

REV- Check Deposit Procedure:

Purpose:

All checks that come to the IME from various sources must be deposited within twenty-four (24) hours of receipt. Each day all checks that are scanned into OnBase the night before are indexed by Revenue Collections, and then prepared for deposit. Checks are deposited at the Wells Fargo Bank on Army Post Road. Any lockbox checks that arrive at the IME are re-mailed to the appropriate lockbox.

Depending on the check type, OnBase may have a copy of a live check or a Photostat copy. The difference is point of origin to OnBase. The lockbox checks are received and immediately deposited by the bank. After the direct deposit is performed, Wells Fargo Bank mails a copy of the deposit record and copies of all checks with accompanying documentation to the IME. The documents are scanned into OnBase and dropped into the appropriate Checks Life Cycle Queue for indexing and adjustment. Checks arriving directly to the IME are live checks.

We have lockboxes for Drug Rebate, IowaCare and all other refund checks including provider disallowance and credit balance reimbursements.

Identification of Roles:

IME CORE - CORE receives, scans and uploads checks into OnBase from the previous day's mail. CORE then transport via a locked container the physical checks and a transfer log to a designated contact(s) in the Revenue Collections Unit.

IME Revenue Collections-

Verifies checks and indexed records match investigate any discrepancies, handles and deposits live checks.

Performance Standards: Daily

Path of Business Procedure:

Step 1: Core Unit will receive mail-containing checks.
The Account Manager or the Operations Manager as the backup receives any live checks that come into Revenue Collections Unit. The check is logged with the date, payor's name, check amount, and check number. Any "official receipt" (yellow copy) will be signed and sent back to the

sender. Note: not all checks will have a yellow receipt as this is used for Iowa Medicaid office personnel and field workers.) After the check is logged Revenue collections staff then present the check to the Core unit and they will sign for the check.

- Step 2:** Core Unit will prep checks as per established check handling procedures.
- Step 3:** Core Unit will scan all check images into the OnBase database.
- Step 4:** Core Unit will pull the physical (live) checks from scanned items.
- Step 5:** Core Unit will count the checks that were pulled out and place into a locked container.
- Step 6:** Core Unit will record and initial a transfer log that lists the number of checks and total of check amounts that were placed into the locked container.
- Step 7:** Core Unit will transport the locked container and transfer log to a designated contact(s) in the Revenue Collections Unit. The Core Unit will deliver the checks to Revenue Collections by 5:00 p.m. each day. If the Core Unit is unable to deliver the checks to Revenue Collections by 5:00 p.m., they will notify Revenue Collections prior to 5:00 p.m.
- Step 8:** A designated Revenue Collections representative will unlock the lockbox in the presence of the Core Unit's representative.
- Step 9:** A designated representative for Revenue Collections will count the number of checks and total check amounts delivered by the Core Unit
- Step 10:** If the figures match, the Revenue Collections representative will record and initial the transfer log.
- Step 11:** At that time, Revenue Collections assumes responsibility for the lockbox containing the checks and gives an empty lockbox to the Core Unit representative.
- Step 12:** A designated representative for Revenue Collections will place the lockbox that contains the checks and log into the safe.
- Step 13:** The Core Unit will not have a key to the room in which the safe resides, nor will they know the combination to the safe.

- Step 14:** A Revenue Collections representative will open OnBase and verify that all checks were indexed in the following queues. (Check indexing occurs as a separate procedure by Revenue Collections. If they are indexed, the number in brackets at the end of the label will be [0].
- a. Provider Overpayment
 - b. TPL Logging
 - c. Lien Recovery
 - d. IowaCare
 - e. Miscellaneous
- Step 15:** Revenue Collections representative will then create a deposit report that lists all checks that were indexed.
- Step 16:** To create the report, highlight the Deposit Queue and select “create list report”.
- Step 17:** The report is then exported to an Excel spreadsheet.
- Step 18:** Two copies are printed to use while comparing the live checks in the safe against the list.
- Step 19:** Dual custody is utilized to ensure proper handling of live checks any time the safe is accessed. Two Revenue Collections representatives will then compare all live checks in the mailroom safe against the spreadsheet of all checks indexed in OnBase.
- Step 20:** If an individual or entity needs a check to be pulled for them for any reason a request will be submitted to the IME email address of revcoll check and/ or OnBase check pull request queue. This request will go to all Revenue Collections staff that handles the deposit. At that time they will print the email. When the two designated representatives complete the deposit they will compare their printouts to ensure that all requests have been submitted to both team members. This will assure that all checks that need to be pulled are pulled and provided to the appropriate party.
- Step 21:** Revenue Collections representatives sit down at a table in dual custody (meaning that two people are sitting next to each other or directly across from one another) and begin to review the checks. They will verify that the live checks and their indexed records match by comparing: Check Amount, Check, Payer. The Live Check Deposit Review must be completed by 4:00 p.m. each day.
- Step 22:** One Revenue Collections representative reviews the first spreadsheet and keeps a running count of the checks; verifies the check amount, check

number and payer against the Check Indexing Spreadsheet, and passes the checks over to the second Revenue Collections representative. If the first representative identifies any indexing errors, (wrong check number or dollar amount), the second representative will make a note on the second spreadsheet so the on Check Keyword E-Form in OnBase can be unlocked and corrected in OnBase.

Step 23: Next to each entry on the second spreadsheet, a notation is made as to whether the check was deposited, put on hold, or returned to the Hoover Building or another entity; initials the check entry; and writes in the deposit date. **(See Sections Check Holds and Checks to be Pulled and Returned).**

A deposit will either be presented electronically to the bank of a physical deposit to the bank may need to be completed if there is an issue with the scanner not working properly, or if one or more of the checks contain an error that required a check to be deposited manually.

Steps to complete electronic portion of deposit:

- a) Review all checks and remove any notes, staples, or paper clips attached.
- b) Verify the check is made payable to Iowa Medicaid or endorsed if applicable, verify there is a valid amount and it has been signed.
- c) Confirm the date of the check is valid and not stale dated.
- d) Any replacement documents cannot be rescanned, nor can an original check. These must be physically taken to Wells Fargo. (note these remain few and far between).
- e) Stamp all checks with the Iowa Medicaid account endorsement. This must be done prior to checks being scanned.
- f) Once the checks have been reviewed sign onto the CEO Wells Fargo Portal to create the actual deposit electronically.
- g) Here is the website that you will go to in order to login to CEO: <https://wellsoffice.wellsfargo.com/portal/signon> The "Company ID" is: ime319 The "User ID" is made up of the first four letters of your last name + the first letter of your first name + 319 Then enter your secure password. (NOTE: if you are inactive for 15 minutes you will automatically be signed off the site).
- h) Select Desktop deposit in the upper left corner
- i) Select Create Deposit
- j) The account number should automatically populate. You do not need to select any account filter.
- k) Leave the location field blank.
- l) Enter the control total. This will be the total dollar amount of all checks combined.

