

CONNECTICUT VALLEY HOSPITAL OPERATIONAL PROCEDURE MANUAL

SECTION II:	ORGANIZATION FOCUSED FUNCTIONS
CHAPTER 7:	Management of the Environment of Care
PROCEDURE 7.24:	Patient Accounts Unit
REVISED:	01/26/07; 02/23/07; 01/28/10; 1/14/16; 06/18
Governing Body Approval:	1/14/16; 06/27/2018(<i>electronic vote</i>)

PURPOSE: Valley Finance, Patient Accounts Unit, is a voluntary depository for patients to deposit and withdraw their funds. Vocational Rehabilitation payroll, General Fund Unit, Activity Fund, Personal Needs, Grant disbursements and State Funded Petty Cash are also functions of the office located on the first floor of Page Hall.

General Psychiatry, Addiction Services:

No more than \$30.00 cash should be left with the patient at admission. The amount of cash retained by the patient should be noted on the Clothing Record Form [CVH-23](#), which becomes a part of the patient's medical record. The patient should initial the notation for confirmation. All cash not retained by the patient should be sent to the Patients' Accounts Unit. Nonnegotiable items, such as savings account passbooks, traveler's checks, foreign money and saving bonds should be retained by the patient's conservator or family.

Deposits/Receipts

Procedure:

1. All cash and/or checks (checks must be endorsed by the patient) received by clinical staff must be logged, the same day, into a three part Receipt Book, located in each building. The cash and/or checks are then placed into a lock box to be retrieved by staff at Valley Finance that day or following business day. Funds deposited from personal checks will not be available for withdrawal until the check clears the bank, which could be up to seven days. Funds deposited from money orders or certified checks will be immediately available for withdrawal. Receipt books are reconciled on the day Valley Finance picks up the cash/checks.
 - a. WHITE Copy goes to the depositor/client.
 - b. PINK Copy forwarded to Patient Accounts Unit with deposit.
 - c. YELLOW Copy stays in the Receipt Book

Lock Boxes on the Units

Procedure:

1. Patient monies are received from Valley Finance by the unit staff.
2. Unit staff returns to the unit and records the amount received by Valley Finance in the

unit register.

3. Unit staff has the patient sign the CVH-15 withdrawal form to ensure that the patient acknowledges that staff picked up their money.
4. Staff then secures the cash in the clear bags in the lock box.
5. As the patient requires/needs cash staff will record the disbursement of monies in the register.
6. Any money not spent will be recorded in the register and returned to the clear bag in the lock box.
7. There are two keys per lock box and unit director is responsible for assigning the two people who will be accountable for the keys and the patient money.

Withdrawals for GPD and ASD Clients

Procedures:

1. The CVH-15 Withdrawal Receipt Form is used exclusively by Valley Finance as the means by which CVH clients request funds, cash and checks from their accounts.
2. The CVH-15 form is a three part carbonless form. The first part (White) is the original record of transaction and is retained on file at Valley Finance for posting and record keeping. The second copy (Yellow) is also retained at Valley Finance only after the client has signed for receipt of their funds. The third copy (Pink) is retained by the client as a record of their transaction.
3. **The initial request for cash or check must be signed by the patient before it is presented for authorization.** Staff cannot conduct withdrawal of cash or check without the patient's knowledge or signature.
4. When a patient is able to conduct their own withdrawal in person at Valley Finance they will sign the CVH-15 for the check or cash they receive and are given the Pink copy as a receipt of their transaction. The White original and Yellow copy is retained by Valley Finance.
5. When unit staff conducts withdrawals on a client's behalf at Valley Finance, the Unit Director, Head Nurse or Designee should authorize the withdrawal on the CVH-15 prior to the cash transaction for withdrawals of both personal funds and wages earned through the Vocational Rehabilitation Program. A signature from the M.D. or Psychiatric APRN is required for cash withdrawals greater than \$30.00. The M.D. or APRN signature is sufficient to allow staff to withdraw cash on behalf of patients. A second authorization by the Unit Director would not be necessary in that case. The unit staff making the cash withdrawal are required to sign and print legibly on the CVH-15 form to authenticate receipt of a client's funds. The staff person should count the monies prior to leaving Valley Finance and remain in Valley Finance while the transaction is being processed. The staff person making the cash withdrawal is given the Yellow and Pink copies of CVH-15 of the cash or check withdrawal to present to the client on the unit.
6. Cash transactions are posted in Quickbooks, the Patient Accounts system. The name of the staff person who obtained the money on behalf of the patient will be listed in the memo section of journal entry. This entry will appear on bi-weekly reports available to

the Hospital Administration on the “T” drive to assist the verification of patients receiving money.

