BAPTIST HEALTH COLLEGE LITTLE ROCK

STUDENT SERVICES

PAYMENT IDENTIFICATION

Policy Number: 308	**Effective Date: July 2009**
Authorized by: Karen James, PhD, OTR/L	**Edited Date: September 2025**

PURPOSE: To protect the financial accounts of our customers and Baptist Health College Little Rock.

POLICY: It is the Policy of Baptist Health College Little Rock to verify identification when accepting credit card or check payments. While collecting payments, the employee should verify that the name on the credit card or check matches the name on the identification and physical characteristics described or pictured are consistent with the person presenting payment. If the names do not match, the employee must take steps to ascertain that they are not being presented with stolen or false records and the person has authorization to use the financial information. All instances of identity theft will be reported to corporate compliance pursuant to the identity theft prevention plan.

PROCEDURE:

Request identification/proof that student has authority to pay with financial information that does not match their identification. Employees will call the telephone number printed on a check and obtain permission from the person listed on the check to use the check as payment. If a phone number is not included on the check, the employee will get a phone number and will call and verify the account number on the cheek. Contact with the check owner must be made by the employee calling the number on the check, it is not acceptable for the student to contact the owner and have them contact the school. Payment with the check will not be accepted until this permission is obtained. (Parent/Child relationship)

Review documents that appear to have been forged or altered and report to supervisor.

Review documents that appear to have photographs, physical description or other information (age, gender, ethnicity, etc.) that are not consistent with the appearance of the person presenting the identification.

If the employee is unable to determine relationship/authorization for the financial information, report it to your supervisor immediately and do not accept. Continue to work with the student to find acceptable methods of payment.

If the student does not have photo identification, the school should request two forms of non-photo identification including: Social Security card, utility bill, or other appropriate identification.