PROCESS FOR FUNDS RECEIVED- LADD use of Remote Deposit Capture Machine

1. The incoming mail is to be opened by a member of the HR Department. At the time the mail is opened all checks will be entered on the pre-cash list by the HR Department employee.
2. Checks will be deposited by Finance Specialist weekly using the remote deposit capture machine as follows:
   a. On the Huntington Bank website go to Receivables then Remote Deposit Capture
   b. Click on Capture Deposits to left of screen
   c. Then under Locations click on **Check & Remit Payments** for any check coming in with a check stub (Skirt) or click **on LADD** for when we have only a check with no Stub.
   d. Then Click on Account and choose either **Client Benefits** or **General Account** depending on what check you are scanning.
   e. Fill in the amount of the total checks you are going to be scanning in. You must put the total to move on.
   f. Then Click on **Create Deposit**
   g. It will take you to a screen where you can then click on **Scanning i**n the bottom lower corner then all checks and stubs will be scanned into the system.
   h. The scanner reads the stubs and check and the total amount of the checks deposited must match the amount of what was typed in on the previous screen (the total # from the Pre- Cash List) all lines must be green if not green must fix each line. (Can re scan a check & stub if necessary)
   i. May scan up to 100 checks at a time. Once checks are scanned the scanner stamps electronically presented on check.
   j. Once all transactions/scans are green can then submit **Transmissions**.
   k. To see previous deposits and download transactions in Huntington, go to **Research**, click on the dates of the Transactions you want to see.
   l. Click on the Locations and choose accounts. Under Query for Transmissions, click on Deposits in drop down box, - where = posting date- fill in date to box to far right must be full date i.e. 01/31/2018 then click on search
   m. Highlight the transaction you want to see click on drop down box- **Click on 1 x3** Fronts only and then click on **View PDF.**
   n. Then save the deposits by date into Remote Desktop Z:\FOI DEPOSITS\DEPOSITS FOI so this can be emailed to FOI with the pre-cash list and for reference for LADD if needed.
3. Once checks are scanned through the remote deposit capture an email will be sent to FOI (along with the pre-cash list and the deposit pictures downloaded from Huntington for that day. Special attention is given to making sure any NOTES on the pre-cash list and checks stating how funds need to be distributed will be adhered to. NOTES are from Guardians/Payees stating how they want the funds distributed to the person supported and when possible must be honored.
4. Checks received on days when deposits are not done will be locked in the safe until deposit day when they are then logged on the pre-cash list by the Finance Specialist and then deposited into the bank.
5. Once checks have been scanned into the Huntington Bank Remote Capture system checks will be kept in a file folder (in the safe in the LADD office) for 30 days before being destroyed by a member of the Finance Department.

PROCESS FOR FUNDS RECEIVED- LADD cannot use the Remote Deposit Capture Machine

1. There are rare circumstances where checks for personal allowance may come to the office. In most cases these checks are made payable to the person supported and may include the name of a member of management. These checks cannot go through the Remote Deposit Capture Machine because they lack the endorsement to LADD.

a. Checks that come in as described above will be entered on the checks received ledger kept in the safe in the LADD office.
b. A copy of the check and the original will be kept in the safe along with the checks received ledger.
c. The Finance Specialist will communicate with the Manager to make arrangements to pick up the check.
d. It may be necessary for the Finance Specialist to cash the check for the person because they do not have a bank account to do so.
e. Regardless of whether the funds are a check or cash it must be picked up by the person supported and/or the manager at the office.
f. Upon receiving the cash or check the person will sign and date the copy of the check and a member of the Finance Department will sign and date as well. A copy of the signed and dated check will be given to the person and/or manager for their records and a copy will be filed in the person's Administrative file at the office.
g. The checks received ledger will also be signed accordingly to reflect the transaction.

PROCESSES FOR BILLING SERVICES

Definitions and Standards

Occupancy Logs – (Used for Contract Agency billing for specialized residential locations only) Are due on the 10th of the month. Managers must sign the Occupancy Log to indicate that they have reviewed for accuracy and clarity before submitting the form to their Supervisor. The Supervisor reviews for accuracy and signs before forwarding to the Regional Director for final review.
Billing Logs – (Used for Contract Agency billing for CLS and Respite only) Completed by the CLS Department based on completed documentation that notes the start and stop time for services. These logs are not signed and only initialed after billing the service.
Activity Tracking – (Used for Contract Agency billing for SIL only) Are due on the 10th of the month. Managers enter times when the person leaves and returns to the location. Notes about where the person has gone or who they have met with are included as well.
Billing Worksheets – (Used for Contract Agency billing for SIL only) Are completed by the billers using information from Activity Tracking to assist with claims entry into Contract Agency specific billing sites.
Personal Care Services Provider Log – (Used for Home Help Billing) Are due on the 1st of the month. Managers must sign the Personal Care Service Logs, where it says Provider Signature. Signatures of the people supported are included for some insurers, consult with the Finance Specialist for requirements. The Supervisor reviews for accuracy and ensures the forms have been correctly signed. The Area Supervisor informs the Regional Director the Logs are ready to go to the Finance Specialist. RD notifies the Finance Specialist when to begin processing the billing.

