

CCH (Choices Clearing House) Client Bill Payment and Invoicing: Monthly Expenses

Overview: Monthly expenses are prepaid by Choices in Community Living for each client in a residential setting, for whom Choices is payee, and for those clients for whom Choices is not the payee but have made an agreement between the payee and Choices to follow the same process as other residents. Choices invoices clients at the end of each month for those expenses incurred for that month. The invoices will usually be sent to the home manager for each client. If Choices is not the payee, Choices will send the invoice to the Payee as well as the home manager.

Monthly Rent and Utilities: Rents are paid by check from Choices' CCH operating account. Receipts are requested from landlords, however are not always received. Utility bills are also paid by check from Choices' CCH operating account. The expenses are tracked on a per home basis in monthly expense spreadsheets.

Cash: Choices supplies each home manager with cash to use for clients. When cash is used, a receipt signed by the client receiving the funds is required. The receipts are input on a cash ledger spreadsheet with each amount being allocated to the appropriate client. These ledgers are to be turned in weekly for reimbursement from the home office to replenish funds in the home. Clients are invoiced (under hab. supplies) for cash receipts on a monthly basis. No client shall be invoiced without proper receipt documentation.

Credit Card: Choices supplies each home manager with a credit card in their name, the program name, and the agency's name. These are to be used for client expenses such as groceries, clothing, laundry and cleaning items, hab. supplies (includes: toiletries, recreation such as movies/entertainment, hair cuts, etc.), and larger items that would not be covered by cash on hand in the home. The receipts are to be broken out and allocated among each client in the home as appropriate. These allocations are reconciled monthly, collected by the home office and entered into the per home monthly expense spreadsheets. Clients are invoiced for credit card receipt purchases on a monthly basis.

Invoices: Invoicing is completed when all documentation has been received by the Fiscal department. Clients are invoiced based on items recorded in the per home monthly expenses sheets. They are dated for the end of the previous month and usually will be available and sent to home managers prior to the second Wednesday of the month following the month of expenses. This coincides with the monthly administrator (home manager) meetings so that the invoices can be paid.

Expense Reimbursements: In the event someone other than Choices makes purchases on behalf of clients, the receipts for reimbursement must be submitted in the same manner as the Cash receipts used by Home Managers. Receipts need to be submitted no later than the month following the purchase to remain within a monthly budget.

Policy and Procedure FOR MANAGING EXPENSES FOR CLIENTS AT HOMES

CLIENT BANK ACCOUNTS-CLIENT CASH – CICL KEY CARD- CICL CASH-
HOME BILLS

Section – 900, clothing and personal effects

Subject – Client Funds

Date Adopted 11/86

Date Revised 05/92, 12/94, 06/95, 08/02, 08/14, 07/15

Choices in Community Living maintains client funds according to the client's ISP, rules promulgated by DODD and Social Security Administration and Ohio Department of Jobs and Family Services. CICL will typically serve as the payee for individuals served in our residential programs.

To ensure the safe keeping of client funds, CICL will typically make purchases and pay client expenses for individuals using agency funds. All expenses will go through agency process for proper allocation and validation, only then will the individual be invoiced and their personal funds spent.

CICL expects the Home Manager/Home Administrator to manage each individual's expenses within the parameters of their resources as defined by a monthly budget. If expenses increase or resources decrease outside the parameters of their budget, the Home Manager/Home Administrator should notify their supervisor, the individual's SSA and the Fiscal Director and develop a solution.

CLIENT BANK ACCOUNTS

- Each client will have a checking account and/or a savings account. These will only be opened with the CICL finance department involvement. Client checkbooks are typically kept by the Program Director in a locked and secure location.
- Bank statements will be obtained by the CICL Fiscal office in Dayton to be scanned into the client file. A copy is given to the PA/manager and Program Director.
- PA/home manger is responsible to reconcile each client account to bank statement by the 15th of each month
- All income and expenses made to the account must be recorded in the checkbook register/ledger.
- All income and expenses on the account must have a separate receipt/document identifying the nature of the transaction. All checks written must have a receipt. Automatic payments must also have a receipt.
- All expense receipts must include this information : Name of client/ date /staff initials or signature making the expense /what was purchased /amount /Check #

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Each month the PA/manager is responsible for turning in to the Consumer Benefits Specialist and the Program Director (if requested) the:

1. Reconciled Client Checking account bank statement. All PA's and managers must sign and date the front of the reconciled bank statement acknowledging that they have reconciled said statement. If desired, Program Director may review and sign off. Typically the Consumer Funds Specialist will sign off on reconciled bank statements.
2. Photocopy of the Client checking account register/ledger for the entire month
3. receipts/documents reconciling with client check ledger
4. Consumer Funds Specialist checks the reconciliation bank statement, receipts, register, and other support documents, signs and files.