- m) Enter the deposit name. (6 digit date plus the word deposit). i.e.
12.01.08
- n) You are then ready to scan the checks. Select the scan checks icon.
- o) Place the first check in the scanner. The face of the check should face outwards.
- p) Select Scan, the check should then automatically slide through the machine. Once completed verify that the check is marked with “electronically deposited” on the back of the check.
- q) If you have more checks to scan you will then select next item.
- r) Once all checks have been scanned you can select **review now** to verify the data on the checks have been read correctly systematically, or you can select review later to place the deposit on hold to review at a later time.
- s) To review after scanning the checks you will select the review now key. If you have a deposit on hold, once you sign back into the system it will automatically display for your review.
- t) Once the review has been selected, the first check should then appear as the scanned copy as well as provide additional information at the bottom, which is the check details as determined by the system, including routing number, account number.
- u) Verify the check is a clear readable copy. If the check cannot be read or an error appears select rescan check. This will delete the old copy and provide a new copy. If the check still displays too light a physical deposit may need to occur. This will sometimes occur when the ink is a glitter, or a light color, ink other than blue or black.

No check amount or the information is not accurate: Please use the rescan

Copy option and this should correct the items. You can manually enter the amount if it does not display.

ERROR Messages: When receiving any error message you must verify why the error occurred. Some common reasons include:

- a) The financial institution has not elected to participate in electronic transfers. The error message will generally read “invalid routing number”.
 - 1. Verify that the data on the check matches how the system has read the information. Fields to confirm are: Date; check number, routing number, account number, and the amount of check. Also verify that “electronically deposited appears on the physical check copy”.

2. If the check information is correct select to review the next item.
3. Once all checks have been reviewed for accuracy verify the control amount equals the amount to be deposited. If they match you may then complete the deposit.
4. To complete the deposit you will select submit deposit, At that point the system will review the items for possible duplicates. The system identifies duplicates as the same routing and bank account number. At times the IME may have many “duplicate” notices as many companies may send checks everyday, You will need to verify that the amount of the checks are indeed different and that you have not accidentally scanned the same check twice.
5. After the duplicates have been reviewed and you verify they are accurate you will then proceed through the submit deposit process.
6. A print receipt option will then populate. Print two paper copies, one for Yvette Whitt (Provider Relations) and one to be placed with the checks for storage.
7. Next save an electronic version under: **Revcoll- Electronic Deposit folder- under the month/ year**.
8. Write in deposit book “electronically deposited” with the date, amount and your initials.
9. Take the paper checks and the printed receipt and place them in the accordion file by date and place back into the safe. These records will be held for 30 days in which after the bank reconciliation has been completed the paper checks will then be destroyed via shredding.

Online deposits must be completed prior to 7pm for it to be credited at Wells Fargo, however HMS should complete prior to 4pm.

Revenue Collections emails a Daily Deposit Report to the State Revenue Collections Unit Manager and the Revenue Collections Account Manager, specifically identifying any checks that were placed on hold or pulled for return. They will also then complete the deposit out of the OnBase Queue.

Steps to complete a manual deposit:

- a) The deposit date, number of checks, and deposit amount are written in the check ledger kept in the safe with the checks and initial entry.
- b) If the deposit is manual and not electronically presented: When the Revenue Collections representatives have completed the live check review, they recount the checks and seal them in an envelope labeled "IME and Date of Deposit MM/DD/YY". This is then placed back into the safe until the physical check deposit can be completed.
- c) Revenue Collections emails a Daily Deposit Report to the State Revenue Collections Unit Manager and the Revenue Collections Account Manager, specifically identifying any checks that were placed on hold or pulled for return. They will also then complete the deposit out of the OnBase Queue.
- d) All checks must be physically deposited to the bank within two (2) days of arrival at the IME. IME Revenue Collections representatives will access the safe with another staff member, and check out the deposit on the daily bank log, assuming responsibility for the deposit with the other staff member witnessing the transaction. The representative will then take the deposit to the Wells Fargo Bank on Army Post Road.
- e) A deposit slip is returned to Revenue Collections by the bank runner. The total on slip is compared to Daily Deposit Slip created by Revenue Collections from OnBase and if there is an exact match, the deposit slip is attached to the Revenue Collections documentation and filed. If there is not a match, Revenue Collections notifies Fiscal Management, the Revenue Collections Unit Account Manager and Operations Manager.
- f) The receipt is brought back to the IME and kept with the deposit spreadsheet for monthly bank reconciliation.
- g) Revenue Collections emails a Daily Deposit Report to the State Revenue Collections Unit Manager and the Revenue Collections Account Manager, specifically identifying any checks that were placed on hold or pulled for return. They will also then complete the deposit out of the OnBase Queue.

Check Holds:

- Step 1:** While conducting the live check review, a Revenue Collections representative will identify checks that need to be put on hold status and returned or deposited at a later date.
- a) Revenue Collections places live checks on hold for the following reasons:
 - 1) Post-dated checks
 - 2) Questions about the amount of the check
 - b) One of the Revenue Collections representatives places the checks to be held in the Check Hold Envelope and the other representative notes the disposition of the check on the second spreadsheet.
 - c) Return the Check Hold Envelope to the safe. Once research is completed, Revenue Collections access task “unlock form” in deposit hold queue in OnBase and changes the status of check from “hold” to “deposit”. Check will drop automatically into the daily deposit queue. If the check is being returned to sender or any other entity, Revenue Collections requests original documentation from Core to be included with the returned check.

