

BENEFIT MANAGEMENT BRANCH Processing Mail	DCBS-DAFM-BEN-17
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Policy Statement:

The Benefit Management Branch receives mail for all of Frankfort Guardianship Division Central Office. All mail must be opened and sorted daily in a front facing open office.

Procedure:

- (1) Mail is sorted by envelopes according to designated addressee within one (1) business day. All envelopes containing checks are sorted separately. Carefully look at each address to ensure it is Fiduciary Services/Guardianship mail.
 - (a) Big envelopes can be opened first and often contain checks. This mail is usually from field workers or facilities and may have a designated addressee.
 - (b) A list of the types of mail each staff person should receive will be updated and maintained by the person opening the mail on an as needed basis.
- (2) Checks are opened first, and date stamped on the stub. Checks without stubs or paperwork will be copied and the copy will be date stamped. The check will be paper clipped to the date stamped copy.
- (3) All checks are entered by the person opening the mail into an electronic check log which includes the name(s) on the check as well as the check number, amount, and date received in Fiduciary Services. The log is printed out and placed in the Check Log Journal Notebook. Copies are given to the Branch Supervisor and Fiduciary Services staff who deposits checks.
- (4) Next, sorted mail should be opened and date stamped. Watch for medical bills, quarterly statements, facility refunds, burials, personal needs refunds, etc., that can contain checks.
- (5) Keep envelopes with mail received, especially the envelopes that have enclosures that do not specify the name of the individual under guardianship.
- (6) Place opened and sorted mail in the in the individual mailboxes in the copy/file room. All checks with stamped stubs or copies are given directly to the Fiduciary Services Branch staff person responsible for entering the checks into KYGFIS.