

NORTHERN NEVADA ADULT MENTAL HEALTH
POLICY AND PROCEDURE

SUBJECT: FINANCIAL MANAGEMENT OF CONSUMER ACCOUNTS

NUMBER: NN-FM-08

Page 1 of 5

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APPROVAL: _____Rosalyn Reynolds {s}_____, Agency Director

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I. PURPOSE

The purpose of this policy is to establish a procedure for the monthly financial management of consumer funds at Northern Nevada Adult Mental Health Services (NNAMHS). This policy will cover the management of funds for all consumers that have NNAMHS as their Social Security Payee, receive State funds, or otherwise have an account set up for them in Patient Accounts.

II. POLICY

It is the policy of NNAMHS to manage the consumer's funds in a way that is in the best interest of the consumer and the state. This is to be accomplished with a Consumer Monthly Budget that will provide prompt and accurate financial service in an efficient manner.

### III. PROCEDURE

#### 1. Consumer Monthly Budget

a. All consumers receiving outpatient services from the NNAMHS that are on a Supported Living Arrangement (SLA), Intensive Supportive Living Arrangement (ISLA), Shelter Plus Care (SPC), Mental Health Court (MHC), or living in a Board and Care (self pays only) will have a monthly budget developed. The development of this budget will be the responsibility of the consumer and his or her service coordinator. Monthly budgets must be signed by both the consumer and their service coordinator. A written explanation from the service coordinator is required for any exceptions.

b. The Monthly budget will include all income earned by the consumer, benefits paid to the consumer, and anticipated expenses for the month. The bottom half of the budget will show the disbursements to the consumer for food and personal needs monies. These disbursements are spelled out as to date issued, amount, and the vendors name (if applicable).

c. In cases where it is not in the consumer's best interest to have a large amount of money at one time, Patient Accounts is able to print checks for as little as \$5.00. Due to cost, it is requested this be the exception not the norm.

d. The Monthly Budgets are due to Patients' Accounts at least 15 working days prior to the first of the month of their use. Late budgets will delay the disbursement of consumer's funds.

e. The service coordinator can make changes to the monthly budget at any time 48 hours prior to disbursement of the check. Consumer disbursement checks are written via computer either one or two days prior to their issue. In order to get checks distributed to the service coordinators at 8:30 in the morning, the deadline for changes must be at least 48 hours before. Emergencies will be handled on a case-by-case basis, see Emergency Funds.

#### 2. Consumer Bill Payment

a. All bills accrued by the consumer for rent, utilities (to include gas, water, electric), cable, and telephone, approved medical expenses, and miscellaneous expenses will be paid by check when they come due.

- b. In order to pay rent bills, a rental agreement or lease must be on file in Patient Accounts. Rent checks cannot be made out to the consumer.
- c. The checks will be printed and mailed to the creditor in time as not to cause a late charge, providing the bills are submitted to Patient Accounts promptly and the consumer has the needed funds in their account.
- d. Any bill received by the consumer or the service coordinator should be brought to the attention of the Patient Accounts supervisor as soon as possible. If a utility or phone bill, the original must be submitted to Patient Accounts as soon as possible.
- e. Any disbursements from the consumers account is automatically recorded, and a copy of the consumers account can be requested by the service coordinator.

### 3. Consumer Check and Bus Pass Delivery

- a. Consumer checks and bus passes will be picked up by a designated individual in Service Coordination, Mental Health Court and the PACT team starting at 8:30 a.m. This individual will sign the Client Check Transfer Log at the top and return a copy to the Patient Accounts staff member delivering the checks.
- b. The PACT team will have one individual issue all consumer checks and bus passes.
- c. The individual delivering checks and bus passes to the Service Coordination Department will be responsible for subdividing by individual consumers logged on the Coordinators Disbursement Log. They are then filed in the service coordination administrative area. This log will have the name of the consumer, consumer number, the check number, amount of the check, and bus pass number. There are places for the consumer to sign for and date the receipt of each item. These logs are to be returned to Patient Accounts staff as soon as possible.
- d. The service coordinator/PACT team member will receive checks and logs as follows: Tuesdays; Service coordination, Wednesdays; PACT, and Thursdays; Mental Health Court, or as requested. The checks and bus passes will remain in the custody of the service coordinator for the workweek to allow for their distribution. Any check that is incorrect can be reprinted by Patient Accounts with notification by the Service Coordinator. The Coordinator will return all incorrect checks with the undelivered checks and completed Coordinators Disbursement logs at the end of the week. Coordinator

