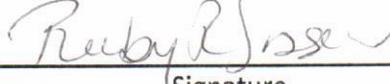


Oregon State Board of Nursing Administrative Policy and Procedure

TITLE: Refund of Fees Paid	
Category: Fiscal Services	Effective Date: 2/1/2016
Approved by: Helen Bamford, Manager – Licensing, Fiscal and Organizational Development	Approved by: Ruby Jason, Executive Director
 <hr/> Signature	 <hr/> Signature

PURPOSE:

To set refund procedure for overpayments or for when no fee is due to the Oregon State Board of Nursing (OSBN).

POLICY:

ORS 678.410 (2) states that “Fees are non-refundable.” This policy sets forth specific circumstances where funds may be returned to the payer and the specific procedures to be followed in this agency to issue such a refund. E-commerce overpayments are described in a separate policy.

Refunds will not be made when an application is valid, appropriate and the applicant has either changed his or her mind or is denied licensure or certification. The Licensing Manager or Executive Director can make an exception to refund fees.

When application has been made in error, i.e., the wrong type of application was submitted or a renewal submitted when the renewal is not due, a refund may be made as these are overpayments. In this case, over-payments of less than \$20 may be refunded if requested by the individual. Over-payments of \$20 or more will be automatically refunded if discovered by staff. Payments made to OSBN by mistake or when no fees are due, will be refunded to the original payee through the State Financial Management System (SFMS) or through the Oregon State Board of Nursing’s e-commerce vendor (if applicable).

DEFINITIONS:

Overpayments – payments made to the Board of Nursing that have no imposed OSBN fees or fines associated with the payee. Because there are no valid charges or outstanding fees, then the Board of Nursing must return money that was not due to the state.

RESPONSIBILITIES

Accounting Tech – Determines if payment is for fees or fines due. If no fees or fines are due for the payee, generates a refund letter for the overpayment. Processes overpayment refunds in the SFMS system once approved for repayment.

Fiscal Department Manager – Reviews refund letters and approves refunds if there was an overpayment made by a payee. Reviews SFMS voucher packets for payment through the SFMS system.

PROCEDURE:

Within one week of detection, the staff person discovering the need for a refund will fill out a request for refund (available in F: /Common/forms/refund request.dot), clearly stating the reason. The original paperwork should be noted with “refund requested” to preclude subsequent use and a copy of the notated paperwork attached to the request. The Fiscal Department Manager or Executive Director will sign the request, authorizing disbursement of funds. If appropriate, the Accounting Tech will send a letter to the individual explaining why they will receive a refund.

The Accounting Tech will process refund requests in a timely manner. The refund will be mailed directly to the individual from the state printing office in Salem.

REFERENCES:

ORS 678.410

POLICY HISTORY:

Adopted: 4/1/1996

Revised: 01/01/2016

Review by: 1/1/2018