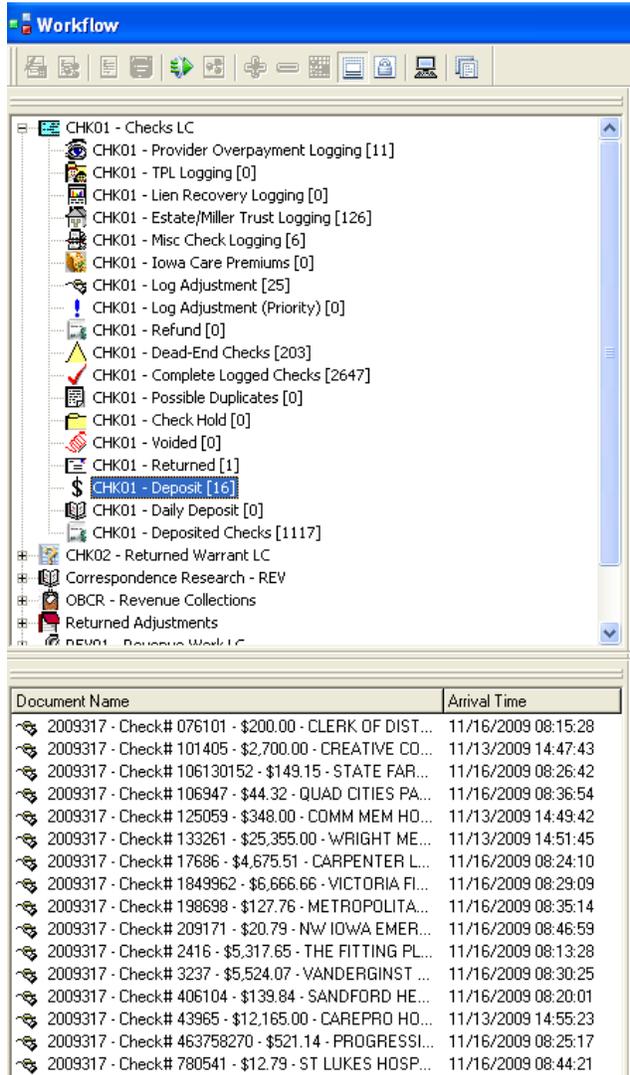
Checks to be Pulled and Returned:

Step 1: Revenue Collections conducts the live check review, identifies checks that need to be sent to the Hoover Building or any other entity. A Revenue Collections representative removes checks from the daily deposit that need to be submitted to the Hoover Building or another entity. Reasons that checks should be sent to the Hoover Building or other entity include:

- a) Any check where members send in payments for claims IME has already paid. The checks that are returned to DHS Cashier are typically ones that were forwarded erroneously to IME by the cashier.
- b) Any check where an entity has sent the check to the wrong payee.
- c) Any check where an error has been made on the check and it cannot be deposited; i.e., wrong lien amount or no signature.
- d) After identifying the check as belonging to DHS Cashier, Revenue or another entity, a Revenue Collections representative will request the original documentation from the mailroom and, after obtaining the documentation, a Revenue Collections representative will remove the check from the safe after logging destination of check on log, seal it in a local mail envelope, and walk it in dual custody to the local mail drop off.
- e) The check is delivered to the Hoover Building via courier or by mail to another entity.
- f) The Revenue Collections representative must access the Log Adjustment Queue in OnBase, locate the check that was returned, note the action taken and complete it out of the queue.¹
- g) At times another person in another unit may request a check. In this case the parties completing the deposit will pull and deliver the check to the person. A copy of the request will be signed by both parties. The person preparing the deposit reports will then go into OnBase and return the check.

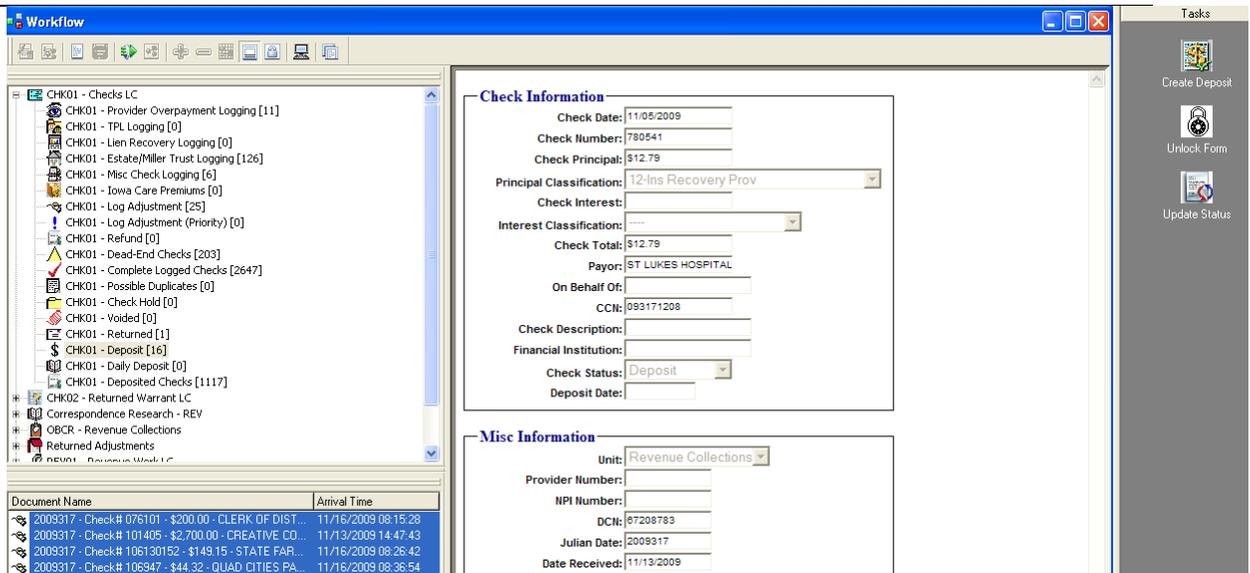
To create the deposit reports:

- a) Go into Onbase workflow and select the check queue needed. this will either be CHK01 for regular checks or CHK02 for Returned Warrants.
- b) Highlight Deposit