Disbursement Logs must be signed by the consumers. NNAMHS requires a written explanation from the service coordinator for any exceptions. Check transfer logs will be reconciled to the signed disbursement logs. Each check missing from the Coordinators disbursement log will require a written explanation.

e. All checks returned to Patient Accounts will be deposited into the consumer's account within two business days.

#### 4. Handling of Stop Payments

a. If for any reason a check needs to have a stop payment placed on it. A written request or email needs to be made by the service coordinator for the consumer. It must be explained to the consumer that any stop payment charges will be deducted from the consumers account or from the check being reissued. Depending on the bank account this can range from \$5.00 to \$30.00 and is subject to change at any time, depending on the banks charges. Once it has been determined the check has not cleared the bank and the consumer understands the charges that are related to this type of transaction, the Patient Accounts or Accounting Supervisor will contact the bank to place the stop payment.

b. As it takes at least 48 hours for a stop payment to go into effect, the consumer must be notified that it will be 4-5 business days before the check will be reissued (less the stop payment charge). To ensure the check in question has not cleared; staff will verify the stop payment is in place before reissuing.

#### 5. Patient Accounts Customer Service

a. Patient accounts customer service is open to service coordinators during normal business hours, 8:30 to 3:30 Monday through Friday. In order to keep the service coordinator informed of the consumer's financial status, any meetings between the consumer and Patient Accounts must include the service coordinator.

b. Emergency disbursements will take priority.

c. All consumer requests should be routed first through their service coordinator and then forwarded to the Patient Accounts supervisor. In his or her absence, the designated representative will field questions for the staff.

d. With the transfer of the check delivery function from Patient Accounts to the service coordinators, it will no longer be possible to type the consumers' identification description on the check. Not doing this will require all consumers to have an I.D. Service coordinators may need to assist the consumer in obtaining the required identification.

e. Two days a month usually the 1<sup>st</sup> and the 3<sup>rd</sup>, Social Security checks are delivered to Patient Accounts for deposit to consumers accounts either by electronic funds transfer or the mail. These days are spent recording deposits to the individual consumers trust accounts by the Patient Accounts staff.

## 6. Emergency Funds

a. Emergencies disbursements will be handled during work hours on a case-by-case basis. Disbursement checks will be printed as needed. The service coordinator will review the status of the consumer's account with the patient accounts staff.

b. The Patients Account Supervisor will handle all emergencies. If the Patients Account Supervisor is absent, the Accountant II or the ASO III will handle the issue.

c. An emergency is a situation where a consumer is unable to meet basic life needs (i.e. food, shelter, and adequate clothing) and there are limited short-term options to resolve the situation without the injection of additional state funds. Wanting your money early "because you spent what you had" is not an emergency.

d. If there is a dispute over the definition of an emergency, the Clinical Program Manager II and the ASO III will resolve the issue.

## 7. Cash Payments to Inpatient

a. Cash payments will be made to inpatients at Dini-Townsend only for their use of the vending machines and canteen services provided by NNAMHS. The cash disbursements will be made by consumer accounts staff on the units. The disbursements will occur on Monday and Friday of each week. In the event of a state holiday, other arrangements will be made. This can only be done if the consumer has funds available in a Patient Accounts trust account.

## 8. Consumer Bus Tickets

a. Requests for consumer bus passes will be on the Monthly Budget with the desired delivery date. The pass will be delivered with the daily checks. They will be annotated on the coordinators disbursement log.

b. Any undelivered bus passes need to be returned on Friday at 3:00pm with the undelivered checks.

#### 9. Consumer Social Security Requirements

Consumers are required to provide receipts for each check issued over \$50.00 to ensure funds are spent in a designated manner. NNAMHS, as a Representative Payee, is responsible for keeping records of all money taken from the consumer's accounts.