



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 Assistant Dean for Finance and Planning, School of Medicine, the Director of Applications Development, and the Director of Accounting Services, with recommendation for revisions forwarded to the Executive Vice President of Finance.

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 MPIP patient accounting systems (i.e. athenaID, Allscripts, Epic etc.) in efficiently issuing ~~paper~~ 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 patient accounting systems. This responsibility includes approving system access for employees with responsibility for issuing and approving refunds ~~through~~ within the MPIP Refunds system as well as approving any automated data transfers from MPIP patient account systems into 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 and ensuring proper handling of data transfer files from MPIP patient accounting systems.

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 email address
- 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.

Alert Type	Alert Color	Description
Warning	Yellow	Warning text appears when approver hovers mouse over highlighted row.
Warning with Notification	Orange	Warning text appears when approver hovers mouse over highlighted row. Email notification automatically sent to campus management upon submission.
Error	Red	Error message is displayed and refund cannot be submitted. Email hscacc@ttuhsc.edu to resolve.

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.