

Accounts Receivable (AR)

User Manual



Version 4.5

March 1995

Revised September 2014

**Department of Veterans Affairs
Office of Information and Technology (OIT)
Product Development**

Revision History

Date	Version	Description	Author
09-5-2014	4.5	Initial version of User Manual Title Page document. Technical edit.	Rita Muller / R. Wilder
05-1-2012	4.5	Made revisions based on new ProPath template for title page and Revision History. Retained original information within document.	Rita Muller
12-22-2004	4.5	Updated to comply with SOP 192-352 Displaying Sensitive Data	Mary Ellen Gray
12-22-2004	4.5	Pdf file checked for accessibility to readers with disabilities.	Mary Ellen Gray

Preface

This manual is designed to provide the Accounts Receivable (AR) user with information necessary to operate the Accounts Receivable Version 4.5 (V. 4.5) software. The AR software allows the following:

- Fiscal Service to manage the debt collection process at a VA facility;
- Bills to be generated in Accounts Receivable using the Billing module;
- Bills to be created by Medical Administration's Integrated Billing (IB) package;
- Bills (once approved at the service level) to be processed by an Accounts Receivable Clerk;
- Calculation of interest charges, administrative costs, and payment schedules to be performed;
- Follow-up letters to be printed.
- The interface with the Financial Management System (FMS) in Austin TX.

Table of Contents

Introduction.....	1
Menu Summary	1
Package Operation.....	3
Data Integrity.....	3
Agent Cashier Menu	5
Cash Payment	5
Check/MO Payment	6
Credit Card Payment	6
Other Payment.....	7
Cancel a Payment Transaction	8
Move a Payment Transaction	9
Patient Payment/Refund Transaction History Report	10
Brief Account Profile	10
Deposit Management.....	12
Create Deposit Ticket	12
Deposit Money to Bank	12
Edit a Deposit Ticket	13
Receipt List for Deposit.....	14
Summary Listing of Deposits	14
View a Deposit.....	15
Void a Deposit	15
Full Account Profile	16
Print 215 Report	17
Profile of Accounts Receivable	18
Release Holds on AR	19
Receipt Management.....	19
Approve a Receipt.....	19
Edit a Receipt.....	20
List of Receipts	20
Post an Approved Receipt to Accounts.....	20
Receipt Number Reconciliation Report	21
Reprint a Customer's Receipt.....	22
Summary of Current Receipts.....	22
Void a receipt.....	23
Transaction Profile	23
AR - Accounts Receivable Menu.	25
Brief Account Profile	25
Deposit Management.....	26
Confirm Deposit From Bank	26
Process Deposit	27
FMS Utilities Menu.....	28
Document Status Inquiry	28
Bill Inquiry	28
Regenerate Prior Month OBR	28
Transaction Inquiry	28
Unprocessed Document List.....	29

Table of Contents

FMS Cash Reconciliation Report (132 col.)	29
FMS Regeneration Menu	30
Billing Document Regeneration.....	30
Edit FMS Accounting Elements.....	31
Modified Billing Document Regeneration	31
National Data Base Document Regeneration	32
Overpayment (OP) Document Regeneration.....	32
Regenerate FMS Cash Receipt Document	32
Remove Invalid SUB BOC	32
Write-Off Document Regeneration	33
Full Account Profile	33
Patient Payment/Refund Transaction History Inquiry.....	34
Payments Posted from Prepayment	35
Print 215 Report	35
Profile of Accounts Receivable	37
Status Listing For Bills.....	38
Transaction Profile	39
Archive AR Records Menu	41
Mark AR records for archival.....	41
Detailed Report of Pending Archive Records	42
Unmark Records Marked for Archival.....	42
Build Temporary Archive File	43
Remove AR Records from Files.....	43
Purge Temporary Archive Storage File.....	44
Billing Menu	45
New Bill (Enter)	45
Display Pending Bill	47
Approve/Print Pending Bill	47
Edit Bill	48
Cancel Bill.....	48
Amend Bill Returned from AR	49
Bill Status Listing.....	49
List All Bills	50
View a Bill.....	51
Clerk's AR Menu	53
Audit/Set up a New Accounts Receivable.....	53
Audit an Electronic Bill	53
Set up and Audit New Accounts Receivable	55
Amended Bill Audit.....	56
Edit an Incomplete Accounts Receivable	56
New Bill Forms Print	58
Other Bill Form Print.....	58
Re-print 'Other' Bill.....	58
Profile of Accounts Receivable	58
Update Accounts Receivable.....	59
Locate Debtor Address	59
DC/DOJ Action Menu	60
Refer to DC/DOJ	60
Returned by DC/DOJ	61
Re-Refer to DC/DOJ	61

