Department of Veterans Affairs

Veterans Health Administration

Accounts Receivable 4.5

Cross-Servicing User Manual

VistA Patch PRCA*4.5*340

August 2018

Version 1.4

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Revision History

Date	Version	Description	Author
08/29/2018	1.4	Updated for patch PRCA*4.5*340. This patch deletes two columns from the Cross-Servicing Reconciliation Report. It replaces last 4 of the SSN with Patient ID. It corrects a minor problem with device handling.	HAPE Team
05/25/2018	1.3	Updated for patch PRCA*4.5*315 This patch adds two new reports: Cross-Servicing Stop Reactivate Report & Treasury Cross-Servicing IAI Report pages 35 – 37. Updated report options to support CSV format. Updated screenshots for the Cross-Servicing Recall, Reconciliation reports. A historical "y" indicator is added to the full/brief account profile for CS bills that are recalled by the batch process or returned from Treasury. Updated option names for the recall/reactivate debtor & recall/reactivate bills. Added new option - TCSP reconciliation worklist – to manage bills returned from Treasury page 46. Cross-servicing no longer blocks manual increase adjustments for CS bills and allows manual increase adjustments to the 5B record. A new set of cross-servicing transactions have been added to display an audit trail for detailing events (transactions) that have occurred on healthcare debts referred for debt collection.	HAPE Team
9/21/2017	1.2	Updated for patch PRCA*4.5*327 This patch adds the addition of two new notifications, the Failed Debtor Action & the Batch Completion, to the TCSP mail group. See page 66.	HPS Admin Team
7/13/2017	1.1	Updated for patch PRCA*4.5*325 This patch converts all scripts for handling Treasury Cross Service Project (TCSP) exceptions between Vista and Treasury to user option with improved controls. These scripts were provided to sites by the TCSP developers to handle mismatched Vista debtor/bills with the Treasury status for the same debtor/bills. See the following sections: 4.4 (TCSP Flag Control), fig. 21 – 26, glossary sections R & T,	HPS Admin Team
10/04/2016	1.0	Initial publication	HPES Team
9/28/2016	0.10	Information for updates included in test version T81; see the following sections: 2.5 (heading text), 2.5 #6, 2.6 #4, 3, 5.1, 5.2.2, 8.3.3 (paragraphs & note).	HPES Team
3/18/2016	0.09	Added Enhancement Requests/updated content	HPES Team
11/18/2015	0.08	Added Activation Dates for test sites to Section 2.5. Modified Letter 3 language in Section 2.5	HPES Team
07/17/2015	0.07	Draft to be used during IOC Testing ONLY; general formatting review; verified all links in the References section.	HPES Team
06/02/2015	0.06	Added Section 8.4 for all blocked options on Cross-Serviced debt; added Section 9.2 for removing the stop	HPES Team

Date	Version	Description	Author
		on the bill placed for the reject on the Recall Debtor option. Updated screenshots for the 5BU AIO IAI transmissions due to code change.	
05/11/2015	0.05	Draft to be used during second round of UFT (May 15 – May 29, 2015) ONLY. Updated Production File Transfer graphic to include the DPN file transfer on Tuesdays. Updated screenshots for DPN; added a sample DPN Letter (Section 7). Added additional information on the DPN Rejects to Section 7.1. Added additional text to Section 4.2.1 on the various record types that can be transmitted in the Update File. Updated screenshots for 5B "ABAL" and AIO". Also, added the following text: The signed principal amount is the amount by which the transaction amount changes the principal, not the amount of the principal. There should be no positive amounts in these fields because Cross-Servicing will not allow increase adjustments. Added description of fields in the Cross-Servicing file section. Modifications to Section 5.2.2 due to Enhancement Request # 159105 (VistA To Produce a 5B Record Transaction Back to Treasury [AITC/DMC] after a Treasury 170 Offset Type That Is An OVERPAYMENT Has Been Processed By VistA.	HPES Team
02/09/2015	0.04	Updated screenshots for 5B "ABAL and "AIO" Transmissions RTC# 145340; added verbiage indicating that end users should not use the Suspend an AR Bill option on Cross-Serviced debt (Appendix D). Added the following note to Section 2.6: "*Bills that are placed in a Suspended status continue to age and gather interest and administrative charges in VistA.*" (refers to bills not referred to CS). Draft to be used during UFT (Phase 1) Testing ONLY	HPES Team
02/06/2015	0.03	Draft to be used during UFT (Phase 1) Testing ONLY	HPES Team
01/14/2015	0.02	Second draft for review	HPES Team
12/18/2014	0.01	Draft for use during Pre-UFT Smoke Test (UFT Phase 0) ONLY	HPES Team

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1.   Introduction

The Department of Treasury (Treasury) Cross-Servicing program is the Department of Veterans Affairs' (VA) next phase in the implementation of the Debt Collection Improvement Act (DCIA) of 1996. In 1996, 31 U.S.C 3716, Administrative Offset, was amended by DCIA, which initiated the requirement for VA to transfer any debt delinquent more than 180 days to Treasury for administrative offset or collection. With this amendment, VA implemented the Treasury Offset Program (TOP), which provided Consolidated Patient Account Centers (CPAC) Accounts Receivable (AR) staff members with an automated method of referring delinquent debt to Treasury. With the passing of the Digital Accountability and Transparency Act of 2014 (DATA Act), VA must now refer delinquent debt to Treasury after 120 days.

The Cross-Servicing functionality, developed as part of the Cross-Servicing program, was delivered and integrated under the Veterans Health Information Systems and Technology Architecture (VistA) AR 4.5 patch, PRCA*4.5*301. This new functionality will allow the Veterans Health Administration (VHA) to refer debt that has been delinquent 120 days or more to Treasury for administrative offset or collection.

1.1 Purpose

The purpose of this manual is to assist end users with the VistA Cross-Servicing AR 4.5 functionality, providing step-by-step examples that describe the options used for generating Cross-Servicing Reports, stopping or recalling Cross-Servicing referred debt and debtors, and how to locate the fields and text displays that reference Cross-Servicing referrals, recalls, and rejects.

1.2 Audience

The intended users of the Cross-Servicing functionality are the AR Supervisors and the Veteran Services Department technicians who handle First Party AR function for the CPACs.

1.3 References

The following references were used in the development of the Cross-Servicing program and in the development of this manual:

1. 31 USC § 3716 - Administrative offset:

    http://www.gpo.gov/fdsys/granule/USCODE-2010-title31/USCODE-2010-title31-subtitleIII-chap37-subchapII-sec3716/content-detail.html

2. Austin Information Technology Center. *Lockbox to AR Transmission Layout*.

3. Bureau of the Fiscal Services – Debt Management and Cross-Servicing:

    http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/xservg/debt_crosserv.htm

4. Bureau of the Fiscal Services – Guides, Policies, and Instructions:

    http://fiscal.treasury.gov/fsservices/gov/debtColl/rsrcsTools/debt_manuals.htm

5. Bureau of the Fiscal Services – Legal Authorities Quick Reference Chart:

   http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/top/legalAuthrtyQkRef/debt_dca_quickref_index.htm

6. Bureau of the Fiscal Services – Public Laws, Statutes, Regulations & Guidance Managing Federal Receivables:

   http://fiscal.treasury.gov/fsservices/gov/debtColl/rsrcsTools/debt_guidance_mfr.htm

7. Debt Collection Improvement Act (DCIA) of 1996:

   http://www.fms.treas.gov/debt/dmdcia.txt

8. Digital Accountability and Transparency Act (DATA Act):

   http://www.gpo.gov/fdsys/pkg/PLAW-113publ101/html/PLAW-113publ101.htm

9. FedDebt Q & A Site:

   http://fiscal.treasury.gov/fsservices/gov/debtColl/faqs/debt_questions_feddebt.htm

10. Treasury Financial Manual:

    http://www.fms.treas.gov/tfm/vol1/v1p4c400.pdf

11. U.S. Department of Treasury. Debt Management Services. Financial Management Service. *Integrated Agency Interface File Format For Cross-Servicing*.

1.4 Questions

Please direct all questions on the Cross-Servicing functionality and business processes to Ernie Washington at ernest.washington@va.gov or (202) 382-2553.

1.5 Program Coordination

Cross-Servicing is a joint effort between VistA AR, the Austin Information Technology Center (AITC), the Debt Management Center (DMC), and Treasury. For more information on each organization, please reference the following links:

- Veterans Health Administration (VHA) Chief Business Office (CBO):
  http://vaww1.va.gov/cbo/

- Austin Information Technology Center (AITC):
  https://vaww.sde.portal.va.gov/sites/eo/Pages/Default.aspx

- Department of Veterans Affairs (VA) Debt Management Center (DMC):
  http://www.va.gov/debtman/

- Consolidated Patient Account Center (CPAC):
  http://www.va.gov/CBO/cbo/cpac.asp

- U.S. Department of the Treasury, Bureau of the Fiscal Service:
  http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/xservg/debt_crosserv.htm

2. What is Cross-Servicing?

This section provides a brief overview of how the VistA AR 4.5 Cross-Servicing functionality integrates with AITC, DMC, and Treasury.

2.1 Cross-Servicing & Treasury Offset Program

The Treasury Cross-Servicing program is a mandatory, government-wide, delinquent, debt-matching, and payment-offset system. It is a cost-effective means by which VA and all Federal program agencies recover delinquent debts through Treasury debt collection efforts, Administrative Wage Garnishment, referral to Private Collection Agencies, and offsetting Federal payments due the delinquent debtor. At the implementation of the Cross-Servicing program, all new, legally enforceable, non-tax, First Party debt owed to VHA that is over 120 days will be referred to Cross-Servicing. First party debt, previously processed by Treasury Offset Program (TOP), will remain in TOP. As with TOP, Cross-Servicing is a collaborative effort among VistA AR, AITC, DMC, and Treasury.

> **NOTE:**
>
> At the implementation of the Cross-Servicing program, new, First Party debt that has been delinquent 120 days or more will be processed by Cross-Servicing.
>
> **Once a debt has been referred to Cross-Servicing, VHA can no longer service the debt.**
>
> First Party debt, previously processed by TOP, will remain in TOP. Any updates transmitted on a TOP account will continue to be updated in TOP, not Cross-Servicing.

2.2 Cross-Servicing High-Level Process Flow

The following provides a high-level overview of the Cross-Servicing process and functionality:

1. After the DMC referral process, those debtors without VA benefits to offset are subject to the Cross-Servicing Program.
2. AR sends new bill referrals, updates, and / or recalls of previously referred bills to AITC every Tuesday. Updates include, but are not limited to, such things as change in the debtor's address or change in name.
3. AITC sends a MailMan confirmation message to each VAMC when their transmission is received at AITC.
4. AITC compiles file information from all VAMCs into Treasury's Integrated Agency Interface (IAI) File Format (refer to *Section 2.3 Integrated Agency Interface (IAI)*) and forwards to DMC.
5. DMC validates header and footer information and forwards the file on to Treasury Cross-Servicing. If the validation fails, DMC will reject the entire file and send it back to AITC for repair and re-transmission. However, the DMC check is now at the bill level rather than at the account level.
6. If there are errors within the file that Treasury receives, an Unprocessable File from Treasury is sent electronically to DMC and forwarded on to AITC.
7. AITC transmits the Cross-Servicing Unprocessable Files to each VAMC via MailMan. Reject messages and subsequent Unprocessable Files may originate from AITC or Treasury. Reject bulletins are generated containing the bill number and the error code(s) (refer to *Section 9 Cross-Servicing Rejects*).

8. If the Cross-Servicing Referral file rejects, the AR system will delete all of the Cross-Servicing referral information for the debt in VistA. The reject information will display on the profile screens (refer to *Section 3.3 Debt Rejected by Cross-Servicing*) and in the **Debt Referral Reject Report** (refer to *Section 4.1.4 Debt Referral Reject Report*).The AR staff must correct the cause of the error. Once corrected, the account will follow the appropriate processing sequence. Depending on the status of the account, this may include referral to Cross-Servicing with the next weekly transmission.

9. Upon implementation of Cross-Servicing, a one-time only process will generate an initial Due Process Notification (DPN) file that identifies bills that comply with all of the Cross-Servicing criteria, but are less than $25.

10. On a weekly basis, the Initial DPN File will be checked by VistA for any bills that had previously been identified as less than $25 and have now increased (due to fees and charges) to $25 or more.

11. VistA will send this file to AITC for the purpose of printing the DPN Letters to the debtors of record.

12. AITC will process through each record and determine if the record is valid and can generate a Printed Letter, or determine if it is in error and is to be returned to VistA, identifying the two digit IAI error code(s). A DPN reject bulletin is generated listing the bills that were rejected with the associated error code (refer to *Section 7.1 Due Process Notification Rejects*).

13. VistA receives the DPN Letter Printed & Error File from AITC and logs the Date Letter Printed or Errors found. (Note: This Date Letter Printed is used to calculate a 60-day waiting period before the Debt Referral for this bill can be made through the Referral process.)

14. Once a week, Treasury will send collections from Cross-Servicing to DMC.

15. DMC converts the VHA payments from the IAI Collection File to the Cross-Servicing Lockbox format.

16. AITC receives the Collections File and parses by VAMC.

17. VistA receives and processes the updates identified in the Collection File.

Figure 1: Cross-Servicing Scope of Integration and Process Flow
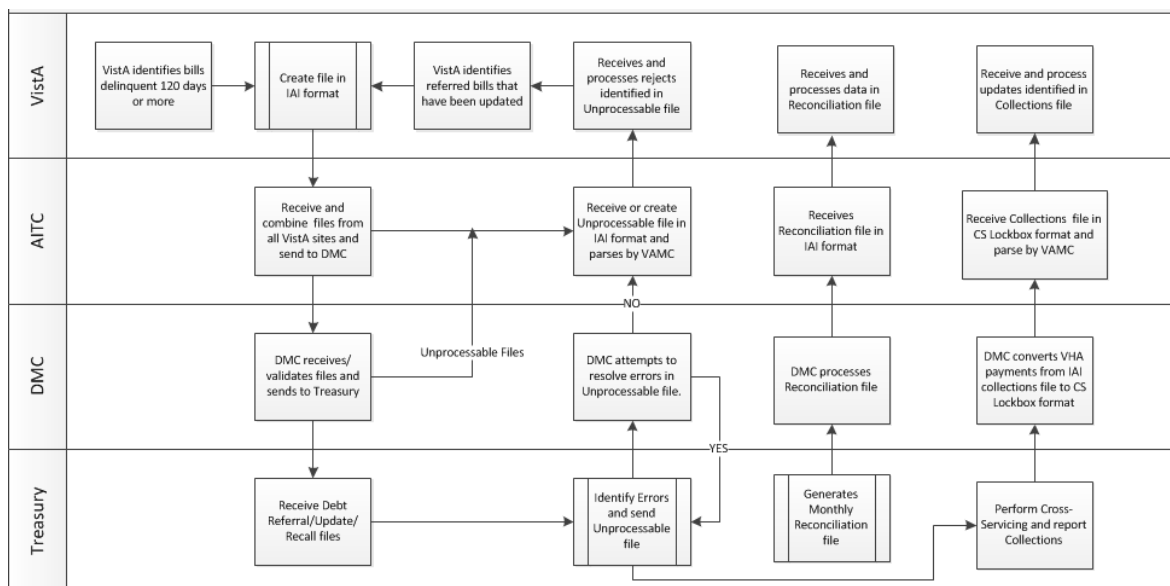
2.3   Integrated Agency Interface (IAI)

Treasury's Integrated Agency Interface (IAI) file format[1] provides VA with a single file format for submitting multiple record types to Cross-Servicing via the FedDebt system.

For Cross-Servicing, IAI is used to: (1) Refer initial debt / debtor(s), (2) Process financial updates (payments and adjustments), (3) Modify debt / debtor information, (4) Recall a debt / debtor, (5) Receive an Unprocessable Report from Treasury, and (6) Receive the Reconciliation File from Treasury.

Treasury's Debt Management Services (DMS) processes IAI batch files daily, and provides a comprehensive Unprocessable report to notify VHA that (a) its files have been processed, (b) whether any errors occurred and (c) what those errors are. DMS transmits reports to VA no later than the day after the file processing is complete. VHA receives an IAI Collection File each time DMS transmits an Intra-governmental Payments and Collections (IPAC) transfer for Cross-Servicing collections. This IAI Collection File includes all payment transactions for the specified collection period (refer to *Section 8 Collections: Payment Processing*).

2.4   Type of Debts Referred to Cross-Servicing

The following AR Categories indicate First Party bills to be referred to Cross-Servicing:

    1 – Hospital Care (NSC)
    2 – Outpatient Care (NSC)
    3 – Nursing Home Care (NSC)
    24 – C (Means Test)
    29 – Rx Co-payment / SC Vet
    30 – Rx Co-payment / NSC Vet
    31 – Nursing Home Care Per Diem
    32 – Hospital Care Per Diem
    40 – Adult Day Health Care
    41 – Domiciliary
    42 – Geriatric Evaluation – Institution
    43 – Geriatric Evaluation – Non-institution
    44 – Nursing Home Care – LTC
    45 – Respite Care – Institution
    46 – Respite Care – Non-institution

2.5   Rules for Initially Sending a Debt to Cross-Servicing

All of the following criteria must be true for a debt to be referred to Cross-Servicing:

1. The bill must be delinquent 120 days or more. (Note: This equates to 150 days old or older based on the date value in the "DATE ACCOUNT ACTIVATED" field (#60) in the Accounts Receivable file (#430)).

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[1] U.S. Department of Treasury. Debt Management Services. Financial Management Service. *Integrated Agency Interface File Format For Cross-Servicing*.

2. As debts become eligible for Cross-Servicing, they are referred during the next weekly Cross-Servicing batch cycle transmission according to the following station locations and date specifications:

- If the DATE ACCOUNT ACTIVATED (file # 430, 60) is no earlier than February 1, 2015 for stations #598 (Little Rock, AR), #528 (Upstate NY-VISN 2), and #517 (Beckley, WV).

- If the DATE ACCOUNT ACTIVATED (file # 430, 60) is no earlier than August 1, 2015 for all other stations.

3. The Debtor Type must be a First Party bill.

4. The bill status must be *Active*.

5. The Site Deletion Referral Flag for a debtor must be set to 'blank' or 'NO' in the AR Debtor File (#340).

6. The DMC Referral Flag must be removed from the bill. *DATE SENT TO DMC* field (file #430, 121) must be Null and *DMC Debt Valid* field (file #430,125) must be No or Pending.

7. An individual bill must be equal to or greater than $25.00.

8. If the *Letter3* field under *Collection Follow up Date* on the profile screen does not have a date, the debt will not be referred to Cross-Servicing. VistA generates the 'TCSP QUALIFIED/NO 3RD LETTER SENT ON MM/DD/YY' bulletin when there is eligible debt for Cross-Servicing and a third collection letter has not been sent (**Error! Reference source not found.**). Technicians should review the debtor's account to determine why the third letter has not been sent.

Figure 2: Bulletin: TCSP Qualified/No 3rd Letter Sent

```
Subj: TCSP QUALIFIED/NO 3RD LETTER SENT ON 01/21/15  [#320267] 01/21/15@21:45
452017 lines
From: AR PACKAGE  In 'IN' basket.   Page 1  *New*
-----------------------------------------------------------------------------
The following list of debtor bills were not sent to TCSP.
Please review debtor's account to determine why the third
notice letter has not been sent:
Name                            Bill #
----                            ------
ACSA TSTANV CHERJF              442-K100XV6
                                442-K1016WF
                                442-K600E29
                                442-K701UU2
                                442-K800RMG
                                442-P30295


ACSA TSTAYNE CHEBDZ             442-K218GC8
                                442-K218P2I
                                442-K218VZ3
                                442-K30077B
                                442-K300NTM
                                442-K3015GA
```

2.6   Debts Not Sent to Cross-Servicing

If <u>any</u> of the following criteria is true, the bill will NOT be referred to Cross-Servicing:

1. Debts where the Debtor has included VA debts in their bankruptcy petition and has provided proof of bankruptcy.

2. Debts where the debtor's date of death is recorded in VistA.

3. Debt that is in litigation and has been referred to the Department of Justice (DOJ). The software checks to see if the flag is set to "DOJ". It will not refer a particular bill that is referred to DOJ; however, it can refer other bills by the same debtor that are not flagged as being referred to DOJ.

4. Debt that is in *Offset* status at DMC. DATE SENT TO DMC (#121) would be populated.

5. Debt that has a DMC Debt Valid (#125) field of "No" or "Pending" in the ACCOUNTS RECEIVABLE (#430) file.

6. Debt that is on a repayment plan in VistA.

7. Debt that is in *Suspended* status in the AR system (this includes, but is not limited to, the following: waiver, disputes, bankruptcy).

   > **NOTE:**
   >
   > Bills that are placed in a *Suspended* status continue to age and gather interest and administrative charges in VistA. If a bill has been suspended and is <u>un</u>suspended on or after Day 120 of the delinquency (and meets all of the other Cross-Servicing criteria), it will be referred to Cross-Servicing in the next weekly transmission.

8. The Debtor is an entity or institution (a non-individual).

9. The Debt is less than $25.00.

10. A third collection letter has not been sent.

2.7 Cross-Servicing Fees

The debtor is responsible for paying any and all of the Cross-Servicing offset processing fee(s) from Treasury. Treasury will automatically withhold the offset fee prior to sending the money to VHA. VHA will receive the net amount of the offset. In addition, if a debtor has more than one offset processed on a given day, there will be a fee associated with each offset.

For debt that is continuing to be collected through TOP, the flat fee remains in effect. For all debt referred to Cross-Servicing, Treasury applies an offset fee. Additional fees may be applied if debt is collected through Administrative Wage Garnishment (AWG) or a Private Collection Agency (PCA).

For all questions related to debt that has been referred to Cross-Servicing, please refer the debtor to a Treasury Customer Service Representative at (888) 826-3127.

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3. Cross-Servicing Fields & Messages

This section provides an overview of the various messages, symbols, and fields that indicate whether or not a bill has been referred to Cross-Servicing, recalled from Cross-Servicing, or rejected (by AITC, DMC, or Treasury).

The AR profile screens will display the following Cross-Servicing information (click the links below to be taken to the appropriate sub-section):

- **Debt Referred to Cross-Servicing**
- **Debt / Debtor Recalled from Cross-Servicing**
- **Debt Rejected by Cross-Servicing**

The following sub-sections outline the location of the Cross-Servicing information on the AR screens.

3.1 Debt Referred to Cross-Servicing

This section describes the text, fields, and symbols that display on the various AR screens when a debt has been <u>referred</u> to Cross-Servicing.

3.1.1 Brief Account Profile Screen

From the **Brief Account Profile** screen, a user is able to identify the bills on a debtor's account that have been referred to Cross-Servicing by the following displays:

If a debtor has at least one bill referred to Cross-Servicing, the following text displays in the header of the screen: "x Debt Referred to Cross-Servicing" and "Total CS Debt" (

Figure 3).
In the list of bills that display on a debtor's account profile, an "x" will display before the Station Number in the *Bill #* column for bills that are at Cross-Servicing.

A historical "y" indicator will be displayed if a Cross-Serviced bill has been recalled or returned from Treasury.

Figure 3: Brief Account Profile – Debt Referred to Cross-Servicing

```
====================  A c c o u n t   P r o f i l e   ====================
HCSDPNTESTHAN,TSTDPNTESTSTIN N (777-77-0063)        Statement Day: 5
Statement Account #: 631-00000000-29394-HCSDP    Last Statement: 01/05/2012
2 Massachusetts Ave NE                           Activity as of: 01/01/2012
222TestStreetAddress11Ave
333TestStreetAddress11Ave
WASHINGTON, DC  200029997                         Amount Owed:    1296.34
Phone #: 5555555555                           RX Copay Exempt: NO
                                                    CV Status: NO
** Account forwarded to TOP: 04/05/2016    Total TOP Amount:     167.03
x Debt Referred to Cross-Servicing         Total CS Debt:        225.00

#    Bill #        Est         Type       Paid    Prin  Int   Adm     Balance
------------------------------- ACTIVE (1296.34) ----------------------------
1   x631-K2010XX  01/20/2012 REIMBUR     0.00    0.00  0.00  0.00       0.00
2    631-K2012DA  01/25/2012 REIMBUR     0.00    0.00  0.00  0.00       0.00
3    631-K5025HD  06/28/2008 EMERGEN     0.00   76.00  0.32  1.87      78.19
4    631-K5025IK  08/06/2015 RX CO-P     0.00    0.00  0.00  0.00       0.00
5   y631-K5025IL  08/06/2014 RX CO-P     0.00   75.00  0.00  0.00      75.00
6   y631-K5025IM  08/06/2015 RX CO-P     0.00  150.00  0.00  0.00     150.00

Select 1-6:
```

1. Once the bill has been selected from the **Brief Account Profile** screen, the user is directed to the subscreen for that bill. If the bill has been referred to Cross-Servicing, the *CS Referred Date* will display on the sub-screen for that bill below "x Debt Referred to Cross-Servicing" (Figure 4). Note that the *Total CS Debt* in the below figure refers to the total amount of debt referred to Cross-Servicing. All transactions performed on the bill will display including any non-financial cross-servicing audit transactions (marked with "CS"). These transactions provide non-financial information and comments relevant to cross-servicing events that are not otherwise documented in the system.

Figure 4: Brief Account Profile – Bill Subscreen – CS Referred Date

```
===================== A c c o u n t   P r o f i l e  =====================
HCSDPNTESTHAN,TSTDPNTESTSTIN N (777-77-0063)      Statement Day: 5
Statement Account #: 631-00000000-29394-HCSDP     Last Statement: 01/05/2012
2 Massachusetts Ave NE                            Activity as of: 01/01/2012
222TestStreetAddress11Ave
333TestStreetAddress11Ave
WASHINGTON, DC  200029997                         Amount Owed:     1296.34
Phone #: 5555555555                          RX Copay Exempt: NO
                                                  CV Status: NO
** Account forwarded to TOP: 04/05/2016     Total TOP Amount:       167.03
x Debt Referred to Cross-Servicing          Total CS Debt:          225.00
CS Referred Date: SEP 14, 2016

Bill #: 631-K5025IL

#      Tr #     Type                         Date            Amount
-------------------------------------------------------------------------
8      2725     CS INCREASE ADJ              10/12/2017        500.00
9      2726     CS INC ADJ TR REV?Y          10/12/2017          0.00
10     2727     DECREASE ADJUSTMENT          10/12/2017        -50.00
11     2776     CS RECALL PLACED             12/11/2017          0.00
12     2781     CS DEBTOR RECALL             12/11/2017          0.00
                                                            -----------
                                                      $        450.00

Select 1-12 or 'P' to Print:

Select 1-1 or 'P' to Print:
```

3.1.2 Full Account Profile Screen

From the **Full Account Profile** screen, a user is able to identify which bills on a debtor's account have been referred to Cross-Servicing by the same displays as the **Brief Account Profile** screen (refer to *Section 3.1.1 Brief Account Profile Screen*). After a REJECT, the "X" indicator is removed from the bill on the Full Account Profile Screen, Brief Account Profile Screen, and any other screen as appropriate.

