

Refund Requests

Policy:

From time to time for various reasons NSM will be overpaid for services rendered. In these situations it is important to address overpayments in a consistent manner so that they may be refunded to the respective patient or payer.

Refunds to patients may be reapplied to other (pending or delivered) outstanding balances with a patient responsibility portion rather than issuing a refund check or credit card refund. In these situations, the collections department will contact the local office to determine the correct application of refund request amounts.

Why do we have this Policy?

To insure that refunds due to patients and payers are processed and posted in a timely and accurate manner.

Procedures:

Refund requests fall into three broad categories:

1. Refund requests initiated by collectors in the billing and collections department
2. Refund requests (check request) initiated branch offices
3. Refund requests (credit card) initiated by branch offices

Refund requests initiated by collectors

No action needed at the local branch level.

Refund requests (check request) initiated branch offices

1. Complete a (Check Request) form in full. Be careful to include the patients name, work order number and a description of the reason for the request.
2. Scan the completed form into the appropriate work order in Rehab Assistant.
3. Email the scanned form to (refunds@nsm-seating.com)

Refund requests (credit card) initiated by branch offices

1. A [Credit Card Refund Request Form] should be completed in full.
2. Scan the completed form into the appropriate work order in Rehab Assistant.

3. Email the scanned form to (refunds@nsm-seating.com)
4. If the refund request is for a charge made the same business day then:
 - The refund will be processed the same day and you should expect to receive a response back via email within a couple of hours to your branches main email address
5. If the refund is for a charge made prior to the business day of the refund request then:
 - The request will be forwarded to the collections department for final approval prior to processing the refund request.
 - You will receive a response to the refund request via email to your branches main email address. Generally you should expect the refund request to be processed within 10-15 business days.