



MACOMB COUNTY

COMMUNITY MENTAL HEALTH

Subject: Finance	Procedure: Collections Procedure	
Last Updated: 08/12/2024	Owner: Chief Financial Officer	Pages: 2

I. PURPOSE:

To define and describe the operational guidelines for handling and collecting payments received from MCCMH persons served.

II. DEFINITIONS:

A. Ability to Pay (ATP)

The ability of a Responsible Party to pay for the cost of services which is assessed in accordance with Michigan Mental Health Code.

B. Client Ledger

Invoice and payment tracking account in the person's served electronic health record (EMR) chart.

C. Client Statement

Invoice of service charges billed to a person served.

III. PROCEDURE:

A. Collections at Check-in to Clinic:

1. Persons served charts should be reviewed prior to appointment time or at the time of check-in to review insurance information; update addresses, emails, phone numbers, alternative contacts; and review any open balances in the client ledger.
2. Persons served should be asked to pay for services at the time of the service.
3. If the person served does not wish to pay for services, they should be informed that they will receive a statement in the mail.
4. Persons served who choose to pay may present a check for payment. The check should be entered into the client ledger at the time of collection and a receipt provided to the person served, printed from the client ledger. Checks collected are entered onto a weekly payment voucher and delivered weekly to reception at the Administration Building. The senior office assistant or other office designee lock

the payments and ledger into a secure money bag and deliver it to the Administration Building.

5. Persons served who wish to pay via credit card can either pay on the website or the office assistant can log into their designated account on the credit card processing software and enter the payment information. The software provides either a printed receipt or an electronic receipt to the person's served email. Credit card payments do not get recorded on the weekly payment voucher as they are handled directly by the Finance staff through the portal and the reports available.
 6. Cash collection is not preferred, but if the person served has exact change, the office assistant will take the cash, enter the payment into the client ledger, and a receipt MUST be printed from the ledger for the person served and sent with the cash and weekly payment voucher.
 7. Regardless of method of payment, persons served must be provided with a receipt.
- B. Finance Department team members receive the weekly vouchers, verify that all payments on the weekly voucher match what was sent, verify that all payments were entered into the client ledgers, and then take the payments to the Finance Department for depositing to the bank.
 - C. Finance Department team members receive any payments mailed to Macomb County Community Mental Health and ensure that the payments are processed as noted above and deposited to the bank weekly.
 - D. Finance Department team members pull the credit card payments from the prior day from the credit card portal and enter them into client ledger and post.
 - E. Finance Department team members run reports weekly from the credit card portal for general ledger entry.

IV. REFERENCES:

None.

V. RELATED POLICIES:

MCCMH MCO Policy 7-001, "Determination of Financial Liability"

VI. EXHIBITS:

Weekly Payment Voucher

Annual Review Attestation / Revision History:

Revision #:	Revision/Review Date:	Revision Summary:	Reviewer/Reviser:
1	8/12/2024	Creation of Procedure.	Deputy Chief Financial Officer