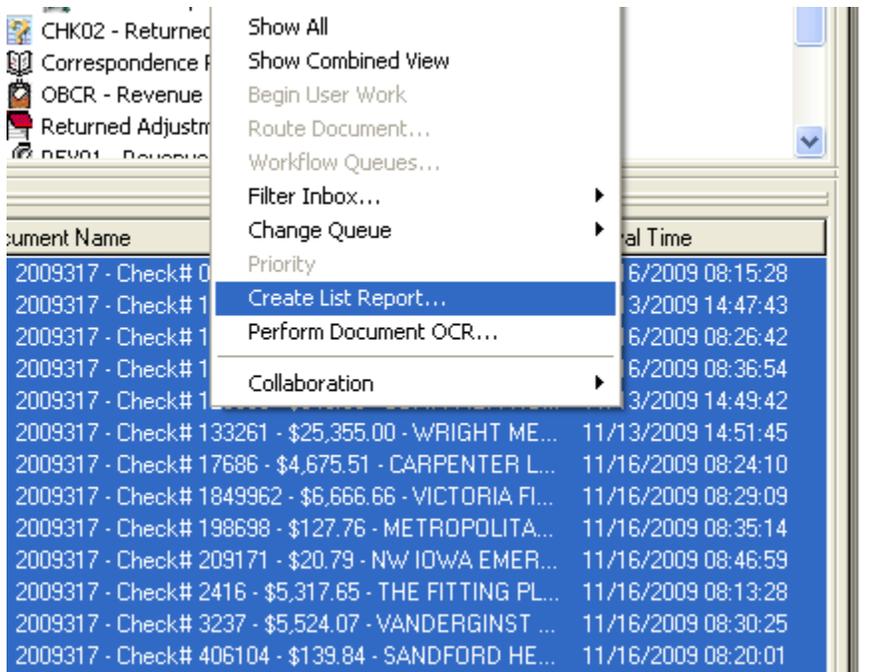


- c) Highlight the checks to be deposited. Note this should be the entire queue. Then select "create deposit".

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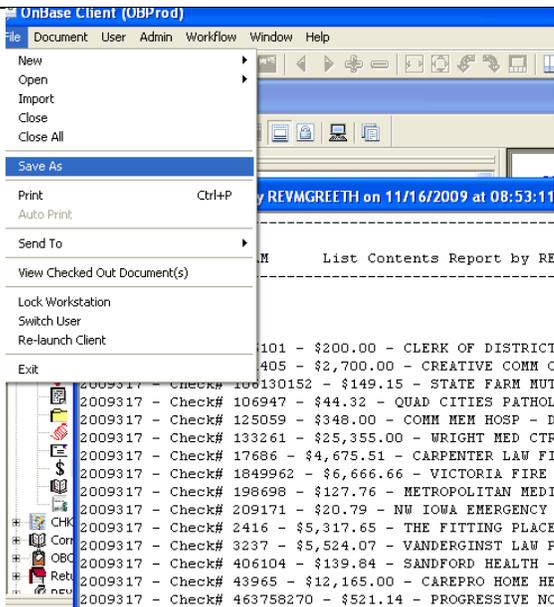


- d) The checks will then drop into the Daily Deposit Que.
- e) From there you will highlight all the checks on that queue and select create list report.

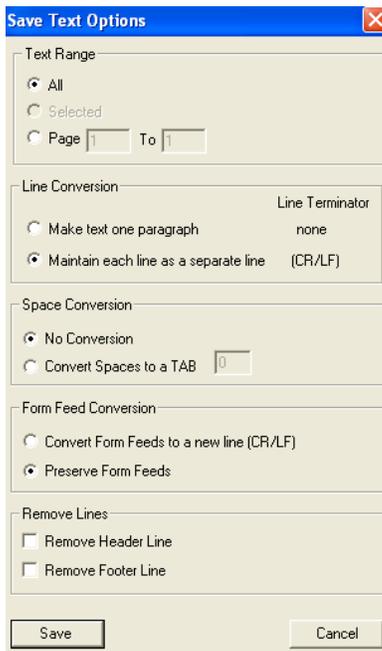


- f) A new box will display, Then you will go to “file” “save as”

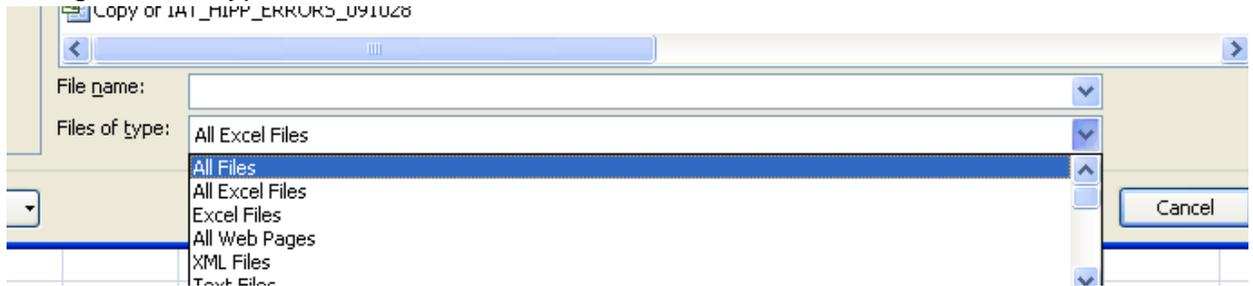
Iowa Department of Human Services
 Iowa Medicaid Enterprise (IME)
 Revenue Collections



- g) Another box will appear and you will change the options to the below: ‘maintain each line as a separate line, and preserve form feeds. Name the document “deposit” on your desktop to access later. Note: you may need to override the previous day’s report.

