TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER
Operating Policy and Procedure

HSC OP: 50.11, MPIP Refunds and Application Access

PURPOSE: The purpose of this Health Sciences Center Operating Policy and Procedure (HSC OP) is to establish the rules and requirements for requesting and granting access to the MPIP Refunds application.

REVIEW: This HSC OP will be reviewed on April 1 of every even numbered year (ENY) by the Executive Associate Dean, School of Medicine, the Director of Applications Development, and the Director of Accounting Services, with recommendation for revisions forwarded to the Vice President and Chief Financial Officer by May 1.

POLICY/PROCEDURE:

1. Definitions.

The MPIP Refunds system is an application written by the Application Development department within Business Affairs to assist TTUHSC departments who utilize the MPIP GE Centricity patient accounting system in efficiently issuing refunds for overpayments to patients or other payers within the Banner Finance system.

2. Responsibilities.

a. MPIP Business Office. Each campus MPIP Business Office is responsible for establishing procedures and related internal controls to ensure that patient refunds are properly issued to patients and other payers based on information contained in the MPIP GE Centricity patient accounting systems. This responsibility includes approving access for employees with responsibility for issuing and approving refunds through the MPIP Refunds system.

b. Application Development. The Application Development department within Business Affairs is responsible for granting and removing access within the MPIP Refunds application with proper approvals from the MPIP Business Office.

3. Policy.

The Director of Applications Development will grant and remove access for TTUHSC employees within the MPIP Refunds application only after receiving approval from the respective campus MPIP Director. Requests for granting or removing access should be emailed to Applications Development at busaffdev@ttuhsc.edu and should include the following information for the TTUHSC employee for whom access is requested or removed:

a. Employee name
b. Employee R number
c. Employee eraider
d. Employee TTUHSC email address
e. Permission Type (Submit or Approve)
f. Action to be taken (add or remove access)

4. Supportive Technology

The MPIP Refunds system includes color coded alerts to authorized approvers as described below when refund amounts are over a specified threshold.
<table>
<thead>
<tr>
<th>Alert Type</th>
<th>Alert Color</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Warning</td>
<td>Yellow</td>
<td>Warning text appears when approver hovers mouse over highlighted row.</td>
</tr>
<tr>
<td>Warning with Notification</td>
<td>Orange</td>
<td>Warning text appears when approver hovers mouse over highlighted row. Email notification automatically sent to campus management upon submission.</td>
</tr>
<tr>
<td>Error</td>
<td>Red</td>
<td>Error message is displayed and refund cannot be submitted. Email \texttt{<a href="mailto:hscacc@ttuhsc.edu">hscacc@ttuhsc.edu</a>} to resolve.</td>
</tr>
</tbody>
</table>

The threshold amounts are decided by agreement among the campus MPIP business offices and can be adjusted in the system upon request. Additionally, alert threshold amount for vendors established in the Banner Finance System (Example: insurance company vendors) can differ from the alert threshold amount for one-time patient vendors.

These alerts are tools designed to warn approvers when approving large refunds and are not intended to replace refund approval procedures and internal controls described in section 2.a above.