

Rehabilitation Services Policy Manual

SECTION
PART

Fiscal Procedures
Refunds

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Section 6 Fiscal Procedures

Part 7 Refunds

Staff should follow the Kansas Department for Children and Families (DCF) Regional Office procedures for processing refunds, and provide a copy of refund paperwork to the RS KMIS HELPDESK. If no Regional Office procedures are in place, use these procedures:

1. Determine the reason for the refund (overpayment, client no longer attending school, etc.).
2. Note the details of the refund in the client's file.
3. Email Administration Office a brief note with the reason for refund, Service Authorization number to which it applies, and scans of the refund (check/money order, cash) and any accompanying documents. Then send all paperwork to Administration Office via inter-office mail, USPS, or other appropriate service.
4. If Regional Operations require it be sent to them first: send the refund (check, money order, cash) and refund voucher number, and note with the reason for the refund to your Regional Operations and a copy to the RS KMIS HELPDESK.