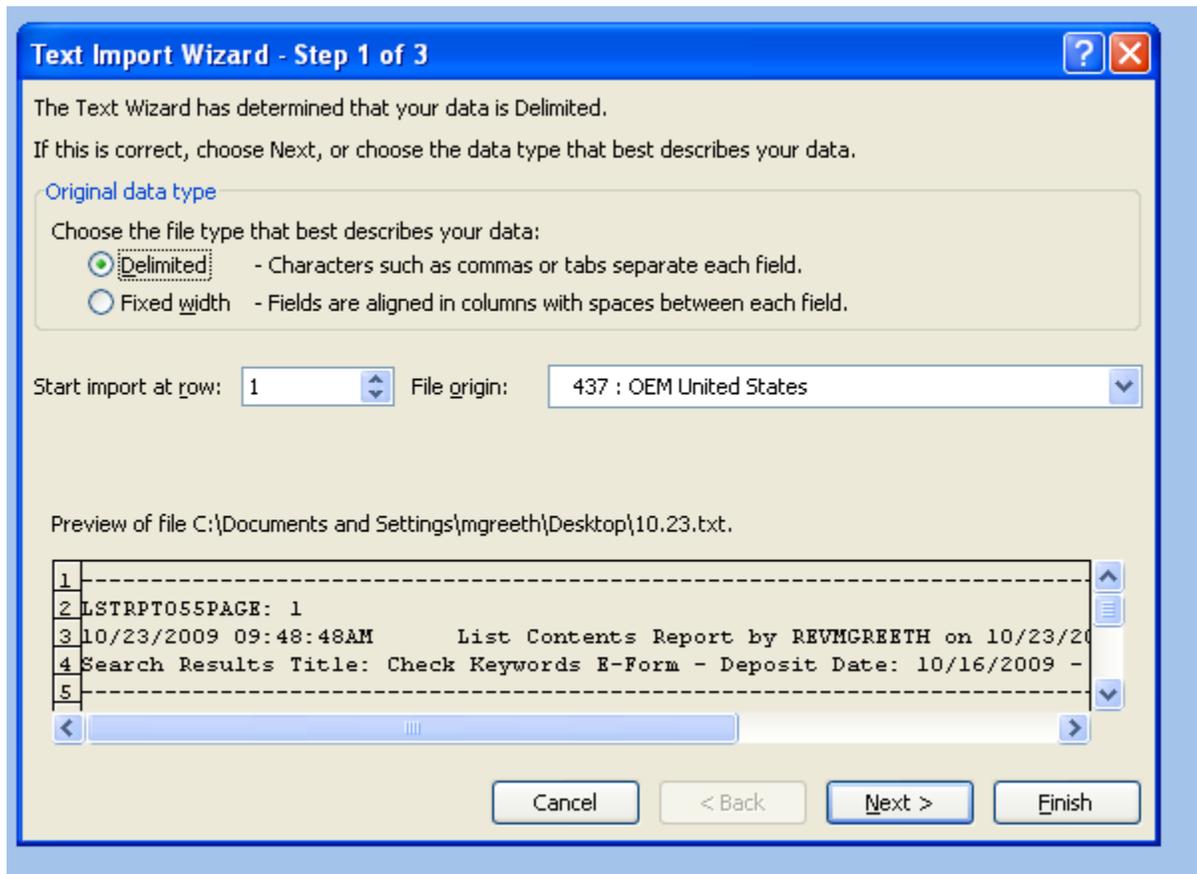


- h) Once saved close the document and open Microsoft Excel. Go to file, open, and change the file type to **all files**>



- i) Then select your saved report, named deposit.

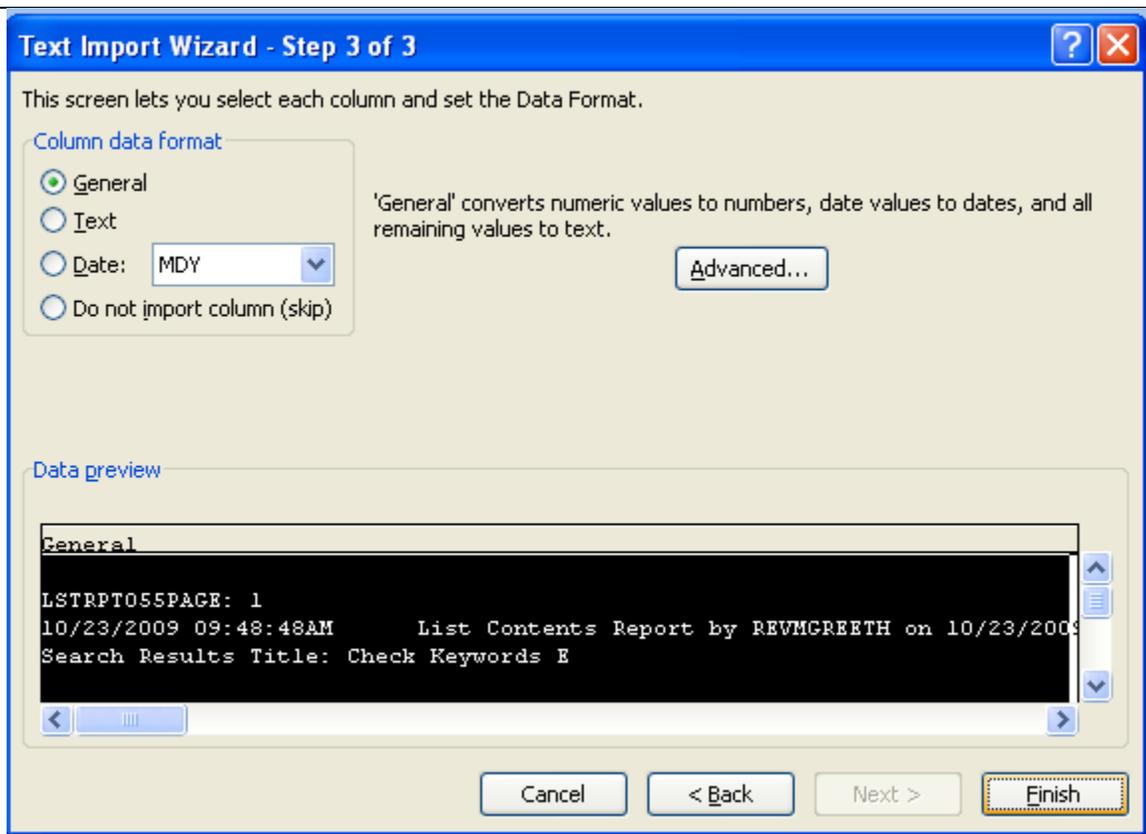
Once done you'll need to change the import. To do so a new box will display. Leave the first box without changes and select NEXT,



- j) On the next box remove the – on tab, and checkmark Other, and add in the – for the box on other as seen below. Then select NEXT.



k) Leave the last box as is and select finish.



- I) Once this is done your document will display in Excel.

- m) Remove the last two columns as they are not needed. You will then add the name of the document ‘Deposit and date’ and put in your headings, balances and any needed logging information such as for counting of returned warrants and regular checks received as well as in the safe as seen below. Note: you do not need the counts at the bottom of the form for returned warrant deposits.

