 <b>JOHNS HOPKINS</b> MEDICINE JOHNS HOPKINS HEALTH SYSTEM	<b>The Johns Hopkins Health System          Policy &amp; Procedure</b>	<i>Policy Number</i>	FIN073
	<i>Subject</i>	<i>Effective Date</i>	02-05-08
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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), Johns Hopkins Bayview Medical Center, Inc. (JHBMC), and Johns Hopkins Community Physicians (JHCP).**

**Purpose**

The purpose of this policy is to define the responsibilities of Point of Service ("POS") cashiering functions performed by Patient Service Coordinators ("PSCs") or other personnel at each JHHS affiliate. POS cashiering functions may be carried out in affiliates' patient care areas such as outpatient clinics, emergency departments, and ancillary areas.

In evaluating the need for a POS cashier function, each affiliate shall use the following criteria: patient service; collection rates; internal control and security; dollar volume of cash/check transactions; and operational size and efficiency. The initiation of POS cashiering function must be recommended by the Director of Patient Financial Services and have the approval of the affiliate Treasury Management or affiliate equivalent.

Personnel who perform POS cashier functions are responsible for the proper receipt, recording, safeguarding and deposit or delivery of all monies daily to the Central Cashier. The use of these funds by the department or department personnel to cover departmental or personal expenses is prohibited, regardless of any perceived need or intent to replenish such funds. POS cashiering personnel shall use standardized receipt control and reconciliation procedures. They shall request and accept over-the-counter payments for the self-pay portion of incurred hospital and professional fees ( net of applicable Health Services Cost Review Commission [HSCRC] or other discounts). Also, they shall use available resources to research prior balances owed by patients of any affiliate's department, to inform the patient of the amount due, and to request payment for same. All cash payments must be reported in accordance with all applicable statutory regulations.


POS cashiering shall be available during the sponsoring department's published schedule of operation.

**Credit/Debit Cards**

POS Cashier sites shall accept credit/debit cards (e.g., MasterCard, VISA, Discover, American Express, etc.) according to the affiliate's published credit/debit card policies.

**Security**

Corporate Security will review and approve security procedures to ensure the provision of adequate security for each POS cashiering location. The Internal Audit Department will review and approve the internal controls for safeguarding and maintaining the financial integrity and control of the collections process.

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Public Notices

The following notices must be prominently posted in all cashier locations:

1. Returned Check Fees (Non-Sufficient Funds).
2. HSCRC Prompt Payment Discounts (if site is regulated by HSCRC).
3. Credit/Debit Cards Accepted.
4. JHHS Financial Assistance Program Policy (if site is sponsored by participating affiliate).

REFERENCES

**JHHS Finance Policies and Procedures Manual**

Policy No. FIN043 - Central Cashiering

Policy No. FIN071 - Returned Checks and Unidentified Payments

Medicare/Medicaid Regulations

HSCRC Prompt Payment Discount Regulations

RESPONSIBILITIES

Patient Service Coordinators or Registrars

Inform patient of amount due for current hospital and professional fees and request payment immediately. Use available resources to determine prior balances due and to seek payment for prior balances.

Prepare and code cash receipts; secure payment; complete daily settlements. Deposit all monies or deliver in a secure manner to Central Cashier.

Clinical Managers or Authorized Designee

Validate/balance cash postings to bank deposit; ensure that proper internal control is maintained.

SPONSOR

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

Senior Director of Finance (JHCP)


CYCLE REVIEW

Three (3) years

APPROVAL

  
 Vice President of Finance/CFO and Treasurer, JHHS

7-9-09  
 Date


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**PROCEDURES - JHH**

1. Patient Service Coordinators
  - a. Inform patient of estimated self pay liability incurred for current visit (including both hospital and professional fees, if applicable, net of any appropriate HSCRC or other discount) and request payment immediately for current liability.
  - b. Use available resources to determine any prior balances patient owes to any JHHS affiliate and request payment immediately for prior balances due.
  - c. Upon receipt of payment, prepare pre-numbered receipt and secure payments for such items as hospital co-payments, deductibles, professional fees, and any prior outstanding bills.
  - d. Complete daily settlements that confirm incoming monies, record receipt information on daily cash logs to be used for validation.
  - e. Prepare bank deposits (if applicable) and the required documentation necessary to ensure proper posting to General Ledger accounts. In absence of bank deposit procedures, prepare other appropriate documentation necessary to ensure proper receipt control and reconciliation.
  - f. Deliver deposit at day's end to Central Cashier with proper awareness of personal safety, security of monies and chain of custody requirements. Money collected after hours will be placed in lockbox/safe until the next morning.
  
2. Clinical Manager or Authorized Designee
  - a. Each day, match validated deposit slip to prior day's cash receipt or cash receipts log.
  - b. Account for all receipts.

**PROCEDURES - JHBMC**

1. Registrars/Clinic Receptionists
  - a. Inform patient of estimated self pay liability incurred for current visit (including both hospital and professional fees, if applicable, net of any appropriate HSCRC or other discount) and request payment immediately for current liability.
  - b. Use available resources to determine any prior balances patient owes to the organization and request payment immediately for prior balances due.
  - c. Upon receipt of payment, prepare pre-numbered receipt and secure payments for such items as hospital co-payments,

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deductibles, professional fees, and any prior outstanding bills.

- d. Deposit payment and receipt copy into drop safe and prepare appropriate documentation necessary to ensure proper receipt control and reconciliation.
  - e. Deliver deposit at day's end to Central Cashier with proper awareness of personal safety, security of monies and chain of custody requirements. Money collected after hours will be placed in lockbox/safe until the next morning.
2. Clinical Manager or Authorized Designee
- a. Reconcile receipts with Central Cashier's office.
  - b. Account for all receipts, including retaining all copies of voided receipts.

**PROCEDURES - JHCP**

Refer to JHCP Credit and Collections Manual for procedures.