



HEALTH PROFESSIONS COUNCIL OF SOUTH AFRICA	
HPCSA Refund Policy	Ver. 2017.01
Original	Issued: 2017
Frequency of Review	Two years
Responsible Officer(s)	Chief Financial Officer

Processing Refunds

Purpose

This Policy defines the approved process for resolving credit balances and overpayments and to facilitate timely refunds for confirmed overpayments.

Standards

Accounts with credit balances or overpayments must be verified and analyzed promptly if the payment discrepancy is confirmed as an overpayment. Refunds will be processed within 14 days.

Definition for Credit balance or overpayment discrepancy

A credit balance and/or overpayment can result from a payment made by another responsible party (HPCSA Practitioner or another 3rd party) for an amount greater than expected, duplicate payments, and credits.

Responsibility

The Accounts Receivable Department is responsible for the resolution of credit balances and potential overpayments subject to their respective delegation of authority.

The Accounts Receivable Department verifying that payments received are an accurate reflection of the source documentation and confirming that the refund requests are complete, processing of documents and refund requests, and monitoring the regular activity of the refund process.

Procedure

The following steps will be performed to ensure timely research and analysis of accounts and prompt, accurate refunds of confirmed overpayments.

Because, account discrepancies can occur for many reasons, accounts with credit balances or suspected overpayments require review and research to determine the underlying cause for the balance in question.

Once confirmed, all bona fide overpayments must be refunded to the appropriate Practitioner or 3rd party.

Once the Accounts Receivable Department has finalized their research and has determined that a refund is appropriate, the Accounts Receivable Department shall complete the following process:

1. Create and complete a refund request for the amount to be refunded;
2. Attach all required supporting documents; and
3. Obtain the appropriate approvals as per Delegation of authority.

The Supervisor Accounts Receivable Department will sign all Refund Request Forms, verifying:

1. The accuracy of the research and validity of the refund requested;
2. Submit the completed Refund Request Form with supporting documentation to the Manager Management Accountant for verification of amount, bank account and payee and signing off for payment;
3. Submit documentation to Accounts Payable Department to process on system and create payment;
4. Submit documentation to Bookkeeper to create payment batch on Cash Focus;
5. Submit documentation to authorised signatories to release payment batch on Cash Focus.

The Supporting Documentation must include the following:

1. Refund Request Form signed by requester;
2. Duly signed Refund request form by all employees having roles or responsibilities in creating refund;
3. Copies of all Practitioners payments as they pertain to the refund;
4. Copy of ID;
5. Proof of bank account details (Bank stamped letter) or bank statement;
6. Debtors statement
7. System Report confirming bank details loaded on system.

Supporting documents shall be kept in a file for Audit Purposes in Accounts Payable Department

Exceptions

Unresolved Credit Balances: Credit Balances that can otherwise not be resolved by the Accounts Receivable Department.

Small Balances less than R100 will be Written Off.