A	B	C	D
Rev. Coll.			
Daily Deposit Slip			
5/7/2009			
Julian	Check #	Amount	Payor
2009126	Check# 31540456	\$6,178.54	AMERICAN HOME ASSURANCE COMPANY
2009126	Check# 064075	\$63.89	CITY OF KNOXVILLE
2009126	Check# 6568	\$65.12	WEST END DRUG, INC.
Total # of Items: 3			Reg 3
			RW 2
Total Deposit		\$6,307.55	
W in Safe			
Dec 2			
Feb 5			
Mar 28			
Apr 31			
May			
Total # of Items: 66			
Checks on HOLD: 0			

Regular deposits are named as: Date and deposit no periods or dashes. i.e.
03042009 deposit

Returned warrants are named: RW Daily Deposit then the date: i.e. **RW Daily Deposit 03042009**

- n) Once the deposit is done the following logs are created: Returned warrant deposit log and the deposit report. Both of these reports are sent to Patti Ernst-Becker, as well as the Account manager and Operations Manager. You must always verify that these numbers match and total. The reports should be named as examples:

Regular deposit: **Deposits report 03042009** Returned Warrants: **RW Deposit Log 03042009**

Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
Revenue Collections

deposit report 012909 [Compatibility Mode]									
	A	B	C	D	E	F	G	H	M
1									
2	DEPOSIT DATE: 01/29/2009								
3	Beginning No. of Checks in Safe	Total No. of Checks Received	No. of Checks Deposited	Amt. of Deposit	No. of Checks Pulled	No. of Checks Remaining in Safe		Comments	
4						Not Indexed			
5						Not Appearing in OnBase			
6	1	7	7	\$3,987.58	0	1	On Hold for further research	1 Lien Recovery awaiting research	
7						Other			
8						1 Grand Total			

RW Deposit log 101909									
	A	B	C	D	E	F	G	H	M
1									
2	DEPOSIT DATE: 10/19/2009 RETURNED WARRANTS								
3	Beginning No. of Checks in Safe	Total No. of Checks Received	No. of Checks Deposited	Amt. of Deposit	No. of Checks Pulled	No. of Checks Remaining in Safe		Comments	
4						Not Indexed			
5						Not Appearing in OnBase			
6	88	14	3	186.09	5	94	On Hold for further research	2 RW to Provider Service	
7						Other		3 RW to Kathy Darr	
8						94 Grand Total			
9									
10									

Bank Reconciliation:

Revenue Collections prepare a live check daily deposit that is hand-carried to Wells Fargo. In addition a deposit is prepared by Wells Fargo for checks received through the lockbox established by Revenue Collections for Provider Overpayments. The Photostat copies along with the Wells Fargo daily Photostat deposit form are forwarded to Iowa Medicaid Enterprises and through the OnBase imaging system into the Provider Overpayment Queue.

At the end of each month and the end of every year, Fiscal Management sends a report to Revenue Collections of any variances that occur between the bank records and the report provided by Data Warehouse based on information collected in the OnBase imaging system. It becomes incumbent on the staff of Revenue Collections to determine what created the variances and the action necessary to correct the OnBase imaging system to facilitate a balance.

The designated depositor reviews all records involved with the variances received from Fiscal Management and the report from Data Warehouse. The OnBase system is researched to identify the problem. Once identified, Core is notified of the corrective action needed, if any, and OnBase is updated.

End of Month Reconciliations:

Step 1: A list of discrepancies, along with the OnBase Report, is sent by Fiscal Management (Natalie Storm) via email every month to select Revenue Collection staff. *Natalie hopes to always have this email out by the 15th of the following month.*

- a) Designated representatives of Revenue Collections, including Estate Recovery (Sumo Group), the State Unit Manager, the Account Manager and the Operations Manager.

Step 2: The report will be broken down by variances in Estate Recovery, Wells Fargo Bank Lockbox, and Revenue Collections.

- a) To check your work, refer to the OnBase Report provided by Fiscal Management. Ensure that this information matches up with deposit records at Wells Fargo.
- b) If keying errors have been made in OnBase, the errors are corrected and noted on a spreadsheet.
- c) If the errors can only be corrected by Core, send an email to “DHS, IME Core Helpdesk” with the DCN of the check and what correction should be made. (Note: this information on the spreadsheet).
- d) A spreadsheet of the corrective actions made is sent by email to the original email recipients within 24 hours of receipt of notice from Fiscal Management regarding discrepancies.

Example

Deposit Date	DCN	Classification	Variance	Correction Made
10-3-06	2927758	21	\$21.53	Check indexed as \$100.00 – should be \$121.53

Daily Deposit and Weekly Safe Monitoring Q.A. Procedures

Daily Deposit Q.A. Procedures:

- Step 1:** Checks are delivered daily to Revenue Collections from Core. Check amounts are totaled, verified and compared to the total amount Core has listed on their log sheet that accompanies the checks to ensure that the amounts agree. The result of this verification (calculator tape) is attached to the log sheet created by Core. Core's log sheet is then filed in the safe with the checks. If the dollar amounts of the checks do not match, the calculator tape is compared to the deposit list in OnBase to locate difference. If the dollar amount of each check and total number of checks handed off by Core to Revenue Collections do not match, checks are reviewed until error is located and is corrected.
- Step 2:** Prior to creating the Daily Bank Deposit Report on an Excel spreadsheet, the deposit list in OnBase is reviewed to ensure that status of all checks is noted as "deposit". If another status appears ("hold", "return", etc.), the check is researched to confirm that it is not to be deposited and the OnBase Operator is notified to correct status of check so it will be removed from deposit list in OnBase.
- Step 3:** While preparing the daily bank deposit, Revenue Collections compares the check amounts to the Daily Bank Deposit Report, which is created from the deposit list in OnBase, and the check log created by Core for the daily deposit. Check dollar amounts are matched and checked off of both the Daily Bank Deposit Report and the Core log sheet. If the dollars match from both tallies, then Revenue Collections creates the bank deposit. If the dollar amounts do not match, the error is corrected on the check eform in OnBase.
- Step 4:** Revenue Collections prepares daily deposit reports. These reports are utilized by the DHS Unit Manager:
- a. Daily Bank Deposit Report for regular checks
 - b. Daily Bank Deposit Report for returned warrants (if any)
 - c. Reports listing the beginning number of checks in the safe for regular deposits and returned warrants; the disposition of all checks remaining in the safe, including checks for regular deposit; returned warrants, and checks pulled for return to payer or Provider Services. (See attached forms.)

Step 5: The reports are emailed daily to the Account Manager and the State Unit Manager for their review and to notify them of total deposits for that day.

Step 6: A daily post-deposit review of 5% of the checks is conducted by a Team Leader or Operations Manager of Revenue Collections to ensure that the OnBase check eform was: (1) keyworded correctly; (2) that the check was processed properly; (3) that the deposit date automatically populated when deposit was completed; and (4) that the deposits processed for that day dropped down into the OnBase Deposited Checks Queue. The post-deposit review will assist in minimizing end of month bank reconciliation time.

