University
Health System

course

Patient
Services
Cashier

2016

University Health System

UniversityHealthSystem.com

Welcome University Health System Cashiers:

You belong to an organization with a rich history of providing health care services to citizens of Bexar County and beyond; and of teaching the next generation of health professionals.

The Health System strives to deliver high quality health care to our patients and you are an important member of our team. In many cases, you may be the first employee our patients meet, and your expertise in collecting payments and data is essential to the patient's total health care experience with us.

To emphasize the importance of what you do, we have developed a course that will provide you with the tools you need to be a successful representative of the University Health System. Several of your peers contributed significantly to the content and design of this course to ensure that the materials presented will be relevant and useful to you.

I wish you success now that you have completed this course and become one of our designated Patient Services Cashiers.

Sincerely,

George B. Hernández, Jr.
President/Chief Executive Officer

University Health System

Who Can Answer Your Questions?

Office of Integrity & Regulatory Services
Ext. 36540

Office of Financial Accounting
Ext. 89300

Office of Main Cashier
Ext. 82210

Patient Billing Services
Ext. 89203 (UHS)
Ext. 89141 (CMA/UMA)

Protective Services
(Safe & Camera Issues)
Ext. 82450

THE DESIGNATION PROGRAM REQUIREMENTS

University Health System

Patient Service Cashiers Designation Program

Program Requirements

- Any full-time employee hired or promoted into a position that accepts patient payments for goods or services as a regular function of their job must earn the Patient Services Cashier (PSC) Designation.
- PRNs and Temporary (Back-up) employees must take and pass the PSC course in order to collect customer monies.
- The PSC Designation will be required for approved, non-supervisory positions/job classes and be taken within an employee's 90 day probation period.
- Candidates must attend initial PSC Designation classroom training.
- Candidates must pass the competency test with a grade of 90% or better.
- Candidates will receive two opportunities, if needed, to pass the test. Tutoring will be provided.
- Candidates who do not successfully complete the PSC competency test must either secure a non-cash collection position immediately or will have to seek employment outside the Health System.

Designation Renewals

- PSCs will be required to renew their designations if found to be noncompliant through
  1. Random audits;
  2. Paperwork turned in to the Financial Accounting cashiers, or
  3. Notification from their supervisors.

  This renewal requirement could apply to one cashier or, based on the circumstances, to the entire clinic, module, shift, unit, etc. An employee who transfers or vacates a cash handling position for more than a year must retake the PSC course immediately upon re-entry into a cash handling position.

Loss of Designation

- The employee terminates employment with the Health System.
- The employee transfers to an ineligible position and/or job class.
- The employee does not meet the Designation requirements.
- The department does not collect an adequate amount of patient funds.

I have read and understand the Patient Services Cashier Designation Program as well as the program requirements, and requirements regarding designation renewals and loss of designation. I also understand that my employment will be terminated if I do not adhere to these requirements.

_____

Employee Signature   Date

University Health System

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DEFINITIONS

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Bank Bag: A lockable bag issued by Financial Accounting Cashiers for transporting and depositing collections

Change Fund: A set amount of cash from which PSCs can make change for patient payment transactions. (Not to be confused with petty cash.)

Designated Patient Services Cashiers: Employees in a job class that regularly collect payments for patient goods or services, which have completed the requirements for the designation, valid only within the University Health System.

Drop Box: A UHS facility safe for securing locked bank bags containing daily collections and that is accessible only by designated UHS employees and armored vehicle personnel.

IDX: UHS patient registration and billing software.

"Pegboard": The forms and system used to manually record payment transactions.

Secure Location (for money in use − assigned to cashier): An approved, locked cash register/drawer accessible only by the employee responsible for the fund.

Secure Location (for money not in use − i.e. safe or change fund): An approved, locked location accessible only by the designated supervisor.

Reconciling: Balancing the amount of money collected to the amount of money recorded at the end of the day or shift.

Velocity: An online electronic payment and reporting system for credit card payments.

IDX Cash Draw: Payment entry system for Community Medical Associate staff.

Copay: A payment defined in an insurance policy and paid by a patient each time they come to the doctor.

No Service Slip: A slip obtained from the patient's health care provider stating services have not been received by the patient. The cashier can return a check or refund cash back to the patient upon receipt of a completed slip.

Cash: The Health System defines cash as Credit/Debit Cards, Cashier's Checks, Money Orders, Gift Cards, Cash, Personal Checks and Travelers Checks.

POLICY

HIGHLIGHTS

POLICY HIGHLIGHTS

General System of Internal Control, Policy #2.08

Policy Statement:

" The University Health System will conduct its business transactions under a general system of internal controls which will ensure the accuracy and reliability of financial information and safeguard assets."

Below are internal control examples that management has adopted and are using to display that a general system of Internal Control is being utilized

- ❖ Must use pre-numbered receipts and/or cash register with "lock in" totals.

- ❖ Collection of monies and change funds must be approved by the Vice President/Controller of Financial Accounting.

- ❖ Monies received must be deposited into bank bags supplied by Financial Accounting.

- ❖ Monies must be deposited daily.

- ❖ Checks must be immediately endorsed "for deposit only".

