

CORE- Mailroom Check Procedure

Purpose:

There are live checks and voided checks that are processed by Mailroom staff. Regardless of the type of check, the Data Entry/Imaging Technician (DE/IT) must be in Dual Custody (two people sitting in close proximity of each other) at all times when identifying and prepping checks. There are also live checks dropped off by providers at the front Receptionist desk. These checks are automatically dropped in a lock box located at the Receptionist desk. The Operations Coordinator and/or Operations Team Lead must also remain in Dual Custody when gathering and processing checks until after they are scanned.

Identification of Roles:

DE/IT – open mail, sort mail for imaging

Quality Analyst – perform quality assurance checks on specified aspects of the mail opening function

Operations Coordinator, Operations Team Lead, and Operations Manager– remove and scan checks from the lock box; operate as a resource for mail opening functions; implement process changes as needed

Performance Standards:

None

Path of Business Procedure:

Step 1: Check and/or cash is identified

Step 2: Dual Custody verification

- a. Indicate amount of checks or cash amount on the envelope
- b. Verify amounts match
- c. Both people initial the envelope

Step 3: Drop the check/cash into the locked box at the work station

Step 4: Remove contents from the lock boxes

- a. Front Receptionist desk
- b. Within the Mailroom

Step 5: Review contents from the lock boxes

- a. Sort checks by Post Office Box number
- b. Separate voided checks from live checks

- c. Verify the number of checks or amount of cash written on the outside of the envelope matches what is in the envelope
- d. Fill out a cash receipt if cash was received

Step 6: Prep live checks/cash for scanning

- a. Check(s) (upside down if check was received)
- b. Cash receipt (if cash was received)
- c. Stub(s) (if check was received)
- d. Documents specific to the checks/cash
- e. All other documents
- f. Envelope
- g. Patch Page

Step 7: Prep voided checks for scanning

- a. Envelope barcode
- b. Envelope
- c. Provider application barcode (if application, agreement, or W-9 are included)
- d. Provider application (if included)
- e. Provider agreement (if included)
- f. W-9 (if included)
- g. EFT barcode (if application, agreement, or W-9 are not included)
- h. EFT (if included)
- i. Check

Step 8: Bundle documents and complete a Scan Job Coversheet

- a. Initial the Scan Job Coversheet
- b. Hand bundled documents to the second person
- c. The second person will initial behind the first person indicating dual custody

Step 9: Scanning

- a. Transfer the bundled documents to the scanner
- b. Scan the checks
- c. Verify all pages received an imprinter number
- d. Initial the Scan Job Coversheet
- e. Hand the Scan Job Coversheet to the second person
- f. The second person will initial behind the first person indicating dual custody
- g. Separate the checks and/or cash from the documentation (only live checks)
 1. Live checks and/or cash are logged
 2. Voided checks and documentation associated with live checks are placed into an archive box

Step 10: Create and print a Check Log spreadsheet for live checks and/or cash (does not require dual custody).

- a. Initial the spreadsheet

Step 11: Place live checks and/or cash into a lock box