7. The client will verify receipt of their funds from staff by signing and dating the Yellow copy of CVH-15 in the presence of the Head Nurse, Unit Director or Designee. The Head Nurse, Unit Director or Designee will also sign the CVH-15 as witness to this transaction.
8. If the patient is unable or unwilling to sign for their funds then that must be noted and witnessed on the Yellow receipt prior to returning it to Valley Finance.
9. The unit staff person who made the cash withdrawal is responsible for the patient’s funds once they receive the money at Valley Finance. The completed Yellow copy of the CVH-15 is then returned to Valley Finance via hand delivery, or **placed in deposit lock box in the pink envelope provided to all units, located in each building. Do not send the Yellow copies via interdepartmental mail.** A maximum of five business days is allowed for Valley Finance to receive the Yellow copies.
10. Valley Finance will maintain the CVH-15 files for original White copies and the patient signed Yellow copies. As Yellow copies are received by Valley Finance they will be date stamped and at staff’s earliest convenience, posted to QuickBooks to “clear” the cash transaction. Posting the receipt of the Yellow copy is accomplished by accessing the individual client’s account in QuickBooks, locating the original journal entry for the cash withdrawal and then clearing the journal entry that corresponds to the Yellow copy received. The patient’s individual cash transaction history will remain un-cleared as long as there is an outstanding yellow CVH-15 for that associated transaction. The Yellow copies will then be filed with the cash replenishment batch relating to the original transaction.
11. A monthly Cleared Cash report is available on the “T” drive, to be viewed by the Unit Director, Assistant Division Director and Division Director indicating the outstanding Yellow copies that were not received by Valley Finance and the staff person responsible for withdrawal. Valley Finance staff may also indicate any suspicious inconsistencies for Administration’s attention. The Unit Director may follow up with staff to verify all the clients in question personally received the funds they requested. To the best of Unit’s ability, outstanding Yellow copies should be located and sent to Valley Finance.
12. A monthly Patient Balance and Transaction report will be available for viewing on the “T” drive by the approved Social Workers on each unit.

13. Additional Comments:

- a) The CVH-15 procedure requires patients to sign on 2 locations of the CVH-15, first to initiate the request and second when the cash or check is received.
- b) A Head Nurse, Unit Director or designee is required to witness the patient receiving his/her cash.
- c) The CVH-15 initial requests must be legible and completed in full or the Valley Finance cashier will not be able to process the transaction, requiring a new CVH-15 be completed.
- d) Staff should pre-sign receipts when submitting multiple requests to facilitate timely processing by cashier. Only the staff person receiving funds should sign CVH-15.

Although rare, mistakes can occur whenever money is counted. It is the responsibility of the staff

member who signs CVH-15 to verify that the amount of money received is correct. If an error is discovered later at the building Valley Finance will make every effort, at the end of the day when cash boxes are verified, to resolve the issue. If cash box reconciliation does not reveal an error the staff person signing the CVH-15 assumes the responsibility.

CVH-15 FORM BELOW:

Building:			
Battell () Merritt () Woodward () Cottage ()			
Account of (Print)	MPI#	Date	
Requested by (Patient Signature)			
Authorized by (M.D.'s signature if over \$30.00)	Title	Date	
Withdrawal: Cash () Check () Void or Stop Pay Check () Amount\$			
Amount written out:			
Check payable to:			
Explanation for cash over \$100.00 to be spent by clinical staff:			
RECEIVER OF ABOVE:			
Signature of Patient (only when funds are received):		Date:	
Staff Person obtaining funds (print & sign):		Date:	
Witness Head Nurse or Unit Director (print & sign):		Date:	

Disbursement upon discharge (All Divisions)

1. CVH form CVH-15 must be signed by a unit physician or designee.
2. CVH-15 should be forwarded to the Patient Accounts Unit one day in advance of discharge.
 - a. A check rather than cash will be issued if the balance of the account is over \$500.00. Other arrangements can be made with proper notification.
 - b. For Addiction Services, Rehab Units:
 1. Upon presentation of CVH-15 patient funds will be made available as soon as possible.
 2. Staff is to bring CVH-15 to the Patients Accounts Unit and wait for funds.

Discharge Grants (All Divisions)

Upon notification of a pending discharge for a patient who does not have funding available, the Social Workers can fax a discharge request to Valley Finance. Each discharge grant will be looked at individually on an as needed basis.