CLIENT CASH

- Unless stated as an ISP learning goal, always use CICL cash for client cash needs (such as, recreational events) in all homes where unrelated people live. Receipts for cash purchases are always required.
- If ISP determines client should keep their own cash at home:
 - PA/manager with the PD should outline a method of how client keeps their cash safe and amounts documented
 - When any amount of cash is given to client this must be documented on a ledger and a receipt must be signed by client (or guardian or individual who is holding the funds for the client).

CICL KEY CREDIT CARD

- CICL issues Key Bank credit cards to PA's/managers and other selected employees to make purchases for client goods, services and other agency approved expenses. All expenses over \$250 must first have the approval of a supervisor. The individual employee PA/manager and/or card holder to whom the card is issued is responsible for all purchases made on this card. All expenses must be accompanied by receipts indicating the nature of the purchase by writing on the receipt: name of client or reason for expense, amount, description of purchase, date, and name of employee making the purchase. By the first week of each month, the card holder is responsible for allocating each card transaction on the Key

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Bank on-line banking system for the previous month for all transactions. All receipts for these expenses will be turned in with a copy of the Key Bank monthly credit card activity report to their Program Director /supervisor.

- Program Director reviews (desk audit to check receipts, timeliness, validate expense), approves and forwards to Finance department.
- Finance Department reviews and allocates expenses to each client.
- Each client is invoiced for their monthly expenses by the second week of each month.
- Client's invoice is paid by the second week of each month (by check or bank transfer) by the PA/manager and Program Director.
- IF a client pays an invoice for an expense that was incorrectly allocated to them, upon discovery, CICL will immediately issue refund to the client.
- If a client does not have the funds available to pay their invoice for approved living expenses, CICL staff will explore getting help from other sources, such as: county board of dd, family, CICL Wish List, or other funds as available in the community. CICL may be willing to set up a short term loan with the approval of the individual/guardian, the SSA, and CICL Fiscal Director.

CICL CASH

- Program Administrators/managers are provided with up-front operating cash to use for client and program expenses.
- PA/manager turns in weekly cash ledger with receipts to account for all cash transactions.
- Program Director reviews (desk audit to check receipts, timeliness, validate expense), approves and forwards to Finance department.
- Finance department reviews, reconciles expenses and issues a check back to PA/manager to replenish their operating cash.
- Finance Department documents client expenses and invoices each client for cash expenses by the second week of each month.

CLIENT EXPENSES/BILLS THAT ARE MAILED TO THE HOME

- Program Administrator is responsible for ensuring all bills for the clients of that home are forwarded immediately upon receipt to the finance department. PA/manager role is to assist vendor to send bills to the finance department monthly for re-occurring services and invoices.
- Finance Department reviews and documents client expenses and invoices each client for expenses by the second week of each month.
- Finance department pays the bill in a timely manner.

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BEST PRACTICES

- Do not attach receipts that have nothing to do w/ the bank statement. Remember, you only need to provide a receipt for what appears on the bank statement! Most likely if you have a receipt that does not match the statement, it will appear on next month's statement...so hold onto it!!
- Deposits do not require a receipt IF it is an automatic deposit showing where it came from. However, if the deposit isn't automatic please make copies of the check to be deposited BEFORE depositing and attach the copy w/ the appropriate bank statement.
- Keep all pages of the bank statement.... even if the pages appear to be blank! Medicaid reviews require CICL to supply every page that the bank provides us and therefore nothing can be thrown away.
- Be mindful of the ending balance on your client's statement. If balance is close to or over \$1,500 please speak w/ both your director and Consumer Benefits Specialist on how the funds should be spent. This is crucial for our consumers who receive SSI!!!!

Date Adopted	11/86	Section	900 Clothing and Personal Effects
Date Revised	05/92, 12/94, 06/95, 08/02, 08/14	Subject	902 Client Funds
Rule Referenced	5123:2-3-14, 5123:1-9-19		

902 Client Funds

Choices In Community Living, Inc. maintains client funds according to the client's Individual Service Plan. Each client has his/her own bank account(s) and funds are kept in the account(s).