POLICY HIGHLIGHTS

Reporting Errors and Incidents of Misconduct, Policy #2.13

Policy Statement:

All University Health System staff are responsible for reporting actual, potential or suspected significant errors and incidents of misconduct. The Health System is firmly committed to encouraging timely disclosure of such concerns and prohibits any retribution, retaliation or harassment directed against a staff member for making a good faith effort to report errors or incidents. Failure to report errors or incidents of misconduct could result in disciplinary action up to and including termination.

- ❖ Health System staff are encouraged to report suspected or known errors and incidents of misconduct through their chain of command; immediate supervisor, manager, director, vice president, etc.

- ❖ If using the chain of command is not comfortable for the employee, other resources have been made available to them; Human Resources, Employee Counselor, Protective Services, Legal Services, Integrity Services, Risk Management, Safety Department, Information Security, etc.

- ❖ The Health System provides the Integrity Hotline for employees who wish to report anonymously. (Toll Free: 1-877-225-7152)

Check Cashing Privileges, Policy #7.06

Policy Statement

It is the policy of the University Health System (Health System) to offer check cashing privileges to employees under certain circumstances.

- ❖ Checks will not be cashed under any circumstances from petty cash funds/change funds or departmental operating funds such as cafeteria or pharmacy.

COMPETENCIES

COMPETENCY: Managing and Securing the Change Fund

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Manages the change fund according to policy and procedure.	1. On the job training 2. Competency class training 3. PSC manual	1. Receives the change fund from the supervisor or designee at the beginning of the shift. 2. Counts the change fund in front of the employee who distributes it. Writes the amount on the daily cash turn in report. and the witness initials the amount. 3. Secures the change fund in an **approved, locked, designated**, cash register/drawer at the start of the shift and **after each time it is used**. 4. Removes and counts the change fund at the end of the shift in front of the supervisor or designee. Witness initials the amount. **Securing the Change Fund Overnight (End of Day)** 1. Places the change fund bank bag in a safe/locking cabinet located in the office. 2. Ensures the safe/locking cabinet is locked. 3. Cashier and witness sign the change fund log.	

COMPETENCY: Determining Patient Funding

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Determine the patient's appropriate funding source(s).	1. On the job training 2. Competency class training 3. PSC manual	1. Asks the patient what type of insurance they have. 2. If insured, asks to see insurance Card. 3. If insured, verifies co-pay, deductible or payment. 4. If uninsured, advises patient of potential co-pay, co-insurance, deductibles, and CareLink, when applicable.	

COMPETENCY: Determining the Authenticity of Cash

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Determine the authenticity of all paper currency produced by the U.S. Treasury Dept.	1. On the job training 2. Competency class training 3. PSC manual	1. All USA currency presented for payment $10 and above should be observed for security features. 2. Hold the currency up to the light. Identify the fibers in the bill. 3. Locate the security features on the bill; watermark, security thread, and color shifting ink. 4. When paper currency presented for payment appears counterfeit, notify your supervisor and they will contact Protective Services (358-2465). 5. Inform the patient that you will need another form of payment and keep the counterfeit bill.	

COMPETENCY: Determining the Authenticity of Checks

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Accepts and prepares checks for deposit.	1. On the job training 2. Competency class training 3. PSC manual	1. **Always declines acceptance of temporary checks.** 2. Accepts out of state checks only when payer's **CURRENT** U.S. Government issued I.D. is presented and information matches. 3. Declines checks for payments when payer is using someone else's check to make their own payment. 4. Reviews check for the presence of: bank logo, routing numbers, account number, check number, personal information. 5. Ensures that the numbers written in the square agree with the written out amount on the check. 6. Write patient's driver license number and date of birth on the check. 7. Accepts a check with a P.O. Box address with a current driver's licenses. PSC writes the patient's physical address on check. 8. Ensures the check has been signed. 9. Stamp back of check "For Deposit Only" with approved, provided stamp. 10. Writes patient's visit number, CSR #, or batch #, in the "memo" section of the check. **Pharmacy Only** The cashier accepts patient's payments from someone other than the patient when the check is pre-filled out with the patient's signature, the address on the check matches the patient's address in IDX, and the name on the medication is the same as the check. This rule does not apply to controlled substances.	

SAMPLE CHECK

John Doe
1124 Maple St.
San Antonio, TX 78200

Pay to the Order of $

                                    Dollars

Bank of San Antonio
Central Office
SanAntonio, TX

For

101010011 :   05011051   1001

Transit/ ABA Number

Account Number

Check Number

Third Party Checks (i.e. Church or other organizations) that are sent with a patient to pay for their treatment / services can be accepted only if a representative from the company is contacted and they verify that the check was provided to the patient for healthcare services. The full check amount must be applied to the account. No change will be provided back to the customer.

COMPETENCY: Determining the Authenticity of a Credit Card

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Determines the authenticity of the credit card.	1. On the job training 2. Competency training 3. PSC manual	1. Asks cardholder for U.S. Government issued ID (State ID, State DL, Passport or Military ID). 2. Matches picture on ID to cardholder. 3. Matches name on ID to name on credit card. 4. Ensures the credit card has not expired.	

Social Security cards and insurance cards are NOT acceptable as identification – they do not have a picture.

Employment, college or other school ID cards and badges are NOT acceptable – these are easy to duplicate.