Daily Deposit and Weekly Safe Monitoring Q.A. Procedures:

Step 1: A Team Leader or Operations Manager of Revenue Collections reviews the status of all checks remaining in the safe and takes corrective measures where necessary. Examples include a check that has been on hold longer than 2 days or a returned warrant that is close to stale-dating without being deposited. The OnBase Hold Queue and physical checks filed in the “Hold” envelope in the safe are reviewed. Corrective measures include advising responsible staff member or unit to process check or advise Revenue Collections why a check is still on hold.

Forms/Reports:

N/A

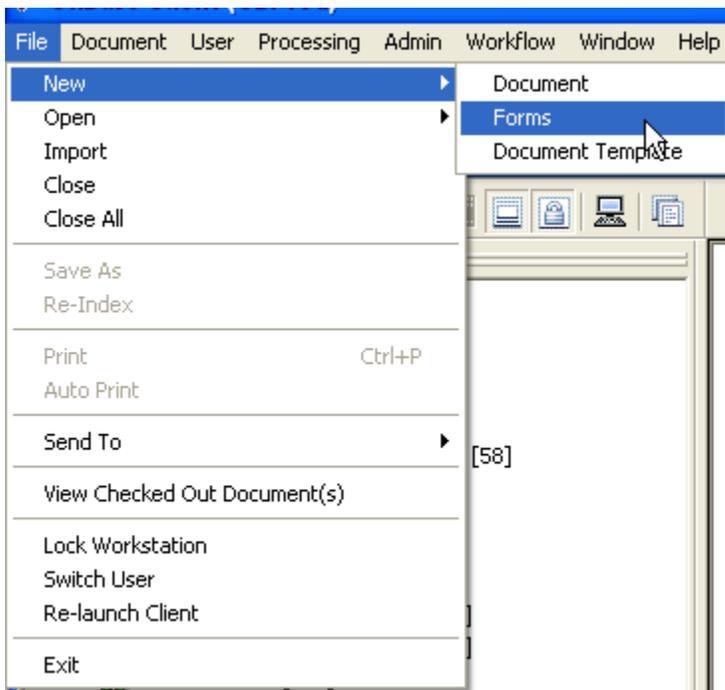
RFP References: 6.1.8 Banking Policies

Interfaces: CORE, Wells Fargo

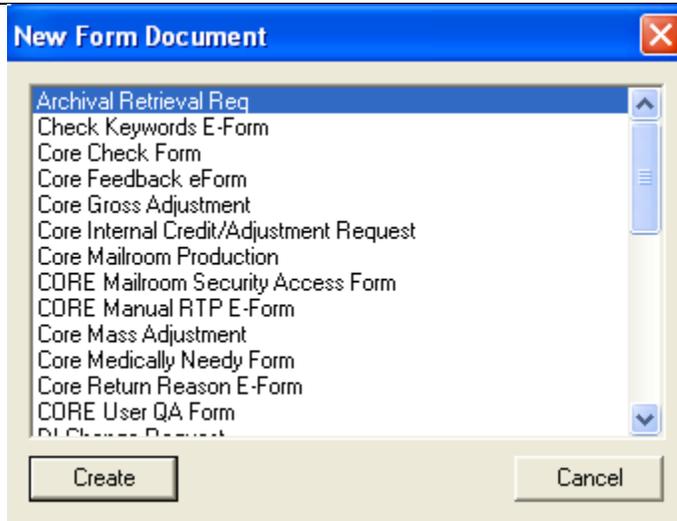
Attachments:

Archive Retrieval Request Procedures

Use the following steps to request a document to be pulled from the archive room. In OnBase select FILE, NEW, and FORMS.



Then select ARCHIVAL RETRIEVAL REQ.



The following document will appear for you to complete:

DOCUMENT RETRIEVAL REQUEST (ARCHIVE)							
Archive Box Number	Imprinter Number(s)		Requestor	DCN	Unit	Reason	Date
	Start	End					
			CORELITTLE		CORE		5/19/2009

The **Archive Box Number** is found in the yellow keywords box that is on the document you want to receive. It consists of 8 numeric characters.

The **“START” imprinter number** is the imprinter number on the very first page of the document. The imprinter number is found on the document itself. The imprinter number on a claim will look different than the imprinter number on a piece of correspondence. The imprinter number on a claim consists of 11 numeric characters. The imprinter number on a piece of correspondence consists of the 9 numeric characters following the word “batch”.

-Claim i.e. 090702 01534

-Correspondence i.e. Batch 000451238

The **“END” imprinter number** is the imprinter number on the very last page of the document.

9 characters (when requesting a claim) or 11 characters (when requesting correspondence) must be used in both the “start” AND “end” imprinter number fields. We (the mailroom) cannot send you just one page out of the document. All pages within the DCN must be kept together. We know it is sometimes hard to read the imprinter number. The first imprinter number on claims can be found by right clicking on the document you are wanting to have pulled and selecting “keywords”. Scroll down to the DIN. This is the imprinter number on the first page of the document. You will not be able to get the DIN on correspondence documents though. Try to read the imprinter number on the document the best you can. You can sometimes read the imprinter number easier on one of the attachments. The imprinter numbers within the document are in numerical order. Please attempt to read one of the imprinter numbers on the attachments to try and figure out what the number is on the first page.

The **Requestor** automatically populates with the persons name that is completing the archive retrieval request form. No action is needed.

The **DCN** is found in the yellow keywords box that is on the document you want to receive.

The **Unit** automatically populates. The Unit is associated with the person that is completing the archive retrieval request. This is the unit that the document will be returned back to once it is pulled.

The **Reason** field should be completed by the person making the request. Give a brief reason as to why the document is having to be pulled.

The **Date** field automatically populates with the date that the archive retrieval request is being submitted.

Click SUBMIT at the bottom of the form once it has been completely filled out.

NOTE: Archive retrieval requests are printed every morning for the previous days requests. These documents are pulled the same day the request(s) is printed. These documents are then routed to the individual units via internal route. The unit will receive them either the same day that they are pulled or on the first internal route the next morning.

Purging of Archived Documents

Archived documents are kept for 30 – 65 days. This all depends on the amount of room available in the archive room. We keep the current months documents in addition to the previous months documents. An e-mail is sent to all IME Account Managers and IME Unit Managers 3 – 4 days prior to the day documents get purged. This is done at the beginning of every month. The e-mail identifies what documents are going to be purged and on what day.

Helpdesk Procedures:

When you experience issues with the Wells Fargo desktop software contact this vendor as follows:

WELLS FARGO HELPDESK: If you experience issues with they scanning machine or the website: Call (800) 289-3557 Option 5 and then Option 5.

