



Clinics of North Texas Refund Policy

Staff will be assigned work list to review accounts with credit balances. Accounts are refunded in accordance with state and federal laws. Several types of refunds are issued for example: patients and insurance companies.

Policy

1. Credit balances are reviewed by staff to determine if it is a true credit or a posting error.
2. Posting errors are corrected and no refund is due.
3. True credits are identified and a request is issued.
4. Refund requests are reported to accounting bi-weekly.
5. The accounting department runs the checks and mails them out.
6. Refunds requested by Medicare or Medicaid are refunded in accordance with state and federal law.
7. Refunds requested by patients and all other insurances are issued bi-weekly.