COMPETENCY: Processing Credit Card Transactions

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Processes credit card transactions according to policy & procedure.	1. On the job training 2. Competency training 3. PSC manual	**Payment by Credit Card Machine** 1. Determines authenticity of credit card (Page 5). 2. Accurately enters data into credit card machine. 3. Gets cardholder's signature for approved transactions. 4. Compares signature on credit card receipt to signature on U.S. Government issued ID. 5. Records the transaction in IDX or on Pegboard. 6. Provides cardholder with a copy of the credit card receipt and IDX receipt, or Pegboard receipt. **Over the Phone** 1. Records credit card number and expiration date on credit card form along with name, address, etc. 2. Repeats number to ensure accuracy. 3. Accurately enters data into credit card machine and IDX. 4. On credit card receipt, writes "via phone" on signature line of the credit card receipt. 5. Enters and post payment information into IDX or Pegboard. 6. Attaches receipt to transaction (IDX, Pegboard and cash register) receipts with the other paperwork for the day. 7. Attaches duplicate receipt to the department's copy of the Daily Cash Turn-In Report. 8. Turns in original receipts with the rest of deposit.	

> **Close out credit card batch or run credit card batch to transmit the credit card data processed through the terminal .**

> *When the transaction goes through be sure to check the name. If it is different than the patient's, <u>VOID</u> the transaction.*

COMPETENCY: Processing Credit Card Transactions

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Processes credit card transactions according to policy & procedure.	1. On the job training 2. Competency training 3. PSC manual	**Credit Card Payment entered Online** 1. Log in to online payment system. 2. Enter patient demographics information. 3. Enter credit card account number (bank information should populate) and expiration date. 4. Note the VIN (visit number) 5. Process payment. 6. Print out receipt for patient or allow the patient to choose the receipt to be emailed or mailed to them. 7. Copy and paste receipt into IDX notes section.	

COMPETENCY: Recording Payment Transactions & Generating Payer Receipt

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Records payment transactions and generates a payer receipt according to policy & procedures.	1. On the job training 2. Competency training 3. PSC manual	**1.Recorded in IDX:** a. Opens batch report. b. Selects payment method. c. Enters payment amount. d. Enters comments to describe transaction (co-pay, self-pay, etc.). e. Selects appropriate code / provider information. f. Selects printer. g. Selects Save/Close/Accept so that a receipt will be printed. h .Gives receipt and any indicated change to payer. **2.Recorded on Pegboard** a. Determines appropriate code. b. Enters patient identifiers. c. Enters amount of payment. d. Dates and initials receipt. e. Gives receipt and any indicated change to payer.	

No Matter Which System You Use:

1) Determine the amount the patient owes.

2) Enter the amount the patient pays.

3) Provide the patient a receipt.

COMPETENCY: Processing and Recording Same Day Voids

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Processes and records same day voids according to policy & procedure.	1. On the job training 2. Competency training 3. PSC manual	1. Voids transactions when ┃1┃ an error in money handling or ┃2┃ an error in recording the transaction occurs. **A. Pegboard** 1. Draws a line through the information section on the receipt. 2. Writes "void" on the information section of the receipt. **B. IDX** 1. Reenters the transaction correctly. 2. Notes the reasons for the change in the system. **C. Velocity** 1. Only supervisors can void online credit card transactions.	

COMPETENCY: Processing and Recording Same Day Refunds

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Processes and records same day refunds according policy and procedure.	1. On the job training 2. Competency training 3. Front desk training manual	**Pegboard** 1. Obtains a completed <u>No Service Slip</u> from the patient's health care provider. 2. Obtains the receipt from the patient/payer. Writes "refund" on the patient's/payers information previously recorded on the <u>Daily Cash Receipt Journal.</u> 4. Writes on the patient's/payer's receipt, "Issued refund for $xx.xx". 5. Obtains patient's signature on receipt. 6. Returns cash or check to the patient/payer. 7. Staples the <u>No Service Slip</u> to the receipt. 8. Include the <u>No Service Slip</u> with the Deposit paperwork. **IDX** 9. Enters a note for the refund in IDX. 10. Enters the refund amount in IDX. 11. Include the <u>No Service Slip</u> with the Deposit paperwork.	

Refunds not processed the same day <u>MUST BE</u> processed through Financial Accounting

UNIVERSITY HEALTH SYSTEM
NO SERVICE SLIP

Date

Name of Clinic

Reason for No Service

Signature of Charge Nurse / Unit Secretary

BCHD# 989 NS REV. 1/03

COMPETENCY: Processing and Recording Credit Card Reversals

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Processes and records same day credit card reversals according to policy and procedure. *You will have two receipts:* *1. Credit Card Receipt* *2. Pegboard receipt or IDX receipt.*	1. On the job training 2. Competency training 3. PSC manual	**Credit Card Terminal Reversals** 1. Obtains completed <u>No Service Slip</u> from the patient's health care provider. 2. Obtains credit card receipt from patient/payer. 3. Obtains pegboard, IDX, or register receipt from patient/payer. 4. Reverses the charges on the credit card machine. 5. Obtains patient/payer's signature on reversal receipt, the pegboard receipt, or IDX receipt. 6. Gives copy of the reversal receipt to patient/payer. 7. Enters note of reversal in IDX. 8.Enters the amount of the reversal in IDX. 9. All supporting documentation should be turned in with your Daily Cash Turn-In Report.	

Competency: Securing Daily Collections

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Secures collections according to policy and procedure. *Personal belongings Must Not be in the same area as your cash.*	1. On the job training 2. Competency training 3. PSC manual	1. Stamps any checks received "For Deposit Only" with approved, provided stamp as soon as the check is received. 2. Places collected cash, stamped check or credit card receipt in **approved locked, designated** cash register/drawer **after each transaction**. 3. Does not mix individual collections from different cashiers or registers. 4. Secures pegboard receipts, cash register drawers, IDX terminals and passwords when assigned cash handling duties.	