When a person supported begins receiving Home Help for the first time the Manager is to start documenting progress notes on the person supported as soon as the Home Help application has been started. Documentation must consist of the services provided for the person. Starting the documentation process on progress notes at the time of the application will allow LADD to be able to bill for the services provided once the approved Time and Task sheet comes to the person's home, which may take up to 45 days. For additional information refer to R:\002. Electronic Occupancy Logs\Home Help Services.

Marking a Person as Absent – Marking a person as absent is based on individual circumstances and it is recommended questions in this area be directed to your supervisor. These standards apply to both Occupancy Logs and Personal Care Services Provider Logs as follows:

- A person is marked as present for an entire day if they were in the location up to and including 8:00 am. This means they received safety supervision and possibly received a meal, personal care assistance, and medication administration.

- A person is marked as present for an entire day if they were present in the location at 8:00 pm continuing on to midnight. This means they received safety supervision and possibly received a meal, personal care assistance, and medication administration.
- A person can **NEVER** be marked as present on the day they were admitted to a hospital, a care facility or certain types of camps.
- A person may be marked as present on the day of discharge from a care facility or certain types of camps as long as they arrive home by the time specified above. Verify the correct way to mark a person with the Director of Business.
- Notes for absences in Specialized Residential locations are to be included at the bottom of the Occupancy Log in the space provided.
- If a person supported is on Hospice, care must be coordinated with the Hospice Agency so there is not a duplication of service with the Home Help service. For example, if a Hospice Aid bathes the person three times per week LADD can mark the Personal Care Services Provider Log only on the days bathing was completed by the LADD staff and not the Hospice Aid. This must be noted at the bottom of the Personal Care Services Provider Log, i.e. Sally is now on Hospice; Hospice Aid bathed Sally on the 1st, 4th, 7th etc. etc.
- When a person lives in SIL notes are entered on the Activity Tracking and covers all times a person is not receiving services so there are no special guidelines specific to absences. These notes are referenced for all Contract Agency Billing including Home Help billing.
- CLS and Respite services are entered on Billing Logs as time services were provided so there are no absences to note.
- The Finance Specialist refers to Activity Tracking in order to verify absences for Home Help billing.

<u>Billing Contract Agencies</u>

1. All Occupancy Logs, Billing Logs, Activity Tracking and Billing Worksheets are saved electronically in R:\002. Electronic Occupancy Logs and then divided into folders by region and location. Supporting billing documentation is maintained in the I: Drive.
2. Each Contract Agency utilizes a different online billing system and follows different contract rules for timely filing of claims, appeals and billing corrections. LADD utilizes Business Department personnel to follow all billing standards. It is not possible to include all standards in this section as they are too numerous and are updated frequently.

<u>Billing Contract Agencies for Home Help Services</u>

PREPARATION

1. All Personal Care Service Provider Logs are saved electronically in R:\002. Electronic Occupancy Logs and then divided into folders by region and by program location
2. Managers of each program will ensure the Personal Care Service Log is completed daily throughout the month. If the person received the service according the Time and Task an X is placed in the appropriate date square.

*** IMPORTANT INFORMATION***

When new time and task information or authorizations are received the Finance Specialist updates the corresponding billing log and informs the Director of Operations and Development so updates to the budget are made.

3. On the 1st day of the month or the first business day following the month of service by 12:00 pm the Manager will have completed review of the Personal Care Service Provider Log for accuracy and completeness and then sign the Log. The Manager will notify their Area Supervisor who will then review the Log to ensure there are no missing signatures or discrepancies The Area Supervisor will then sign and notify the RD the Log is complete.

4. The RD will review all Logs comparing the total minutes billed for that month versus the approved hours/minutes on the Time and Task section at the top of the Log ensuring services have been properly billed. Once RDs have confirmed the total hours/minutes are correct they will email the Finance Specialist.
5. The Finance Specialist will print the completed Personal Care Service Provider Logs and completes billing per county specific guidance.
6. The Finance Specialist will bill other Contract Agencies such as Meridian or Aetna using the approved billing systems, documentation and standards.
7. After billing has been completed the Finance Specialist will enter billing data accordingly in the I:Drive.