3.1.3 Account Profile – Agent Cashiers Menu

On the **Account Profile (AP)** screen, accessed from the **Agent Cashiers Menu**, if a debtor has one or more bills referred to Cross-Servicing, *Debt Referred to Cross-Servicing* and *Total CS Debt* will display immediately after the *TOTAL BALANCE OWED FOR ALL BILLS DISPLAYED* line of the profile indicating that one or more debts has been forwarded to Cross-Servicing (Figure 5).

NOTE:

The *Total CS Debt* amount refers to the total amount of debt that has been referred to Cross-Servicing, not the total balance owed for all bills.

Figure 5: Account Profile (AP) – Debt Referred to Cross-Servicing

```
Account Profile          Sep 23, 2014@16:27:27        Page:    2 of    2
Account: DCSANDON,TSTGG NHIONALD(777440256)              DOB: DEC 11, 1950
   Addr: 2 Massachusetts Ave NE, WASHINGTON, DC  200029997  Phone: 5555555555
   RX Copay Exempt: NO
   ACCOUNT BALANCE: 931.60              Pending Payments: 0.00        C
 + BillNum  CareDate  Stat  Bill Type               Principal Interest    Admin
15 K001BF2  02/09/10  ACTI  RX CO-PAYMENT/NSC VET       24.00     0.44     0.00
16 K000XTU  01/04/10  ACTI  RX CO-PAYMENT/NSC VET      104.00     2.05     0.00
17 K000MJD  12/02/09  ACTI  RX CO-PAYMENT/NSC VET       40.00     2.39     1.87
                                                    --------- -------- --------
    TOTAL BALANCE OWED FOR ALL BILLS DISPLAYED         921.37     8.36     1.87

Debt Referred to Cross-Servicing          Total CS Debt:        762.79
```

3.1.4 Bill Profile

On the **Bill Profile (BP)** screen, the *Debt Referred to Cross-Servicing* text displays *before the listing of the charges* on the bill. Below is an example of a Bill Profile screen using the last bill (K000MJD) listed on the Account Profile screen in Figure 5.

Figure 6: Bill Profile (BP) – Debt Referred to Cross-Servicing

```
Bill Profile             Sep 23, 2014@16:48:15        Page:    2 of    4
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 631-K000MJD *****
+
Bill Balances         Billed        Paid
       Principal:      40.00        0.00        Original Amt:        0.00
        Interest:       2.39        0.00
  Administrative:       1.87        0.00
         Current:      44.26        0.00

Accounting Data    Fiscal Year    Approp Code      Amount
                       10            528701         40.00
Rev Srce Code: 8CZZ

Collection Follow up Data
        Letter1: JAN 05, 2010
        Letter2: FEB 05, 2010
        Letter3: MAR 05, 2010
        Letter4: JAN 05, 2012

Debt Referred to Cross-Servicing          CS Referred Date: SEP 04, 2014
+        |% EEOB | Enter ?? for more actions|
BT Bill Transactions     NB Select New Bill        EA Exit Action
Select Action: Next Screen//
```

3.1.5 Profile of Accounts Receivable

On the **Profile of Accounts Receivable** screen, *Debt Referred to Cross-Servicing* will display in the header when one or more bills have been referred to Cross-Servicing.

Figure 7: Profile of Accounts Receivable – Debt Referred to Cross-Servicing

```
SEP 23,2014  16:56   ACCOUNTS RECEIVABLE PROFILE
========================================================================
NAME: DCSANDON,TSTGG NHIONALD        BILL #: 631-K000MJD

2 Massachusetts Ave NE               SOC.SEC.NO.:   777-44-0256
222TestStreetAddress11Ave
WASHINGTON, DC  200029997            DATE OF BIRTH:  12/11/1950
PHONE NO.: 5555555555                DATE POSTED: DEC 02, 2009 08:45:25
****Debt Referred To Cross-Servicing****

CURRENT STATUS: ACTIVE               CATEGORY: RX CO-PAYMENT/NSC VET
CP:                                  DATE BILL PREPARED: DEC  2,2009

INTEREST EFFECTIVE RATE DATE:  JAN 1,2009   ANNUAL INTEREST RATE:  .03
ADMIN EFFECTIVE RATE DATE:     JAN 1,2009   MONTHLY ADMIN RATE: 1.76

ORIGINAL AMOUNT: 0.00

FISCAL YEAR    APPROP. CODE        PAT REFERENCE #          AMOUNT
-----------    ------------        ---------------          ------
    10           528701                                      40.00
         ENTER '^' TO HALT:
```

If the selected bill has been referred to Cross-Servicing, the *CS Referred Date* will display below the *CURRENT* balance of the bill and above the *TRANSACTIONS*.

Figure 8: Profile of Accounts Receivable – CS Referred Date

```
BALANCES      PAID
                                      LETTER1/ICD:  01/05/2010
PRINCIPAL:           40.00    0.00    LETTER2:      02/05/2010
INTEREST:             2.39    0.00    LETTER3:      03/05/2010
ADMINISTRATIVE:       1.87    0.00    IRS LETTER:
                                      DC/DOJ REF.DATE:
CURRENT:             44.26    0.00

CS Referred Date: SEP 04, 2014

TRANSACTIONS:
   4857745    1         INCREASE ADJUSTMENT  12/02/09     8.00
   4863356    2         INCREASE ADJUSTMENT  12/08/09     8.00
   4871501    3         INCREASE ADJUSTMENT  12/15/09     8.00
   4882494    4         INCREASE ADJUSTMENT  12/28/09     8.00
   4883352    5         INCREASE ADJUSTMENT  12/29/09     8.00
   4975720              INTEREST/ADM. CHARGE 03/02/10     0.19
   5016812              INTEREST/ADM. CHARGE 04/02/10     0.10
         ENTER '^' TO HALT:
```

All transactions performed on the bill will display including any non-financial cross-servicing audit transactions (marked with "CS"). These transactions provide non-financial information and comments relevant to cross-servicing events that are not otherwise documented in the system.

Figure 9: Profile of Accounts Receivable – "CS" Transactions Display

```
TRANSACTIONS:
  5600148   1        INCREASE ADJUSTMENT   08/25/16        8.00
  5600149   2        DECREASE ADJUSTMENT   10/17/16       -8.00
 *5601851           CS RECALL PLACED       09/25/17        0.00
  5601859           CS INCREASE ADJ        09/25/17       10.00
 *5601860           CS INC ADJ TR REV?N    09/25/17        0.00
  5601861              ADMIN.COST CHARGE   09/25/17        3.30
 *5601862           CS ADMIN ADJ TR REV?N 09/25/17         0.00
        ENTER '^' TO HALT:
```

3.2 Debt / Debtor Recalled from Cross-Servicing

This section describes the text and fields that display on the various AR screens when a debt has been recalled from Cross-Servicing.

3.2.1 Brief Account Profile Screen

From the **Brief Account Profile** screen, a user is able to identify the bills that have been either automatically recalled from Cross-Servicing (due to the debt balance dropping below $25 and where there has been no activity in 365 days or more) or manually recalled from Cross-Servicing. Note that VistA automatically applies the Recall Reason, "Agency is Forgiving Debt", to all of the automatically recalled bills.

Once a bill or debtor has been recalled, the Cross-Servicing referred information is deleted from the bill, as described below:

- Once the bill has been recalled from Cross-Servicing, and only if the debtor has no other bills referred to Cross-Servicing, the "x Debt Referred to Cross-Servicing" and "Total CS Debt" will no longer display.

- In the list of bills that display on a debtor's account profile, the "x" will be replaced by "y" before the Station Number in the *Bill #* column.

Also, the *CS Recall Reason* and *CS Recall Date* will display on Page 2 of the **Brief Account Profile** screen above the Bill # (Figure 10).

All transactions performed on the bill will display including any non-financial cross-servicing audit transactions (marked with "CS"). Recalls placed and processed recall transactions will display.

NOTE:

If a debtor has more than one bill referred to Cross-Servicing, and only one of the bills has been recalled, the *x Debt Referred to Cross-Servicing* and the *Total CS Debt* will continue to display in the header on the Brief and Full Account Profile screens. The *Total CS Debt* refers to the total amount of all debt referred to Cross-Servicing.

Figure 10: Brief Account Profile – CS Recall Reason & CS Recall Date

```
====================  A c c o u n t   P r o f i l e   ====================
HCSKHAM,TSTNTIN NHIJLS (777-77-0053)              Statement Day: 5
Statement Account #: 631-00000-33589369-HCSKH    Last Statement: 01/05/2012
2 Massachusetts Ave NE                           Activity as of: 01/01/2012
222TestStreetAddress11Ave
333TestStreetAddress11Ave
WASHINGTON, DC  200029997                           Amount Owed:     815.04
Phone #: 5555555555                              RX Copay Exempt: NO
                                                      CV Status: NO
CS Recall Reason: BANKRUPTCY                      CS Recall Date: AUG 01, 2014
Bill #: 631-K102LPR

#       Tr #    Type                          Date              Amount
-----------------------------------------------------------------------------
                Original Amount               07/08/2011          0.00
1       5637271 INCREASE ADJUSTMENT           07/08/2011         24.00
2       5649804 INCREASE ADJUSTMENT           07/20/2011          8.00
3       5652411 INCREASE ADJUSTMENT           07/22/2011         24.00
4       5652412 INCREASE ADJUSTMENT           07/22/2011         24.00
5       5657431 INCREASE ADJUSTMENT           07/26/2011         24.00

Select 1-5 or 'P' to Print or return to continue:
```

3.2.2 Full Account Profile Screen

From the **Full Account Profile** screen, a user is able to identify which bills on a debtor's account have been recalled from Cross-Servicing by the same displays as the **Brief Account Profile** screen (refer to the previous section).

3.2.3 Bill Profile

On the **Bill Profile** (BP) screen, the *CS Recall Reason and CS Recall Date* displays on Page 2 after the *Collection Follow up Data* on the bill.

Figure 11: Bill Profile (BP) – Debt Recalled from Cross-Servicing

```
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 631-K102LPR *****
+
Bill Balances         Billed        Paid
     Principal:       152.00        0.00      Original Amt:        0.00
      Interest:         0.63        0.00
Administrative:         0.00        0.00
       Current:       152.63        0.00

Accounting Data    Fiscal Year    Approp Code      Amount
                        11           528701        152.00
Rev Srce Code: 8CZZ

Collection Follow up Data
        Letter1: AUG 05, 2011
        Letter2: SEP 05, 2011
        Letter3: OCT 05, 2011
        Letter4: JAN 05, 2012

CS Recall Reason: BANKRUPTCY                    CS Recall Date: AUG 01, 2014
+         |% EEOB | Enter ?? for more actions|
BT Bill Transactions     NB Select New Bill        EA Exit Action
Select Action: Next Screen//
```

3.2.4 Profile of Accounts Receivable

On the **Profile of Accounts Receivable** screen, the *CS Recall Reason* and *CS Recall Date* will display in the header when a bill or debtor has been recalled from Cross-Servicing.

All transactions performed on the bill will display including any non-financial cross-servicing audit transactions (marked with "CS"). Recalls placed and processed recall transactions will display.

Figure 12: Profile of Accounts Receivable – Debtor Recalled from Cross-Servicing

```
AUG 13,2014  09:15   ACCOUNTS RECEIVABLE PROFILE
=======================================================================
NAME: HCSKHAM,TSTNTIN NHIJLS          BILL #: 631-K102LPR

2 Massachusetts Ave NE               SOC.SEC.NO.:    777-77-0053
222TestStreetAddress11Ave
WASHINGTON, DC  200029997            DATE OF BIRTH:  02/11/1931
PHONE NO.: 5555555555                DATE POSTED: JUL 08, 2011 15:44:08
CS Recall Reason: BANKRUPTCY               CS Recall Date: AUG 01, 2014

CURRENT STATUS: ACTIVE               CATEGORY: RX CO-PAYMENT/NSC VET
CP:                                  DATE BILL PREPARED: JUL  8,2011
```

3.3   Debt Rejected by Cross-Servicing

Once a debt is rejected by Cross-Servicing, the referral information is deleted from the debt (refer to *Section 9 Cross-Servicing Rejects*). VistA maintains a historical record of the rejects by adding the reject code, reject reason, reject date, and reject source to the various profile screens.

> **NOTE:**
>
> The reject code, reason, date, and source remain on the screen even after the error is corrected.

This section describes the fields that display on the various AR screens when a debt has been <u>rejected</u> by Cross-Servicing.

3.3.1 Brief Account Profile Screen

Once a debt has been rejected, the Cross-Servicing referred information is deleted from the debt. The following information will display below the header on the **Brief Account Profile** screen: "CS Rejects" with the Reject Date, Reject Code, Source, (Source Codes: A=AITC; D=DMC; T=Treasury), and Reject Reason(s).

Figure 13: Brief Account Profile – Debt Rejected by Cross-Servicing

```
==================== A c c o u n t   P r o f i l e   ====================
CRKMLERIST,TSTTY NHMLIIR (777-70-6080)          Statement Day: 5
Statement Account #: 631-000000-6855501-CRKML   Last Statement: 01/05/2012
2 Massachusetts Ave NE                          Activity as of: 01/01/2012
222TESTSTREETADDRESS11AVE
333TestStreetAddress11Ave
WASHINGTON, DC  200029997                        Amount Owed:      536.89
Phone #: 5555555555                           RX Copay Exempt: NO
                                                  CV Status: NO
CS REJECTS: DATE: OCT 6, 2011    CODE(s): 50                      SOURCE: T

CS REJECT DATE: OCT 6, 2011        REJECT SOURCE: T
  REJECT REASON1: 50 Debt Origination Date-Date error (incorrect format) when
                     adding or updating date Debt Originally Opened information.

Bill #: 631-K20019M

#      Tr #     Type                         Date           Amount
--------------------------------------------------------------------
                Original Amount              10/03/2011        0.00
1      5756923  INCREASE ADJUSTMENT          10/03/2011        8.00
2      5777359  INCREASE ADJUSTMENT          10/21/2011        8.00
3      5777360  INCREASE ADJUSTMENT          10/21/2011       24.00
4      5779337  INCREASE ADJUSTMENT          10/24/2011       24.00

Select 1-4 or 'P' to Print or return to continue:
```

3.3.2 Full Account Profile Screen

From the **Full Account Profile** screen, a user is able to identify which bills on a debtor's account have been rejected by Cross-Servicing by the same displays as the **Brief Account Profile** screen (refer to the previous section). The "**x**" indicator is removed from the bill.

3.3.3 Bill Profile

On the **Bill Profile** (BP) screen, the reject information displays on Page 2 after the *Collection Follow up Data* on the bill (Figure 14).

Figure 14: Bill Profile (BP) – Debt Rejected by Cross-Servicing

```
Bill Profile              Jul 10, 2014@10:37:03       Page:    2 of    3
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 631-K1033GE *****
+
Bill Balances          Billed          Paid
     Principal:        120.00          0.00        Original Amt:        0.00
      Interest:          0.29          0.00
Administrative:          0.00          0.00
       Current:        120.29          0.00


Accounting Data    Fiscal Year    Approp Code    Amount
                        11           528701      120.00
Rev Srce Code: 8CZZ


Collection Follow up Data
        Letter1: OCT 05, 2011
        Letter2: NOV 05, 2011
        Letter3: DEC 05, 2011
        Letter4: JAN 05, 2012


CS REJECTS: DATE: MAR 29, 2013    CODE(s): 09-17-21-50-68-69-1W-2R-4W    SOURCE: A
            DATE: APR 05, 2013    CODE(s): 50-69-4W                     SOURCE: D
            DATE: APR 15, 2013    CODE(s): 50                          SOURCE: T

CS REJECT DATE: MAR 29, 2013        REJECT SOURCE: A
  REJECT REASON1: 09 Debtor TIN—Invalid TIN for a RT 2 Action Code Add record.
CS REJECT DATE: APR 05, 2013        REJECT SOURCE: D
  REJECT REASON1: 50 Debt Origination Date-Date error (incorrect format) when
                     adding or updating date Debt Originally Opened information.
CS REJECT DATE: APR 15, 2013        REJECT SOURCE: T
  REJECT REASON1: 50 Debt Origination Date-Date error (incorrect format) when
                     adding or updating date Debt Originally Opened information.
+          |% EEOB | Enter ?? for more actions|
```

3.3.4 Profile of Accounts Receivable

On the **Profile of Accounts Receivable** screen, the reject information displays below the header.

Figure 15: Profile of Accounts Receivable – Debt Rejected by Cross-Servicing

```
APR 24,2014  11:44   ACCOUNTS RECEIVABLE PROFILE
================================================================
NAME: PATIENT,LTC COPAY            BILL #: 500-KNNNN01

234 MAIN STREET ROAD CT            SOC.SEC.NO.:   123-12-3123
SAN FRANCISCO, CA  94114           DATE OF BIRTH:  11/12/1967
PHONE NO.: 9877899876              DATE POSTED: MAR 26, 2013 14:33:31

CS REJECTS: DATE: MAR 29, 2013   CODE(s): 09-17-21-50-68-69-1W-2R-4W    SOURCE: A
            DATE: APR 05, 2013   CODE(s): 50-69-4W                      SOURCE: D
            DATE: APR 15, 2013   CODE(s): 50                            SOURCE: T
CS REJECT DATE: MAR 29, 2013      REJECT SOURCE: A
  REJECT REASON1: 09 Debtor TIN—Invalid TIN for a RT 2 Action Code Add record.
CS REJECT DATE: APR 05, 2013      REJECT SOURCE: D
  REJECT REASON1: 50 Debt Origination Date-Date error (incorrect format) when
                     adding or updating date Debt Originally Opened information.
CS REJECT DATE: APR 15, 2013      REJECT SOURCE: T
  REJECT REASON1: 50 Debt Origination Date-Date error (incorrect format) when
                     adding or updating date Debt Originally Opened information.

CURRENT STATUS: ACTIVE                 CATEGORY: NURSING HOME CARE-LTC
CP:                                    DATE BILL PREPARED: MAR 26,2013

INTEREST EFFECTIVE RATE DATE:  OCT 1,1999    ANNUAL INTEREST RATE:  0
ADMIN EFFECTIVE RATE DATE:     OCT 1,1999    MONTHLY ADMIN RATE: 0

ORIGINAL AMOUNT: 0.00

FISCAL YEAR    APPROP. CODE      PAT REFERENCE #           AMOUNT
-----------    ------------      ---------------           ------
    13           528709                                   3686.00
         ENTER '^' TO HALT:
```

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4.   Cross-Servicing Options

There are a number of VistA options that users can utilize related to Cross-Servicing activities, including seven reports, the ability to recall a bill or debtor and to place a stop on a bill. Each option is listed below. All of the options are accessed from the **Cross-Servicing Menu [RCTCSP MENU]**. For each option, detailed VistA steps are provided in this section.

- **Bill Recall/Reactivate TCSP Referral [RCTCSP RECALLB]:** Recall a bill from being referred to Cross-Servicing or reactivate a bill (remove the recall flag) that has been recalled (before the Recall Batch Job runs).

- **Cross-Servicing Bill Report [RCTCSP BILL REPORT]:** For a selected debtor, all bills that have been referred to Cross-Servicing, and the date that each bill was referred.

- **Cross-Servicing Recall Report [RCTCSP RECALL REPORT]:** Bills that have been recalled from Cross-Servicing and the date each bill was recalled.

- **Cross-Servicing Stop Reactivate Report [RCTCSP STOP REACTIVATE REPORT]:** The Cross-Servicing Stop Reactivate Report lists the bills that have been stopped from Cross-Servicing, or Reactivated, or Both. The user may select a range of Debtors or all Debtors, and a range of dates or all dates. Excel CSV output is also supported.

- **Debt Referral Reject Report [RCTCSP REJECT REPORT]:** Rejected bills from the Unprocessable files from AITC, DMC, and Treasury, and the date, error code, and reason(s) the bill was rejected.

- **Debtor Recall/Reactivate TCSP Referral [RCTCSP RECALLD]:** Recalls all bills referred to Cross-Servicing at the same time for the selected debtor.

- **List IAI Error Codes [RCTCSP IAI ERROR CODES LIST]:** Reference list of the Cross-Servicing error codes, the field name / action, the record type, and error message.

- **Print Cross-Servicing Report [RCTCSP REPORT]:** Current balance of all bills referred to Cross-Servicing and the date the bills were referred. This report provides the option to sort by bill number, debtor name, or the referral date.

- **Reconciliation Report - Cross-Servicing [RCTCSP RECONCIL REPORT]:** Bills / debtors that have been returned by Treasury for reconciliation.

- **Reconciliation List Manager [RCTCSP RECONCILIATION WORKLIST]:** List Manager for VistA AR Cross-servicing reconciliation. This option is used to work debts that are returned from Treasury.**Stop/Reactivate TCSP Referral for a Bill [RCTCSP STOP]:** Stop a bill in VistA from being referred to Cross-Servicing or updates on the bill from being transmitted; also, use this functionality to remove the 'Stop' flag (reactivate).

- **TCSP Flag Control [RCDP TCSP FLAG CONTROL]:** The options included in this menu are used to correct the bill or debtor data attributes (or flags) as needed because of a variance in the bill or debtor data between the VistA system and the Treasury system. This menu option was introduced with Accounts Receivable patch, PRCA*4.5*325. This menu option is locked with security key RCDP TCSP FLAG.

   This option will allow TCSP flag control to the following options:

1) Set cross-service flag on BILL

2) Clear cross-service flag on BILL

3) Clear cross-service flag on DEBTOR (AND ALL BILLS)

4) Set cross-service flag on DEBTOR

5) Fully re-establish debtor/bill as cross-serviced

- **Treasury Cross-Servicing IAI Report [RCTCSP IAI REPORT]:** This report displays a record of current VHA bills at Treasury. It is a tool that can be used to identify bills erroneously listed in a referral status in VistA when reconciled with the Print Cross-Servicing Report.

NOTE:

Refer to *Section 3 Cross-Servicing Fields & Messages* for a description of the various screens where Cross-Servicing referrals, recalls, and reject information displays.

4.1   Report Options

This sub-section describes the seven Cross-Servicing reports accessed from the **Cross-Servicing Menu**.

4.1.1 Cross-Servicing Bill Report

The **Cross-Servicing Bill Report** lists all of the bills that have been referred to Cross-Servicing for a debtor. The report lists the bill number (*BILL NO.*), status code (*ST*), the original amount of the bill (*ORIG AMT*), the current amount of the bill (*CURR AMT*), the principle (*PRIN*), interest (*INT*), administrative fees (*ADMIN*), court fees (*COURT*), and the date the bill was referred to Cross-Servicing (*CS REF DATE*). Additionally, the header of the report contains the total amount of all debt referred to Cross-Servicing for the debtor (*CURRENT CS DEBT*).

1. At the `Select Cross-Servicing Menu Option:` prompt, enter the option: `Cross-Servicing Bill Report` or `RCTCSP BILL REPORT`.
2. Enter the debtor's name at the `Select AR Debtor:` prompt.
3. Finally, a prompt displays asking to `CAPTURE report data to an Excel document??  NO//`

   The default is (N)o.

   If (Y)es is entered, the following message displays:

   `To capture as an Excel format, it is recommended that you queue this report to a spool device with margins of 256 and page length of 99999 (e.g., spoolname;256;99999). This should help avoid wrapping problems.`

   `Another method would be to set up your terminal to capture the detail report data. On some terminals, this can be done by invoking 'Logging' or clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. To avoid undesired wrapping of the data saved to the file, change the DISPLAY screen width size to 132 and you can enter '0;256;99999' at the 'DEVICE:' prompt.`

> **NOTE:**
>
> To avoid undesired wrapping of the data saved to the file, enter '0;256;999' at the 'DEVICE:' prompt.

4. To queue the report to a MailMan message, at the DEVICE prompt enter the letter 'Q':

```
DEVICE: QUEUE TO PRINT ON
DEVICE:    HFS FILE => MESSAGE
Subject: [Enter message subject]

     Select one of the following:

          M         Me
          P         Postmaster
```

```
From whom: Me//
Send mail to: CSUSER,ONE //   CSUSER,ONE (default will display here)
Select basket to send to: IN//
And Send to:

Requested Start Time: NOW// (Enter time to run report.  NOW is the
default)

Report compilation has started with task# 999999.
```

5. Otherwise, press [Enter] to view the complete report.
6. The list of bills for the debtor will display in ascending order by bill number (Figure 16).

Figure 16: Cross-Servicing Bill Report

```
PAGE 1                   CROSS-SERVICING BILL REPORT               AUG 25, 2014
--------------------------------------------------------------------------------

DEBTOR: ACSDGREN,TSTRY NHI      SSN: 777771598         CURRENT CS DEBT:  1150.00
--------------------------------------------------------------------------------

BILL NO.      ST  ORIG AMT  CURR AMT      PRIN    INT  ADMIN    COURT  CS REF DATE
---- ---      --  ---- ---  ---- ---      ----    ---  -----    -----  -- --- ----
631-K002GZ5   A      50.00     50.00     50.00   0.00   0.00     0.00  JUL 31,2014
631-K002LJH   A    1100.00   1100.00   1100.00   0.00   0.00     0.00  JUL 31,2014

END OF REPORT...PRESS RETURN TO CONTINUE
```

4.1.2 Cross-Servicing Recall Report

The **Cross-Servicing Recall Report** lists the bills that have been recalled from Cross-Servicing. The user has the option of sorting the report by bill number or debtor name. The report includes the bill number (*BILL NO.),* the debtor's name (*DEBTOR*), the Pt ID (first initial last name, last four of *SSN*), the amount recalled from Cross-Servicing (*RECL AMT*), the date of the recall (*RECL DATE*), the reason for the recall (*RECALL RSN*) and user (*USER ID*). The USER ID is the name of person who placed the recall or POSTMASTER after the batch process has run.

1. At the **Select Cross-Servicing Menu Option:** prompt, enter: **Cross-Servicing Recall Report** or **RCTCSP RECALL REPORT**.
2. Choose to sort the report by bill number or debtor's name by entering 1 [Bill Number] or 2 [Debtor Name] at the **Select one of the following:** prompt.
3. A prompt displays asking to **CAPTURE report data to an Excel document?? NO//**

   The default is (N)o.

   If (Y)es is entered, the following message displays:

   To capture as an Excel format, it is recommended that you queue this report to a spool device with margins of 256 and page length of 99999 (e.g., spoolname;256;99999). This should help avoid wrapping problems.

```
Another method would be to set up your terminal to capture the
detail report data. On some terminals, this can be done by
invoking 'Logging' or clicking on the 'Tools' menu above, then
click on 'Capture Incoming Data' to save to Desktop. To avoid
undesired wrapping of the data saved to the file, change the
DISPLAY screen width size to 132 and you can enter '0;256;99999'
at the 'DEVICE:' prompt.
```

NOTE:

To avoid undesired wrapping of the data saved to the file, enter '0;256;999' at the 'DEVICE:' prompt.