COMPETENCY: Reconciling Transactions

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Reconciles daily/shift transactions according to policy and procedures.	1. On the job training 2. Competency training 3. PSC manual	**1.Recorded in IDX** a. Closes the current program and prints the batch report b. Takes batch report and monies to an approved, designated secure location c. Counts monies and records amount collected for the day/shift d. Compares monies amount to total collected per IDX batch report e. Reconciles discrepancies **2.Recorded on Pegboard** a. Totals the entries on the Daily Cash Receipt Journal page(s) for the day/shift b. Records the beginning and ending numbers from the receipts issued on the Daily Cash Receipt Journal c. Takes the Daily Cash Receipt Journal page and monies to a secure location d. Counts monies and records amount collected for the day/shift e. Compares monies amount to total collected per the Daily Cash Receipt Journal f. Reconciles discrepancies *Once you begin balancing **YOU CANNOT** receive any more payments.	

COMPETENCY: Reconciling and Balancing

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET

Reconciles daily/shift transactions according to policy and procedure	1. On the job Training
	
	2. Competency Training
	
	3. PSC manual
		<u>Discrepancies</u>
		
		1. Secures area and notifies supervisor **immediately**, when monies cannot be reconciled.
		
		2. Works with supervisor to resolve discrepancy.
		
		3. Follows same process for deposits even if discrepancy is unresolved.
		
		   a. Signs the Daily Cash Turn-In Report (Supervisor and Cashier).
		
		   b. Attaches all supporting documentation to the Daily Cash Turn-In Report
		
		   c. Locks monies and documents in the bank bag and makes the deposit just as if it balanced.
		
		4. The supervisor will notify Protective Services 358-2465, Integrity Services 743-6540 and the Main Cashier 358-2210 of the discrepancy.
		
		5. An investigation will begin.	

COMPETENCY: Depositing Daily Collections

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Deposits daily Collections according to policy and procedure	1. On the job Training 2. Competency Training 3. PSC manual **Attach credit card batch report to the back of the Daily Cash Turn-In Report.**	1. Completes the Daily Cash Turn-In Report. 2. Signs the Daily Cash Turn-In Report. 3. Gets the Daily Cash Turn-In Report verified and signed by a second party. 4. Places the Daily Cash Turn-In Report with supporting documents and the monies in a secured bank bag supplied by Financial Accounting. 5. Takes the locked bank bag to a cashier, staffed drop box, or unstaffed drop box. **A. Cashier** 1. Turns in bank bag. 2. Signs bank bag log. 3. Picks up previous day's receipts and bank bag(s). **B. Staffed Drop Box** 1. Signs bank bag log. 2. Witnesses Security or other designated staff signs the bank bag log 3. Witnesses the bank bag being placed in the drop box. 4. Complete the Dunbar log. 5. Obtains previous day's bank bag(s) and receipts. **C. Unstaffed Drop Box** 1. Takes secured bank bag to the unstaffed drop box accompanied by a second party. 2. Signs the bank bag log with second party as a witness. 3. Places the bank bag in the drop safe with second party as witness. 4. Completes the Dunbar log. 5. Obtains previous day's bank bag(s) and receipts from transportation the next day.	

SAMPLES

&

FORMS

The New $5 Bill
Safer. Smarter. More Secure.

The United States government continues to stay ahead of counterfeiting by redesigning currency with enhanced designs and security features. The new $5 bill will begin circulating in early 2008. The redesign of U.S. currency began with the introduction of a new $20 bill in 2003, followed by a $50 bill in 2004 and a $10 bill in 2006. A redesigned $100 bill is scheduled to follow the new $5 bill.

Watermark
A second watermark has been added to the redesigned $5 bill. Hold the bill up to the light and look for a column of three smaller "5"s positioned to the left of the portrait. The watermark is part of the paper itself and can be seen from both sides of the bill.

Security Thread
Hold the bill up to the light and look for the security thread, or plastic strip, that is embedded in the paper and runs vertically to the right of the portrait. The letters "USA" followed by the number "5" in an alternating pattern are visible along the thread from both sides of the bill. The thread glows blue when held under ultraviolet light. In older design $5 bills, the security thread was located to the left of the portrait.

Watermark
Hold the bill up to the light and look for a large number "5" watermark located to the right of the portrait. It replaces the watermark portrait of President Lincoln found on older design $5 bills. Its location is highlighted by a blank window incorporated into the background design.

The new $5 design retains two of the most important security features that were first introduced in the 1990s and are easy for consumers and merchants alike to check: watermark and security thread.

For more information about new currency designs visit **www.moneyfactory.gov/newmoney**

The new $10 design retains three of the most important security features that were first introduced in the 1990s and are easy for consumers and merchants alike to check: color-shifting ink, watermark and security thread.

Security Thread

Hold the note up to the light and look for the security thread, or plastic strip, that is embedded in the paper and runs vertically to the right of the portrait. If you look closely, the words "USA TEN" and a small flag are visible along the thread from both sides of the note. This thread glows orange when held under ultraviolet light. In the redesigned $10 note, the thread has shifted slightly to the right of its location on older series $10 notes.

