



Department of Pharmacy POLICY AND PROCEDURE

POLICY NUMBER: 1305
VERSION: 1

SUBJECT: Pharmacy Patient Co-Payments

PURPOSE: The purpose of this policy is to establish accountability and to provide standardized guidelines for specific payment transactions processed at High Desert Regional Health Center Pharmacy.

POLICY: To ensure Pharmacy staff members are utilizing a systematic approach when processing payments for patients who have a financial responsibility due for prescriptions prepared at HDRHC Pharmacy.

PROCEDURE:

1. Patients who have a financial responsibility due when dropping off a prescription are provided an itemized pharmacy invoice. The invoice includes the patient's name, MRUN # and the amount due for prescriptions; patients are then directed to:
 - Return to the Pharmacy if electing to pay with Check or Credit/Debit card.
 - Cashier if payment will be made in cash.

Please note: HDRHC Pharmacy cannot accept cash. Patients satisfying a financial obligation in cash must be directed to the Cashier during operating hours.

Patient pick-up process:

Technician assists patient by requesting the intact pharmacy invoice once payment due has been determined for pick up. (Please note: if the patient has lost or otherwise does not have the pharmacy invoice a duplicate is required- be sure to include Patient Name & MRUN#). Technician requests payment type; follows procedure listed below based on patient selection.

Credit or Debit card transactions:

- Please ask for **payer's** proper identification. (CA driver license or ID, must be valid-not expired)
- Process amount due via the credit/debit card terminal.
- Steps include:
 - a) Swipe the patients' payment card. (Note: some patients with chip readers require card to be inserted into the terminal)
 - b) Enter the amount due.
 - c) Enter the authorized user passcode assigned to you.
 - d) Obtain approval receipt and print an additional receipt for the patient.
- **Initial** the original Credit/Debit card receipt and obtain payer's signature.
- Provide a copy of the invoice and "customer" copy of Credit/Debit card receipt. From terminal;
 - a) Press other
 - b) Select print

- c) Enter to print the last transaction. For previous transactions enter the SEQ#.
- File Pharmacy copy of invoice.
- Attach original Credit/Debit card payment receipt to remaining disseminated invoice and place in the lock box for general accounting purposes.
- **Important: Please be reminded to place your initials on all original credit or debit card slips, in addition to entering your authorized user passcode via the credit/debit card terminal.**

Check transactions:

- Please ask for **payer's** proper identification. (CA driver license or ID, must be valid-not expired)
 - Write ID #, Expiration date and MRUN# on front of the check using the crosshair method. (Crosshairs are most commonly represented as intersecting lines in the shape of a cross "+")
 - Confirm accuracy of the elements written on the check (Date, Dollar amount written out and in number form, Recipient and Signature)
 - Complete the **Pharmacy-CHECK COLLECTION LOG**. Noting all requested information i.e.;
 - a) Check number
 - b) Patient name
 - c) MRUN#
 - d) Date of service
 - e) Pharmacy staff initials
 - f) Total amount paid by check
 - g) Invoice number.
 - Provide to patient a copy of the invoice. (Orange-back portion)
 - File Pharmacy copy of invoice (white-top portion).
 - Attach check payment to remaining disseminated invoice and place in the lock box for general accounting purposes.
2. All staff having access to the credit card terminal shall utilize an authorized user passcode to process payments. The passcode shall be issued by the Pharmacy Chief II and listings maintained internally therein. Reports can be obtained to review a user's history of transactions; if necessary. Please find the following procedures reserved for administrative designees or supervisory staff members.

Refunds, Voids and Chargeback procedures for Credit or Debit card transactions:

- Pharmacy shall not process chargeback transactions, **no exceptions**.
- Voids can happen only the **same day of the transaction**. Pharmacy must have original receipt and any copies given to the patient in order to process the void. **Voids can only be processed by the Supervisor using the supervisors authorized access code**; do not process a void transaction using your authorized user passcode. Refer patients to the Cashier department in the event a supervisor is not present or otherwise unavailable.
- If the patient is entitled to a refund, please refer the patient to Cashier office. Refunds are processed through downtown DHS offices, not through the credit card terminal. Refunds require additional approvals from downtown DHS; the patient will get a check in the mail for the amount of the refund.

Accountability:

Credit or Debit card Transactions- Pharmacy will maintain a daily log of all credit or debit card transactions complete with daily totals.

- The Pharmacy administrative designee signs the completed form, attaching all original credit or debit card slips, invoice documentation and batch settlement slips.
- Log and supporting documents are provided to Cashier department.
- Settlements slips indicating an empty credit batch are not included on the daily log; rather the auto close slips are provided to the Cashier department to reconcile against the monthly statement of transactions.

Check Transactions- Pharmacy will maintain both a daily and monthly log of all check transactions ensuring accountability.

- The daily log will be provided to the Cashier department to record daily payment records for general accounting purposes.
- Technicians will complete the Pharmacy –**CHECK COLLECTION LOG** as the transactions occur.
- Monthly log will be kept within the Pharmacy for auditing purposes.
- Pharmacy designee will prepare and sign completed daily form using the information from the monthly log for Cashier departments’ general accounting purposes, attaching all payment(s) and supporting documentation.
- Monthly log will be replaced once the form has been utilized entirely or the month ends; whichever occurs first.

Approved By: Romina Panoussi (PHARMACY SERVICES CHIEF II)	
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