4. To queue the report to a MailMan message, at the DEVICE prompt enter the letter 'Q':

```
DEVICE: QUEUE TO PRINT ON
DEVICE:     HFS FILE => MESSAGE
Subject: [Enter message subject]

        Select one of the following:

            M         Me
            P         Postmaster

From whom: Me//
Send mail to: CSUSER,ONE //   CSUSER,ONE (default will display here)
Select basket to send to: IN//
And Send to:

Requested Start Time: NOW// (Enter time to run report.  NOW is the
default)

Report compilation has started with task# 999999.
```
5. Otherwise, press [Enter] to view the complete report.
6. The list of bills recalled from Cross-Servicing at the time of the report output will display according to the sort option selected (Figure 17).

NOTE:

Once a debt has been manually flagged in VistA for recall from Cross-Servicing, the bill number, debtor's name, patient ID, user ID and recall reason will display in the Recall Report, however, the recall amount and recall date will not display until after the Recall Batch Job has processed (the User ID in this case will be POSTMASTER).

Figure 17: Cross-Servicing Recall Report (Sorted by Bill Number)

```
PAGE 1       CROSS-SERVICING RECALL REPORT (SORTED BY BILL NUMBER)   10/20/17
-----------------------------------------------------------------------------

BILL NO.      DEBTOR            Pt ID  RECL AMT  RECL DT  RECALL RSN USER ID
--------      ------            -----  --------  -------  ---------- -------

631-K101UAP   ACSAFANO,TSTSTOPH A1152   110.00   03/08/17 08-AGENCY  POSTMASTER
631-K1034DJ   BCSONES,TSTLON NH B0241     0.00   Pending  -          USER,ONE
631-K200DUD   HCSOE,TSTIL NHIHD H0038     0.00   Pending  -          USER,ONE
631-K200MTL   HCSFMEISTER,TSTHA H0046    52.00   02/03/17 03-BANKRUP POSTMASTER
631-K5005HS   HCSANOWICZRKM,TST H0057     0.00   02/17/17 03-BANKRUP POSTMASTER
631-K5025IP   ACSD,TSTON NHIUAA A0078   200.00   03/08/17 08-AGENCY  POSTMASTER
631-K5025IU   ACSFFRONT,TSTCE N A0092    75.00   03/09/17 01-DEBT RE POSTMASTER
631-K5025IX   ACSMEZY,TSTZALO N A0095   500.04   03/09/17 08-AGENCY  POSTMASTER
631-K5025IY   ACSMEZY,TSTZALO N A0095   375.00   03/08/17 08-AGENCY  POSTMASTER
631-K5025IZ   ACSMEZY,TSTZALO N A0095     0.00   Pending  -          USER,ONE
631-K5025J4   ACSIU,TSTICK NHIY A0087    95.04   02/10/17 05-DEBTOR  POSTMASTER
631-K5025J5   ACSIU,TSTICK NHIY A0087    75.00   02/10/17 05-DEBTOR  POSTMASTER
631-K5025JI   HCSKNOCITYSTATEZI H0053   200.00   06/02/17 08-AGENCY  POSTMASTER
631-K9032AF   HCSNOCITYSTATEZIP H0051    60.00   02/28/17 08-AGENCY  POSTMASTER


END OF REPORT...PRESS RETURN TO CONTINUE
```

4.1.3 Cross-Servicing Stop Reactivate Report

The **Cross-Servicing Stop Reactivate Report [RCTCSP STOP REACTIVATE REPORT]** lists the bills that have been stopped from Cross-Servicing, or Reactivated, or Both. The user may select a range of Debtors or all Debtors, and a range of dates or all dates.

1. From the Cross-Servicing Menu, enter: **Cross-Servicing Stop Reactivate Report or RCTCSP STOP REACTIVATE REPORT**.
2. Select one of the following:

```
        C          Currently Flagged
        R          Reactivated
        B          Both
Run the Report for: B// oth
```

3. ```
Start with Debtor: FIRST//
   Go to Debtor: LAST//
```

4. Select one of the following:

```
        A          All Dates
        R          Date Range

  Include All Dates or Select by Date Range: Date Range//

 Date Entered From: 010117  (JAN 01, 2017)
 Date Entered To: T// 123117  (DEC 31, 2017)
```

5. A prompt displays asking to **CAPTURE report data to an Excel document? NO//**

   The default is (N)o.

   If (Y)es is entered, the following message displays:

   To capture as an Excel format, it is recommended that you queue this report to a spool device with margins of 256 and page length

of 99999 (e.g., spoolname;256;99999). This should help avoid wrapping problems.

Another method would be to set up your terminal to capture the detail report data. On some terminals, this can be done by invoking 'Logging' or clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. To avoid undesired wrapping of the data saved to the file, change the DISPLAY screen width size to 132 and you can enter '0;256;99999' at the 'DEVICE:' prompt.

NOTE:

To avoid undesired wrapping of the data saved to the file, enter '0;256;999' at the 'DEVICE:' prompt.

6. To queue the report to a MailMan message, at the DEVICE prompt enter the letter 'Q':

```
DEVICE: QUEUE TO PRINT ON
DEVICE:    HFS FILE => MESSAGE
Subject: [Enter message subject]

     Select one of the following:

          M          Me
          P          Postmaster

From whom: Me//
Send mail to: CSUSER,ONE //   CSUSER,ONE (default will display here)
Select basket to send to: IN//
And Send to:

Requested Start Time: NOW// (enter time to run report), NOW is the
default.
```
Otherwise, press [Enter] at the DEVICE prompt.

Figure 18: Cross-Servicing Stop Reactivate Report

```
Debtor Range: ALL                      Cross-Servicing Stop Reactivate Report                        Page: 1
  Date Range: ALL                 Currently Flagged, Reactivated, or Both: Both              Oct 18, 2016@16:53:19
-----------------------------------------------------------------------------------------------------------------
Debtor Name        Pt ID  Bill#    Balance  Status          Cat  Letter1   StopDate  Reason   CS STOP  Entered   User
-----------------------------------------------------------------------------------------------------------------

ACSD,TSTON NHIUAA    A0078  K602EV6   100.00  ACTIVE          PN   08/31/15                      ADD  02/18/17  CSUSER,ONE
ACSD,TSTON NHIUAA    A0078  K700YET    63.00  ACTIVE          PS                                 ADD  10/09/17  CSUSER,FOUR
ACSD,TSTON NHIUAA    A0078  K700YET    63.00  ACTIVE          PS                                 DEL  10/09/17  CSUSER,FOUR
ACSFFRONT,TSTCE NH   A0092  K5025IU    75.00  SUSPENDED       PN   09/05/15                      ADD  03/08/17  CSUSER,TWO
ACSFFRONT,TSTCE NH   A0092  K5025IU    75.00  SUSPENDED       PN   09/05/15                      DEL  03/09/17  CSUSER,TWO
ACSFFRONT,TSTCE NH   A0092  K5025IV   100.00  ACTIVE          PN   09/05/15                      ADD  03/08/17  CSUSER,TWO
ACSFFRONT,TSTCE NH   A0092  K5025IV   100.00  ACTIVE          PN   09/05/15                      DEL  03/08/17  CSUSER,TWO
ACSMEY,TSTZALO NH    A0095  K5025IX   510.00  CS STOP PLACED  PN   09/05/15  03/09/17  OTHER     ADD  03/09/17  CSUSER,TWO
BCSTT,TSTCEL NHIZK   B4700  K505YM5    32.00  ACTIVE          MC                                 ADD  03/23/17  CSUSER,ONE
BCSTT,TSTCEL NHIZK   B4700  K505YM5    32.00  ACTIVE          MC                                 DEL  03/23/17  CSUSER,ONE
HCSANOWICZRKM,TSTN   H0057  K602EVZ     0.00  ACTIVE          H                                  DEL  03/09/17  CSUSER,THREE
HCSFMEISTER,TSTHAE   H0046  K200MTL   135.50  ACTIVE          PS   01/05/12                      ADD  03/08/17  CSUSER,FIVE
HCSFMEISTER,TSTHAE   H0046  K200MTL   135.50  ACTIVE          PS   01/05/12                      DEL  03/08/17  CSUSER,FIVE
HCSLBEE,TSTNOS NHI   H0040  K902ZWK    90.00  ACTIVE          PS   09/05/09                      DEL  03/09/17  CSUSER,TWO
HCSNOCITYSTATEZIPB   H0051             60.00  ACTIVE          C    10/05/09                      ADD  02/26/17  CSUSER,ONE
HCSNOCITYSTATEZIPB   H0051             60.00  ACTIVE          C    10/05/09                      DEL  02/27/17  CSUSER,ONE
HCSOE,TSTIL NHIHDL   H0038  K200DUD   130.00  CS BILL RECALL  PN   12/05/11                      DEL  02/18/17  CSUSER,ONE
HCSOT,TSTNTIN NHIR   H0032  K602EVC    30.00  ACTIVE          PN   11/22/15                      DEL  03/09/17  CSUSER,THREE
XCSFOREIGNADDRBRAZ   X3391  K103BF2    42.46  ACTIVE          HP   09/27/11                      ADD  03/01/17  CSUSER,FOUR
XCSFOREIGNADDRBRAZ   X3391  K103BF2    42.46  ACTIVE          HP   09/27/11                      DEL  03/01/17  CSUSER,FOUR
XCSK,TSTRK NHIJCI    X1782  K6014Z7    24.00  CS STOP PLACED  PS   04/07/06  03/02/17  WAIVER    ADD  03/02/17  CSUSER,ONE


      *** End of Report ***
Type <Enter> to continue or '^' to exit:
```

4.1.4 Debt Referral Reject Report

The **Debt Referral Reject Report** lists the rejected bills by Debtor Name from the Unprocessable Files from AITC, DMC, and Treasury (where applicable). The report includes the bill number (*BILL #*), debtor's name (*DEBTOR*), SSN, the record type (*TYP*), action code (*ACTNCD*), reject date (*REJECT DATE*), the source of the reject (*SRC*), and the error codes (*ERROR CODES*) (refer to *Section 4.1.5 List of IAI Error Codes*

To accompany the **Debt Referral Reject Report**, the **Cross-Servicing Menu** also contains the **List of IAI Error Codes** option. Selecting this option lists the various error codes that will display in the **Debt Referral Reject Report**. In addition to the error codes, the list contains the field name / action, record type, and error message (**Error! Reference source not found.**).

To queue the report to a MailMan message, at the DEVICE prompt enter the letter 'Q':

```
DEVICE: QUEUE TO PRINT ON
DEVICE:    HFS FILE => MESSAGE
Subject: [Enter message subject]

    Select one of the following:

        M         Me
        P         Postmaster

From whom: Me//
Send mail to: CSUSER,ONE //   CSUSER,ONE (default will display here)
Select basket to send to: IN//
And Send to:

Requested Start Time: NOW// (Enter time to run report.  NOW is the
default)
```

```
     Report compilation has started with task# 999999.
```

Otherwise, press [Enter] at the DEVICE prompt.

Refer to *Appendix B. Cross-Servicing IAI Error* Codes for a complete list of the error codes.

Figure 20: List of IAI Error Codes (Codes 10 – 17)

```
TCS IAI ERROR CODES LIST                    NOV  7,2014  12:13    PAGE 1
                               RECORD
CD  FIELD NAME/ACTION          TYPE        ERROR MESSAGE
-------------------------------------------------------------------------

10  Debtor TIN                 2           Debtor already in debtor table.
11  Debtor TIN                 2           This is a Joint & Several debt.
12  Debtor TIN                 2           If Debtor TIN is provided, a valid TIN
                                           Type must be Entered.
13  Debtor TIN                 2,2C,4,6    Debtor TIN must be Numeric.
14  Referred Debt              1           Delinquent amount not numeric or amount
    Balance                                < $25 limit.
15  Referred Debt              1           For adjust action, amount cannot be
    Balance                                zero.
16  Referred Debt              1           Cannot decrease a debt with existing
    Balance                                current balance of zero.
17  Referred Debt              1           For refund record, there is no offset
    Balance                                payment found for the offset year /
                                           date, or year / date is invalid.
```

4.1.5 Print Cross-Servicing Report

The **Print Cross-Servicing Report** provides the current balance of all bills referred to Cross-Servicing. The report output contains the bill number (*BILL NO.*), the debtor's name (*DEBTOR*), the *SSN*, the original amount of the bill (*ORIG AMT*), the date the bill was referred to Cross-Servicing (*CS REF DT*), and the current amount of the bill (*CURR DEBT*).

1. At the `Select Cross-Servicing Menu Option:` prompt, enter: `Print Cross-Servicing Report` or `RCTCSP REPORT`.
2. Select to sort the report by bill number, debtor name, or the date the bill was referred to Cross-Servicing by entering `1` [Bill Number], `2` [Debtor Name], or `3` [CS Referred Date] at the `Select one of the following:` prompt.
3. To queue the report to a MailMan message, at the DEVICE prompt enter the letter 'Q':

```
DEVICE: QUEUE TO PRINT ON
DEVICE:    HFS FILE => MESSAGE
Subject: [Enter message subject]

     Select one of the following:

          M         Me
          P         Postmaster

From whom: Me//
Send mail to: CSUSER,ONE //   CSUSER,ONE (default will display here)
```

```
      Select basket to send to: IN//
      And Send to:

      Requested Start Time: NOW// (Enter time to run report.  NOW is the
      default)

      Report compilation has started with task# 999999.
```
4. Otherwise, press [Enter] to view the complete report.
5. A list of all bills referred to Cross-Servicing at the time the report was run will display according to the sort option selected (**Error! Reference source not found.**.)

Figure 21: Print Cross-Servicing Report (Sorted by Bill Number)


```
PAGE 1          BILLS AT CROSS-SERVICING (SORTED BY BILL NO.)      SEP 04, 2014
-------------------------------------------------------------------------------

BILL NO.        DEBTOR              SSN         ORIG AMT   CS REF DATE    CURR AMT
---- ---        ------              ---         ---- ---   -- --- ----    ---- ---
631-K901P52     TCSCHENBACH,TSTEY   777220069      28.50   JUL 31,2014      28.50
631-K000KIN     XCSKARD,TSTIE NHIQ  777771821      35.75   JUL 31,2014      35.75
631-K000MJD     DCSANDON,TSTGG NHI  777440256      44.26   JUL 31,2014      44.26
631-K000MQQ     DCSUN,TSTY NHISOP   777440046      52.74   JUL 31,2014      52.74
631-K000MXK     DCSNEM,TSTFREDO NH  777440095      25.77   JUL 31,2014      25.77
631-K000N7A     DCSD,TSTL NHISEV    777440021      27.30   JUL 31,2014      27.30
631-K000NBR     DCSLI,TSTLPH NHIXT  777440175     129.04   JUL 31,2014     129.04
631-K000NBV     DCSGAND,TSTZALO NH  777440002      27.30   JUL 31,2014      27.30
631-K000NQY     ACSLOP,TSTRISON NH  777771810      63.59   JUL 31,2014      63.59
631-K000PD6     ICSCK,TSTLE NHIBKT  777110051      88.52   AUG 25,2014      88.52
631-K000PLR     XCSKOWSKI,TSTCK NH  777771808      51.09   JUL 31,2014      51.09
631-K000PSB     DCSDNESS,TSTCEL NH  777440193      33.77   JUL 31,2014      33.77
631-K000PU7     HCSTIE,TSTETT NHIE  777770031      50.87   JUL 31,2014      50.87
```

4.1.6 Reconciliation Report – Cross-Servicing

The **Reconciliation Report - Cross-Servicing [RCTCSP RECONCIL REPORT]** lists all of the debt that has been returned from Cross-Servicing by Treasury for reconciliation. The report columns include the debtor's name (*DEBTOR*), bill number (*BILL NO.*), patient ID (Pt ID) and the returned and recall effective date. The report also includes the return reason description and any required supporting information required (refer to the following sub-sections).

1. From the Cross-Servicing Menu, enter: **Reconciliation Report** or **RCTCSP RECONCILIATION REPORT**.
2. Enter the date range of the report at the following prompt:
    FROM: T-30//
    TO: T//
    Dates can be in MMDDYYYY (10272014) or MMM DD, YYYY (OCT 27, 2014) format.
    Note that the default date range is a one-month timeframe from the day the report is being run.
3. A prompt displays asking to **CAPTURE report data to an Excel document? NO//**

The default is (N)o.

If (Y)es is entered, the following message displays:

**To capture as an Excel format, it is recommended that you queue
this report to a spool device with margins of 256 and page length
of 99999 (e.g., spoolname;256;99999). This should help avoid
wrapping problems.**

**Another method would be to set up your terminal to capture the
detail report data. On some terminals, this can be done by
invoking 'Logging' or clicking on the 'Tools' menu above, then
click on 'Capture Incoming Data' to save to Desktop. To avoid
undesired wrapping of the data saved to the file, change the
DISPLAY screen width size to 132 and you can enter '0;256;99999'
at the 'DEVICE:' prompt.**

NOTE:

To avoid undesired wrapping of the data saved to the file, enter '0;256;999' at the 'DEVICE:' prompt.

4. To queue the report to a MailMan message, at the DEVICE prompt enter the letter 'Q':

```
DEVICE: QUEUE TO PRINT ON
DEVICE:    HFS FILE => MESSAGE
Subject: [Enter message subject]

     Select one of the following:

          M         Me
          P          Postmaster

From whom: Me//
Send mail to: CSUSER,ONE //   CSUSER,ONE (default will display here)
Select basket to send to: IN//
And Send to:

Requested Start Time: NOW// (Enter time to run report.  NOW is the
default)

Report compilation has started with task# 999999.
```

5. Otherwise, press [Enter] to view the complete report.
6. The Reconciliation Report will display (Figure 17).

Figure 22: Print Reconciliation Report

```
PAGE 1      RECONCILIATION REPORT                        05/24/18
-------------------------------------------------------------------
DEBTOR            BILL NO.    Pt ID Amount   Recall   Date
                                    Refer    Eff. Dt  Return
----------------  ----------- ----- -------- -------- --------
APAL,DORINNE REG 442-K005WX1 A8798    90.00           05/07/17
     CA AGREES - MISCELLANEOUS DISPUTE - STOP COLLECTION ACTIVITY

ADUMUUK,FRED KEI 442-K009TMD A7338    35.50           11/24/16
     VA MEDICAL AND RO CENTER
       Date of Death:  10/03/16

ATTAN,WILLIAM    442-K105CTQ A4125    40.00           04/27/17
     CA AGREES - COMPLAINT - STOP COLLECTION ACTIVITY
      Compromise, Please write this bill off by the manual process
       Amount (not collected):     12.00

ATANA,CARLOS     442-K103CTA A0011   550.00 03/01/17 03/06/17
     CA AGREES - WRONG DEBTOR - STOP COLLECTION ACTIVITY
```

4.1.6.1 Compromise Offer

If the Return Reason Code = 'P' and the Compromise Indicator = 'Y' is sent in the Reconciliation IAI file, then a Compromise Amount will also be included to identify the amount that is not collected. The Reconciliation Report will display the Return Reason Code as 'Satisfied PA – Paid in Full or Compromised', a secondary note stating 'Compromise, Please write this bill off by the manual process', and the compromise amount that has not been collected and is to be written off manually.

4.1.6.2 Bankruptcy

If the Return Reason Code = 'B' is sent, then the Bankruptcy Date will also be included. The Reconciliation Report will display the Return Reason Code as 'Administrative Resolution Approved for Bankruptcy' and the Bankruptcy Date.

4.1.6.3 Death

If the Return Reason Code = 'D' is sent, then the Date of Death will be included. The Reconciliation Report will display the Return Reason Code as 'Administrative Resolution Approved for Death' and the Date of Death.

4.1.6.4 Other Returned Reasons

The following Return Reason Codes may also be returned in the Reconciliation file from Treasury.

- **Z** Uncollectable
- **W** Administrative Resolution Approved for Inability to Pay
- **E** Administrative Resolution Approved for Entity out of Business
- **T** CA Agrees – Complaint – Stop Collection Activity
- **Y** CA Agrees – Debt amount is incorrect – Stop Collection Activity
- **C** CA Agrees – Congressional Dispute – Stop Collection Activity
- **M** CA Agrees – Miscellaneous Dispute – Stop Collection Activity
- **G** CA Agrees – Wrong Debtor – Stop Collection Activity

V CA Agrees – Previously Paid – Stop Collection Activity
H CA Agrees – Previously Resolved – Stop Collection Activity
X Dispute Timer Expired
F Paid in Full (Outside of a Payment Agreement)
S System Compromised (balance below $25)
R Recalled (Note: Once a bill is recalled from Cross-Servicing, it cannot be re-referred.)
A Manually Returned to Agency
N Proof of Debt documentation not provided – Stop Collection Activity
Q Proof of Debt Timer Expired

4.1.7 Treasury Cross-Servicing IAI Report

The **Treasury Cross-Servicing IAI Report [RCTCSP IAI REPORT]** displays a record of current VHA bills at Treasury. It is a tool that can be used to identify bills erroneously listed in a referral status in VistA when reconciled with the Print Cross-Servicing Report.

1. Select Cross-Servicing Menu <TEST ACCOUNT> Option: TREASury Cross-Servicing IAI Report

   Select one of the following:

   1   06/03/17
   2   05/30/17

   Print IAI report date?: 1//   06/03/17

2. CAPTURE Report data to an Excel Document? NO//
3. To queue the report to a MailMan message, at the DEVICE prompt, enter the letter 'Q':

```
DEVICE: QUEUE TO PRINT ON
DEVICE:    HFS FILE => MESSAGE
Subject: [Enter message subject]

     Select one of the following:

          M         Me
          P         Postmaster

From whom: Me//
Send mail to: CSUSER,ONE //   CSUSER,ONE (default will display here)
Select basket to send to: IN//
And Send to:

Requested Start Time: NOW// (Enter time to run report.  NOW is the
default)

Report compilation has started with task# 999999.
```

   Otherwise, press [Enter] at the DEVICE prompt.

Figure 23: Treasury Cross-Servicing IAI Report

```
              Treasury Cross-Servicing IAI Report

IAI data compiled date: 06/03/17                Page 1


Bill Number        Debtor                SSN

----------         --------------------  ---------
442-K602EVZ        HCSANOWICZRKM,TSTN     999999999
442-K504D1J        HCSFMEISTER,TSTHAE     666666666
442-K505ZSR        HCSNOCITYSTATEZIPB     111111111
442-K403NDN        ACSFFRONT,TSTCE  NH    222222222
442-K0007AB        BCSTT,TSTCEL  NHIZK    333333333
442-K505YM5        HCSLBEE,TSTNOS  NHI    444444444
442-F40076         HCSOE,TSTIL  NHIHDL    555555555
442-K901G4Z        HCSOE,TSTIL  NHIHDL    555555555
442-P37998         HCSOE,TSTIL  NHIHDL    555555555
442-K5060MN        XCSFOREIGNADDRBRAZ     777777777



END OF REPORT...PRESS RETURN TO CONTINUE
```

4.2   Recall/Reactivate TCSP Referrals

The **Recall/Reactivate TCSP Referral** options are used to recall a debt or debtor (all debt for the debtor) from Cross-Servicing. Once a bill is recalled from Cross-Servicing, the bill will no longer be eligible for re-referral. This is due to Treasury's technical inability to handle re-referred debt, following the recall.

> **NOTE:**
>
> Once a bill is flagged to be recalled from Cross-Servicing <u>and the Recall Batch Job has run</u>, the bill will no longer be eligible for re-referral to Cross-Servicing. A message will display indicating that reactivation (removing the recall flag) is not available.

The table below provides the scenarios for when the recall debt / debtor functionality should be used for debt referred to Cross-Servicing, the recall reason, and the action in VistA.

The following sub-sections outline the steps for recalling a debt / debtor from Cross-Servicing.

Table 1: Recall Scenarios for Cross-Serviced Debt

Scenario	Recall Reason To Use	VistA Action
Bankruptcy	03 – Bankruptcy with Automatic Stay	Cancel Copayment (Suspend Copayment)
Debtor Deceased	06 – Debtor is Deceased	Termination of debt when reclamation requirements are met
Debtor Disabled / Inability to Pay	05 – Debtor is Disabled with the Inability to Pay	Termination of debt or write-off when it's deemed that further collection activity will not be successful or not cost effective
Hardship / Waiver determined in favor of debtor	07 – Agency is Forgiving Debt	Cancel Copayment (Waive Debt)

Scenario	Recall Reason To Use	VistA Action
If DMC sets up an offset of VA benefits after a debt has been referred to Cross-Servicing, and the Veteran requests to be removed from the Cross-Servicing process, and VA can collect the full debt within three years through internal offset.	08 – Agency can collect through internal offset	Enter DMC LESSER AMOUNT
Other	01 – Debt Referred in Error	Add Debtor Comment Explanation
Service-Connected Determination or Adjudication	01 – Debt Referred in Error	Reset Pharmacy or Cancel Copayment

4.2.1 Recall TCSP Referral for a Bill

Once a week, VistA automatically recalls bills that are less than $25 and have had no payment activity in 365 days or more or have been Cancelled. When bills are automatically recalled, the Recall Reason of "07 - Agency is Forgiving Debt" is automatically added as the Recall Reason.

In addition to the automatic recalls, the Cross-Servicing functionality allows for the manual recall of bills referred to Cross-Servicing. Manual recalls are performed using the **Bill Recall/Reactivate TCSP Referral [RCTCSP RECALLB]** option. This option is a toggle that flags the bill to be recalled the next time the Recall Batch Job runs. Once the Recall Batch Job runs, the Cross-Servicing referred information on the profile screens for that bill is deleted, and the bill is no longer eligible for re-referral to Cross-Servicing. Where required, and before the Recall Batch Job runs, use the option again to delete the "recall flag".

> **NOTE:**
>
> Once a bill is manually recalled, VistA automatically calculates and applies all administrative fees and interest to the recalled bill, from the CS Referred Date to the CS Recall Date. This does NOT apply to those bills that have been automatically recalled due to no payment activity in 365 days or more and if a bill is less than $25.

The steps below outline the prompts for manually recalling a bill from Cross-Servicing:

1. From the **Cross-Servicing Menu**, enter: `BILL RECALL/REACTIVATE TCSP REFERRAL` or `RCTCSP RECALLB`.

2. Enter the bill number at the `ACCOUNTS RECEIVABLE BILL NO.` prompt.

3. The following confirmation message will display: `Are you sure you want to set this bill to be recalled from Cross-Servicing?`

4. Enter: `Y` for "Yes".

5. The next step is to enter the reason for the recall at the `TCSP Recall Reason` prompt.

The available reasons for recalling a bill include the following:

```
01    DEBT REFERRED IN ERROR
07    AGENCY IS FORGIVING DEBT
08    AGENCY CAN COLLECT THROUGH INTERNAL OFFSET
```

6. After you have entered the reason for recall, the following confirmation displays: `Setting this bill for Recall from Cross-Servicing is complete.`

7. Using this functionality flags the bill to be recalled from Cross-Servicing when the next Recall Batch Job runs.

8. When the Recall Batch Job runs, a confirmation message will be transmitted through MailMan with the Subject line: `CS RECALLS SENT ON [MM/DD/YYYY]`

9. Once the batch process is complete, the Cross-Servicing-referred information for this bill will be deleted from the profile screens. Also, the Recall Reason and Recall Date will display on the following screens (refer to *Section 3 Cross-Servicing Fields & Messages* for the location of the Recall Reason and Recall Date on the following screens):

- Full Account Profile (bill sub-screen for the recalled bill)
- Brief Account Profile (bill sub-screen for the recalled bill)
- Profile of Accounts Receivable
- Bill Profile
- Account Profile (from **Agent Cashiers Menu**)

NOTE:

Recalling all of the bills referred to Cross-Servicing (for a given debtor) also recalls the debtor. The informational display, "x Debt Referred to Cross-Servicing" and the "Total CS Debt" on the above screens will remain on the debtor's account until all of the bills are recalled from Cross-Servicing (refer to *Section **Error! Reference source not found. Error! Reference source not found.***).

4.2.2 Debtor Recall TCSP Referral

Use the **Debtor Recall/Reactivate TCSP Referral [RCTCSP RECALLD]** option to recall a debtor from being referred to Cross-Servicing. By recalling a debtor, all debt on a debtor's account that has been referred to Cross-Servicing is recalled. Future debts for that same Debtor meeting the Cross-Servicing criteria will be Cross-Serviced.

The steps below outline the prompts for recalling a Cross-Servicing referral for a debtor:

1. From the **Cross-Servicing Menu**, enter: `DEBTOR RECALL/REACTIVATE TCSP REFERRAL`or `RCTCSP RECALLD`.

2. Enter the debtor's name at the `Select AR Debtor` prompt.

3. The following confirmation message will display: `Are you sure you want to recall this debtor and bills from Cross-Servicing?`

4. Enter: `Y` for "Yes".

5. The next step is to enter the reason for the recall at the **TCSP Recall Reason** prompt. The available reasons include the following:

> **03   BANKRUPTCY WITH AUTOMATIC STAY**
> **05   DEBTOR IS DISABLED WITH INABILITY TO PAY**
> **06   DEBTOR IS DECEASED**

6. After you have entered the reason for recall, the following confirmation displays:
Setting this debtor for Recall from Cross-Servicing is complete.

7. Using this functionality flags the debtor to be recalled from Cross-Servicing when the next Recall Batch Job runs.

8. When the recall batch process is run, a confirmation message will be transmitted through MailMan with the Subject line: **CS RECALLS SENT ON [MM/DD/YYYY]**

9. Once the batch process is complete, the Cross-Servicing referred information will be deleted on all bills for this debtor. The Recall Reason and Recall Date will display on the following screens (refer to *Section 3.2 Debt / Debtor Recalled from Cross-Servicing*) for the location of the Recall Reason and Recall Date on the various screens):

   a. Full Account Profile (bill sub-screen for the recalled bill)

   b. Brief Account Profile (bill sub-screen for the recalled bill)

   c. Profile of Accounts Receivable

   d. Bill Profile

   e. Account Profile (from **Agent Cashiers Menu**)

4.2.3 Reactivate Referral After Recall

Once a debt or debtor has been set to be recalled from Cross-Servicing and the Recall Batch Job has run, no debt on a debtor's account that was previously referred to Cross-Servicing can be re-referred. If the recall flag has been set and the Recall Batch Job has NOT run, the recall flag can be removed by completing the steps in the following sub-sections.

4.2.3.1 Reactivate Bill (Remove Recall Flag)

1. Enter the option name: **Bill Recall/Reactivate TCSP Referral**
2. Press [Enter].
3. Enter the Bill Number at the **Select ACCOUNTS RECEIVABLE BILL NO.:** prompt.
4. The following message will display if the bill has been set for recall:
This bill has already been set for recall from Cross-Servicing. Do you wish to delete the Cross-Servicing Recall for this bill? NO//
5. Enter: **YES**
6. The following message will display if the recall flag was removed successfully:
Recall from Cross-Servicing has been deleted for this bill.
7. If the Recall Flag has been set on a bill and the Recall Batch Job HAS run, a message displays indicating that Recall Reactivation is not available. Any bills on a debtor's account that have been previously referred to Cross-Servicing and then recalled will NOT be able to be referred to Cross-Servicing (see message below).

> **Not Available for Reactivation. The Recall Request Has Already Been Processed.**

4.2.3.2 Reactivate Debtor (Remove Recall Flag)

1. Enter the option name: `Debtor` `Recall/Reactivate TCSP Referral`
2. Press [Enter].
3. Enter the Debtor's Name or SSN.
4. The following message will display if the debtor (and all Cross-Serviced bills) has been set for recall:
   This debtor has already been set for recall from Cross-Servicing. Do you wish to delete the Cross-Servicing Recall for this debtor? NO//
5. Enter: `YES`
6. The following message will display if the recall flag was removed successfully:
   Recall from Cross-Servicing has been deleted for this debtor.
7. If the Recall Flag has been set for the debtor and the Recall Batch Job <u>HAS</u> run, a message displays indicating that Recall Reactivation is not available, as indicated in the previous sub-section.

4.3 Stop/Reactivate TCSP Referral for a Bill

The **Stop/Reactivate TCSP Referral for a Bill [<u>RCTCSP STOP</u>]** option is used to stop a bill from being referred to Cross-Servicing, and also to stop updates from being transmitted on the Cross-Serviced bill (e.g., changes to debtor's address, phone number, etc.). This 'Stop' toggle indicates to VistA to not send Cross-Servicing records to Treasury regarding this bill. Once the stop is set, the option can be run again to delete the 'Stop' flag. Removing the stop allows this bill to be processed again as a referral to Cross-Servicing and to allow updates to be sent on the bill / debtor's account.

4.3.1 Stop TCSP Referral for a Bill

Below are various reasons for stopping a Cross-Servicing referral and when these reasons should be used:

1. **Bankruptcy:** Debtor has included VA in their bankruptcy petition and has provided proof of bankruptcy.

> **NOTE:**
>
> Review the date on the debtor's account for the bankruptcy petition. Only bills that originated after the bankruptcy date can be marked with a stop reason of "Bankruptcy".

2. **Waiver:** VA has granted waiver on outstanding bills not yet referred to Cross-Servicing. Or a waiver was received in a timely manner, and a decision has not yet been made.
3. **Other:** Stop the referral in order to research and verify the status of the referrals. (Stop the referral while awaiting bankruptcy paperwork, granting of waiver, etc.)
4. **Rejected by Cross-Servicing:** Reason automatically added to all debt rejected by Cross-Servicing from any source (Treasury, DMC, or AITC).

If Bankruptcy, Waiver, or Other is selected as the Stop Cross-Servicing Referral Reason, the user is required to enter an effective date. Below are the steps for setting the 'Stop' flag on a Cross-Servicing referral:

1. From the **Cross-Servicing Menu**, select the option, **Stop/Reactivate TCSP Referral for a Bill**.

2. At the `Select ACCOUNTS RECEIVABLE BILL NO.:` prompt, enter the bill number to be stopped from being referred to Cross-Servicing.

3. The system will display the bill information to help identify the correct bill, including the debtor's name, the status of the bill, and the debt amount.

4. Additionally, the system will indicate whether or not the stop flag is set: `Stop flag for Cross-Servicing Referral set? : NO`

5. At the `Are You Sure You Want To Stop the Cross-Servicing Referral for this bill?:` prompt, type **Y** or **YES** and press the [Enter] key.

6. At the `Enter Stop Cross-Servicing Reason:` prompt, the following reasons are available. Enter the reason code and press the [Enter] key.

    `B`   `BANKRUPTCY`
    `W`   `WAIVER`
    `O`   `OTHER` (If Other is entered, you will be prompted to enter a comment at the `Stop Reason Comment` prompt.)
    `R`   `REJECTED BY CROSS-SERVICING` (automatically applied to debt rejected by Cross-Servicing)

7. At the `Enter Effective Date:` prompt, enter the effective date in MM/DD/YYYY format (if appropriate) or enter "T" (for Today) and press [Enter].

8. A `Stop Cross-Servicing Referral complete` message will display when the stop is completed.

> **NOTE:**
>
> Timing is critical. A request to stop a Cross-Servicing referral may NOT be honored because the referral has already occurred.

4.3.2 Reactivate TCSP Referral for a Bill (Remove 'Stop' Flag)

The **Stop/Reactivate TCSP Referral for a Bill** functionality is also used to reactivate a Cross-Servicing referral for a bill that was previously stopped (remove the 'Stop' flag) (refer to the steps below):

1. From the **Cross-Servicing Menu**, enter the option: `Stop/Reactivate TCSP Referral for a Bill.`

2. At the `Select ACCOUNTS RECEIVABLE BILL NO.:` prompt, enter the bill number to be re-referred to Cross-Servicing.

3. The system will display the bill information to help identify the correct bill, including the debtor's name, the status of the bill, and the debt amount.

4. The following sample message will display (if the bill was previously stopped), with the effective date and reason entered at the time of the stop:
`Referral to Cross-Servicing has already been stopped for this bill`

`Stop Cross-Servicing referral effective date: DEC 18, 2014`

`Stop Cross-Servicing referral reason: WAIVER`

`Do you wish to re-institute Cross-Servicing Referral for this bill? NO//`

5. Type **Y** or **YES** and press the [Enter] key.

6. If the reactivate was successful, the following message will display: `Bill is now eligible to be Referred to Cross-Servicing`

7. Updates may continue on the bill and/or will be referred to Cross-Servicing in the next weekly transmission.

). For the detailed report, the reject reasons associated with the error codes will also display.

1. From the Cross-Servicing Menu, enter: `Debt Referral Reject Report` or `RCTCSP REJECT REPORT`.
2. Enter the date range of the report at the following prompt:
`FROM: T-7//`
`TO: T//`
Dates can be in MMDDYYYY (10272014) or MMM DD, YYYY (OCT 27, 2014) format.
Note that the default date range is a one-week timeframe from the day the report is being run.
3. At the `Group Error Codes: Brief or Detail: (B/D):B//` prompt, choose between Brief and Detail. Note that the default is Brief. The descriptions of each are below:

- If (**B**)rief, all error codes for a bill will be concatenated into one string and displayed with a single bill without error descriptions. One line per bill with a sum of all of the error codes.

- If (**D**)etail, each error code will be accompanied by an error description. Thus, there may be multiple lines per bill.

4. Select how to sort the report at the `Sort by:1//` prompt, choosing one of the following. (The default is by Bill Number.)
`1 Bill Number`
`2 Debtor Name`
`3 CS Reject Date`
5. Once the primary sort is selected, an `Include Only: AITC, DMC, TREASURY or 'ALL': (A/D/T/ALL): ALL//` prompt displays for a secondary sort of the reject source. Choose from the following:

(**A**)ITC: Rejects from AITC

(**D**)MC: Rejects from DMC

(**T**)reasury: Rejects from Treasury

(**ALL**): Rejects from all sources (Default)

6. Next, choose the sort order of the report **(A)scending** or **(D)escending**. Note that the default is (A)scending.

7. If the Detail option is selected, the Excel prompt will not display. If the Brief option is selected, a prompt displays asking to **CAPTURE report data to an Excel document?? NO//**

The default is (N)o.

If (Y)es is entered, the following message displays:

To capture as an Excel format, it is recommended that you queue this report to a spool device with margins of 256 and page length of 99999 (e.g., spoolname;256;99999). This should help avoid wrapping problems.

Another method would be to set up your terminal to capture the detail report data. On some terminals, this can be done by invoking 'Logging' or clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. To avoid undesired wrapping of the data saved to the file, change the DISPLAY screen width size to 132 and you can enter '0;256;99999' at the 'DEVICE:' prompt.

NOTE:

To avoid undesired wrapping of the data saved to the file, enter '0;256;999' at the 'DEVICE:' prompt.

8. To queue the report to a MailMan message, at the DEVICE prompt, enter the letter 'Q':

```
DEVICE: QUEUE TO PRINT ON
DEVICE:   HFS FILE => MESSAGE
Subject: [Enter message subject]

      Select one of the following:

          M         Me
          P         Postmaster

From whom: Me//
Send mail to: CSUSER,ONE //   CSUSER,ONE (default will display here)
Select basket to send to: IN//
And Send to:

Requested Start Time: NOW// (Enter time to run report.  NOW is the
default)

Report compilation has started with task# 999999.
```

9. The report will display based on the selected parameters in the previous steps (refer to the figures below for samples of the **Debt Referral Reject Report**).

Figure 19: Debt Referral Reject Report (Brief – Treasury - Sorted by Bill Number)

```
PAGE 1     DEBT REFERRAL REJECT REPORT (SORTED BY BILL NO. <ASC>)  NOV 03, 2014
----------------------------------------------------------------------------
BILL NO.       DEBTOR              SSN        TYP ACTNCD REJECT DATE SRC ERROR CODES
----------    ------------------   ---------  ---  ------  -----------  ---  ----------
631-K000PD6 ICSCK,TSTLE NHIBKT  777110051  1     A     NOV 03,2014  T   3E
631-K000PD6 ICSCK,TSTLE NHIBKT  777110051  2     A     NOV 03,2014  T   5Y,1S
631-K000PD6 ICSCK,TSTLE NHIBKT  777110051  3     A     NOV 03,2014  T   3E
631-K000PD6 ICSCK,TSTLE NHIBKT  777110051  2A    A     NOV 03,2014  T   7V
631-K000PD6 ICSCK,TSTLE NHIBKT  777110051  2C    A     NOV 03,2014  T   3E
631-K000PD6 ICSCK,TSTLE NHIBKT  777110051  1     A     NOV 03,2014  T   ZZ
631-K000PD6 ICSCK,TSTLE NHIBKT  777110051  2     A     NOV 03,2014  T   ZZ
631-K000PD6 ICSCK,TSTLE NHIBKT  777110051  3     A     NOV 03,2014  T   41,3K
631-K000PD6 ICSCK,TSTLE NHIBKT  777110051  2A    A     NOV 03,2014  T   3E
631-K000PD6 ICSCK,TSTLE NHIBKT  777110051  2C    A     NOV 03,2014  T   3E
631-K000QCE ICSIS,TSTESTE NHIHS 777110074  1     A     NOV 03,2014  T   ZZ
631-K000QCE ICSIS,TSTESTE NHIHS 777110074  2     A     NOV 03,2014  T   7V
631-K000QCE ICSIS,TSTESTE NHIHS 777110074  3     A     NOV 03,2014  T   3E
631-K000QCE ICSIS,TSTESTE NHIHS 777110074  2A    A     NOV 03,2014  T   3E
631-K000QCE ICSIS,TSTESTE NHIHS 777110074  2C    A     NOV 03,2014  T   7V
631-K000QCE ICSIS,TSTESTE NHIHS 777110074  1     A     NOV 03,2014  T   1S
631-K000QCE ICSIS,TSTESTE NHIHS 777110074  2     A     NOV 03,2014  T   ZZ
631-K000QCE ICSIS,TSTESTE NHIHS 777110074  3     A     NOV 03,2014  T   ZZ
```

4.3.3 List of IAI Error Codes

To accompany the **Debt Referral Reject Report**, the **Cross-Servicing Menu** also contains the **List of IAI Error Codes** option. Selecting this option lists the various error codes that will display in the **Debt Referral Reject Report**. In addition to the error codes, the list contains the field name / action, record type, and error message (**Error! Reference source not found.**).

To queue the report to a MailMan message, at the DEVICE prompt enter the letter 'Q':

```
DEVICE: QUEUE TO PRINT ON
DEVICE:   HFS FILE => MESSAGE
Subject: [Enter message subject]

     Select one of the following:

          M         Me
          P         Postmaster

From whom: Me//
Send mail to: CSUSER,ONE //   CSUSER,ONE (default will display here)
Select basket to send to: IN//
And Send to:
```

```
       Requested Start Time: NOW// (Enter time to run report.  NOW is the
       default)

       Report compilation has started with task# 999999.
```

Otherwise, press [Enter] at the DEVICE prompt.

Refer to *Appendix B. Cross-Servicing IAI Error* Codes for a complete list of the error codes.

Figure 20: List of IAI Error Codes (Codes 10 – 17)

```
TCS IAI ERROR CODES LIST                     NOV  7,2014  12:13    PAGE 1
                             RECORD
CD  FIELD NAME/ACTION        TYPE          ERROR MESSAGE
--------------------------------------------------------------------------

10  Debtor TIN               2             Debtor already in debtor table.
11  Debtor TIN               2             This is a Joint & Several debt.
12  Debtor TIN               2             If Debtor TIN is provided, a valid TIN
                                           Type must be Entered.
13  Debtor TIN               2,2C,4,6      Debtor TIN must be Numeric.
14  Referred Debt            1             Delinquent amount not numeric or amount
    Balance                                < $25 limit.
15  Referred Debt            1             For adjust action, amount cannot be
    Balance                                zero.
16  Referred Debt            1             Cannot decrease a debt with existing
    Balance                                current balance of zero.
17  Referred Debt            1             For refund record, there is no offset
    Balance                                payment found for the offset year /
                                           date, or year / date is invalid.
```

4.3.4 Print Cross-Servicing Report

The **Print Cross-Servicing Report** provides the current balance of all bills referred to Cross-Servicing. The report output contains the bill number (*BILL NO.*), the debtor's name (*DEBTOR*), the *SSN*, the original amount of the bill (*ORIG AMT*), the date the bill was referred to Cross-Servicing (*CS REF DT*), and the current amount of the bill (*CURR DEBT*).

6. At the **Select Cross-Servicing Menu Option:** prompt, enter: **Print Cross-Servicing Report** or **RCTCSP REPORT**.
7. Select to sort the report by bill number, debtor name, or the date the bill was referred to Cross-Servicing by entering **1** [Bill Number], **2** [Debtor Name], or **3** [CS Referred Date] at the **Select one of the following:** prompt.
8. To queue the report to a MailMan message, at the DEVICE prompt enter the letter 'Q':

```
DEVICE: QUEUE TO PRINT ON
DEVICE:    HFS FILE => MESSAGE
Subject: [Enter message subject]

     Select one of the following:

          M         Me
          P         Postmaster
```

```
From whom: Me//
Send mail to: CSUSER,ONE //   CSUSER,ONE (default will display here)
Select basket to send to: IN//
And Send to:

Requested Start Time: NOW// (Enter time to run report.  NOW is the
default)

Report compilation has started with task# 999999.
```

9. Otherwise, press [Enter] to view the complete report.
10. A list of all bills referred to Cross-Servicing at the time the report was run will display according to the sort option selected (**Error! Reference source not found.**.)

Figure 21: Print Cross-Servicing Report (Sorted by Bill Number)


```
PAGE 1             BILLS AT CROSS-SERVICING (SORTED BY BILL NO.)        SEP 04, 2014
-------------------------------------------------------------------------------------

BILL NO.          DEBTOR               SSN         ORIG AMT    CS REF DATE    CURR AMT
---- ---          ------               ---         ---- ---    -- --- ----    ---- ---
631-K901P52       TCSCHENBACH,TSTEY    777220069      28.50    JUL 31,2014       28.50
631-K000KIN       XCSKARD,TSTIE NHIQ   777771821      35.75    JUL 31,2014       35.75
631-K000MJD       DCSANDON,TSTGG NHI   777440256      44.26    JUL 31,2014       44.26
631-K000MQQ       DCSUN,TSTY NHISOP    777440046      52.74    JUL 31,2014       52.74
631-K000MXK       DCSNEM,TSTFREDO NH   777440095      25.77    JUL 31,2014       25.77
631-K000N7A       DCSD,TSTL NHISEV     777440021      27.30    JUL 31,2014       27.30
631-K000NBR       DCSLI,TSTLPH NHIXT   777440175     129.04    JUL 31,2014      129.04
631-K000NBV       DCSGAND,TSTZALO NH   777440002      27.30    JUL 31,2014       27.30
631-K000NQY       ACSLOP,TSTRISON NH   777771810      63.59    JUL 31,2014       63.59
631-K000PD6       ICSCK,TSTLE NHIBKT   777110051      88.52    AUG 25,2014       88.52
631-K000PLR       XCSKOWSKI,TSTCK NH   777771808      51.09    JUL 31,2014       51.09
631-K000PSB       DCSDNESS,TSTCEL NH   777440193      33.77    JUL 31,2014       33.77
631-K000PU7       HCSTIE,TSTETT NHIE   777770031      50.87    JUL 31,2014       50.87
```

4.3.5 Reconciliation Report – Cross-Servicing

The **Reconciliation Report - Cross-Servicing [RCTCSP RECONCIL REPORT]** lists all of the debt that has been returned from Cross-Servicing by Treasury for reconciliation. The report columns include the debtor's name (*DEBTOR*), bill number (*BILL NO.*), patient ID (*Pt ID*) and the returned and recall effective date. The report also includes the return reason description and any required supporting information required (refer to the following sub-sections).

7. From the Cross-Servicing Menu, enter: **Reconciliation Report** or **RCTCSP RECONCILIATION REPORT**.
8. Enter the date range of the report at the following prompt:

   FROM: T-30//

   TO: T//

   Dates can be in MMDDYYYY (10272014) or MMM DD, YYYY (OCT 27, 2014) format.
   Note that the default date range is a one-month timeframe from the day the report is being run.

9. A prompt displays asking to **CAPTURE report data to an Excel document? NO//**

The default is (N)o.

If (Y)es is entered, the following message displays:

To capture as an Excel format, it is recommended that you queue this report to a spool device with margins of 256 and page length of 99999 (e.g., spoolname;256;99999). This should help avoid wrapping problems.

Another method would be to set up your terminal to capture the detail report data. On some terminals, this can be done by invoking 'Logging' or clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. To avoid undesired wrapping of the data saved to the file, change the DISPLAY screen width size to 132 and you can enter '0;256;99999' at the 'DEVICE:' prompt.

NOTE:

To avoid undesired wrapping of the data saved to the file, enter '0;256;999' at the 'DEVICE:' prompt.

10. To queue the report to a MailMan message, at the DEVICE prompt enter the letter 'Q':

```
DEVICE: QUEUE TO PRINT ON
DEVICE:    HFS FILE => MESSAGE
Subject: [Enter message subject]

     Select one of the following:

          M          Me
          P          Postmaster

From whom: Me//
Send mail to: CSUSER,ONE //   CSUSER,ONE (default will display here)
Select basket to send to: IN//
And Send to:

Requested Start Time: NOW// (Enter time to run report.  NOW is the
default)

Report compilation has started with task# 999999.
```

11. Otherwise, press [Enter] to view the complete report.
12. The Reconciliation Report will display (Figure 17).

Figure 22: Print Reconciliation Report

```
PAGE 1         RECONCILIATION REPORT                        05/24/18
-----------------------------------------------------------------------
DEBTOR            BILL NO.     Pt ID Amount    Recall   Date
                                     Refer     Eff. Dt  Return
----------------  -----------  ----- --------  -------- --------
APAL,DORINNE REG 442-K005WX1 A8798    90.00             05/07/17
     CA AGREES - MISCELLANEOUS DISPUTE - STOP COLLECTION ACTIVITY

ADUMUUK,FRED KEI 442-K009TMD A7338    35.50             11/24/16
     VA MEDICAL AND RO CENTER
       Date of Death:  10/03/16

ATTAN,WILLIAM    442-K105CTQ A4125    40.00             04/27/17
     CA AGREES - COMPLAINT - STOP COLLECTION ACTIVITY
      Compromise, Please write this bill off by the manual process
       Amount (not collected):     12.00

ATANA,CARLOS     442-K103CTA A0011   550.00 03/01/17 03/06/17
     CA AGREES - WRONG DEBTOR - STOP COLLECTION ACTIVITY
```

4.3.5.1 Compromise Offer

If the Return Reason Code = 'P' and the Compromise Indicator = 'Y' is sent in the Reconciliation IAI file, then a Compromise Amount will also be included to identify the amount that is not collected. The Reconciliation Report will display the Return Reason Code as 'Satisfied PA – Paid in Full or Compromised', a secondary note stating 'Compromise, Please write this bill off by the manual process', and the compromise amount that has not been collected and is to be written off manually.

4.3.5.2 Bankruptcy

If the Return Reason Code = 'B' is sent, then the Bankruptcy Date will also be included. The Reconciliation Report will display the Return Reason Code as 'Administrative Resolution Approved for Bankruptcy' and the Bankruptcy Date.

4.3.5.3 Death

If the Return Reason Code = 'D' is sent, then the Date of Death will be included. The Reconciliation Report will display the Return Reason Code as 'Administrative Resolution Approved for Death' and the Date of Death.

4.3.5.4 Other Returned Reasons

The following Return Reason Codes may also be returned in the Reconciliation file from Treasury.

Z Uncollectable
W Administrative Resolution Approved for Inability to Pay
E Administrative Resolution Approved for Entity out of Business
T CA Agrees – Complaint – Stop Collection Activity
Y CA Agrees – Debt amount is incorrect – Stop Collection Activity
C CA Agrees – Congressional Dispute – Stop Collection Activity
M CA Agrees – Miscellaneous Dispute – Stop Collection Activity
G CA Agrees – Wrong Debtor – Stop Collection Activity

V CA Agrees – Previously Paid – Stop Collection Activity
H CA Agrees – Previously Resolved – Stop Collection Activity
X Dispute Timer Expired
F Paid in Full (Outside of a Payment Agreement)
S System Compromised (balance below $25)
R Recalled (Note: Once a bill is recalled from Cross-Servicing, it cannot be re-referred.)
A Manually Returned to Agency
N Proof of Debt documentation not provided – Stop Collection Activity
Q Proof of Debt Timer Expired

4.3.6 Treasury Cross-Servicing IAI Report

The **Treasury Cross-Servicing IAI Report [RCTCSP IAI REPORT]** displays a record of current VHA bills at Treasury. It is a tool that can be used to identify bills erroneously listed in a referral status in VistA when reconciled with the Print Cross-Servicing Report.

4. Select Cross-Servicing Menu <TEST ACCOUNT> Option: TREASury Cross-Servicing IAI Report

Select one of the following:

    1   06/03/17
    2   05/30/17

Print IAI report date?: 1//   06/03/17

5. CAPTURE Report data to an Excel Document? NO//
6. To queue the report to a MailMan message, at the DEVICE prompt, enter the letter 'Q':

```
DEVICE: QUEUE TO PRINT ON
DEVICE:    HFS FILE => MESSAGE
Subject: [Enter message subject]

     Select one of the following:

          M         Me
          P         Postmaster

From whom: Me//
Send mail to: CSUSER,ONE //   CSUSER,ONE (default will display here)
Select basket to send to: IN//
And Send to:

Requested Start Time: NOW// (Enter time to run report.  NOW is the
default)

Report compilation has started with task# 999999.
```

Otherwise, press [Enter] at the DEVICE prompt.

Figure 23: Treasury Cross-Servicing IAI Report