Vocational Rehabilitative Payroll

The client work program payroll is processed at the Patient Accounts' office on a weekly basis. The pay period runs Thursday to Wednesday. The weekly payroll is posted to the patients' accounts by Thursday at 10:00 a.m. weekly.

Withdrawals of funds earned through the Vocational Rehabilitative Payroll Program are subject to the same procedures and limits as all other withdrawals from other sources as outlined in the Withdrawals section of this policy.

Unit Program Funds

All units have funds available to them for activities/crafts/trips for clients. Each unit is allotted 10% of their total yearly allocation to food expenses. The remaining 90% of the total allocation should be used for rehabilitative or recreational activities. The need to deviate from the goal percentages will be assessed by Fiscal Management based on the needs and treatment benefits of the proposed activities.

CVH funding sources include but are not limited to:

General Fund - Unit Based Funds: Activities specific to one unit's community re-integration, activities i.e., parties, special events.

Activity Fund: Activities, programs that include multiple units i.e., entertainers, bingo, baseball games.

Hospital Fund: Specific program supplies/needs. Occupational therapy supplies, behavioral plans, and other treatment initiatives such as, violence prevention, comfort rooms, etc..

Purchase request forms must identify the following information to ensure the correct accounts are accessed:

- **A particular unit**, multiple units or building using the funds.
- **A special initiative need** – Violence prevention, comfort room, behavioral plans, wellness programs. These requests may be directed to hospital funding or other source.
- **A specific discipline's need/equipment** in the case of occupational therapy adaptive equipment these may be directed to hospital funding.
- **Therapeutic activity needs** – Activity supplies, S&S orders, art supplies, music therapy. These requests may be funded through the Activity Fund or General Fund resources.

- **Community re-integration activities** should reflect activities available in the community upon discharge. This may exclude restaurant lunches, large portion snacks or beverages.
- **Generalization or lack of information can result in the inability to identify the funding source. Requests may need to be returned, for additional information.**

Guidelines

- **Funds are to be spent for patients except in the case of: tickets to movies, museums, parks, and bowling as the staff engage in this activity as part of programming or is necessary to provide adequate supervision.** Staff attending a patient activity that includes lunch must be reimbursed per the union approved lunch allotment - \$5.00. Snack purchases as part of an outing can only be purchased for clients using State funds. Staff snacks are not an authorized State expenditure. Staff may purchase snack items on their own.
- **Activities that may go through a meal.** Request bag lunches or picnic items. Submit a request 2 weeks in advance to Dietary. Activities that include lunches – please cancel trays for patients as you are able.
- **Optimize hospital resources** – Dietary is the primary resource for food items for cooking groups, groups and special events. Items such as coffee, packaged chips, cracker or ice cream may be available. Item availability can be seasonal. Food requests need to be submitted 2 weeks in advance. Consider state store resources for activities of daily living needs and paper products.
- **NO GIFT CARDS CAN BE PURCHASED WITH FUNDS**
- **NO PERSONAL CREDIT CARDS CAN BE USED**
- **NO PERSONAL STORE REWARDS CARDS CAN BE USED FOR STATE PURCHASES** (STOP & SHOP, K-MART, BIG Y, BOB’S). HAVE THE STORE CLERK USE THE “STORE CARD.” The rewards can’t result in personal gain (e.g. gas points). Store point reward programs have a monetary value. Employees can’t benefit personally from purchases made with State funds. This makes the use of store point cards not allowable when using State funds to make purchases.
- **STORE COUPONS ARE ALLOWABLE** for example, 2 for 1 sandwich at Subway/Burger King coupons.
- **COOKING GROUP** – Food item requests must go to Dietary first prior to coming to Valley Finance to use unit funds. Dietary requires a two week notice to accommodate food item request. If Dietary denies the request, the denial and the purchase request will then be submitted to Valley Finance for unit fund disbursement.

Returning Receipts:

- **Indicate the number of patients** involved and staff (if applicable). i.e., On a bowling ticket 5 patients (pts), 2 staff; Dunkin Donut receipt 5 pts.
- **Drive thru purchases** must identify the activity on the receipt. Social skill generalization in a community setting can’t be used as a justification for drive thru purchases in a

van/car.

- Return receipts within 5 days of pick up. Do not cut off the bottom of receipts.

**GUIDELINES SUBJECT TO UPDATING AS
FINANCIAL AUDIT CRITERIA EVOLVE.**