Color-Shifting Ink

Look at the number "10" in the lower right corner on the face of the note. When you tilt the note up and down, the color-shifting ink changes color from copper to green.

Watermark

Hold the note up to the light and look for the watermark, or faint image, similar to the large portrait of Treasury Secretary Alexander Hamilton. The watermark is part of the paper itself and can be seen from both sides of the note. A blank oval has been incorporated into the new $10 design to highlight the watermark's location.

The New Color of Money: Safer. Smarter. More Secure.

Newly designed currency – with the addition of subtle background colors – began with the $20 note in 2003 and continued with the $50 note in 2004. The next denomination to be introduced in the series will be the $10 note in early 2006. A new design for the $100 note will follow later. The government has no plans to redesign the $5 note at this time, and the $1 and $2 notes will not be redesigned. The introduction of new currency designs is part of an ongoing effort by the United States government to stay ahead of currency counterfeiting and protect your hard-earned money.

For more information about new currency designs visit **www.moneyfactory.gov/newmoney**

The new $20 design retains three important security features that were first introduced in the 1990s and are easy for consumers and merchants alike to check: watermark, color-shifting ink and security thread.

Security Thread
Hold the bill up to the light and look for the security thread, or plastic strip, that is embedded in the paper and runs vertically up one side of the note. If you look closely, the words "USA TWENTY" and a small flag are visible along the thread from both sides of the note.

Color-Shifting Ink
Look at the number "20" in the lower right corner on the face of the bill. When you tilt the note up and down, the color-shifting ink changes color from copper to green.

Watermark
Hold the bill up to the light and look for the watermark, or faint image, similar to the large portrait. The watermark is part of the paper itself and can be seen from both sides of the note.

The New Color of Money: Safer. Smarter. More Secure.

Newly designed currency — with the addition of subtle background colors — will be issued beginning with the $20 note in late 2003. New designs for the $50 and $100 notes will follow in 2004 and 2005. The introduction of new currency designs is part of an ongoing effort by the United States government to stay ahead of currency counterfeiting and to protect the economy and your hard-earned money.

For more information about new currency designs visit www.moneyfactory.com/newmoney

The new $50 design retains three of the most important security features that were first introduced in the 1990s and are easy for consumers and merchants alike to check: watermark, security thread, and color-shifting ink.

Security Thread

Hold the bill up to the light and look for the security thread, or plastic strip, that is embedded in the paper and runs vertically to the right of the portrait. If you look closely, the words "USA 50" and a small flag are visible along the thread from both sides of the note. This thread glows yellow when held under an ultraviolet light.

Color-Shifting Ink

Look at the number "50" in the lower right corner on the face of the note. When you tilt the note up and down the color-shifting ink changes color from copper to green.

Watermark

Hold the bill up to the light and look for the watermark, or faint image, similar to the large portrait of President Ulysses S. Grant. The watermark is part of the paper itself and it can be seen from both sides of the note.

The New Color of Money: Safer. Smarter. More Secure.

Newly designed currency — with the addition of subtle background colors — began with the $20 note in 2003 and will continue with the $50 note in late 2004. A new design for the $100 note will follow later. The introduction of new currency designs is part of an ongoing effort by the United States government to stay ahead of currency counterfeiting and to protect the economy and your hard-earned money.

For more information about new currency designs visit **www.moneyfactory.com/newmoney**

3-D Security Ribbon

Tilt the note back and forth while focusing on the blue ribbon. You will see the bells change to 100s as they move. The ribbon is woven into the paper, not printed on it.

Bell in the Inkwell

Tilt the note to see the color-shifting bell in the copper inkwell change from copper to green.

1. Portrait Watermark
Hold the note to light and look for a faint image of Benjamin Franklin in the blank space to the right of the portrait.

2. Security Thread
Hold the note to light to see an embedded thread running vertically to the left of the portrait. The thread is imprinted with the letters USA and the numeral 100 in an alternating pattern and is visible from both sides of the note. The thread glows pink when illuminated by ultraviolet light.

3. Color-Shifting 100
Tilt the note to see the numeral 100 in the lower right corner of the front of the note shift from copper to green.

4. Raised Printing
Move your finger up and down Benjamin Franklin's shoulder on the left side of the note. It should feel rough to the touch, a result of the enhanced intaglio printing process used to create the image. Traditional raised printing can be felt throughout the $100 note, and gives genuine U.S. currency its distinctive texture.

5. Gold 100
Look for a large gold numeral 100 on the back of the note. It helps those with visual impairments distinguish the denomination.

6. Microprinting
Look carefully to see the small printed words which appear on Benjamin Franklin's jacket collar, around the blank space containing the portrait watermark, along the golden quill, and in the note borders.

The New $100 Note
Know Its Features. Know It's Real.

It only takes a few seconds to check the new $100 note and know it's real. Learn how to identify and use the two advanced security features: the **3-D Security Ribbon** and the **Bell in the Inkwell**. It is not necessary to trade in your old-design notes for new ones. All U.S. currency remains legal tender, regardless of when it was issued.

www.newmoney.gov

For educational use only, item not for resale.

SAMPLE CHECK

John Doe	1001
1124 Maple St.	
San Antonio, TX 78200	

Pay to the Order of _____ $ _____

_____ Dollars

Bank of San Antonio
central Office
San Antonio,
TX

For _____ (05011051) (1001)

Transit/ ABA Number

Account Number

Check Number

Transit *I*ABA <u>N</u>umber: A routing transit number or ABA (American Bankers Association) number is the nine digit code located on the left hand bottom of the check that identifies which financial institution it is drawn upon.