Debit Voucher (SF 5515)	61
Waived by DC/DOJ.....	61
Terminated by DC/DOJ.....	62
Compromised by DC/DOJ	62
Repayment Plan Menu.....	63
Set Up a Repayment Plan.....	63
Profile of Repayment Plan	64
Print a Payment Statement	64
Reprint a Payment Statement	65
Add an Administrative Cost.....	65
3rd Party Information Data Edit	66
Update 'Bill Resulting From' Data	66
COWC Referral	67
Adjustments to Accounts Receivable.....	67
Adjustment to an AR record	68
Decrease Adjustment.....	68
Increase Adjustment	69
Waive an Accounts Receivable	70
Partial Waiver.....	70
Full Waiver.....	71
Terminate an Accounts Receivable	71
Fiscal Officer Terminated	71
Compromise Termination.....	72
Re-establish a Bill.....	72
Suspend a Bill	73
Report Menu for Accounts Receivable	73
Accounts Receivable Status Reports.....	74
DC Pending Referral AR Listing	74
DOJ Pending Referral Listing	74
Category Listing for Bills.....	74
Status Listing for Bills.....	75
Refunds to be Approved by Certifying Official	76
Delinquent AR Reports.....	76
31-90 Delinquent Accounts.....	76
91-180 Days Delinquent Accounts.....	76
181-365 Days Delinquent Accounts.....	76
Over 365 Days Delinquent Accounts	76
Print All Delinquent Accounts	77
Report of AR by Last Activity Date.....	77
Management Reports	77
3rd Party Accounts Report Print.....	78
ADMIN/Interest Rates Print.....	78
DC/DOJ Debt Collection Report.....	78
DC Debt Collection Report.....	79
DOJ Debt Collection Report.....	79
Co-Pay Waiver Report	79
Contingent 3rd Party AR Report	79
IRS Offset Report.....	80
Medication Co-Pay Exemption Report	80
Payments with Write-offs Report.....	81
Revenue Code Totals by Rate Type	81

Table of Contents

Transaction History	82
Reconciliation Reports.....	82
Date Sorted Payment Report	82
MAS Reconciliation Report	83
Third Party Completed.....	83
Other Completed.....	83
Incomplete	84
DC Referred Report Print.....	84
DOJ Referred Report Print	85
COWC Referred Report Print	85
Payments Posted from Prepayment	85
Follow-up Letter Menu.....	86
Hold Printing a Follow-up Letter.....	87
Remove Hold on Follow-up Letter	87
Print Statements/Letters by Date	87
IRS Offset Letter (Print/Reprint)	88
List of Accounts Receivable with Holds.....	88
Reprint Patient Statements.....	88
Reprint the Follow-up Letters	88
Reprint UB Letters.....	89
Establish/Edit Old Bills	89
Set Up Old Bills.....	89
Edit Incomplete Old Bills	90
Transaction Profile	90
Account Management.....	91
Account Information.....	91
Address Display/Edit	92
Bill Comment Log	92
Brief Account Profile.....	94
Check Patient Account Balance.....	95
Debtor Comment Log	96
Follow-up Reports	96
Full Account Profile.....	97
Mark/Unmark Invalid Transactions	98
Statement Discrepancy Listing	99
Transaction History for a Patient	99
Agent Cashier.....	100
FMS Utilities Menu.....	100
Forward IRS OFFSETS to Austin.....	100
Refund Review and Approve	101
Supervisor's AR Menu	103
Edit/Add 'Bill Resulting From' List.....	103
Delete an Incomplete Transaction	103
Administrative Cost Adjustment	104
Form Letter Menu (Edit/Print)	104
Edit Form Letters	105
Print Form Letters	105
Return Bill to Service	106
Agency Location Code (Deposits)	106
Archive Menu.....	106
Detailed Report of Pending Archive Records.....	106

Unmark Records Marked for Archival	107
Bad Debt Accrual Over-Ride	107
National Roll-up Report	108
Purge Unprocessed FMS Document File	109
Site Parameter Edit.....	109
Deactivate Group	109
Group Parameters.....	109
Interest/Admin/Penalty Rates	110
IRS Parameters	111
Statement Parameters.....	111
Glossary	113

