

POLICY AND PROCEDURE

Policy No: 2019FIN013
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 Effective Date: August 2016
 Last Reviewed: August 2019



TITLE: SUBSCRIBER REFUND PROCESSING

Department:	Finance	Department Head: (Name and Signature)	Mark Van Elden <i>Mark Van Elden</i>
Approval Date:	8/21/19	Next Review Date: (12 months from approval date)	July 2020
Compliance/Executive Approval:			
Name:	<i>Devona J Williams</i>		Date: 8/21/19

APPLIES TO: MEDICAID CHIP/ CHIP P HEALTH INS MARKETPLACE OTHER
 BH STAR+PLUS D SNP MMP ALL

PURPOSE:

To document Community Health Choice’s policy and procedure for identifying and processing subscriber refund payments.

POLICY:

Community Health Choice follows the CMS Policy and Guidance for processing member refunds according to the following:

1. Payment received on a cancelled or terminated plan.
2. Payment received outside of grace period.
3. Plan change selection resulting in a higher APTC amount.
4. Overpayment of current month premium.

Refund Threshold: Unless requested by member, Finance will only process refunds greater, or equal to \$2.00.

DEFINITIONS: None

PROCEDURE:

<u>Responsible Party (Who)</u>	<u>Step</u>	<u>Action Taken (Does What)</u>
Member Service Representative	A	Answers inbound calls and member requests for refund of credit balances. Go to Step C.

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<u>Responsible Party (Who)</u>	<u>Step</u>	<u>Action Taken (Does What)</u>
Analytics	B	Creates an Outstanding Refund Report for Inactive members only. If no refund is requested by a member. Go to Step C.
HIM Premium Billing	C	Reconciles refund amount by reviewing account policy span beginning and termination dates, termination reason (if applicable), member payments, and any other subsidy payments. If applicable, submits a call tracking in QNXT to Eligibility for incorrect policy span dates.
Eligibility	D	Makes necessary adjustments to the policy span dates (if any) in accordance to CMS Guidance. Corrects system errors.
HIM Premium Billing	E	Submits CRM (customer relationship management) Refund Request in Softheon Carrier Portal for a Softheon Admin to process. The refund request can only be for credit card payments and online checking and savings account payments that are made within 180 days for the exact payment amount. For any other type of payments, Finance will process a paper check.
HIM Premium Billing	F	Submits a SysAid ticket to Finance Department to process member refund requests or refunds based on the Outstanding Refund Report.
Finance Operations	G	Ensures that each refund requested by a member is reconciled by the Premium Billing department and is valid. If it is valid, go to Step H. If it is not valid, send an email to Premium Billing department with notated errors for corrections.
Finance Operations	H	A Payment Template file is created, saved as CSV and an approval form is signed and dated. The CSV file is imported into the FTP site from CHC to Amegy OSD.

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<u>Responsible Party (Who)</u>	<u>Step</u>	<u>Action Taken (Does What)</u>
Finance Operations	I	If no errors, a confirmation email is received and a checklist is downloaded from Amegy OSD website.
Finance Operations	J	A Payment Transmittal to Softheon Template is created and imported into the FTP site from CHC to Softheon.
Finance Operations	K	A Payment Summary Report is downloaded from Softheon Report Desk for confirmation that the payment transmittal was applied correctly to each subscriber account.
Finance Operations	L	A void reason is keyed in for every Folder ID retrieved from the Payment Summary Report. Includes a refund reason, check number, check amount, and date of check.

MONITORING:

To gain reasonable assurance that the refunded amounts are proper, Finance randomly samples and reviews 10% of the refunds requested from the Outstanding Refund Report created by Analytics. The report is compared to the AR Aging Report that is downloaded from the Softheon Report Desk. If the percent error is within an acceptable range, then all refunds will be processed. Otherwise, discrepancies are investigated and corrected and another 10% sample is reviewed.

REPORTING:

<u>Name of Report</u>	<u>Frequency of Report</u>	<u>Owner</u>
Outstanding Refund Report	Updates every 3 rd business day	Analytics
Member Refund Request Template	Once per week	HIM Premium Billing
Softheon AR Aging Report	Every time refunds are requested and reviewed	Finance Operations
Payment Template File	Every time refund checks are requested from Amegy OSD	Finance Operations
Payment Transmittal to Softheon Template	Every time refund transactions are imported into Softheon	Finance Operations

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<u>Name of Report</u>	<u>Frequency of Report</u>	<u>Owner</u>
Softheon Payment Summary Report	Every time, after refund transactions are imported into Softheon.	Finance Operations

ATTACHMENT(S):



~~FFM and FF-SHOP-
Enrollment Manual~~