Forms/Reports Reference Book

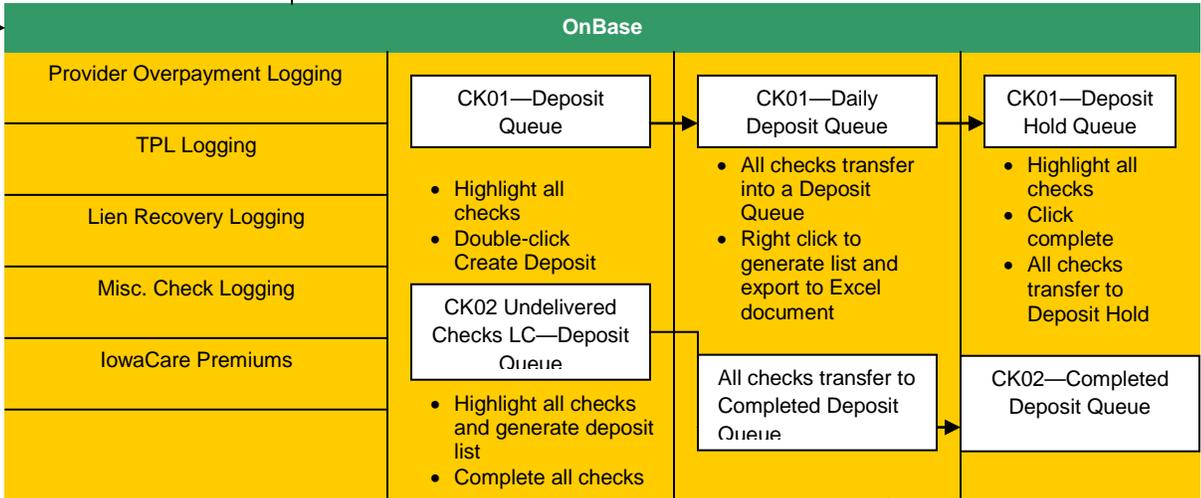
Deposit Report

DEPOSIT DATE:

Beginning No. of Checks in Safe	Total No. of Checks Received	No. of Checks Deposited	Amt. of Deposit	No. of Checks Pulled	No. of Checks Remaining in Safe	Comments
					Not Indexed	
					Not Appearing in OnBase	
1	53	31	\$35,701.96	23	0 On Hold for further research	
					Other	
					0 Grand Total	

Check Deposit Flowchart

Revenue Collections looks through the following CK01 OnBase queues to verify they have (0) check packets remaining to be indexed.



Excel Report of Daily Deposit

- Import as delimited by Tab and Other
- Create formula for sum of total deposit amount
- Sort by columns B and D
- Print out 2 copies

Revenue Collections check runner signs out checks from mailroom and deposits at Wells Fargo Bank.

Core delivers checks to Revenue Collections. Checks are then placed in safe for dispensation

Revenue Collections

- Sorts through live checks in dual custody (2 people side by side) in mailroom
- Compares checks to Excel spreadsheet printed from OnBase Deposit queue to verify:
 - Check #
 - Amount
 - Payer
- Creates Deposit Slip and places with checks into the safe.

Any check indexing keying errors?



Unlock Check E-Form in OnBase and correct error

Revenue Collections proceeds with normal deposit procedures

Send to Hoover Building or Other?



Hoover Building or Other

Checks that fall outside the normal depositing routine

Problem:

Check is in the black box but does not appear on the deposit slip

Solution:

View OnBase to determine if the check is in an OnBase check queue. If the check is in OnBase, place the check into the **HOLD** envelope at the back of the Returned Warrants expand-a-file.

If the check is not in OnBase, view the notice sent from the indexer to determine if the check has been routed to POS. If nothing was noted, send the CORE helpdesk an email with the imprinter number listed.

Problem:

Check is on the deposit slip but not in the black box

Solution:

Check the mailroom check log. If the check appears on the mailroom check log, an email is sent to the Mailroom (Krista, Kari and Tabettha) to request a search of the archive box. This check is removed from the deposit slip and an adjustment is made to the deposit total. The check E Form is moved from the Daily Deposit queue in OnBase back to the deposit queue in OnBase.

Problem:

Check is not on the log and/or not in the black box

Solution:

Verify that the check is a live check. If the check is a Photostat, an email is sent to the indexer asking they correct their error. They need to have the status changed and have the check moved to the appropriate queue. They will need to request assistance from the CORE helpdesk.

Problem:

If a check is in the black box and on the deposit slip but not on the log

Solution:

An email is sent to the Mailroom for an updated log.

Problem:

Check received with a zero dollar amount listed on the face of the check

Solution:

If a non-negotiable document is discovered during check verification; indicate on the log the document was returned to the archive box by the CORE representative. Make sure the total checks in hand match the recorded # on the Mailroom Log. Make the necessary changes to the total check number. Don't Index the non-negotiable document. Indicate this document is "informational only" and has the same check number of previous check.

Problem:

Check made out to Iowa Medicaid Enterprise, DHS or the Department of Human Services that has a zero dollar amount on check or has been voided by the sender

Solution:

1. If the check is attached to a Provider Enrollment form; have the entire document removed from the CHK01 workflow and re-directed to Provider Service.
2. If the check is not made out to Iowa Medicaid Enterprise, presented with a Provider Enrollment form and there is nothing to indicate where the document should go at the IME; return the document to CORE mailroom staff. Once the image is in OnBase, review the documentation. If the document belongs to another unit, re-route the document to the specified units' queue. If we determine the document is not intended for any unit within the IME, have the non-negotiable document pulled from the mailroom through a document retrieval request and return the document to the sender with a letter indicating why the document is being returned. Move the image to the Provider Overpayment Queue and follow the document to that queue noting, key-wording and completing your action.

Problem:

Check not made out to an acceptable payee as noted in the problem listed above

Solution:

Index the check as "Return", note action on check in OnBase; request the check and all associated documentation to be returned to sender.

Problem:

Check is not signed

Deposit check

Problem:

Check does not have a date

Solution:

If the check is a Photostat-use Wells Fargo's deposit date to index the check. If the date is missing-use the receipt date to index the check

Problem:

The written line does not match the numbers for the check amount

Solution:

The written line is considered the legal line of a check. To index the check, we will use the written line of the check.

NOTE:

Any checks received that fall outside these guidelines; will need to be reviewed on a case by case basis. Please see Yvette or Andrea for any questions