```
                    Treasury Cross-Servicing IAI Report

IAI data compiled date: 06/03/17                    Page 1


Bill Number          Debtor                SSN

----------           --------------------  ---------
442-K602EVZ          HCSANOWICZRKM,TSTN     999999999
442-K504D1J          HCSFMEISTER,TSTHAE     666666666
442-K505ZSR          HCSNOCITYSTATEZIPB     111111111
442-K403NDN          ACSFFRONT,TSTCE NH     222222222
442-K0007AB          BCSTT,TSTCEL NHIZK     333333333
442-K505YM5          HCSLBEE,TSTNOS NHI     444444444
442-F40076           HCSOE,TSTIL NHIHDL     555555555
442-K901G4Z          HCSOE,TSTIL NHIHDL     555555555
442-P37998           HCSOE,TSTIL NHIHDL     555555555
442-K5060MN          XCSFOREIGNADDRBRAZ     777777777



END OF REPORT...PRESS RETURN TO CONTINUE
```

4.4   Recall/Reactivate TCSP Referrals

The **Recall/Reactivate TCSP Referral** options are used to recall a debt or debtor (all debt for the debtor) from Cross-Servicing. Once a bill is recalled from Cross-Servicing, the bill will no longer be eligible for re-referral. This is due to Treasury's technical inability to handle re-referred debt, following the recall.

> **NOTE:**
>
> Once a bill is flagged to be recalled from Cross-Servicing <u>and the Recall Batch Job has run</u>, the bill will no longer be eligible for re-referral to Cross-Servicing. A message will display indicating that reactivation (removing the recall flag) is not available.

The table below provides the scenarios for when the recall debt / debtor functionality should be used for debt referred to Cross-Servicing, the recall reason, and the action in VistA.

The following sub-sections outline the steps for recalling a debt / debtor from Cross-Servicing.

Table 1: Recall Scenarios for Cross-Serviced Debt

Scenario	Recall Reason To Use	VistA Action
Bankruptcy	03 – Bankruptcy with Automatic Stay	Cancel Copayment (Suspend Copayment)
Debtor Deceased	06 – Debtor is Deceased	Termination of debt when reclamation requirements are met
Debtor Disabled / Inability to Pay	05 – Debtor is Disabled with the Inability to Pay	Termination of debt or write-off when it's deemed that further collection activity will not be successful or not cost effective
Hardship / Waiver determined in favor of debtor	07 – Agency is Forgiving Debt	Cancel Copayment (Waive Debt)

Scenario	Recall Reason To Use	VistA Action
If DMC sets up an offset of VA benefits after a debt has been referred to Cross-Servicing, and the Veteran requests to be removed from the Cross-Servicing process, and VA can collect the full debt within three years through internal offset.	08 – Agency can collect through internal offset	Enter DMC LESSER AMOUNT
Other	01 – Debt Referred in Error	Add Debtor Comment Explanation
Service-Connected Determination or Adjudication	01 – Debt Referred in Error	Reset Pharmacy or Cancel Copayment

4.4.1 Recall TCSP Referral for a Bill

Once a week, VistA automatically recalls bills that are less than $25 and have had no payment activity in 365 days or more or have been Cancelled. When bills are automatically recalled, the Recall Reason of "07 - Agency is Forgiving Debt" is automatically added as the Recall Reason.

In addition to the automatic recalls, the Cross-Servicing functionality allows for the manual recall of bills referred to Cross-Servicing. Manual recalls are performed using the **Bill Recall/Reactivate TCSP Referral [RCTCSP RECALLB]** option. This option is a toggle that flags the bill to be recalled the next time the Recall Batch Job runs. Once the Recall Batch Job runs, the Cross-Servicing referred information on the profile screens for that bill is deleted, and the bill is no longer eligible for re-referral to Cross-Servicing. Where required, and before the Recall Batch Job runs, use the option again to delete the "recall flag".

> **NOTE:**
>
> Once a bill is manually recalled, VistA automatically calculates and applies all administrative fees and interest to the recalled bill, from the CS Referred Date to the CS Recall Date. This does NOT apply to those bills that have been automatically recalled due to no payment activity in 365 days or more and if a bill is less than $25.

The steps below outline the prompts for manually recalling a bill from Cross-Servicing:

10. From the **Cross-Servicing Menu**, enter: `BILL RECALL/REACTIVATE TCSP REFERRAL` or `RCTCSP RECALLB`.

11. Enter the bill number at the `ACCOUNTS RECEIVABLE BILL NO.` prompt.

12. The following confirmation message will display: `Are you sure you want to set this bill to be recalled from Cross-Servicing?`

13. Enter: `Y` for "Yes".

14. The next step is to enter the reason for the recall at the `TCSP Recall Reason` prompt.

The available reasons for recalling a bill include the following:

```
01    DEBT REFERRED IN ERROR
07    AGENCY IS FORGIVING DEBT
08    AGENCY CAN COLLECT THROUGH INTERNAL OFFSET
```

15. After you have entered the reason for recall, the following confirmation displays:
`Setting this bill for Recall from Cross-Servicing is complete.`

16. Using this functionality flags the bill to be recalled from Cross-Servicing when the next Recall Batch Job runs.

17. When the Recall Batch Job runs, a confirmation message will be transmitted through MailMan with the Subject line: `CS RECALLS SENT ON [MM/DD/YYYY]`

18. Once the batch process is complete, the Cross-Servicing-referred information for this bill will be deleted from the profile screens. Also, the Recall Reason and Recall Date will display on the following screens (refer to *Section 3 Cross-Servicing Fields & Messages* for the location of the Recall Reason and Recall Date on the following screens):

- Full Account Profile (bill sub-screen for the recalled bill)
- Brief Account Profile (bill sub-screen for the recalled bill)
- Profile of Accounts Receivable
- Bill Profile
- Account Profile (from **Agent Cashiers Menu**)

NOTE:

Recalling all of the bills referred to Cross-Servicing (for a given debtor) also recalls the debtor. The informational display, "x Debt Referred to Cross-Servicing" and the "Total CS Debt" on the above screens will remain on the debtor's account until all of the bills are recalled from Cross-Servicing (refer to *Section **Error! Reference source not found. Error! Reference source not found.***).

4.4.2 Debtor Recall TCSP Referral

Use the **Debtor Recall/Reactivate TCSP Referral [RCTCSP RECALLD]** option to recall a debtor from being referred to Cross-Servicing. By recalling a debtor, all debt on a debtor's account that has been referred to Cross-Servicing is recalled. Future debts for that same Debtor meeting the Cross-Servicing criteria will be Cross-Serviced.

The steps below outline the prompts for recalling a Cross-Servicing referral for a debtor:

10. From the **Cross-Servicing Menu**, enter: `DEBTOR RECALL/REACTIVATE TCSP REFERRAL`or `RCTCSP RECALLD`.

11. Enter the debtor's name at the `Select AR Debtor` prompt.

12. The following confirmation message will display: `Are you sure you want to recall this debtor and bills from Cross-Servicing?`

13. Enter: `Y` for "Yes".

14. The next step is to enter the reason for the recall at the **TCSP Recall Reason** prompt. The available reasons include the following:

> **03   BANKRUPTCY WITH AUTOMATIC STAY**
> **05   DEBTOR IS DISABLED WITH INABILITY TO PAY**
> **06   DEBTOR IS DECEASED**

15. After you have entered the reason for recall, the following confirmation displays:
Setting this debtor for Recall from Cross-Servicing is complete.

16. Using this functionality flags the debtor to be recalled from Cross-Servicing when the next Recall Batch Job runs.

17. When the recall batch process is run, a confirmation message will be transmitted through MailMan with the Subject line: **CS RECALLS SENT ON [MM/DD/YYYY]**

18. Once the batch process is complete, the Cross-Servicing referred information will be deleted on all bills for this debtor. The Recall Reason and Recall Date will display on the following screens (refer to *Section 3.2 Debt / Debtor Recalled from Cross-Servicing*) for the location of the Recall Reason and Recall Date on the various screens):

   a.   Full Account Profile (bill sub-screen for the recalled bill)

   b.   Brief Account Profile (bill sub-screen for the recalled bill)

   c.   Profile of Accounts Receivable

   d.   Bill Profile

   e.   Account Profile (from **Agent Cashiers Menu**)

4.4.3 Reactivate Referral After Recall

Once a debt or debtor has been set to be recalled from Cross-Servicing and the Recall Batch Job has run, no debt on a debtor's account that was previously referred to Cross-Servicing can be re-referred. If the recall flag has been set and the Recall Batch Job has NOT run, the recall flag can be removed by completing the steps in the following sub-sections.

4.4.3.1 Reactivate Bill (Remove Recall Flag)
8.   Enter the option name: **Bill Recall/Reactivate TCSP Referral**
9.   Press [Enter].
10. Enter the Bill Number at the **Select ACCOUNTS RECEIVABLE BILL NO.:** prompt.
11. The following message will display if the bill has been set for recall:
This bill has already been set for recall from Cross-Servicing. Do you wish to delete the Cross-Servicing Recall for this bill? NO//
12. Enter: **YES**
13. The following message will display if the recall flag was removed successfully:
Recall from Cross-Servicing has been deleted for this bill.
14. If the Recall Flag has been set on a bill and the Recall Batch Job <u>HAS</u> run, a message displays indicating that Recall Reactivation is not available. Any bills on a debtor's account that have been previously referred to Cross-Servicing and then recalled will NOT be able to be referred to Cross-Servicing (see message below).

Not Available for Reactivation. The Recall Request Has Already Been Processed.

4.4.3.2 Reactivate Debtor (Remove Recall Flag)

8. Enter the option name: `Debtor` Recall/Reactivate TCSP Referral
9. Press [Enter].
10. Enter the Debtor's Name or SSN.
11. The following message will display if the debtor (and all Cross-Serviced bills) has been set for recall:
    This debtor has already been set for recall from Cross-Servicing. Do you wish to delete the Cross-Servicing Recall for this debtor? NO//
12. Enter: YES
13. The following message will display if the recall flag was removed successfully:
    Recall from Cross-Servicing has been deleted for this debtor.
14. If the Recall Flag has been set for the debtor and the Recall Batch Job <u>HAS</u> run, a message displays indicating that Recall Reactivation is not available, as indicated in the previous sub-section.

4.5 Stop/Reactivate TCSP Referral for a Bill

The **Stop/Reactivate TCSP Referral for a Bill [<u>RCTCSP STOP</u>]** option is used to stop a bill from being referred to Cross-Servicing, and also to stop updates from being transmitted on the Cross-Serviced bill (e.g., changes to debtor's address, phone number, etc.). This 'Stop' toggle indicates to VistA to not send Cross-Servicing records to Treasury regarding this bill. Once the stop is set, the option can be run again to delete the 'Stop' flag. Removing the stop allows this bill to be processed again as a referral to Cross-Servicing and to allow updates to be sent on the bill / debtor's account.

4.5.1 Stop TCSP Referral for a Bill

Below are various reasons for stopping a Cross-Servicing referral and when these reasons should be used:

5. **Bankruptcy:** Debtor has included VA in their bankruptcy petition and has provided proof of bankruptcy.

> **NOTE:**
>
> Review the date on the debtor's account for the bankruptcy petition. Only bills that originated after the bankruptcy date can be marked with a stop reason of "Bankruptcy".

6. **Waiver:** VA has granted waiver on outstanding bills not yet referred to Cross-Servicing. Or a waiver was received in a timely manner, and a decision has not yet been made.
7. **Other:** Stop the referral in order to research and verify the status of the referrals. (Stop the referral while awaiting bankruptcy paperwork, granting of waiver, etc.)
8. **Rejected by Cross-Servicing:** Reason automatically added to all debt rejected by Cross-Servicing from any source (Treasury, DMC, or AITC).

If Bankruptcy, Waiver, or Other is selected as the Stop Cross-Servicing Referral Reason, the user is required to enter an effective date. Below are the steps for setting the 'Stop' flag on a Cross-Servicing referral:

9. From the **Cross-Servicing Menu**, select the option, **Stop/Reactivate TCSP Referral for a Bill**.

10. At the `Select ACCOUNTS RECEIVABLE BILL NO.:` prompt, enter the bill number to be stopped from being referred to Cross-Servicing.

11. The system will display the bill information to help identify the correct bill, including the debtor's name, the status of the bill, and the debt amount.

12. Additionally, the system will indicate whether or not the stop flag is set: `Stop flag for Cross-Servicing Referral set? : NO`

13. At the `Are You Sure You Want To Stop the Cross-Servicing Referral for this bill?:` prompt, type **Y** or **YES** and press the [Enter] key.

14. At the `Enter Stop Cross-Servicing Reason:` prompt, the following reasons are available. Enter the reason code and press the [Enter] key.

> `B`   `BANKRUPTCY`
> `W`   `WAIVER`
> `O`   `OTHER` (If Other is entered, you will be prompted to enter a comment at the `Stop Reason Comment` prompt.)
> `R`   `REJECTED BY CROSS-SERVICING` (automatically applied to debt rejected by Cross-Servicing)

15. At the `Enter Effective Date:` prompt, enter the effective date in MM/DD/YYYY format (if appropriate) or enter "T" (for Today) and press [Enter].

16. A `Stop Cross-Servicing Referral complete` message will display when the stop is completed.

> **NOTE:**
>
> Timing is critical. A request to stop a Cross-Servicing referral may NOT be honored because the referral has already occurred.

4.5.2 Reactivate TCSP Referral for a Bill (Remove 'Stop' Flag)

The **Stop/Reactivate TCSP Referral for a Bill** functionality is also used to reactivate a Cross-Servicing referral for a bill that was previously stopped (remove the 'Stop' flag) (refer to the steps below):

8. From the **Cross-Servicing Menu**, enter the option: `Stop/Reactivate TCSP Referral for a Bill.`

9. At the `Select ACCOUNTS RECEIVABLE BILL NO.:` prompt, enter the bill number to be re-referred to Cross-Servicing.

10. The system will display the bill information to help identify the correct bill, including the debtor's name, the status of the bill, and the debt amount.

11. The following sample message will display (if the bill was previously stopped), with the effective date and reason entered at the time of the stop:

    `Referral to Cross-Servicing has already been stopped for this bill`

    `Stop Cross-Servicing referral effective date: DEC 18, 2014`

    `Stop Cross-Servicing referral reason: WAIVER`

    `Do you wish to re-institute Cross-Servicing Referral for this bill? NO//`

12. Type **Y** or **YES** and press the [Enter] key.

13. If the reactivate was successful, the following message will display: `Bill is now eligible to be Referred to Cross-Servicing`

14. Updates may continue on the bill and/or will be referred to Cross-Servicing in the next weekly transmission.

4.6   TCSP Flag Control

The **TCSP Flag Control [RCDP TCSP FLAG CONTROL]** The options included in this menu are used to correct the bill or debtor data attributes (or flags) as needed because of a variance in the bill or debtor data between the VistA system and the Treasury system. Note that this option is only seen by and accessible to those users assigned to **RCDP TCSP FLAG.**

Figure 24: TCSP Flag Control Menu option

```
     Select one of the following:

          1          Set cross-service flag on BILL
          2          Clear cross-service flag on BILL
          3          Clear cross-service flag on DEBTOR (AND ALL BILLS)
          4          Set cross-service flag on DEBTOR
          5          Fully re-establish debtor/bill as cross-serviced

Select Number:
```

4.6.1 Set Cross-Service Flag on Bill

The **Set Cross-Service Flag on Bill** functionality is used to set a bill as Cross-Serviced in the system and on the Bill Profile screens.

Figure 25: Set Cross-Service Flag on Bill

```
Select Number: 1  Set cross-service flag on BILL

Select BILL: 552-K967332        C (MEANS TEST)     07-09-99    JXYHT,TSLYAHN Z
  ACTIVE  $113.61                                             8904
Enter Cross-Sevice Date:  T
File CS Bill Change (Y/N): N// YES  <DONE>

Select BILL:
```

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4.6.2 Clear Cross-Service Flag on Bill

The **Clear Cross-Service Flag on Bill** functionality is used to clear a bill from being Cross-Serviced in the system and on the Bill Profile screens.

Figure 26: Clear Cross-Service Flag on Bill

```
Select Number: 2  Clear cross-service flag on BILL

Select BILL: 552-K967332         C (MEANS TEST)      07-09-99     JXYHT,TSLYAHN Z
   ACTIVE  $113.61                                              8904
File CS Bill Flag Removal (Y/N): N// YES  <DONE>

Select BILL:
```

4.6.3 Clear Cross-Service Flag on Debtor (and all Bills)

The **Clear Cross-Service Flag on Debtor (and all Bills)** functionality is used to clear a Debtor and all of their bills from being Cross-Serviced in the system and on the Bill Profile screens

Figure 27: Clear Cross-Service Flag on Debtor (and all bills)

```
Select Number: 3  Clear cross-service flag on DEBTOR (AND ALL BILLS)

Select BILL: 552-K967332         C (MEANS TEST)      07-09-99     JXYHT,TSLYAHN Z
   ACTIVE  $113.61                                              8904
File CS Debtor/Bills Flag Removal (Y/N): N// YES  <DONE>
    552-K967332  Cleared

Select BILL:
```

4.6.4 Set Cross-Service Flag on Debtor

The **Set Cross-Service Flag on Debtor** functionality is used to set a Debtor as Cross-Serviced in the system and on the Bill Profile screens.

Figure 28: Set Cross-Service Flag on Debtor

```
Select Number: 4  Set cross-service flag on DEBTOR

Select BILL: 552-K967332         C (MEANS TEST)      07-09-99     JXYHT,TSLYAHN Z
   ACTIVE  $113.61                                              8904
Enter Debtor Cross-Sevice Date:  T
File CS Debtor Change (Y/N): N// YES  <DONE>

Select BILL:
```

4.6.5 Fully Re-establish Debtor/Bill as Cross-Serviced

The **Fully Re-Establish Debtor/Bill as Cross-Serviced** functionality is used to re-set a debtor and his/her bill as Cross-Serviced in the system and on the Bill Profile screens.

Figure 29: Fully re-establish debtor/bill as cross-serviced

```
Select Number: 5  Fully re-establish debtor/bill as cross-serviced

Select BILL: 552-K967332       C (MEANS TEST)      07-09-99    JXYHT,TSLYAHN Z
   ACTIVE  $113.61                                             8904
Enter Debtor Cross-Sevice Date:  T
File CS Debtor/Bill Change (Y/N): N// YES  <DONE>
>>> Bill Updating for CS info... fully re-established as Cross-Serviced >

Select BILL:
```

4.7   Reconciliation List Manager Option

The **Reconciliation List Manager [RCTCSP RECONCILIATIONWORKLIST]**
functionality is used to manage bills that have been returned by Treasury from Cross-Servicing
for reconciliation. From the list manager screens, the user is able to view an expanded version of
the selected patient's cross-serviced bill, insurance data, view and manage the patient's account,
print statement and remove bills from the worklist.

1. At the **Select Type of Report:** prompt, enter `RECONCILIATION LIST MANAGER` or
   `RCTCSP RECONCILIATION WORKLIST`
2. Choose the type of report:

```
      1          Bankruptcy
      2          Deaths
      3          Uncollectible
      4          Payment in Full
      5          Satisfied PA
      6          Compromise
      7          All Returns

Enter a list or range of numbers (1-7):
This response must be a list or range, e.g., 1,3,5 or 2-4,8.
```

3. Select one of the following:

```
      A          All Divisions
      S          Selected Divisions

Select(A)ll or (S)elected Division(s) : All//
Enter 'A' to not filter by Division.
Enter 'S' to view entries for selected Division(s).
```

4. Select one of the following:

```
      1          List Manager
      2          Excel Format

List Manager or Excel Format: 1//
```

The default is **(1).**

If (2) is entered, the following message displays:

To capture as an Excel format, it is recommended that you queue this report to a spool device with margins of 256 and page length of 99999 (e.g., spoolname;256;99999). This should help avoid wrapping problems.

Another method would be to set up your terminal to capture the detail report data. On some terminals, this can be done by invoking 'Logging' or clicking on the 'Tools' menu above, then click on 'Capture Incoming Data' to save to Desktop. To avoid undesired wrapping of the data saved to the file, change the DISPLAY screen width size to 132 and you can enter '0;256;99999' at the 'DEVICE:' prompt.

NOTE:

To avoid undesired wrapping of the data saved to the file, enter '0;256;999' at the 'DEVICE:' prompt.

4.7.1 Reconciliation List Manager

The Reconciliation List Manager main screen displays the patient's name, patient ID (last name first initial, last 4 of the SSN), bill number, balance and return reason code (reference section 4.1.5). Note that the "y" indicates each bill has been returned from Treasury.

Figure 30: TCSP Reconciliation Worklist – Main Screen

```
TCSP RECONCILIATION WORKLIST  Oct 18, 2017@18:26:11      Page:    1 of    3
Reconciliation All Returns Report
Selected Division(s): ALL
    Patient                    Pt ID    Bill No.         Balance  Ret Rsn
  1  ACSAFANO,TSTSTOPHER NHIKYI  A1152   y631-K101UAP      105.00   Y
  2  ACSD,TSTON NHIUAA           A0078   y631-K5025IQ       99.98   Z
  3  ACSD,TSTON NHIUAA           A0078   y631-K602EV6      100.00   A
  4  ACSFFRONT,TSTCE NHIXCP      A0092   y631-K5025IU       75.00   D
  5  ACSFFRONT,TSTCE NHIXCP      A0092   y631-K5025IV      100.00   B
  6  ACSFFRONT,TSTCE NHIXCP      A0092   y631-K5025IW      200.00   W
  7  ACSMELY,TSTZALO NHICSA      A0095   y631-K5025IY      375.00   T
  8  BCSONES,TSTLON NHIL         B0241   y631-K1034DJ        3.82   C
  9  BCSTT,TSTCEL NHIZKL         B4700   y631-K200KGE     2206.55   H
 10  BCSUBER,TSTL NHIWGR         B8950   y631-AB0637      1200.00   B
 11  HCSANOWICZRKM,TSTNOSRKM NHI H0057   y631-K5005HS       12.50   E
 12  HCSDPNFOREIGNBRAZIL,TSTDPDB H0068   y631-K5025JC      400.00   V
 13  HCSDPNFOREIGNBRAZIL,TSTDPDB H0068   y631-K5025JE      400.00   X
 14  HCSDPNTESTHAN,TSTDPNTESTSTI H0063   y631-K5025IL       75.00   A
 15  HCSDPNTESTHAN,TSTDPNTESTSTI H0063   y631-K5025IM      150.00   N
+          Enter ?? for more actions
EP Expand Pat            AP Acct Profile         PR Print Statement
VI View Ins              PT Patient View         RM Remove From Worklist
Select Action: Next Screen//
```

Figure 31: TCSP Reconciliation Worklist - Expand Patient

```
Expanded Bill Screen        Oct 09, 2017@14:22:08        Page:    1 of    1
Reconciliation All Returns Report
Bill Number: y662-K100005
-------------------------------------------------------------------------------
 Patient            : HCSANOWICZRKM,TSTNOSRKM NHI (ID: H9339)
 Debtor             : HCSANOWICZRKM,TSTNOSRKM NHI
 Division           : 662 - SAN FRANCISCO VAMC
 Return Resn Code :
 Dt Bill Created  : 03/23/2015
 Date Corr Rep/Rec:
 Date Returned    : 06/20/2016
 Bankruptcy Date  :
 Dt of Dissolution:
 Death Notice Rcvd:
 Amount Referred  :      50.00
 Amount Paid      :       0.00
 Fees             :       0.00
 Compromise Amount:       0.00


+---------Enter ?? for more actions-------------------------------------------
Select Item(s): Quit//
```

Figure 32: TCSP Reconciliation Worklist - View Insurance

```
Patient Insurance Management  Oct 09, 2017@14:26:07        Page:    1 of    1
Insurance Management for Patient: BCSUBER,TSTL NHIWGR B8950 8/9/1925

    Insurance Co.    Type of Policy    Group        Holder    Effect.    Expires
1   MEDICARE (WNR)   MEDICARE (M)      GRP NUM 10   SELF      06/01/74   07/15/10
2   UNICARE          MEDIGAP PLAN C    GRP NUM 13   SELF      07/01/88   07/15/10
3   OPTIONS MENTAL   MENTAL HEALTH     GRP NUM 75   SPOUSE    07/01/88   05/09/09
4   MEDICARE (WNR)   MEDICARE (M)      GRP NUM 10   SELF      07/01/75   07/15/10
5   EXPRESS SCRIPTS  PRESCRIPTION      GRP NUM 11   SELF      07/01/88   06/30/10
6   UNITED BEHAVIOR  MENTAL HEALTH     GRP NUM 12   SELF      05/09/09   07/15/10
7   CAREMARK 610029  PRESCRIPTION      GRP NUM 14   SELF      07/01/10   07/15/10
        Verification of No Coverage Oct 27, 2010
        Enter ?? for more actions                                        >>>
VP  View Policy Info      BU  Benefits Used      EB  Expand Benefits
AB  Annual Benefits       CP  Change Patient     EX  Exit
Select Action: Quit//
```

Figure 33: TCSP Reconciliation Worklist – View Insurance - View Policy Info

```
Patient Policy Information    Oct 09, 2017@14:36:22       Page:    1 of    7
Expanded Policy Information for: BCSUBER,TSTL NHIWGR  777-89-8950  8/9/1925
OPTIONS MENTAL HEALT Insurance Company         ** Plan Currently Active **

  Insurance Company
    Company: OPTIONS MENTAL HEALTH
     Street: P.O. BOX 12599
 City/State: NORFOLK, VA 23541
 Billing Ph: 1-800-547-3765
 Precert Ph:

  Plan Information
    Is Group Plan: YES
       Group Name: MICHL
     Group Number: GRP NUM 7549
              BIN:
              PCN:
     Type of Plan: MENTAL HEALTH
+         Enter ?? for more actions
EB  Expand Benefits       EX  Exit
Select Action: Next Screen//
```

Figure 34: TCSP Reconciliation Worklist – View Insurance – Annual Benefits

```
Patient Insurance Management  Oct 09, 2017@14:38:26      Page:    1 of    1
Insurance Management for Patient: BCSUBER,TSTL NHIWGR B8950 8/9/1925

    Insurance Co.    Type of Policy    Group        Holder    Effect.    Expires
1   MEDICARE (WNR)   MEDICARE (M)      GRP NUM 10   SELF      06/01/74   07/15/10
2   UNICARE          MEDIGAP PLAN C    GRP NUM 13   SELF      07/01/88   07/15/10
3   OPTIONS MENTAL   MENTAL HEALTH     GRP NUM 75   SPOUSE    07/01/88   05/09/09
4   MEDICARE (WNR)   MEDICARE (M)      GRP NUM 10   SELF      07/01/75   07/15/10
5   EXPRESS SCRIPTS  PRESCRIPTION      GRP NUM 11   SELF      07/01/88   06/30/10
6   UNITED BEHAVIOR  MENTAL HEALTH     GRP NUM 12   SELF      05/09/09   07/15/10
7   CAREMARK 610029  PRESCRIPTION      GRP NUM 14   SELF      07/01/10   07/15/10
        Verification of No Coverage Oct 27, 2010