<u>A</u>ccount Number: Is located after the routing transit number, after the colons. Bank account numbers will vary in size. The account number is associated to the payer (s) preprinted on the face of the check.

Check N<u>u</u>mber: The check number is listed after the account number and should match the check number listed on the upper right hand side of the check.

Daily Cash Turn-In Report

Used to Reconcile What You Collected to What You Recorded

University Health System
Patient Services Cashier
DAILY CASH TURN-IN REPORT

☐ PREV. HEALTH

☐ UH ☐ UHC-D ☐ SE ☐ SW ☐ NW ☐ UCCH ☐ NORTH

Date:		RC#		Beginning Cash	$ -
Supervisor's Name:		Shift		Deposit Bag #	
Department:		Reg #		Batch Report #	

| Receipt Range From # | To Receipt # | (pegboard only) |

| DETAIL OF DEPOSIT - (Money Counted) | BALANCE OF FUNDS - (Recorded Transactions) |

DETAIL OF DEPOSIT			BALANCE OF FUNDS	
Credit/Debit Card (slips)	(A)	$ -	(F) **Total Receipt Amount:**	$ -
Checks	(B)	$ -	☐ IDX ☐ Register ☐ Pegboard	
Money Orders, Cashier's Checks	(C)	$ -	(G) **Medicare Part D Total:**	$ -
			(H) **Carelink-Medlink Waiver:**	$ -
Cash Detail			(E) **Total Deposit Amount:**	$ -
Bills: $100.00:		$ -	**Difference: Over/Short** (circle Over/Short as applicable)	$ -
$50.00:		$ -	(F) - (G) - (H) - (E)	
$20.00:		$ -	Total Refunds	$ -
$10.00:		$ -	Original receipts attached ☐	
$5.00:		$ -	Total Voids	$ -
$2.00:		$ -	Original receipt attached or register tape initialed ☐	
$1.00:		$ -	Total Overrings (registers only)	$ -
Coins: $1.00:		$ -	register tape initialed ☐	
$0.50:		$ -		
$0.25:		$ -	Comments:_____	PHARMACY USE ONLY
$0.10:		$ -		CareLink $ -
$0.05:		$ -		Full Pay $ -
$0.01:		$ -		CCRX $ -
				IDX $ -
Total Cash	(D)	$ -		Bulk/Map $ -
(A) + (B) + (C) + (D)				Co-Pay Waiver $ -
TOTAL DEPOSIT AMOUNT (E)		$ -		Other: $ -

Funds counted and balanced by (sign here) _____ Date _____

Funds & Paperwork verified by (sign here) _____ Date _____

Person responsible for taking locked bank bag to: ☐ Cashier ☐ Staffed Drop Box ☐ Unstaffed Drop Box

BCHD# 422-5 NS 6/07   Original - Cashier   Copy - Department

Daily Cash Receipts Journal

Used to Record Transactions on the Pegboard

DAILY CASH RECEIPTS JOURNAL

LOCATION [ ][ ][ ]   PAYMENT DATE [MO.] [DAY] [YR.]

	CASH INITIAL	ACCOUNT NUMBER	PATIENT NAME	ADDRESS	AMOUNT
1		—			
2		—			
3		—			
4		—			
5		—			
6		—			
7		—			
8		—			
9		—			
10		—			
11		—			
12		—			
13		—			
14		—			
15		—			
16		—			
17		—			
18		—			
19		—			
20		—			
21		—			
22		—			
23		—			
24		—			
25		—			
26		—			
27		—			
28		—			
29		—			
30		—			

RECEIPT NUMBERS

— START END   — START END   — START END

UNIVERSITY HEALTH SYSTEM   371

TOTAL

The No Service Slip

     Attached to Reconciling Paperwork When Refund Given to Patient

UNIVERSITY HEALTH SYSTEM
NO SERVICE SLIP

Name of Clinic

Reason for No Service

Signature of Charge Nurse / Unit Secretary

BCHD# 989 NS REV. 1/03

Change Fund Log

	OPCSR Signature	Bag #	Time IN	Change Fund Begin $	Witness Intials	Time Out	Change fund Ends $	Witness	Daily Collected/ Dropped in Save
1									
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									
20									
21									
22									
23									
24									
25									
26									
27									
28									
29									
30									

