## NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES POLICY AND PROCEDURE

SUBJECT: ACCOUNTABILITY OF CONSUMER TRUST ACCOUNTS NUMBER: NN-FM-11 Page 1 of 2 ORIGINAL DATE: 12/31/97 REVIEW/REVISE DATE: 8/03/06, 4/16/09, 6/21/12 APPROVAL: \_\_\_\_\_, Agency Director **PURPOSE** I. To establish guidelines for Consumer Trust Accounts at Northern Nevada Adult Mental Health Services (NNAMHS). II. **POLICY** NNAMHS will manage consumer trust accounts in accordance with current NRS, and the State Administrative Manual (SAM). III. REFERENCES Division of Mental Health Developmental Services (MHDS) Policy # 3.001-Accountability of Consumer Trust Accounts

## IV. PROCEDURES

- 1. Utilization of receipt forms: (SAM, Section 5911)
  - a. Receipt forms that have been numerically sequenced must be written whenever money is received for deposit into the client trust accounts by a client, or one of their representatives. The exception to this being

- SSI/SSD payments which are received either by direct deposit or in the mail, in this case copies of all checks or direct deposit notifications are to be put with the actual daily work and used to balance each day.
- b. All receipt numbers must be accounted for and voided or spoiled receipts must be maintained intact in serial sequence.
- c. Adequate explanations must be made on all voided receipts and this information must be verified by a person not responsible for the voiding.
- d. Adequate records must be maintained so deposits can be reconciled to receipt, check, or direct deposit copies.
- e. Receipts must be written when currency and/or coin are received by mail.
- 2. All budgets, withdrawal authorizations, or emails to support withdrawals from client trust accounts must be retained.
  - a. With daily backup for checks issued, all emails/ authorization requests or any other backup to support issuance of a check that is not on the monthly budget must be attached to the check stub and included with that days work.
  - b. These requests must be from the client's service coordinator or their team leader, and are to be discussed with the client before requests are sent to Patient Accounts.
  - c. The exception to the above is, in the case of utility/phone payments, which are issued once money has been vouchered by the State to cover amounts due. These are issued up to the client's monthly contract amount for these items, any amounts over the contract must be discussed with the client and plans for payment made if necessary.
- 3. Questions or concerns may be directed to the NNAMHS Business Office, Monday through Friday, 8 a.m. to 5 p.m.