          Enter ?? for more actions                                      >>>
VP  View Policy Info       BU  Benefits Used        EB  Expand Benefits
AB  Annual Benefits        CP  Change Patient        EX  Exit
Select Action: Quit// AB   Annual Benefits
Select Policy(s):  (1-7): 1

No Benefit Years Entered.
BENEFIT YEAR BEGINNING ON:
```

Figure 35: TCSP Reconciliation Worklist – View Insurance – Benefits Used

```
Benefits Used By Date Editor  Oct 09, 2017@14:45:37      Page:    1 of    2
Benefits Used for: BANNER CHOICE PLUS Ins. Co    Patient: BCSUBER,TSTL NHIWGR
        Policy: GRP NUM 13163                     Ben Yr: JAN 01, 2015

        Policy Information                 Outpatient Deductibles
        Deduct. Met?: UNK                       Deduct. Met?:
      Amt. of Ded. Met:                      Amt. of Ded. Met:
      Pre-exist. Cond.:                   MH Ded. (Opt.) Met?:
    Coord. of Ben. Data:                   Amt. of MH Ded. Met:
                                          Amt. Lifet. Max. Used:
                                        Amt. MH Lifet. Max. Used:

        Inpatient Deductibles
        Deduct. Met?:
      Amt. of Ded. Met:
   MH Ded. (Inpt.) Met?:
    Amt. of MH Ded. Met:
   Amt. Lifet. Max Used:
Amt. MH Lifet. Max Used:
+        Enter ?? for more actions                                       >>>
CY  Change Year           EX  Exit
Select Action: Next Screen//
```

Figure 36: TCSP Reconciliation Worklist – View Insurance – Change Patient

```
Patient Insurance Management  Oct 24, 2017@16:42:57         Page:    1 of    1
Insurance Management for Patient: ACSFFRONT,TSTCE NHIX A0092 7/20/1940

     Insurance Co.     Type of Policy    Group        Holder    Effect.    Expires
1    MEDICARE (WNR)    MEDICARE (M)      GRP NUM 10    SELF      04/01/98
2    MEDICARE (WNR)    MEDICARE (M)      GRP NUM 10    SELF      04/01/99   10/31/01
3    CIGNA HEALTHCAR   MEDIGAP PLAN C    GRP NUM 26    SPOUSE    09/01/01   11/30/01
4    MVP               HEALTH MAINTENA   GRP NUM 10    SPOUSE    01/05/02   04/01/04
5    MEDICARE (WNR)    MEDICARE (M)      GRP NUM 10    SELF      07/01/05
6    CONSECO HEALTH    MEDIGAP PLAN C    MRAZEK        SELF      07/01/05


          Enter ?? for more actions                                    >>>
VP  View Policy Info      BU  Benefits Used        EB  Expand Benefits
AB  Annual Benefits       CP  Change Patient        EX  Exit
Select Action: Quit// CP    Change Patient
Select PATIENT NAME: ACSD,TSTANT NHIQQS

Patient Insurance Management  Oct 24, 2017@16:45:07         Page:    1 of    1
Insurance Management for Patient: ACSD,TSTANT NHIQQS A0075 2/16/1958

     Insurance Co.     Type of Policy    Group        Holder    Effect.    Expires

     No Insurance Policies on file for this patient.
          Verification of No Coverage Sep 21, 2011


          Enter ?? for more actions                                    >>>
VP  View Policy Info      BU  Benefits Used        EB  Expand Benefits
AB  Annual Benefits       CP  Change Patient        EX  Exit
Select Action: Quit//
```

Figure 37: TCSP Reconciliation Worklist – View Insurance – Expand Benefits

```
eIV Elig/Benefit Information  Oct 09, 2017@15:01:03         Page:    1 of    1
ACSFFRONT,TSTCE NHIXCP            777-77-0092       CIGNA HEALTHCARE
** Based on service date UNKNOWN and service type: UNKNOWN **


Eligibility/Group Plan Information
 Reference ID Qualifier:                      Reference ID:
 Reference ID description:

 Provider Code:
 Reference ID:

 Primary Diagnosis Code:

 Military Info Status:                         Employment Status:
 Government Affiliation:                       Date Time Period:
 Service Rank:
 Desc:


    No eIV Eligibility/Benefit Data Found
          Enter ?? for more actions
EX  Exit
```

Figure 38: TCSP Reconciliation Worklist: Patient Inq(uiry)

```
DEBTOR,NONVET                         666-99-1111                  JAN 1,1970
==============================================================================
 Address: 1950 18TH AVENUE N      Temporary: NO TEMPORARY ADDRESS
          SCRANTON,NY

  County: UNSPECIFIED                        From/To: NOT APPLICABLE
   Phone: UNSPECIFIED                          Phone: NOT APPLICABLE
  Office: UNSPECIFIED
    Cell: UNSPECIFIED
  E-mail: UNSPECIFIED
Bad Addr:

 Confidential Address:                    Confidential Address Categories:
        NO CONFIDENTIAL ADDRESS
 From/To: NOT APPLICABLE

     POS: UNSPECIFIED                      Claim #: UNSPECIFIED
   Relig: UNSPECIFIED                          Sex: MALE
    Race: UNANSWERED                     Ethnicity: UNANSWERED
Type <Enter> to continue or '^' to exit:
  Combat Vet Status: NOT ELIGIBLE
Primary Eligibility: UNSPECIFIED
Other Eligibilities:
     Unemployable: NO

Status      : PATIENT HAS NO INPATIENT OR LODGER ACTIVITY IN THE COMPUTER

Future Appointments: NONE

Remarks:

Type <Enter> to continue or '^' to exit:
```

Figure 39: TCSP Reconciliation Worklist: Print Statement

```
TCSP RECONCILIATION WORKLIST  Oct 09, 2017@16:50:07       Page:    1 of    1
Reconciliation  Report
Selected Division(s): ALL
      Patient                  Pt ID   Bill No.          Balance  Ret Rsn
1     DEBTOR,ONE               D1234   y309-K600001      2235.00  S
2     DEBTOR,TWO               D0979   y309-K100005        30.00  C
3     DEBTOR,TWO               D0979   y309-K600003         0.00  B
4     DEBTOR,TWO               D0979   y309-K600004      3235.13  F
5     DEBTOR,THREE             D1111   y528-K70000F       625.00  Z


          Enter ?? for more actions
EP Expand Pat           AP Acct Profile        PR Print Statement
VI View Ins             PT Patient Inq         RM Remove From Worklist
Select Action: Quit// PR   Print Statement
Select Account(s):  (1-5): 2

Date of Contact: OCT 9,2017//
Brief Comment: PRINT STATEMENT
Expanded Comments:
  THERE ARE NO LINES!
  Edit? NO//
Follow-up Date: T+15  (OCT 24, 2017)
=============================================================================
BILL NO.:   309-K100005            ADJUSTMENT AMOUNT:          0.00
ADJUSTMENT DATE:     OCT  9,2017   ADJUSTMENT NO.:

FISCAL YEAR       ADJ.AMOUNT     PRIN.BAL.(ADJUSTED)
11                                      26.00

Brief Comment: PRINT STATEMENT             Follow-up Date: 10/24/17

Comments:

=============================================================================

Is this correct? No// Y
Should the BRIEF COMMENT print on the patient statement? NO//

Enter RETURN to continue:
```

Figure 40: TCSP Reconciliation Worklist: Remove From Worklist

```
TCSP RECONCILIATION WORKLIST   Oct 09, 2017@16:57:59      Page:    1 of   1
Reconciliation  Report
Selected Division(s): ALL
       Patient              Pt ID   Bill No.       Balance  Ret Rsn
1     LH,TRICARE            S1234   y309-K600001    235.00   S
2     DEBTOR,TWO            L0979   y309-K100005     30.00   C
3     LH,CVA               L0979   y309-K600003      0.00   B
4     DEBTOR,ONE            D0979   y309-K600004   3235.13   F
5     DEBTOR,NONVET         D1111   y528-K70000F    625.00   Z



           Enter ?? for more actions
EP Expand Pat          AP Acct Profile        PR Print Statement
VI View Ins            PT Patient Inq         RM Remove From Worklist
Select Action: Quit// RM   Remove From Worklist
Select Account(s):  (1-5): 1

Remove BILL 391-K600001 from Reconciliation Worklist Y/N? ? No// Y  (Yes)
                         BILL 391-K600001 has been removed from the worklist.
```

4.7.2 TCSP Reconciliation Worklist – Account Profile

From the Account Profile screen of the Reconciliation List Manager, the user can perform the following actions on individual or multiple bills for an account: view, stop or delete stop TCSP referral, suspend, re-establish, view transactions, terminate fiscal, select status to view, recall or delete recall flags for a debtor, increase or decrease adjustments or cancel/add/edit bills.

Figure 41: TCSP Reconciliation Worklist – Account Profile

```
Account: ACSD,TSTON NHIUAA(777770078)              DOB: JUL 03, 1948
    Addr: 2 Anystreet Ave NE, ANYTOWN, NH  200029997  Phone: 5555555555
    RX Copay Exempt: NO
    ACCOUNT BALANCE: 2406.25           Pending Payments: 0.00        C
       BillNum  CareDate  Stat  Bill Type        Principal Interest    Admin
1      K700YET  04/20/17  OPEN  RX CO-PAYMENT/SC VET    63.00    0.00     0.00
2      K5025IP  08/06/15  SUSP  RX CO-PAYMENT/NSC VET    0.00    0.00     0.00
3     yK5025IQ  08/06/15  ACTI  RX CO-PAYMENT/NSC VET  100.00   -0.01    -0.01
4      K5025IN  08/06/15  CANC  RX CO-PAYMENT/NSC VET  150.00    0.00     0.00
5      K602EV6  08/01/15  ACTI  RX CO-PAYMENT/NSC VET  100.00    0.00     0.00
6      K602EV3  07/31/15  ACTI  RX CO-PAYMENT/NSC VET   99.00    0.00     0.00
7     xK602EV7  07/31/15  ACTI  RX CO-PAYMENT/NSC VET   99.00    0.00     0.00
8      K602EV8  07/31/15  ACTI  RX CO-PAYMENT/NSC VET  101.00    0.00     0.00
9      K602EV4  07/30/15  ACTI  RX CO-PAYMENT/NSC VET   98.00    0.00     0.00
10     K602EV5  07/29/15  ACTI  RX CO-PAYMENT/NSC VET   97.00    0.00     0.00
11     K200ZFB  01/17/12  CANC  C (MEANS TEST)          0.00    0.00     0.00
12     K200XAH  01/10/12  ACTI  RX CO-PAYMENT/NSC VET   90.00    0.00     0.00
13    yK200XAH  01/10/12  ACTI  RX CO-PAYMENT/NSC VET   90.00    0.00     0.00
+          Enter ?? for more actions
BP Bill Profile      BT Bill Trans      SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill     RD Recall Debtor     CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal     IA Increase Adj      DA Decrease Adj
RE ReEstablish Bill                                          EA Exit Action
Select Action: Next Screen//
```

Figure 42: TCSP Reconciliation Worklist – Account Profile – Bill Profile

```
Bill Profile              Oct 06, 2017@18:01:23      Page:    1 of    3
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 771-K700YET *****

Account: ACSD,TSTON NHIUAA (777770078)              DOB: JUL 03, 1948
   Addr: 2 Anystreet Ave NE, MANCHESTER, NH  200029997
  Phone: 5555555555

Bill Number: 771-K700YET           Category: RX CO-PAYMENT/SC VET
Date  Prepared: APR 20, 2017           Status: OPEN
Date Activated: APR 20, 2017@20:46:30
Date Status Up: APR 20, 2017               By:
Resulting From:
       Remark:

Interest Effective Rate Date: JAN 01, 2012      Annual Rate: .01
   Admin Effective Rate Date: JAN 01, 2012      Monthly Rate: 1.87
   Last Int/Admin Charge Date:



+          |% EEOB | Enter ?? for more actions|
BT Bill Transactions     NB Select New Bill       EA Exit Action
Select Action: Next Screen//
```

```
Bill Profile              Oct 09, 2017@13:38:17      Page:    2 of    3
+
Bill Balances         Billed        Paid
    Principal:        63.00         0.00      Original Amt:         0.00
     Interest:         0.00         0.00
Administrative:        0.00         0.00
      Current:        63.00         0.00

Accounting Data    Fiscal Year    Approp Code      Amount
                        17           528701       63.00 Rev Srce Code:

Collection Follow up Data
        Letter1: JUL 24, 2015
        Letter2: AUG 24, 2015
        Letter3: SEP 24, 2015
        Letter4: OCT 24, 2015



+          |% EEOB | Enter ?? for more actions|
BT Bill Transactions     NB Select New Bill       EA Exit Action
Select Action: Next Screen//
```

```
Reconciliation Bill Profile   Oct 09, 2017@12:55:13        Page:    3 of   3
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 771-K700YET *****
+
5945814  04/26/17  INCREASE ADJUS     27.00  RX                        ZX
5945815  04/26/17  DECREASE ADJUS    -18.00                            ZX
5945821  10/09/17  CS STOP PLACED      0.00                            ZX
5945822  10/09/17  TERM.BY FIS.OF    -63.00                            ZX



          |% EEOB | Enter ?? for more actions|
SU Suspend Bill           RB Recall Bill            IA Increase Adjustment
ST Stop TCSP              RD Recall Debtor          EA Exit Action
TF Term Fiscal           DA Decrease Adjustment
Select Action:Quit//
```

Figure 43: TCSP Reconciliation Worklist – Account Profile – Stop TCSP

```
Account Profile                Oct 09, 2017@11:01:13         Page:    1 of   4
Account: DEBTOR,FIVE(999999999)          DOB: JAN 22, 1980
   Addr: 5731 WEST 92ND AVE, CUSTER, CO  80031    Phone: (555) 555-555
   RX Copay Exempt: NO
   ACCOUNT BALANCE: 2430.00            Pending Payments: 0.00
      BillNum  CareDate  Stat  Bill Type        Principal Interest     Admin
1      K505UWB  07/23/15  OPEN  RX CO-PAYMENT/SC VET   56.00    0.00      0.00
2      K505HHN  06/22/15  ACTI  RX CO-PAYMENT/SC VET   56.00    0.00      0.00
3      K504WVV  04/27/15  ACTI  RX CO-PAYMENT/SC VET   32.00    0.05      0.00
4      K504J1R  03/23/15  ACTI  RX CO-PAYMENT/SC VET    8.00    0.02      0.00
5      K5049ZC  02/23/15  ACTI  RX CO-PAYMENT/SC VET   24.00    0.08      0.00
6      K5046U9  02/12/15  ACTI  RX CO-PAYMENT/SC VET   32.00    0.14      0.00
7      K503TUL  01/08/15  ACTI  RX CO-PAYMENT/SC VET    8.00    0.05      0.00
8      K503G66  11/26/14  ACTI  RX CO-PAYMENT/SC VET   80.00    0.48      0.00
9      K503CDB  11/13/14  ACTI  RX CO-PAYMENT/SC VET    8.00    0.07      0.00
10     K502ZF3  10/09/14  ACTI  RX CO-PAYMENT/SC VET    8.00    0.08      0.00
11     K405PE3  09/02/14  ACTI  RX CO-PAYMENT/SC VET   16.00    0.11      0.00
12     K405KGG  08/20/14  ACTI  RX CO-PAYMENT/SC VET    8.00    0.10      0.00
+          Enter ?? for more actions
BP Bill Profile      BT Bill Trans      SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill     RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal     IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                                         EA Exit Action
Select Action: Next Screen// ST=2    Stop TCSP
```

```
   ======== Bill# K505HHN (1 of 1 selected) ========

Stop flag for Cross-Servicing Referral set? : NO
Are you sure you want to stop the Cross-Servicing Referral for this bill? NO// Y
ES
Enter Stop Cross-Servicing Reason : ?

Type a reason code for the stop Cross-Servicing activity.
Choose from:
B          BANKRUPTCY
W          WAIVER
O          OTHER
R          REJECTED BY CROSS-SERVICING


Enter Stop Cross-Servicing Reason : WAIVER
Enter Effective Date : T  (OCT 06, 2017)
Stop Cross-Servicing Referral complete

Enter RETURN to continue:
```

Figure 44: TCSP Reconciliation Worklist – Account Profile – Delete TCSP Stop

```
Reconciliation Bill Profile   Oct 24, 2017@17:00:26       Page:    1 of    4
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 631-K700YET *****

Account: ACSD,TSTON NHIUAA (777770078)              DOB: JUL 03, 1948
   Addr: 2 Massachusetts Ave NE, WASHINGTON, DC  200029997
   Phone: 5555555555

Bill Number: 631-K700YET               Category: RX CO-PAYMENT/SC VET
Date  Prepared: APR 20, 2017             Status: CS STOP PLACED
Date Activated: APR 20, 2017@20:46:30
Date Status Up: OCT 09, 2017                 By: HARMON,LUCILLE
Resulting From:
        Remark:

Interest Effective Rate Date: JAN 01, 2012         Annual Rate: .01
   Admin Effective Rate Date: JAN 01, 2012         Monthly Rate: 1.87
   Last Int/Admin Charge Date:
+          |% EEOB | Enter ?? for more actions|
SU Suspend Bill          RB Recall Bill          IA Increase Adjustment
ST Stop TCSP             RD Recall Debtor        EA Exit Action
TF Term Fiscal           DA Decrease Adjustment
Select Action:Next Screen// ST   Stop TCSP

Referral to Cross-Servicing has already been stopped for this bill.
Stop Cross-Servicing referral effective date: OCT 24, 2017
Stop Cross-Servicing referral reason        : WAIVER
Do you wish to re-institute Cross-Servicing Referral for this bill? NO// YES

Bill is now eligible to be Referred to Cross-Servicing
```

Figure 45: TCSP Reconciliation Worklist – Account Profile – Suspend Bill

```
BP Bill Profile      BT Bill Trans      SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill     RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal     IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                                         EA Exit Action
Select Action: Quit//SU


  ======== Bill# K700006 (1 of 1 selected) ========

        Principal Balance:      230.50  FY: 17  Principal Balance: 230.50
         Interest Balance:        0.00
            Admin Balance:       30.00
                              -----------
            TOTAL Balance:      260.50

   Are you sure you want to record this bill as a Suspension? NO// YES
  Transaction number 2724 added ...
SUSPENDED DATE: T  (OCT 09, 2017)
SUSPENSION TYPE: ?
     Select the number (between 0 and 11) that corresponds to the type of
     suspension for this copay waiver request.
     Choose from:
        0         NON-COPAY SUSPENSION
        1         INITIAL CO-PAY WAIVER
        2         APPEAL CO-PAY WAIVER
        3         ADMINISTRATIVE SUSPENSION
        4         COMPROMISE
        5         TERMINATION
        6         BANKRUPTCY CHAP 7
        7         BANKRUPTCY CHAP 13
        8         BANKRUPTCY OTHER
        9         PROBATE
        10        CHOICE
        11        DISPUTE
SUSPENSION TYPE: 0  NON-COPAY SUSPENSION
COMMENTS:
  THERE ARE NO LINES!
  Edit? NO//
  * * * * * Suspension has been PROCESSED! * * * * *

Enter RETURN to continue:
```

Figure 46: TCSP Reconciliation Worklist – Account Profile – Re-Establish Bill

```
BP Bill Profile      BT Bill Trans      SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill     RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal     IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                                         EA Exit Action
Select Action: Quit//RE

   ======== Bill# K504JYP (1 of 1 selected) ========


Enter Re-Establish Amount: 152
COMMENTS:
  Edit? NO//

     442-K504JYP is in the ACTIVE status for $152

Checking for Prepayment Receivable......

Enter RETURN to continue:
```

Figure 47: TCSP Reconciliation Worklist – Account Profile – Recall Bill

```
BP Bill Profile      BT Bill Trans      SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill     RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal     IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                                         EA Exit Action
Select Action: Quit// rb    Recall Bill

   ======== Bill# K403NDN (1 of 1 selected) ========

Are you sure you want to set this bill to be recalled from Cross-Servicing? NO//
 YES

     Select one of the following:

         01        DEBT REFERRED IN ERROR
         07        AGENCY IS FORGIVING DEBT
         08        AGENCY CAN COLLECT THROUGH INTERNAL OFFSET

Enter response: 07  AGENCY IS FORGIVING DEBT
Setting this bill for Recall from Cross-Servicing is complete


Enter RETURN to continue:
```

Figure 48: TCSP Reconciliation Worklist – Account Profile – Delete Bill Recall

```
Account Profile            Oct 09, 2017@16:31:14          Page:   1 of    1
Account: DEBTOR,TWO                        DOB: JUN 21, 1982
   Addr: 208 S LINCOLN, BLAIR, CO 8888       Phone: (555) 555-555
   RX Copay Exempt: YES   (INCOME<PENSION)
   ACCOUNT BALANCE: 86.96                  Pending Payments: 0.00
      BillNum  CareDate  Stat  Bill Type        Principal Interest    Admin
1     K403NDN  01/16/14  ACTI  RX CO-PAYMENT/NSC VE   47.98      0.19    38.79
                                                  --------- -------- --------
      TOTAL BALANCE OWED FOR ALL BILLS DISPLAYED     47.98      0.19    38.79

** Account forwarded to TOP: 08/11/2014     Total TOP Amount:        47.98

Debt Referred to Cross-Servicing            Total CS Debt:          86.96


         Enter ?? for more actions
BP Bill Profile      BT Bill Trans      SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill     RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal     IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                                         EA Exit Action
Select Action: Quit// RB   Recall Bill

   ======== Bill# K403NDN (1 of 1 selected) ========


This bill has already been set for recall from Cross-Servicing.
Do you wish to delete the Cross-Servicing Recall for this bill? NO// YES

Recall from Cross-Servicing has been deleted for this bill.

Enter RETURN to continue:
```

Figure 49: TCSP Reconciliation Worklist – Account Profile – Term Fiscal

```
Account Profile            Dec 29, 2017@16:28:58        Page:   1 of    2
Account: DEBTOR,THREE (104060979P)                      DOB: JUN 09, 1978
   Addr: 8 Oak Park Avenue, Oak Park, IL  60301         Phone: 9991112345
   RX Copay Exempt: N/A
   ACCOUNT BALANCE: 7983.33              Pending Payments: 0.00          C
        BillNum  CareDate  Stat  Bill Type        Principal Interest    Admin
1       K70000G  10/09/17  ACTI  TRICARE PATIENT      20.00     0.00     0.00
2       K70000D  05/24/17  ACTI  TRICARE PATIENT       0.00     0.00     5.00
3      yK70000E  05/24/17  COLL  TRICARE PATIENT    5456.00     0.00     0.00
4       K70000C  05/15/17  ACTI  TRICARE PATIENT      15.00     0.00     0.00
5       K70000A  04/26/17  ACTI  TRICARE PATIENT      10.00     0.00     0.00
6       K70000B  04/26/17  ACTI  TRICARE PATIENT       5.00     0.00     0.00
7      yK700007  04/19/17  ACTI  TRICARE PATIENT     450.00     0.00     0.00
8      yK700008  04/19/17  ACTI  TRICARE PATIENT       0.00     0.00    51.50
9      yK700009  04/19/17  ACTI  TRICARE PATIENT      17.00     1.00    44.00
10     yK700006  04/18/17  COLL  TRICARE PATIENT     230.50     0.00    30.00
11     yK600006  08/10/15  ACTI  C (MEANS TEST)     1027.25     0.00   116.08
12     yK600003  08/01/15  COLL  C (MEANS TEST)      505.00     0.00     0.00
+          Enter ?? for more actions
BP Bill Profile     BT Bill Trans       SS Select Status    NA Select New Acct
ST Stop TCSP        RB Recall Bill      RD Recall Debtor     CN Cancel/Edit/Add
SU Suspend Bill     TF Term Fiscal      IA Increase Adj      DA Decrease Adj
```

```
RE ReEstablish Bill                             EA Exit Action
Select Action: Next Screen// TF   Term Fiscal
Select Bill(s):  (1-13): 3
BP Bill Profile      BT Bill Trans        SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill       RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal       IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                             EA Exit Action
Select Action: Quit// TF=3
    ======== Bill# K70000E (1 of 1 selected) ========

        Principal Balance:     5456.00  FY: 17  Principal Balance: 5456.00
         Interest Balance:        0.00
            Admin Balance:        0.00
                            -----------
            TOTAL Balance:     5456.00

  Are you sure you want to record this bill as a Fiscal Officer Termination? NO//
   Transaction number 2821 added ...
TERMINATION DATE: T-1  (DEC 28, 2013)
TERMINATION REASON: ?
     Enter code for termination reason.
     Choose from:
       1        DEBTOR'S DEATH
       2        BANKRUPTCY
       3        INABILITY TO LOCATE
       4        WAIVED
       5        COMPROMISED
       6        A DEBT UNDER $25
       7        INABILITY TO COLLECT
       8        INCORRECT BILLING
       9        OTHERS
TERMINATION REASON: 9  OTHERS
COMMENTS:
  THERE ARE NO LINES!
  Edit? NO//

Creating FMS Write-off document ... WR-5289K7A0003 created.
  * * * * * Fiscal Officer Termination has been PROCESSED! * * * * *

   * * * * Transmission will be held until JAN 01, 2014 * * * *

Enter RETURN to continue:
```

Figure 50: TCSP Reconciliation Worklist – Account Profile – Select Status

```
BP Bill Profile      BT Bill Trans      SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill     RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal     IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                                         EA Exit Action
Select Action: Quit// SS
This option will allow you to specify which bill statuses to display.

   The following is a list of available statuses for bills:
   -----------------------------------------------------------
   15 INCOMPLETE                      ** 16 ACTIVE            selected
   18 NEW BILL                           20 PENDING APPROVAL
   22 COLLECTED/CLOSED   selected        23 WRITE-OFF         selected
** 26 CANCELLED BILL                      27 BILL INCOMPLETE
   31 RETURNED FROM AR                    32 RETURNED FOR AME
   39 CANCELLATION       selected         40 SUSPENDED
   41 REFUNDED                            42 OPEN             selected
   44 REFUND REVIEW      selected         49 ARCHIVED
   53 CS BILL RECALL     selected
** indicates account has bills under status **

Select STATUS of bills to display: 26
```

Figure 51: TCSP Reconciliation Worklist – Account Profile – Recall Debtor

```
BP Bill Profile      BT Bill Trans      SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill     RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal     IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                                         EA Exit Action
Select Action: Quit// RD    Recall Debtor
Are you sure you want to recall this debtor and bills from Cross-Servicing? NO//
 YES
TCSP RECALL REASON: ?