PSC Cash Collection Guidelines - Violations and Consequences

Violations Resulting in Formal Group A	Violations Resulting in Formal Group C	Violations Resulting in Informal Group C Warning	Violations Resulting in a Verbal Warning
The following violations will result in a Formal Group A-2D disciplinary action.	The following violations will result in a Formal Group C-3 disciplinary action. Further violations of this nature will result in further discipline up to, and including, discharge.	The following violations will result in a Group C-3 Warning. Further violations of this nature will result in further discipline up to, and including, discharge.	The following violations will result in a Verbal Warning. Further violations of this nature will result in further discipline up to, and including, discharge.
• Personal belongings kept at the cash register.	• Documentation errors. • Procedural violation.	• One (1) occurrence of an overage/shortage of $5.00 to $10.99 per shift; to include accepting counterfeit bills. • A verifier who incorrectly confirms that a deposit is accurate for an overage/shortage of $5.00 to $10.99 per shift.	• One (1) –occurrence of an overage/ shortage of less than $5.00; to include accepting counterfeit bills.
• Sharing cash registers or money.	• First occurrence of an overage/shortage of $11.00 to $39.99 per shift; to include accepting counterfeit bills or incorrectly confirming that a deposit is accurate.	• Second separate occurrence of overages/shortages of less that $5.00 in a 12- month period. Employee must retrain.	• A verifier who incorrectly confirms that a deposit is accurate for an overage/shortage of less than $5.00.
• Personally making change for a customer or any other requestor.	• Second or Third occurrences of overages/shortages of $11.00 to $39.99 per shift; to include accepting counterfeit bills or incorrectly confirming that a deposit is accurate in a 12-month period will result in a second and third Formal Group C and associated disciplinary action as defined in the Employee Handbook.		
• Intentionally failing to ring up a financial transaction between a patient/customer.	• Second occurrence of overages/ shortages of $5.00 to $10.99 per shift; to include accepting counterfeit bills. • Third and Fourth occurrences of $5.00 to $10.99 per shift; to include accepting counterfeit bills in a 12-month period will result in a second and third Formal Group C and associated disciplinary action as defined in the Employee Handbook.		

Please refer to the Employee Handbook regarding any disciplinary action (pgs. 40-46).
Employee relations contacts include the Exec. Dir. of Human Resource, Employee Relations Manager, and Employee Relations Coordinators.
Revised 8/14

PSC Cash Collection Guidelines - Violations and Consequences

Violations Resulting in Formal Group A	Violations Resulting in Formal Group C	Violations Resulting in Informal Group C Warning	Violations Resulting in a Verbal Warning
The following violations will result in a Formal Group A-2D disciplinary action.	The following violations will result in a Formal Group C-3 disciplinary action. Further violations of this nature will result in further discipline up to, and including, discharge.	The following violations will result in a Group C-3 Warning. Further violations of this nature will result in further discipline up to, and including, discharge.	The following violations will result in a Verbal Warning. Further violations of this nature will result in further discipline up to, and including, discharge.
• Overages/shortages of $40 or more; to include accepting counterfeit bills.	• Third occurrence of overages/shortages of less than $5.00 in a 12-month period. Employee must retrain. • Fourth and Fifth occurrences of less than $5.00 in a 12-month period will result in a second and third Formal Group C and associated disciplinary action as defined in the Employee Handbook.		
• Multiple documentation and/or procedural violations within a shift.			
• A verifier who incorrectly confirms that a deposit is accurate for an overage/shortage of $40 or more.			

Please refer to the Employee Handbook regarding any disciplinary action (pgs. 40-46).
Employee relations contacts include the Exec. Dir. of Human Resource, Employee Relations Manager, and Employee Relations Coordinators.
Revised 8/14

MANAGEMENT

SECTION

COMPETENCY: Management Section – Decision to Collect for Patient Services

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Ensures the area is secure for collecting, is a sound fiscal decision for the Health System* and is patient centered. *Determines the expected cash flow. **ALL SAFES AND CAMERAS MUST BE ORDERED THROUGH PROTECTIVE SERVICES TO ENSURE STANDARDIZATION IN QUALITY, SECURITY AND COMPATIBILITY WITH CURRENT EQUIPMENT.**	1. On the job training 2. Competency training 3. PSC manual	1. Obtains written approval to collect for patient services from VP. 2. Schedules an internal control walkthrough with Integrity Services @ 743-6540 (this will include staff from Financial Accounting and Protective Services). 3. Orders safe from Protective Services @ 358-2450 for storing change funds and any deposits missed by armored car services. Calls Protective Services for any problems or issues related to the safes. 4. Orders cameras from Protective Services who will assist with where the cameras will be located. Any problems or issues with the cameras are reported to Protective Services.	

COMPETENCY: Management Section – Preparing to Collect

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Ensures cashiers have enough change to accommodate paying patients and the payments are adequately secured in Health System distributed bank bags for daily deposit.	1. On the job training 2. Competency training 3. PSC manual	1.Based on the clinic payment structure (such as co-pays and clinic fees) determine the amount needed for a change fund for each cashier, for each shift. 2. Send an email to the Health System's Controller through your VP requesting the change fund. The Controller will either approve or deny your request. 3. If approved, you will pick up your change fund and Health System issued bank bags at the main cashier's office @ 358-2210. All problems and issues related to bank bags should be directed to the main cashier's office. 4. You will sign for your change fund and are accountable for it and any changes to it. Inform Financial Accounting of any issues related to your change fund @358-2190. 5. The change funds are counted, reconciled and redistributed or stored in the safe at the end of each shift. 6.Management should frequently ensure the accuracy of their change funds within each of their areas and quarterly with Financial Accounting.	

COMPETENCY: Management Section – Distribution of the Change Fund

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Ensures each cashier knows they are starting with an accurate change fund.	1. On the job training 2. Competency training 3. PSC manual	1. Removes the change funds from the safe. 2. Counts each cashier's change fund out to the cashier, and witnesses the cashier write the amount on their Daily Cash Turn-In Report. 3. Initials the amount written by the cashier.	

