

SMSO Policy Manual

VOID AND STALE DATED CHECK PROCEDURES

Executive Sponsor: Steve Adamson, Chief Operations Officer

Issuing Department: Claims

Gate Keeper: Melissa Rusk, Director Claims

COMPLIANCE STATEMENT:

Enforcement:	All members of the workforce are responsible for compliance with this policy. Failure to abide by the requirements of this policy may result in corrective action, up to and including termination. Workforce members are responsible for reporting any observed violations of this policy.
Review Schedule:	This policy will be reviewed and updated as necessary and no less than every two years.
Monitoring and Auditing:	The Issuing/Collaborating Department(s) is responsible for monitoring compliance with this policy.
Documentation:	Documentation related to this policy must be maintained for a minimum of 10 years.

Applies to:

- | | |
|--|---|
| ☒ SummaCare | ☒ Apex |
| ☐ Summa Health Management Company | ☒ Summa Insurance Company |

Line of Business:

- | | |
|---|---|
| ☒ Commercial Groups | ☒ Medicare |
| ☒ Medicare Supplemental | ☒ On-Exchange |
| ☒ Off-Exchange | ☒ Self-Funded |

1.0 Purpose:

- 1.1 To provide guidance and establish standard operating procedures for the administration of void and stale dated checks and their associated processes.

2.0 Policy:

- 2.1 Governs the procedures for processing void and stale date checks, including the handling and disposition of returned SummaCare and Apex stock checks and their further reissuance when required.

3.0 Procedure:

- 3.1 Checks that are returned by providers for voiding should be routed from the mailroom to the Accounting Department for initial assessment and disposition in accordance with the department's standard operating procedures and policies.
- 3.2 Likewise, periodic reports will be run in the Accounting Department to identify those checks that have a stale date and were issued in response to a filed claim for benefit. Again, the details of this process are as outlined in the accounting department's own policies and procedures as governed by generally accepted accounting principles and other corporate regulations as applicable.
- 3.3 Once the Accounting Department has identified checks related to claims that are either stale dated or require voiding, this information will be forwarded to the Claims Recovery Unit for system processing.
- 3.4 For all purposes, stale dated and voided checks are handled in an identical fashion as listed below.
- 3.5 Depending on the circumstances, voided and stale dated checks will be processed according to one of the following methods. This will be accomplished through AMISYS as outlined in the AMISYS User Manual.
 - 3.5.1 Void with Full Reissue
 - 3.5.1.1 When the check is to be voided and the full amount of the previous check reissued to the provider for payment.
 - 3.5.1.2 In this instance, the check will be voided in the system with no adjustment or alteration made to its associated claims.
 - 3.5.1.3 The check will then be automatically reissued during the next payables run under a different number to the provider.
 - 3.5.2 Void with No Reissue
 - 3.5.2.1 When the check is to be voided and no money reissued.
 - 3.5.2.2 The check will be voided in the system after all associated claims are denied.

3.5.2.3 Once this is done, no further checks will be issued.

- 3.6 Checks will only be voided and reissued twice regardless of origin or circumstance before being reported to the State insurance fund as unclaimed funds. Special circumstances may apply. However, exceptions to this rule must be approved by management.
- 3.7 Likewise, no checks under the amount of \$10 will be voided and reissued unless first authorized by management.
- 3.8 Upon completion of these duties, the Claims Recovery Unit will return this information to the Accounting Department in order to verify completion and provide follow up.
- 3.9 The Accounting Department will then proceed with processing in accordance with their guidelines and policies governing such actions.
- 3.10 Manager, Claims Support has the authority and responsibility for the activities in this policy or procedure.
- 3.11 The Issuing Dept. is responsible for monitoring/enforcing the compliance with this policy.
 - 3.11.1 Compliance will conduct periodic reviews to monitor and audit compliance with this policy.

4.0 References:

- 4.1 Source of the policy (regulatory citation, accreditation standard, internal standard)
 - 4.1.1 Internal Standards
- 4.2 Are there any references to other documents, regulations, or intranet locations?
 - 4.2.1 None
- 4.3 Are there other policies that work in conjunction with this policy?
 - 4.3.1 None
- 4.4 Replaces (if applicable):
 - 4.4.1 None

5.0 Definitions:

- 5.1 None

6.0 Key Words or Aliases (Optional):

- 6.1 Are there any key words that you may use to find this policy in a search?

6.1.1 None

ORIGINAL *EFFECTIVE DATE*: 5/26/2006
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