

LEON COUNTY E.M.S.
Standard Operating Guideline

Title: Receiving Payments
Effective: June 1, 2005
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Revision: 2
Pages: 1

I. PURPOSE:

To provide a process for the receipt and record of receiving and processing payments received by members of the EMS Division.

II. GUIDELINE:

Payments for EMS treatment and transportation services provided by the County are generally made through the contracted billing vendor utilizing the County controlled lock-box at a designated financial institution.. However, from time-to-time payments are made directly to the EMS Division for these services and for special events and pre-scheduled non-emergency transports where advance payment is required. .

The EMS Division will only accept payments in the following form:

- Personal or corporate check (no starter checks)
- Money Order
- Cashier's Check
- Visa
- Mastercard
- AMEX
- No cash will be accepted

All individuals attempting to make a payment shall be referred to the EMS Division administrative offices. Field providers are not authorized to accept payments.

III. PROCEDURE:

Personal / Corporate Checks; Money Orders; Cashier's Checks

All checks and money orders shall be restrictively endorsed immediately upon receipt.

Checks and money orders shall be deposited directly at the County designated financial institution within 24 hours of receipt.

The County's billing / collections vendor shall be notified immediately of payments received

towards a patient account.

Payments received for special events and pre-scheduled non-emergency transports, not billed by the billing vendor, shall be entered into the County's accounts receivable system.

Credit Card Payments

Credit card payments are generally either from patient accounts and are coordinated through Intermedix or are made for transports that are not covered by insurance. Intermedix will take credit card information on the phone from customers who wish to pay using that method. This information is then processed through the credit card portal Z-pay provided to the finance department to Intermedix, who then processes the credit card payment. However, there are times when credit card payments are made directly to EMS. When this occurs the credit card batches are then sent to the Clerk's Finance Division for further processing. A copy of the receipt is sent to Intermedix so that the patient account can be appropriately credited.

For certain transports, for example organ transport teams, the organizations make credit card payments prior to the transport being completed. These credit card payments are processed by the EMS System Controller. The receipts are then sent to the EMS Billing Coordinator who then processes them and forwards the payment information to the Clerk's Finance Division for final processing.

Deposits

A spreadsheet shall be created for each deposit which provides sufficient detail as to the type of funds; the person who made the payment; the budget account number where funds are to be deposited; and the date of the deposit.

A deposit slip shall be completed for each deposit and attached to the deposit spreadsheet which provides a summary of the type of funds (check or credit card) and total funds being deposited with each deposit.

The spreadsheet and deposit slip shall be reviewed by a supervisor as authorized by the EMS Chief for completeness and accuracy.

Deposits shall be placed in a provided tamper evident bag and delivered to the County approved financial institution.

A copy of the spreadsheet, deposit slip and the bag number of the tamper evident bag shall be immediately forwarded to the Clerk's Finance Division.

Financial information shall be protected and safeguarded in a similar manner as other patient information.