHS Finance Policy No. FIN034 - JHHS Financial Assistance Program).

REFERENCES

JHHS Finance Policies and Procedures Manual

- Policy No. FIN003 - Signature Authority
- Policy No. FIN022 - Business and Travel Expense
- Policy No. FIN034 - JHHS Financial Assistance Program
- Policy No. FIN044 - Inpatient Admission and Financial Responsibility
- Policy No. FIN052 - Use of Proper Expenditure Codes/Account Numbers
- Policy No. FIN063 - Self Pay Collections
- Policy No. FIN071 - Returned Checks and Unidentified Payments
- Policy No. FIN073 - Point of Service Cashiering

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Patient and Family Services Policy and Procedure on protocol regarding unclaimed valuables

RESPONSIBILITIES - JHH & JHBMC

Cashiers

- Prepare and code cash receipts, secure payments, complete daily settlements of all transactions and deposit monies from mail-in payments and all time of service collection points.
- Prepare bank deposits.
- Secure and maintain inpatient deposit/withdraw accounts.
- Receive and safeguard patient valuables. Follow defined security measures when receiving or disbursing valuables from the valuables safe.
- Validate travel reimbursement forms and appropriate signature authority displayed prior to disbursement of petty cash for local travel.

Lead Cashiers

- Reconcile cash postings per billing systems to bank deposit slips.
- Maintain accurate inventory on hand for parking coupons and telephones.
- Ensure adherence to internal control procedures.

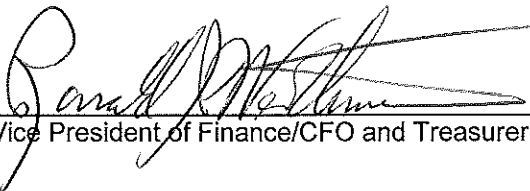
SPONSOR

Senior Director, Patient Finance (JHH, JHHS, JHBMC)


CYCLE REVIEW

Three (3) years

APPROVAL


 Vice President of Finance/CFO and Treasurer, JHHS

7-9-09
 Date

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PROCEDURES - JHH & JHBMC

1. Cashier
 - a. On the day of receipt, prepare cash receipts and secure payments (including restrictively endorsing checks) for such items as hospital co-payments, deductibles, professional fees, telephone sales, parking coupons, outstanding bills, private room differences and patient convenience items.
 - b. Process and appropriately code receipts to ensure credit is applied to proper internal budget centers.
 - c. Receive process through settlement and deposit all hospital monies collected by admitting, emergency departments, clinics, ancillary departments and all points of service cashiers.
 - d. Complete daily settlements which confirm incoming and outgoing monies.
 - e. Prepare bank deposits and the required documentation to ensure proper posting to General Ledger accounts.
 - f. Set up and maintain deposit/withdraw accounts for inpatients to include all necessary auditing documentation for those patients who may need to have a personal bank account established for them.
 - g. Receive and store patient valuables. Document and maintain appropriate logging and tracking of valuables through patient's discharge. Retrieve valuables and return to patient or authorized representative at discharge. Complete an audit of patient valuables that remain on hand at the close of each month.
 - h. Process and complete daily settlement on all mail-in payments.
 - i. Disburse petty cash for parking and local mileage, up to \$25.00 per week, with appropriate documentation.
 - j. Disburse employee payroll checks.

2. Lead Cashier
 - a. Complete monthly settlements for reimbursement of central cashiering petty cash funds from General Accounting.
 - b. Maintain cash inventory to meet standard departmental cash flow needs that arise from serving our patients and internal customers.
 - c. Validate (or balance) cash postings per billing systems to bank deposit slips.



JOHNS HOPKINS
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- d. Disburse receipt books to clinical areas for point of service cashiering, record the from and through numbers and obtain a signature from the person to whom the book is given.
- e. Forward the signed receipt disbursement forms to the cash applications team in Patient Financial Services, who will scan these forms for audit trail reasons.