PROCESS FOR COMPLETING SPEND DOWNS

1. Spend downs must be faxed to appropriate DHHS office.
2. Proof of Assets/Bank Statement need to be obtained from the Payee and/or LADD for all Berrien and Van Buren Individuals. Cass County individuals do not need bank statements. The Finance Specialist coordinates with the Manager to collect this information.
3. The Finance Specialist will coordinate with the billers to ensure corresponding Contract Agency billing occurs.
4. The Finance Specialist, for each person with a spend down will complete MDHHS Deductible Report. The Finance Specialist will update the Deductible Report (First Page) with the dates of the month that are being billed to the Contract Agency. On the second page on the top right of the Deductible Report, the balance from their bank statements need to be listed. Bank statement totals combined cannot be more than $2,000.
5. The Finance Specialist will then fax as follows:
    - Fax to DHS the following documents:
    - Deductible Report (2 pages)
    - Bank Statements
    - DHS FAX cover sheet
    - Cass County DHHS 269-445-0297/ Berrien and Van Buren counties DHHS 517-346-9888
    - Cass County Individuals only, need the Spend-Down Billing Sheet faxed to Cass County DHS (Kristy Chaffee). Do not include bank statements or Deductible Reports.
6. The Finance Specialist will maintain a record of all faxed spend downs and other related documentation.

PROCESS OF RUNNING BRIDGE CARDS

Bridge Card Machine and Bridge Card Storage –

- Bridge Cards are stored in a plastic box and locked in a safe in the secure record room at the office.
- Bridge Cards are only accessed when a new card is received or during monthly processing.
- The Bridge Card machine (POS terminal), used to access the benefit is maintained in the Finance Specialist office.

Bridge Cards

1. Upon receiving a new Bridge Card, the Finance Specialist will make a copy of the Bridge Card and the letter it is attached to and file in the Person Supported Administrative Record.
2. Occasionally multiple cards are sent to LADD from DHHS. In these cases, only the Authorized User card in LADD's name will be retained all others cards will be kept separate in the safe. If the only card received is the Bridge Card with the Person Supported name on it then that card will be used.
3. Upon receiving the DHHS notification of the Bridge Card Benefit that amount will be entered into the Person Supported Database.

Running the Bridge Card

- All Bridge Card PIN numbers, DOB or any other numbers associated with access to the benefits on the card are kept in a separate secure database.
- Any new Bridge Cards are activated and the PIN is changed to the standard PIN used for all cards.

1. Processing Bridge Cards begins on or after the 22nd of each month.

2. Bridge Cards are removed from secure storage, run through the Bridge Card machine and then returned to secure storage. Bridge Cards are not to be left unattended.
3. Amounts transferred off of the Bridge Card are recorded on the Food Stamp Database and the Monthly Living Expense spreadsheet for people who live in Supported Independent Living. Once all Bridge Cards have been processed for a batch total is printed from Bridge Card machine (POS terminal) and reconciled to the total on the Food Stamp Database.
4. All Bridge Cards that have been processed will be verified that batch totals and Food Stamp Data Base totals match. All receipts of transactions are maintained in a separate folder, by month, in the Office.
5. The Food Stamp Database totals are emailed by the Finance Specialist to FOI . All receipts of transactions are also sent to FOI.
6. FOI will make a comparison of the database and receipts to confirm the amounts match and the Bridge Card balance has been taken to zero. Once confirmed FOI will also verify the Food Stamp Database and receipts coincide with the amount deposited into the bank from the Bridge Card machine.

Bridge Card Destruction

- A copy of all letters and Bridge Cards received will be retained in the Person Supported Administrative Record. This is done so there is documentation of the receipt of all cards.
- Once a person is discharged from services their Bridge Card is deactivated and destroyed. The person and/or their guardian will be notified of the deactivation and destruction of their Bridge Card. They will be informed they will be able to obtain a new card at their local DHHS office. If necessary LADD can assist with transportation to facilitate the expedited receipt of a new Bridge Card.

1. The Bridge Card to be destroyed will be deactivated by calling the number listed on the letter the Bridge Card was attached to when received.
2. Once the Bridge Card has been deactivated it will be shredded or cut into pieces so that it is no longer recognizable.
3. The date the Bridge Card has been destroyed is noted on the copy of the letter received from DHHS that the Bridge Card was attached to when originally received. This letter must also be signed by at least two witnesses who have seen the card's destruction.
4. This dated and signed document is retained in the Person Supported Administrative File indefinitely as documentation the Bridge Card was destroyed.

OPEN ITEMS

An accounting of all open items will be provided by FOI when available. The Business Department will review and make corrections. FOI will be updated on progress towards resolving outstanding issues.