Choose from:
03       BANKRUPTCY WITH AUTOMATIC STAY
05       DEBTOR IS DISABLED WITH INABILITY TO PAY
06       DEBTOR IS DECEASED
TCSP RECALL REASON: 03   BANKRUPTCY WITH AUTOMATIC STAY
Setting this debtor for Recall from Cross-Servicing is complete

Enter RETURN to continue:
```

Figure 52: TCSP Reconciliation Worklist – Account Profile – Increase Adj

```
BP Bill Profile        BT Bill Trans        SS Select Status    NA Select New Acct
ST Stop TCSP           RB Recall Bill       RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill        TF Term Fiscal       IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                                             EA Exit Action
Select Action: Quit// IA   Increase Adj

   ======== Bill# K403XYZ (1 of 1 selected) ========


   Is this a TREASURY reversal ? NO//

          Principal Balance:        47.98  FY: 14  Principal Balance: 16.00
           Interest Balance:         0.19
              Admin Balance:        38.79
                                -----------
              TOTAL Balance:        86.96

Checking the bill's balance ... OUT of Balance!

                    BALANCE:   Calculated      Stored
                    -------  -----------------------
          Principal Balance:        23.00         47.98  <<-- OUT OF BALANCE
           Interest Balance:         0.19          0.19
              Admin Balance:        31.79         38.79  <<-- OUT OF BALANCE
                 MF Balance:         0.00          0.00
                 CC Balance:         0.00          0.00
                    -------  -----------------------
                    TOTAL:         54.98         86.96  <<-- OUT OF BALANCE

   Do you want to FIX the balance discrepancy ? YES//
Balance Discrepancy FIXED!

Enter the INCREASE Adjustment AMOUNT, from .01 to 9999999.99.
   INCREASE PRINCIPAL BALANCE BY: 5

If you process the transaction, the bill will look like:
Current Principal Balance:        23.00
   NEW INCREASE Adjustment:         5.00
                                -----------
     NEW Principal Balance:        28.00

Are you sure you want to enter this INCREASE adjustment ? YES// YES
   Adjustment Transaction: 8202689 has been added.

Enter a comment for the INCREASE Adjustment:
COMMENTS:
   Edit? NO//

Enter RETURN to continue:
```

Figure 53: TCSP Reconciliation Worklist – Account Profile – Select New Acct

```
BP Bill Profile      BT Bill Trans      SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill     RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal     IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                                         EA Exit Action
Select Action: Quit// NA    Select New Acct

This option will allow you to select a new account.

Select ACCOUNT or BILL NUMBER:  K001MFJ
```

```
Account Profile            Oct 09, 2017@16:56:23      Page:    1 of    5
Account: DEBTOR,FIVE S(6666666666)                    DOB: NOV 21, 1950
   Addr: 1710 NORTH KIPLING AVE, KELLEY, NH  00000    Phone: (111) 111-1111
   RX Copay Exempt: NO
   ACCOUNT BALANCE: 976.43              Pending Payments: 0.00
     BillNum  CareDate  Stat  Bill Type        Principal Interest    Admin
1     K5060NV  05/23/17  CANC  RX CO-PAYMENT/NSC VE   0.00    0.00     0.00
2     K5060NW  05/23/17  OPEN  RX CO-PAYMENT/NSC VE  16.00    0.00     0.00
3     K5051JR  05/08/15  ACTI  RX CO-PAYMENT/SC VET   8.00    0.01     0.00
4     K5049LV  02/20/15  ACTI  RX CO-PAYMENT/NSC VE   9.00    0.04     0.00
5     K503XNB  01/21/15  ACTI  C (MEANS TEST)        80.00    0.34     0.00
6     K503SD9  01/02/15  ACTI  C (MEANS TEST)        80.00    0.41     0.00
7     K503N9T  12/19/14  ACTI  RX CO-PAYMENT/NSC VE   9.00    0.06     0.00
8     K503MEM  12/16/14  ACTI  C (MEANS TEST)        30.00    0.20     0.00
9     K404RLX  05/14/14  ACTI  C (MEANS TEST)        15.00    0.14     0.00
10    K404GE4  04/15/14  ACTI  C (MEANS TEST)        50.00    0.60     0.00
11    K404FYS  04/14/14  ACTI  RX CO-PAYMENT/NSC VE   9.00    0.14     0.00
12    K40474V  03/19/14  ACTI  RX CO-PAYMENT/NSC VE  18.00    0.31     0.00
+          Enter ?? for more actions
BP Bill Profile      BT Bill Trans      SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill     RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal     IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                                         EA Exit Action
Select Action: Next Screen//
```

Figure 54: Account Profile: Cancel/Edit/Add

```
Account Profile              Oct 09, 2017@16:56:23         Page:    1 of    5
Account: DEBTOR,FIVE S(6666666666)                      DOB: NOV 21, 1950
    Addr: 1710 NORTH KIPLING AVE, KELLEY, NH  00000     Phone: (111) 111-1111
    RX Copay Exempt: NO
    ACCOUNT BALANCE: 976.43              Pending Payments: 0.00
      BillNum  CareDate  Stat  Bill Type          Principal  Interest     Admin
1     K5060NV  05/23/17  CANC  RX CO-PAYMENT/NSC VE    0.00      0.00      0.00
2     K5060NW  05/23/17  OPEN  RX CO-PAYMENT/NSC VE   16.00      0.00      0.00
3     K5051JR  05/08/15  ACTI  RX CO-PAYMENT/SC VET    8.00      0.01      0.00
4     K5049LV  02/20/15  ACTI  RX CO-PAYMENT/NSC VE    9.00      0.04      0.00
5     K503XNB  01/21/15  ACTI  C (MEANS TEST)         80.00      0.34      0.00
6     K503SD9  01/02/15  ACTI  C (MEANS TEST)         80.00      0.41      0.00
7     K503N9T  12/19/14  ACTI  RX CO-PAYMENT/NSC VE    9.00      0.06      0.00
8     K503MEM  12/16/14  ACTI  C (MEANS TEST)         30.00      0.20      0.00
9     K404RLX  05/14/14  ACTI  C (MEANS TEST)         15.00      0.14      0.00
10    K404GE4  04/15/14  ACTI  C (MEANS TEST)         50.00      0.60      0.00
11    K404FYS  04/14/14  ACTI  RX CO-PAYMENT/NSC VE    9.00      0.14      0.00
12    K40474V  03/19/14  ACTI  RX CO-PAYMENT/NSC VE   18.00      0.31      0.00
+          Enter ?? for more actions
BP Bill Profile      BT Bill Trans       SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill      RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal      IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                                          EA Exit Action
Select Action: Next Screen//CN


Search for CHARGES from: OCT 09, 2016//                  to: OCT 09, 2017//    (OCT
09, 2017)
Include RX COPAY charges? NO// YES


Charges                      Oct 09, 2017@16:06:31         Page:    1 of    3
Cancel/Edit/Add Charges                                 10/09/16 THRU 10/09/17
Patient: DEBTOR,FIVE S L9999
     Bill From Bill To   Charge Type       Stop Bill #   Status       Charge
1    04/10/17  04/10/17  TRICARE RX COPAY NEW           CANCELLED     $10
2    04/18/17  04/18/17  TRICARE RX COPAY NEW           CANCELLED     $35
3    04/18/17  04/18/17  TRICARE RX COPAY NEW   K700006 BILLED        $35
4    04/18/17  04/18/17  TRICARE RX COPAY NEW   K700006 BILLED        $55
5    04/18/17  04/18/17  TRICARE RX COPAY NEW   K700006 BILLED        $45
6    04/19/17  04/19/17  TRICARE RX COPAY NEW   K700006 BILLED        $50
7    04/19/17  04/19/17  TRICARE RX COPAY NEW           INCOMPLETE    $32
8    04/19/17  04/19/17  TRICARE RX COPAY NEW   K700007 CANCELLED     $50
9    04/19/17  04/19/17  TRICARE RX COPAY NEW   K700008 CANCELLED     $2
10   04/19/17  04/19/17  TRICARE RX COPAY CANCELK700008 BILLED        ($2)
+          Enter ?? for more actions
AC  Add a Charge          CP  Change Patient      UE  Update Events
EC  Edit a Charge         CD  Change Date Range
CC  Cancel a Charge       PC  Pass a Charge
Select Action: Next Screen//
```

Figure 55: Account Profile: Cancel/Edit/Add – Add A Charge

```
                       A D D   A   C H A R G E
-------------------------------------------------------------------------
   Name: DEBTOR,ONE                        ** NO ACTIVE BILLING CLOCK **
     ID: 999-99-9999
-------------------------------------------------------------------------

Select CHARGE TYPE: TRICARE
     1    TRICARE INPT COPAY  DG TRICARE INPT COPAY NEW
     2    TRICARE OPT COPAY   DG TRICARE OPT COPAY NEW
     3    TRICARE RX COPAY    DG TRICARE RX COPAY NEW
CHOOSE 1-3: 3  DG TRICARE RX COPAY NEW

Charge Amount: 20

Okay to add this charge? YES
Billing the TRICARE patient copayment charge...completed.
```

Figure 56: Account Profile: Cancel/Edit/Add - Cancel A Charge

```
Charges                        Oct 09, 2017@16:19:49        Page:    1 of   3
Cancel/Edit/Add Charges                                  10/09/16 THRU 10/09/17
Patient: DEBTOR,ONE O9999
     Bill From Bill To   Charge Type       Stop Bill #     Status       Charge
1    04/10/17  04/10/17  TRICARE RX COPAY NEW              CANCELLED     $10
2    04/18/17  04/18/17  TRICARE RX COPAY NEW              CANCELLED     $35
3    04/18/17  04/18/17  TRICARE RX COPAY NEW    K700006   BILLED        $35
4    04/18/17  04/18/17  TRICARE RX COPAY NEW    K700006   BILLED        $55
5    04/18/17  04/18/17  TRICARE RX COPAY NEW    K700006   BILLED        $45
6    04/19/17  04/19/17  TRICARE RX COPAY NEW    K700006   BILLED        $50
7    04/19/17  04/19/17  TRICARE RX COPAY NEW              INCOMPLETE    $32
8    04/19/17  04/19/17  TRICARE RX COPAY NEW    K700007   CANCELLED     $50
9    04/19/17  04/19/17  TRICARE RX COPAY NEW    K700008   CANCELLED     $2
10   04/19/17  04/19/17  TRICARE RX COPAY CANCELK700008    BILLED        ($2)
+           Enter ?? for more actions
AC   Add a Charge          CP   Change Patient      UE  Update Events
EC   Edit a Charge         CD   Change Date Range
CC   Cancel a Charge       PC   Pass a Charge
Select Action: Next Screen// CC   Cancel a Charge
Select Charge(s):  (1-10): 7


                   C A N C E L   A   C H A R G E
                       Processing Charge #7
-------------------------------------------------------------------------
   Name: DEBTOR,ONE                        Type: TRICARE RX COPAY NEW
     ID: 999-99-9999P                       Amt: $32 (INCOMPLETE)
-------------------------------------------------------------------------

Select CANCELLATION REASON: ?
 Answer with IB CHARGE REMOVE REASONS NUMBER, or NAME, or ABBREVIATION
 Do you want the entire IB CHARGE REMOVE REASONS List? Y  (Yes)
   Choose from:
   1         RX REFUSED
   2         RX NEVER RECEIVED
```

Figure 57: Account Profile: Cancel/Edit/Add - Cancel A Charge (cont'd.)

```
    3            RX RETURNED/DAMAGED (MAIL)
    4            ENTERED IN ERROR
    5            RX CANCELLED
    6            INPATIENT/PASS
    7            INVESTIGATIONAL DRUG
    8            RX DELETED
    9            EMPLOYEE
    10           CNH - 3 DAY
    11           PATIENT DECEASED
    12           SUPPLY ITEM
    13           BEDSIDE MEDICATIONS
    14           ELIGIBILITY INCORRECT
    15           CHANGE IN ELIGIBILITY
    16           RX EDITED
    17           MT OP APPT NO-SHOW
    18           MT OP APPT CANCELLED
    19           MT CHARGE EDITED
    20           INSURANCE CO PAID IN FULL
                                          ^
Select CANCELLATION REASON: 1  RX REFUSED

Okay to cancel this charge? YES
Updating the status of the charge to 'cancelled'... done.

Press RETURN to process the next charge or to return to the list:
```

Figure 58: Account Profile: Cancel/Edit/Add - Change Patient

```
Charges                     Oct 09, 2017@16:22:58         Page:   1 of   3
Cancel/Edit/Add Charges                             10/09/16 THRU 10/09/17
Patient: DEBTOR,ONE D9999
      Bill From Bill To   Charge Type      Stop Bill #    Status     Charge
1    04/10/17  04/10/17  TRICARE RX COPAY NEW            CANCELLED   $10
2    04/18/17  04/18/17  TRICARE RX COPAY NEW            CANCELLED   $35
3    04/18/17  04/18/17  TRICARE RX COPAY NEW    K700006 BILLED      $35
4    04/18/17  04/18/17  TRICARE RX COPAY NEW    K700006 BILLED      $55
5    04/18/17  04/18/17  TRICARE RX COPAY NEW    K700006 BILLED      $45
6    04/19/17  04/19/17  TRICARE RX COPAY NEW    K700006 BILLED      $50
7    04/19/17  04/19/17  TRICARE RX COPAY NEW            CANCELLED   $32
8    04/19/17  04/19/17  TRICARE RX COPAY NEW    K700007 CANCELLED   $50
9    04/19/17  04/19/17  TRICARE RX COPAY NEW    K700008 CANCELLED   $2
10   04/19/17  04/19/17  TRICARE RX COPAY CANCELK700008 BILLED       ($2)
+            Enter ?? for more actions
AC  Add a Charge          CP  Change Patient      UE  Update Events
EC  Edit a Charge         CD  Change Date Range
CC  Cancel a Charge       PC  Pass a Charge
Select Action: Next Screen// CP   Change Patient
Select PATIENT NAME: ZZTEST,MAN  ZZTEST,MAN      1-1-60    000009876    NO
```

Figure 59: AccountCCOUNT ProfileROFILE: CancelANCEL/AddDD/EditDIT ChargesHARGES - ChangeHANGE Date DATE Range

```
Charges                    Oct 24, 2017@17:50:26        Page:    1 of    1
Cancel/Edit/Add Charges                               10/24/16 THRU 10/24/17
Patient: ACSD,TSTON NHIUA A0078
  Bill From  Bill To   Charge Type        Stop    Bill #   Status     Charge

No charges meet criteria


          Enter ?? for more actions
AC  Add a Charge          CP  Change Patient        UE  Update Events
EC  Edit a Charge         CD  Change Date Range
CC  Cancel a Charge       PC  Pass a Charge
Select Action: Quit// CD   Change Date Range
Search for CHARGES from: OCT 24, 2016// 010112  (JAN 01, 2012)
                    to: OCT 24, 2017// 013112  (JAN 31, 2012)
Include RX COPAY charges? NO// YES


Charges                    Oct 24, 2017@17:51:09        Page:    1 of    1
Cancel/Edit/Add Charges                               01/01/12 THRU 01/31/12
Patient: ACSD,TSTON NHIUA A0078
  Bill From  Bill To   Charge Type        Stop    Bill #   Status     Charge
1 01/01/12  01/16/12  INPT PER DIEM NEW          K200ZFB  CANCELLED   $160
2 01/01/12  01/16/12  INPT PER DIEM CANCEL       K200ZFB  BILLED     ($160)




          Enter ?? for more actions
AC  Add a Charge          CP  Change Patient        UE  Update Events
EC  Edit a Charge         CD  Change Date Range
CC  Cancel a Charge       PC  Pass a Charge
Select Action: Quit//
```

Figure 60: AccountCCOUNT ProfileROFILE: CancelCANCEL/AddDD/EditDIT ChargesHARGES -
PassASS A ChargeCHARGE:

```
Charges              Oct 09, 2017@16:31:46        Page:    2 of    3
Cancel/Edit/Add Charges                         10/09/16 THRU 10/09/17
Patient: DEBTOR,TWO D9999
+   Bill From Bill To   Charge Type      Stop Bill #    Status     Charge
11  04/19/17  04/19/17  TRICARE RX COPAY NEW    K700009  CANCELLED   $4
12  04/25/17  04/25/17  TRICARE RX COPAY NEW             INCOMPLETE  $20
13  04/25/17  04/25/17  TRICARE RX COPAY NEW    K700006  BILLED      $10
14  04/26/17  04/26/17  TRICARE RX COPAY NEW    K70000A  BILLED      $10
15  04/26/17  04/26/17  TRICARE RX COPAY NEW    K70000B  CANCELLED   $5
16  05/15/17  05/15/17  TRICARE RX COPAY NEW    K70000C  BILLED      $15
17  05/24/17  05/24/17  TRICARE RX COPAY CANCELK70000B  BILLED      ($5)
18  05/24/17  05/24/17  TRICARE RX COPAY NEW    K70000D  BILLED      $500
19  05/24/17  05/24/17  TRICARE RX COPAY NEW    K70000E  BILLED      $5456
20  05/24/17  05/24/17  TRICARE RX COPAY CANCELK700009  BILLED      ($4)
+        Enter ?? for more actions
AC  Add a Charge         CP  Change Patient      UE  Update Events
EC  Edit a Charge        CD  Change Date Range
CC  Cancel a Charge      PC  Pass a Charge
Select Action: Next Screen// PC   Pass a Charge
Select Charge(s):  (11-20): 12
Charge #12 has now been passed

Type <Enter> to continue or '^' to exit:
```

Figure 61: Account Profile: Cancel/Edit/Add Charges - Update Events

```
Cancel/Edit/Add Charges                         10/09/16 THRU 10/09/17
Patient: DEBTOR,TWO D9999
+   Bill From Bill To   Charge Type      Stop Bill #    Status     Charge
11  04/19/17  04/19/17  TRICARE RX COPAY NEW    K700009  CANCELLED   $4
12  04/25/17  04/25/17  TRICARE RX COPAY NEW    K700006   ILLED      $20
13  04/25/17  04/25/17  TRICARE RX COPAY NEW    K700006  BILLED      $10
14  04/26/17  04/26/17  TRICARE RX COPAY NEW    K70000A  BILLED      $10
15  04/26/17  04/26/17  TRICARE RX COPAY NEW    K70000B  CANCELLED   $5
16  05/15/17  05/15/17  TRICARE RX COPAY NEW    K70000C  BILLED      $15
17  05/24/17  05/24/17  TRICARE RX COPAY CANCELK70000B  BILLED      ($5)
18  05/24/17  05/24/17  TRICARE RX COPAY NEW    K70000D  BILLED      $500
19  05/24/17  05/24/17  TRICARE RX COPAY NEW    K70000E  BILLED      $5456
20  05/24/17  05/24/17  TRICARE RX COPAY CANCELK700009  BILLED      ($4)
+        Enter ?? for more actions
AC  Add a Charge         CP  Change Patient      UE  Update Events
EC  Edit a Charge        CD  Change Date Range
CC  Cancel a Charge      PC  Pass a Charge
Select Action: Next Screen// UE   Update Events


Update Events        Oct 09, 2017@16:38:22        Page:    1 of    1
Cancel/Edit/Add Charges                         Update Billable Events
Patient: DEBTOR,TWO D9999                                  Date Charges
   Event Type         Ward              Event Date  Status  Last Calc

   This patient has no inpatient event records stored in Billing.

         Enter ?? for more actions
CS  Change Status       LC  Last Calc Date
Select Event: Quit//     QUIT
```

Figure 62: AccountCCOUNT ProfileROFILE: DecreaseECREASE AdjustmentDJUSTMENT

```
Account Profile              Oct 09, 2017@16:38:46       Page:    1 of    1
Account: DEBTOR,ONE(999999999)                          DOB: FEB 09, 1976
   Addr: 9999 Oak Park Avenue, Oak Park, IL  60301       Phone: 9991112345
   RX Copay Exempt: N/A
   ACCOUNT BALANCE: 6833.60            Pending Payments: 0.00          C
     BillNum  CareDate  Stat  Bill Type          Principal Interest    Admin
1    K700007  04/19/17  CANC  TRICARE PATIENT         0.00     0.00     0.00
2    K700006  04/18/17  OPEN  TRICARE PATIENT       280.50     0.00    30.00
                                                 --------- -------- --------
   TOTAL BALANCE OWED FOR ALL BILLS DISPLAYED      280.50     0.00    30.00

Debt Referred to Cross-Servicing          Total CS Debt:        0.00

Comments


          Enter ?? for more actions
BP Bill Profile      BT Bill Trans       SS Select Status    NA Select New Acct
ST Stop TCSP         RB Recall Bill      RD Recall Debtor    CN Cancel/Edit/Add
SU Suspend Bill      TF Term Fiscal      IA Increase Adj     DA Decrease Adj
RE ReEstablish Bill                                          EA Exit Action
Select Action: Quit// DA   Decrease Adj
Select Bill(s):  (1-2): 2

  ======== Bill# K700006 (1 of 1 selected) ========

        Principal Balance:      280.50  FY: 17  Principal Balance: 280.50
         Interest Balance:        0.00
            Admin Balance:       30.00
                               -----------
            TOTAL Balance:      310.50

Checking the bill's balance ... IN Balance!

Enter the DECREASE Adjustment AMOUNT, from .01 to 280.50.
  DECREASE PRINCIPAL BALANCE BY: 50

If you process the transaction, the bill will look like:
Current Principal Balance:      280.50
  NEW DECREASE Adjustment:      -50.00
                               -----------
    NEW Principal Balance:      230.50

Are you sure you want to enter this DECREASE adjustment ? YES//

Creating FMS Modified Billing Document...
Document #20 Created.

  Adjustment Transaction: 2721 has been added.

Enter a comment for the DECREASE Adjustment:
COMMENTS:
  THERE ARE NO LINES!
  Edit? NO//

Enter RETURN to continue:
```

5. Cross-Servicing Batch Jobs

The PRCA Nightly Process is a set of AR routines scheduled to run at the same time every night. These routines update all actions completed through the VistA AR software, and initiate all weekly Cross-Servicing messages transmitted to AITC. Cross-Servicing Weekly Messages are transmitted every Tuesday at 1:00 AM ET to AITC and the local VistA mail groups (G.TCSP).

The Cross-Servicing routines that run as part of the PRCA Nightly Process update the following Cross-Servicing actions. These actions are described in more detail in this section.

- **Referral Batch Job**: Transmits new debt to Cross-Servicing that meets all of the required criteria.

- **Update Batch Job**: For those debtors referred to Cross-Servicing, transmits updates to the name (e.g., marriage, etc.), mailing address, phone number, Tax Identification Number (TIN) (Social Security Number [SSN]), and date of birth. Additionally, the Update File contains decrease adjustments.

- **Recall Batch Job**: Recalls all debts and debtors that have been flagged in VistA for recall from Cross-Servicing.

Figure 63: Referral, Update & Recall Files Transfer Schedule for Cross-Servicing
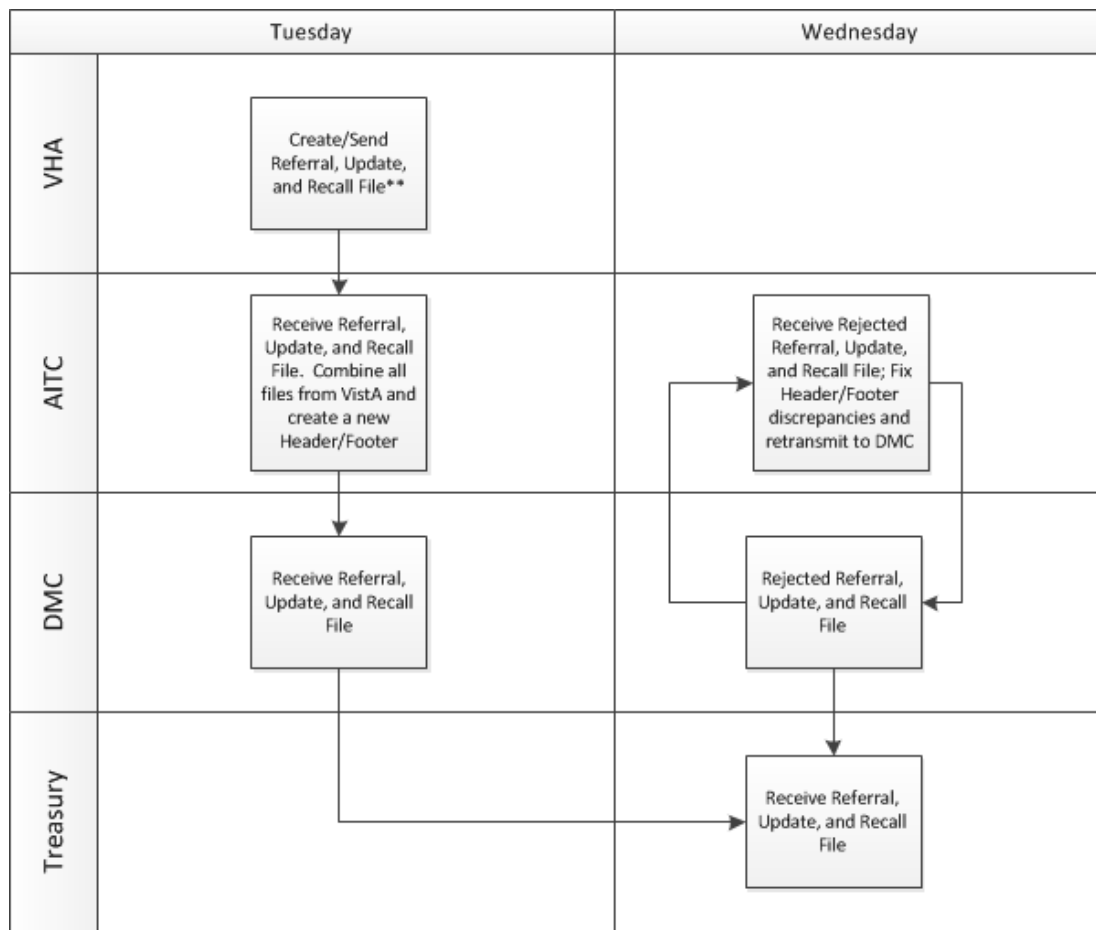
** If the files from VistA to AITC are corrupted or error out, AITC will return them back to VistA.

5.1 Referral Batch Job

The Cross-Servicing Referral batch job runs weekly on Tuesday. For a debt to be automatically referred to Cross-Servicing, the following criteria must be true:

- The bill must be delinquent 120 days or more.

- The Debtor Type must be a First Party bill.

- The bill status must be *Active*.

- The Site Deletion Referral Flag for a debtor must be set to 'blank' or 'NO' in the AR Debtor File (#340).

- The DMC Referral Flag must be removed from the bill. *DATE SENT TO DMC* (File 430,121) must be Null and *DMC Debt Valid* (File 430,125) must be No or Pending.

- An individual bill must be equal to or greater than $25.00.

- The *Letter3* field is populated with a Collection Follow-up Date.

When the Cross-Servicing Referral batch job runs, VistA generates bulletins (MailMan messages), which lists all of the new debt / debtors referred to Cross-Servicing. The bulletins are described in the following sub-sections.

5.1.1 Add New Debt Referral

For new debt being referred to Cross-Servicing, where a debtor has NOT been previously referred, the "CS Add Referral" bulletin is generated, which includes the Bill Number, SSN (*TIN*) of the debtor, the action code (*TYPE*), "A", which refers to "Add New Debt" (refer to *Appendix A. Cross-Servicing Record Types & Action Codes*), and the amount of the debt referred to Cross-Servicing (*AMOUNT*) (Figure 64). Cross-Servicing referred text will also display on the various AR profile and bill screens (refer to *Section 3 Cross-Servicing Fields & Messages*). The new debt and debtor are included in the Referral File.

Figure 64: Bulletin: 'CS Add Referral' (New Cross-Servicing Referral Debt)