COMPETENCY: Management Section – Reconciliation

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Maintains the accuracy of the change fund to ensure it is not comingled with collections during the reconciliation process.	1. On the job training 2. Competency training 3. PSC manual	1. Establishes the accuracy of the change fund before reconciling the day's collections. 2. Returns the change fund to the safe. 3. Ensures reconciliations are accurate, balanced, complete and done at the end of each shift/day. 4. Witnesses and signs, or designates someone else to witness and sign, the cashier's reconciliation paperwork, the Daily Cash Turn In Report after each shift/day.	

COMPETENCY: Management Section – Deposits

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Ensures daily deposits verified by the main cashier's office agrees with the clinic's Daily Cash Turn-In Report from the day before.	1. On the job training 2. Competency training 3. PSC manual	1. Ensures all paperwork is attached to the Daily Cash Turn-In Report (i.e. No Service Slips for any same day refunds and credit card receipts). 2.Makes sure the bank bags are locked. 3.Has locked bank bags taken/placed at their deposit pickup point and ensures the Deposit Log is filled out and witnessed. 4.Receives receipts from the main cashier's office after the deposit has been verified. 5.Compares the amount on the receipt from the main cashier to the clinic's copy of the Daily Cash Turn In Report. Discrepancies should be immediately reported to Integrity Services @743-6540.	

COMPETENCY: Management Section – Discrepancies

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Makes every effort to find the reason for the discrepancy before bringing Integrity or Protective Services in to investigate.	1. On the job training 2. Competency training 3. PSC manual	1. Cashiers are instructed to report discrepancies such as an inability to reconcile their daily collections to their supervisor. 2. Sits with the employee and goes through all the paperwork to find the error. Errors are usually found at this point. 3. If not found, place all paperwork in the bank bag along with the collections and lock the bag. **Make the deposit and note the bag number.** 4. Alert the main cashier office @ 358-2210 of the discrepancy and the bag number. Alert Integrity Services @ 743-6540.	

Most discrepancies are found to be errors during our investigations. Rarely does an investigation result in a theft. Many times the collections are accidently comingled with another clinic's deposit and it's not until everything is sorted out by the bank that the error is found. This is one of the many reason the cameras help protect our employees.

COMPETENCY: Management Section – Exceptions

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Professional Judgment when accepting credit or debit card payments without ID.	1. On the job training 2. Competency training 3. PSC manual	Management staff can use professional judgment when accepting credit/debit card payments without ID for purchases under $25 in the Gift Shop and Cafeteria under circumstances such as the following: 1) a paraplegic who doesn't have a driver's license or other form of picture ID, 2) a guest making a purchase for a patient using the patient's credit/debit card, 3) a regular, recognized patron who doesn't have their ID presently but has had their ID verified many times in the past, 4) other similar circumstances. These management approvals can be given over the phone when necessary. Cashiers will be trained to document phone approvals on their Daily Cash Turn-In Reports.	

COMPETENCY: Management Section – Cash Audits

COMPETENCY STATEMENT	LEARNING OPTIONS	EVALUATION CRITERIA	DATE MET
Conducts Random Cash Audits **Please utilize the Random Cash Audit Checklist provided in this manual and have the completed audit checklists must be available for review during site visits by Integrity Services**	1. On the job training 2. Competency training 3. PSC manual	1.Conducts random cash audits to verify the accuracy of cashier collections during shifts. 2.Cash counts should be conducted randomly on a bi-weekly and / or monthly basis. 3. Please utilize the cash audit checklist provided on the last page of this manual. 4. The completed cash audit checklists must be available for review during site visits by Integrity Services. 5. If there are any discrepancies found, alert Integrity Services @ 743-6540 and take the appropriate disciplinary action if needed and / or contact Protective Services if warranted.	

University Health System

Random Cash Audit Checklist

	Yes	No
1. Name of the Cashier:		
PSC?		
2. Change fund is secured properly after hours		
3. Change fund provided by supervisor/designee at the beginning of shift		
4. Change fund counted by the patient service cashier		
5. Change fund amount: $ _____		
Change fund correct		
6. Change fund is secured in an approved, locked designated cash register/drawer at the start of shift		
7. All monies collected during the shift are secured properly		
8. Monies collected mixed with another cashiers drawer or register		
9. Determined the authenticity of paper currency $10 and above		
10. Temporary checks were accepted		
11. Checks are stamped "For Deposit Only"		
12. Checks have the bank logo, routing #, account #, check #, personal information, signature, and account # on memo section of check		
13. Out of state checks were verified with driver's license		
14. Credit card receipts are signed by cardholder		
15. Credit card transaction taken over phone has cc#, expiration date, name & address and "via phone" on credit card receipt		
16. Pegboard – "void" written and line drawn through journal for "voids"		
17. Void receipt attached for support		
18. Register – "Voids" have supervisor initial on tape		
19. Refunds – "No Service Slip" from provider		
20. Refunds – receipt returned with patient signature on it		
21. "No Sale" – supervisor's initials on register tape		
22. Pegboard – beginning/ending receipts on journal		
23. Change fund is removed and counted at the end of shift in front of witness		
24. Monies are counted and reconciled to pegboard, IDX, register tape totals		
25. Monies/Totals balanced		
26. Daily Cash Turn-In Report is complete with cashier and witness signature		
27. Deposit is secured in bank bag		
28. Bank bag deposited with the Main Cashier, unstaffed drop box, staffed drop box		
29. Personal items (purses, wallets, bags, etc.) located near the approved collection area		
30. Receipts from cashier are reconciled and attached to the department's Daily Cash Turn-In Report		