Definition

Medicaid Waiver/Supported Living Program client funds are any earned or unearned income including personal allowances and client earnings. The client retains these funds.

Licensed program client funds are any earned or unearned income. The client retains only funds identified by licensure rules 5123:2-3-14 and 5123:1-9-19.

Use

Choices In Community Living, Inc. allows clients to use personal funds at his/her discretion, or at the discretion of the client's representatives, for the purchase of incidentals and special needs items of his/her choosing.

Clients should have the opportunity to shop and make purchases in the community if they are capable.

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Disbursement

Each Medicaid Waiver/Supported Living client has a monthly budget identifying revenues and expenses. Any transaction not part of the monthly budget requires approval of client and Program Administrator.

Maintain documentation for all transactions. Note date, item purchased, place of purchase and sign the receipt. CICL will use agency funds to purchase most items needed by individuals and to pay for most monthly regular cost to live expenditures. Each individual will be invoiced for these expenses.

Disburse cash to clients as requested up to \$50 as noted in each client's Individual Service Plan.

For expenditures up to \$50:

1. Complete a receipt containing the date, the money amount, the agency name, the name of the person dispensing the cash and the name of the person receiving the cash.
2. Sign the receipt to acknowledge disbursement.
3. Direct the client or his/her guardian to sign the receipt.

*Exceptions to the disbursement of personal funds to clients may be obtained with the approval of the Program Administrator, Program Director and Fiscal Director or per the client's Individual Service Plan.

Accounting Records

The Program Administrator is responsible for managing client expenditures including maintaining ledgers, receipts, agency forms, and checking account records, any and all records for income and expenses for the individual. Each month these records are provided to the agency fiscal office.

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Choices In Community Living, Inc. prohibits co-mingling or combining of client's funds with agency funds.

Staff who assist or make purchases on the behalf or with the individual or for the agency must provide a receipt that specifies what was purchased, who it was purchased for (if shared, must identify who is sharing the purchase), the date, the amount, identify the seller, and be signed by the staff.



[Redacted]

[Redacted]

Agreement to Accept the Choices in Community Living KeyCard for CICL Purchasing Transactions

The Choices in Community Living KeyCard represents CICL's trust in you. You are empowered as a responsible agent to safeguard company assets. Your signature below is verification that you have read the employee handbook and agree to comply with it as well as the following responsibilities. It also acknowledges that you have received the KeyCard # [Redacted]

1. I understand the card is for company-approved purchases only and I agree not to charge personal purchases.*
2. Improper use of this card will be considered misappropriation of company funds and will result in disciplinary action up to and including termination of employment.
3. If the card is lost or stolen, I will immediately notify Elan Financial Services by telephone at 1-800-344-5696. I will confirm the telephone call by mail or facsimile with a copy of the notification to the program administrator.
4. I agree to surrender the card immediately upon termination of employment, whether for retirement, voluntary or involuntary reasons or change of employment status.
5. The card is issued in my name and my program name. I will not allow any other person not associated with Choices in Community Living and my program to use the card. I am considered responsible for any and all charges against the card.
6. All charges will be billed directly to and paid directly by the company. The bank cannot accept any monies from me directly; therefore any personal charges billed to the company could be considered misappropriation of company funds.
7. As the card is company property, I understand that I may be periodically required to comply with internal control procedures designed to protect company assets. This may include being asked to produce the card to validate its existence and account number. I will also be required to produce receipts and statements to audit its use.
8. I will receive a Monthly Reconciliation Statement (MRS), which will report all activity during the statement period. Since I am responsible for all charges (but not for payment) on the card, I will resolve any discrepancies by either contacting the supplier or the bank. I agree to follow account statement reconciliation procedures in a timely manner and understand that failure to do so may result in disciplinary action.
9. The charges made against my card are automatically assigned to the Program assigned to the card as specified by management. This code cannot be changed without management involvement. When changed, the new accounting code will not affect any charges made prior to the change but will affect future charges. Expense types (food, supplies, etc.) can and must be selected when reconciling monthly statements.
10. I understand the KeyCard is not provided to all employees. Assignment is based on my need to purchase materials for the business and/or to operate the Non-Licensed Accounts. My card may be revoked based on change of assignment or location. I understand that the card is not an entitlement nor reflective of title or position.

Employee Signature

Approving Manager Signature

Employee Printed Name

Date

Approving Manager Printed Name

Date

*Personal Purchases will result in disciplinary action and CICL will collect the full amount by any means available, including a one-time or recurring payroll deduction until the amount has been satisfied.