```
Subj: CS ADD REFERRAL SENT ON 08/25/14 BATCH ID: 08250002   [#246092]
08/25/14@17:45   27 lines
From: AR PACKAGE   In 'IN' basket.   Page 1   *New*
-----------------------------------------------------------------------------
Bill#                            TIN        TYPE      AMOUNT
-----                            ---        ----      ------
631-K001CDK                      777110070   A        26.31
631-K001IIM                      777110070   A        50.84
631-K001T91                      777110070   A        81.39
631-K0027MG                      777110070   A        50.76
631-K0031VC                      777110070   A        36.48
631-K1003J7                      777110070   A        45.55
```

For all newly referred debt, where a debtor has NOT been previously referred, additional transmission messages will also be generated, along with the CS ADD REFERRAL bulletin.

Using Bill # 631-K001CDK from the above figure, the following figures represent example transmission messages that are also generated.

Figure 65: Record Type 1 – Action Code A – Add New Debt

```
C1 A3636001200DM1D 631K001CDK0000000000001331904 I    A MSCC2010021120100211000
00000000000000000000002631                                              N
0000000002400000000000004400000000000018700000000000000                 ^
```

Figure 66: Record Type 2 – Action Code A – Add New Debtor

```
C2 A3636001200DM1D 631K001CDK0000000000001331904631000000004829777110070SSNICS
ALLI                    TSTTON                           NHIFSA
                 I                                        ^
```

Figure 67: Record Type 2A – Action Code A – Add New Individual Debtor

```
C2AA3636001200DM1D 631K001CDK0000000000001331904631000000004829   M19540426
```

Figure 68: Record Type 2C – Action Code A – Add New Debtor Contact Information

```
C2CA3636001200DM1D 631K001CDK0000000000001331904631000000004829777110070SLFIND

Y2 Massachusetts Ave NE         222TestStreetAddress11Ave     ^
   WASHINGTON     DC200029997USYP5555555555    Y
```

Figure 69: Record Type 3 – Action Code A – Add Case Information

```
C3 A3636001200DM1D 631K001CDK0000000000001331904631000000004829   SLF        00
000000000000              SLFIND
```

5.1.2 New Debt for Existing Debtor

For new debt being referred to Cross-Servicing, where a debtor has been previously referred to Cross-Servicing, VistA generates the "CS Add Referral" bulletin, as in Figure 64, and a "CS Existing Debtor" bulletin (Figure 70), which includes the Bill Number, SSN (*TIN*) of the debtor, and the action code (*TYPE*), "B" (for Add New Debt to Existing Debtor) (refer to *Appendix A. Cross-Servicing Record Types & Action Codes*).

Figure 70: Bulletin: 'CS Existing Debtor' (New Debt for Existing Debtor)

```
Subj: CS EXISTING DEBTOR SENT ON 01/21/15 BATCH ID: 50210011  [#320299]
01/21/15@22:50  83 lines
From: AR PACKAGE  In 'IN' basket.   Page 1
-------------------------------------------------------------------------------

Bill#                           TIN        TYPE      AMOUNT
-----                           ---        ----      ------

442-K601WD2                     777660063   B
442-K601XB6                     777660063   B
```

The bill will be marked as referred to Cross-Servicing in the various account profile screens (refer to *Section 3 Cross-Servicing Fields & Messages*). The new debt is included in the Referral File.

Using Bill #442-K601WD2 from Figure 70, Figure 71 illustrates the IAI record types, action codes, and data that are transmitted to Treasury when new debt is added to a previously referred debtor. This transmission message is generated by VistA, along with the 'CS Add Referral' and 'CS Existing Debtor' bulletins.

Figure 71: Transmission Message: Add Debt to Existing Debtor

```
Subj: 442/CS TRANSMISSION/BATCH#: 50210001  [#320287]   Page 3
-------------------------------------------------------------------------------

C1 A3636001200DM1D 442K601WD200000000000000892735 I   A MSCC2006051720060616000
00000010462000000000010462                                               N
000000000096000000000000008620000000000000000000000000000000

                                                                         -

C3 A3636001200DM1D 442K601WD20000000000000008927354420000000005082 SLF         00
000000000000           SLFIND

                                                                         ^

                                                                         -

C2 B3636001200DM1D 442K601WD20000000000000008927354420000000005082777660063SSNUCS
TOW                           TSTTAVO                           CHEYRG
                  I
```

5.2 Update Batch Job

The Update batch job is scheduled to run weekly on Tuesday after the Referral batch job, transmitting updates to the debtor's patient file and decrease adjustments on the debtor's account.

5.2.1 Updates to Debtor's Patient File

VistA automatically identifies updates to the debtor's name, SSN (TIN), address, date of birth, and gender since the last weekly run, and includes those updates in the Update File.

Depending on what data is updated, the transmitted record type could be 2, 2A, or 2C, with an Action Code of "U". The debtor name and SSN is on Record Type 2 (see the figures below). If the change is gender or date of birth, that data is on Record Type 2A, so the update is for 2A. If

the change is for address, which is on Record Type 2C, the update is for Record Type 2C, with the additional condition that the Action Code is A. When updates are transmitted, an update bulletin and a transmission message are generated. (*Refer to Appendix A. Cross-Servicing Record Types & Action Codes.*)

Figure 72: Bulletin: 'CS Updates' (Updates to Debtor's Patient File)

```
Subj: CS UPDATES SENT ON 11/13/14 BATCH ID: 43170002  [#257603] 11/13/14@21:42
6 lines
From: AR PACKAGE  In 'IN' basket.   Page 1
-------------------------------------------------------------------------------
Bill#                           TIN        TYPE      AMOUNT
-----                           ---        ----      ------
631-K102BDE                     777220047    U
631-K102NPD                     777220040    U
631-K20062Q                     777220042    U
Total Bills: 3

Enter message action (in IN basket): Ignore//
```

Figure 73: Transmission Message: 'CS Updates' (Updates to Debtor's Patient File)

```
Subj: 631/CS TRANSMISSION/BATCH#: 43170002   [#257602] 11/13/14@21:42  10 lines
From: AR PACKAGE  In 'IN' basket.   Page 1
-------------------------------------------------------------------------------
H43170002                 3636001200

                                                              ^

                                                              -
C2 U3636001200DM1D 631K102BDE000000000000015159146310000000013464777220047SSNTCS
WSTEPSIX                     TSTOSTEPSIX                      NHIJSI
                      I                                       ^

                                                              -
C2 U3636001200DM1D 631K102NPD000000000000015312046310000000021857777220040SSNTCS
SVSTEPSIX                    TSTONSTEPSIX                     NHSI
                      I                                       ^

                                                              -
C2 U3636001200DM1D 631K20062Q000000000000015657656310000000030773777220042SSNTCS
-------------------------------------------------------------------------------
ZERSTEPSIX                   TCSCESTEPSIX                     NHI
                      I                                       ^

                                                              -
Z0000000300000000000000043170002          3636001200
```

5.2.2 Adjustments

Additionally, the Update File may include decrease or increase adjustments to the debtor's account. Once a bill has been referred to Cross-Servicing, VistA will continue to allow the following decrease/increase adjustments:

1. DMC offsets.
2. Adjustments that occur when one or more charges under a bill number are canceled.
3. Manual decreases or increases for third party payments via the claims-matching process.

Both manual and automatic decrease adjustments, increase adjustments, and administrative cost adjustments will produce individual, IAI, 5B records with the "Trans Type" field name (position 66-74) in the 5B record as follows:

1. Trans Type = "AIO" (Agency Internal Offset) for automatic decreases via Lockbox.

2. Trans Type = "ABAL" (Agency Balance Adjustment) for manual decreases (via VistA).

A 5B record type will be generated by VistA when the Offset Type begins with "168" (DMC / C&P Originated), when an Overpayment is applied to other Cross-Serviced bills not in Treasury's Collection File, or a manual decrease adjustment (via VistA AR's adjustment feature) is applied to a bill (refer to the following figures). If there are any 5B transactions that take the balance of the bill to zero putting the bill into a collected/closed status, then the bill will no longer be flagged as being Cross-Serviced. The 5B record for increase and administrative cost adjustments will be generated when the user confirms that the adjustment is not a Treasury reversal.

As required by the IAI specifications, the 5B records will include the Signed Principal Amount, Signed Interest Amount, Signed Admin Cost Amount, and Signed Penalty Amount (includes the Marshall Fee and Court Costs amounts in VistA). Note that the Signed Principal Amount is the amount by which the transaction amount changes the principal, not the amount of the principal.

Figure 74: Transmission Message: Manual Decrease Adjustment - ABAL

```
Subj: 500/CS TRANSMISSION/BATCH#: 50290001  [#109833] 01/29/15@19:45  6 lines
From: AR PACKAGE  In 'IN' basket.   Page 1   *New*
--------------------------------------------------------------------------
H50290001             3636001200


                                                          ^


                                                          ~

C5BU3636001200DM1D L500K4000090000000000000000000009500000000000011ABAL      00000
0012820150129500000000000128          -00000000002500000000000000000000000000000
00000000000000-0000000000250                              ^


                                                          ~

Z0000000010000000000025050290001             3636001200
```

Figure 75: Bulletin: Manual Decrease Adjustment - ABAL

```
Subj: CS UPDATES SENT ON 01/29/15 BATCH ID: 50290001   [#109834] 01/29/15@19:45
4 lines
From: AR PACKAGE   In 'IN' basket.   Page 1   *New*
-----------------------------------------------------------------------------
Bill#                             TIN        TYPE        AMOUNT
-----                             ---        ----        ------
500-K400009                       666051572   U          -2.50
Total Bills: 1

Enter message action (in IN basket): Ignore//
```

Figure 76: Transmission Message: Automatic Decrease Adjustment - AIO

```
Subj: 442/CS TRANSMISSION/BATCH#: 51600001   [#332505] 06/09/15@12:26   16 lines
From: AR PACKAGE   In 'IN' basket.   Page 1   *New*
-----------------------------------------------------------------------------
H51600001                3636001200

                                                              ^


                                                              ~

C5BU3636001200DM1D L442K002FRF00000000000000138980044200000025041AIO      00056
1161720150609442000005611617          -0000000008800-00000000000420000000000000
00000000000000-0000000008842                                   ^


                                                              ~


C5BU3636001200DM1D L442K002FRI00000000000000138980344200000025041AIO      00056
1161820150609442000005611618          -0000000003000-00000000000170000000000000
00000000000000-0000000003017                                   ^


                                                              ~

C5BU3636001200DM1D L442K002N9R00000000000000139901544200000028207AIO      00056
1162320150609442000005611623          -0000000009845-00000000000440000000000000
00000000000000-0000000009889                                   ^


                                                              ~


Z000000060000000011639851600001          3636001200
```

Figure 77: Bulletin: Automatic Decrease Adjustment – AIO

```
Subj: CS UPDATES SENT ON 06/09/15 BATCH ID: 51600001   [#332506] 06/09/15@12:26
9 lines
From: AR PACKAGE  In 'IN' basket.   Page 1
-------------------------------------------------------------------------------
Bill#                            TIN        TYPE      AMOUNT
-----                            ---        ----      ------
442-K002FRF                      777440134   U        -88.42
442-K002FRI                      777440134   U        -30.17
442-K002N9R                      777440237   U        -98.89

Total Bills: 3
```

5.3 Recall Batch Job

The Recall batch job is scheduled to run weekly after the Update batch job. This batch job recalls all debt and debtors that have been flagged to be recalled from Cross-Servicing.

5.3.1 Recall Debt

VistA generates the "CS Recalls' bulletin containing the bill number, SSN (*TIN*) and the action code (*TYPE*), "L" for recall (refer to *Appendix A. Cross-Servicing Record Types & Action Codes*) (Figure 78). Along with the bulletin, IAI-formatted transmissions for Record Type 1 will be transmitted. The Record Type 1 transmission includes the bill number and the debt recall reason # ("01" in Figure 79). (Refer to *Section **Error! Reference source not found. Error! Reference source not found.**.)

> **NOTE:**
>
> Once a bill is flagged to be recalled from Cross-Servicing and the Recall Batch Job has run, the bill will no longer be eligible for re-referral to Cross-Servicing. A message will display indicating that reactivation (removing the recall flag) is not available. *(Refer to Section **Error! Reference source not found. Error! Reference source not found.**.)

Figure 78: Bulletin: 'CS Recalls Sent' (Debt Recall)

```
Subj: CS RECALLS SENT ON 01/23/15 BATCH ID: 50230001   [#100645] 01/23/15@15:34
4 lines
From: AR PACKAGE  In 'IN' basket.   Page 1   *New*
-------------------------------------------------------------------------------
Bill#                            TIN        TYPE      AMOUNT
-----                            ---        ----      ------
500-K40000K                      666051572   L        0.00
Total Bills: 1

Enter message action (in IN basket): Ignore//
```

Figure 79: Transmission Message: Cross-Servicing Recalls (Debt Recall)

```
Subj: 500/CS TRANSMISSION/BATCH#: 50230001  [#100644] 01/23/15@15:34  6 lines
From: AR PACKAGE  In 'IN' basket.   Page 1  *New*
--------------------------------------------------------------------------------
H50230001              3636001200

                                                          ^


                                                          ~

C1 L3636001200DM1D 500K40000K00000000000000000028 I   A MSCC2013050220140621000
00000000000000000000000                                          N
0000000000000000000000000000000000000000000000000000000000       ^
                        01

                                                          ~

Z00000000100000000000000050230001           3636001200
```

> **NOTE:**
>
> When all bills on a debtor's account are recalled, a Type 2 record will also be transmitted with an Action Code of "L" (Figure 81).

5.3.2 Recall Debtor

When a debtor is recalled, all debt that is currently referred to Cross-Servicing will be recalled. The bulletin in the below figure illustrates the recall of a debtor, who has just one bill referred to Cross-Servicing. (Refer to *Section **Error! Reference source not found. Error! Reference source not found.**.*)

Figure 80: Bulletin: 'CS Recalls Sent' (Debtor Recall)

```
Subj: CS RECALLS SENT ON 01/23/15 BATCH ID: 50230001  [#100174] 01/23/15@11:39
4 lines
From: AR PACKAGE  In 'IN' basket.   Page 1  *New*
--------------------------------------------------------------------------------
Bill#                          TIN       TYPE      AMOUNT
-----                          ---       ----      ------
500-K400009                    666051572    L
Total Bills: 1

Enter message action (in IN basket): Ignore//
```

A Record Type 2 with an Action Code of "L" is transmitted for each recalled bill. Using the bill in the above figure (#500-K400009), Figure 81 illustrates the transmission for this particular recalled bill with a Recall Debtor Reason of "3" for "Bankruptcy with Automatic Stay" (refer to *Section **Error! Reference source not found. Error! Reference source not found.***).

Figure 81: Transmission Message: Cross-Servicing Recalls (Debtor Recall)

```
Subj: 500/CS TRANSMISSION/BATCH#: 50230001  [#100373] 01/23/15@13:15  6 lines
From: AR PACKAGE  In 'IN' basket.  Page 1  *New*
-----------------------------------------------------------------------
H50230001              3636001200

                                                          ^

                                                          ~

C2 L3636001200DM1D 500K4000090000000000000000000009500000000000011666051572SSNPRC
APATIENT                     ONE                              NINE
                       I                                      ^
      03
                                                          ~

Z000000001000000000000000050230001          3636001200
```

6. Debts / Debtors Returned by Treasury for Reconciliation

Following the referral of a debt to Cross-Servicing, there are various reasons why a debt may be returned by Treasury for reconciliation, including, but not limited to, the following: (1) Compromise Offer, (2) Uncollectable, (3) Administrative Resolution Approved for Bankruptcy, and (4) Administrative Resolution Approved for Death. These returned debts are sent from Treasury to VistA in the form of a Reconciliation File on the first day of every month. A bulletin is generated in MailMan listing those debts returned. The bulletin contains the debtor's name, bill number, returned date, closed date, and return reason (Figure 82). Another Cross-Servicing option that can be used to manage returned debt by Treasury for reconciliation is the **Print Reconciliation Report** (refer to *Section **Error! Reference source not found. Error! Reference source not found.***).

When a debt / debtor is returned by Treasury, VistA automatically places a 'Stop' on the debt, with a Stop reason of 'Other' and a comment of 'By Reconciliation'. The effective date of the stop referral is also added to the debt. Additionally, the 'Debt Referred to Cross-Servicing' flag is removed from the debt (the "x"). Note that the message "Debt Referred to Cross-Servicing" and "Total CS Debt" will remain on the debtor's account until <u>all debt</u> on the debtor's account is no longer referred to Cross-Servicing. Refer to the following table for sample reconciliation scenarios and the action to take in VistA. For all other scenarios, please follow the business rules implemented for debts / debtors returned by Treasury for reconciliation.

Table 2: Reconciliation Scenarios & VistA Actions

Reconciliation Scenario	VistA Action
Compromise Offer	Cancel Copayment (Waive Debt)
Uncollectable	Cancel Copayment (Waive Debt)
Bankruptcy	Cancel Copayment (Suspend Copayment)
Debtor Deceased	Termination of Debt when Reclamation Requirements are Met

Figure 82: Bulletin: CS Qualified / Returned Debts

```
Subj: CS QUALIFIED/RETURNED DEBTS 11/10/14  [#257578] 11/10/14@16:05  22 lines
From: AR PACKAGE  In 'IN' basket.   Page 1  *New*
-------------------------------------------------------------------------------
The following Debtors and Debts were Returned by Reconciliation.

Name                                  Bill #    Returned Date   Closed Date
----                                  ------    --------- ----   ------ ----
CRKMLERIST TSTTY NHMLIIR              K102TYD   OCT 24, 2014    OCT 23, 2014
     RECALLED


ACSB TSTON NHISNX                     K002IT6   OCT 24, 2014    OCT 08, 2014
     COMPROMISE, PLEASE WRITE THIS BILL OFF BY THE MANUAL PROCESS.
     COMPROMISED AMOUNT(NOT COLLECTED):   28.00


DCSEMORE TSTDFORD NHIEGI              K2003UW   OCT 24, 2014    OCT 23, 2014
     RECALLED
```

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7.   Due Process Notification Letter

Upon implementation of Cross-Servicing, a one-time-only process will generate an Initial Due Process Notification (DPN) File that identifies bills that comply with all of the Cross-Servicing rules, but are less than $25. On a weekly basis, the Initial DPN File will be checked by VistA for any bills that had been identified previously as less than $25 and have increased (due to fees and charges) to $25 or more. VistA will send this file (Figure 83) to AITC on Tuesdays. AITC will process through each record and determine if the record is valid. AITC will then generate a printed DPN letter (Figure 86), or determine if it is in error and is to be returned to VistA, identifying the two digit IAI error code(s) (see *Section 7.1 Due Process Notification Rejects*).

VistA receives the DPN Letter Printed & Error IAI File from AITC and logs the date the letter was printed or errors found. When AITC successfully prints the letter, AITC will send an IAI-formatted type file back to VistA with the 'Date Letter Sent from AITC'. VistA displays this information in a MailMan bulletin (Figure 84).

After a 60-day wait period, the debt / bill associated with the DPN process will be processed by VistA according to the standard, Cross-Servicing, referral criteria.

Figure 83: Bulletins: Due Process Notification (DPN)

```
Subj: 500/DPN TRANSMISSION/BATCH#: 50960001  [#134300] 04/06/15@09:15  3 lines
From: AR PACKAGE  In 'IN' basket.   Page 1   *New*
-------------------------------------------------------------------------------
H50960001             3636001200



         -
C0000000009666051572PRCAPATIENT, ONE TEN         212 AR ADDRESS ST
                                       TALLEYVILLE
  DE19888    US        20140530500K4000090000003000
         -
Z0000000100000000000300050960001             3636001200

                                                          00010001

         -

Subj: CS DUE PROCESS SENT ON 04/06/15 BATCH ID: 50960001  [#134301]
04/06/15@09:15  4 lines
From: AR PACKAGE  In 'IN' basket.   Page 1   *New*
-------------------------------------------------------------------------------
Bill#                       TIN       TYPE       AMOUNT
-----                       ---       ----       ------
500-K400009                 666051572  DPN        30.00
Total Bills: 1
```

Figure 84: Bulletin: Due Process Notification Letter Print Date

```
Subj: CS DUE PROCESS NOTIFICATION LETTERS 03/25/15  [#134108] 03/25/15@14:50
6 lines
From: AR PACKAGE  In 'IN' basket.   Page 1  *New*
--------------------------------------------------------------------------
The following Debt Due Process Notification letters have been printed.

Name                              Bill #   DPN File Date   Letter Print Date
----                              ------   -------------   -----------------
PRCAPATIENT,ONE TEN               K400009  Mar 05, 2015    Mar 15, 2015
Total records: 1
```

7.1   Due Process Notification Rejects

AITC will process through each DPN record and determine if the record(s) are valid and can generate a printed letter, or determine if the record is in error and is to be returned to VistA. This reject file identifies the errors with the corresponding error codes (refer to *Appendix B. Cross-Servicing IAI Error* Codes).

> **NOTE:**
>
> Error code, "37", is transmitted back by AITC for any issues with a debtor's address related to the DPN transmission, including a blank Address Line 1, Address Line 2, City, State, and Foreign Code.

The Unprocessable / Reject File for DPN, transmitted from AITC, will generate the DPN Unprocessable Reject Bulletin (Figure 85) in MailMan notifying end users that there is an error, and that a correction needs to take place in order for the DPN processing data to be sent in a future Cross-Servicing batch run.

Figure 85: Bulletin: Due Process Notification Reject Records

```
Subj: CS DUE PROCESS NOTIFICATION REJECT RECORDS 03/27/15  [#134142]
03/27/15@13:32  6 lines
From: AR PACKAGE  In 'IN' basket.   Page 1  *New*
--------------------------------------------------------------------------
The following Debt Due Process Notification file records have been rejected.

Name                      Bill #   DPN File Date  Reject Error Codes
----                      ------   -------------  --------------------
PRCAPATIENT,ONE TEN       K400009  Mar 22, 2015   1P,2L,2N,44,55,66,77,88,99
Total records: 1

Enter message action (in IN basket): Ignore//
```

Figure 86: Sample Due Process Notification Letter

NORTHAMPTON VA MEDICAL CENTER (631)
421 N MAIN ST
LEEDS MA 01053-9764

VA | **U.S. Department of Veterans Affairs**

DATE: 11/20/2014

1oz 005597 00 0000003 0000004

ACSLOWAY,TSTFRY NHIUEA
222TestStreetAddress11Ave
2 MASSACHUSETTS AVE NE
WASHINGTON DC 20002-4945

You have a delinquent debt with the Department of Veterans Affairs for medical care and/or prescription copayment. The balance of your delinquent debt is $84.24 which may include interest and administrative costs, if applicable. Your monthly statements have notified you of your delinquent debt and communicated your options for satisfying it. The balance of your delinquent debt consists of the following bills:

DATE OF BILL:	BILL NUMBER:	BILL AMOUNT:
04/28/2011	631K1020EZ	15.08
04/28/2011	631K1020EZ	15.08
04/28/2011	631K1020EZ	15.08
09/03/2010	631K0037Y7	13.00
09/03/2010	631K0037Y7	13.00
09/03/2010	631K0037Y7	13.00

What will happen if you ignore this letter?

The U.S. Department of Veterans Affairs (VA) is required to collect debts owed to the government. Action must be taken within thirty (30) days to pay your debt in full or establish a payment plan for any delinquent balance sixty (60) days or older, or your account may be referred for further collection action. Collection action includes referring your delinquent balance to the Department of Treasury Cross-Servicing Program and Treasury Offset Program, which will include offset of any federal and state payments to which you are entitled. This includes tax refunds, social security benefits and salary or retirement benefits. In addition, the Department of Treasury may refer your account to private collection agencies, which will result in additional fees and interest being added to your account. You may also be subject to garnishment of non-federal wages under Treasury Administrative Wage Garnishment Program. Other collection actions include offset of any current or future VA benefits to which you may become entitled. We may also report your delinquent account to credit reporting agencies sixty (60) days from the date the charges become delinquent.

How to avoid this action?

Pay the debt in full. You have the right to inspect and copy the records relating to the debt. You have the right to establish a payment plan as well as the right to dispute the existence and/or the amount of debt. You have the right to request a waiver and/or a compromise. You have the right to request a personal hearing. Information for these requests can be found at: http://www.va.gov/healthresourcecenter. Contact the Health Resource Center (HRC) at 1-866-400-1238 for further assistance.

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8. Collections: Payment Processing

This section provides a brief overview on the payments and offsets on debt referred to Cross-Servicing. All payments and offsets on Cross-Serviced debt will be transmitted to VistA via AITC's Lockbox application. No other payments other than those specified below will be allowed for Cross-Serviced bills.

8.1 What is Lockbox?

AITC's Lockbox application is a centralized, collection point for processing and depositing large volumes of payments and deposits.

For more information on the Lockbox process, refer to *Lockbox Training Guide*.

8.2 No Manual Payments on Cross-Serviced Bills

Once a bill is referred to Cross-Servicing, no <u>manual</u> payments can be applied to the bill. If a debtor's account has bills referred to Cross-Servicing, VistA will apply any manual payments posted to a <u>debtor's account</u> to the oldest bill that is <u>not</u> Cross-Serviced. Any overpayments on a debtor's account (where all Non-Cross-Serviced bills are paid off) will NOT be applied to a Cross-Serviced bill and will be placed in a suspense fund. If a user attempts to post a manual payment by Bill Number to a Cross-Serviced bill, the following message will display:

Figure 87: Bill Referred to Cross-Servicing - No Manual Payments Allowed

```
Select (B)ILL or (E)CME#: B// BILL NUMBER
Select BILL: 631-K000SAE   RX CO-PAYMENT/N  12/14/09  DCSERA,TST      ACTIVE
BILL HAS BEEN REFERRED TO CROSS-SERVICING.
NO MANUAL PAYMENTS ARE ALLOWED.
```

8.3 Lockbox Payment Types

For payments / DMC offsets transmitted to VistA via Lockbox, the first three numbers of the deposit ticket # will indicate the type of offset / payment, as indicated in the table below.

Table 3: Offset / Payment Types

	DMC (C&P) Offset	TOP Payments	Treasury (Cross-Servicing) Payments
Deposit Ticket Number begins with (1st 3 digits)	168	169	170

8.3.1 DMC Offset (168)

DMC Agency Internal Offsets occur around the 25th day of each month, although it varies a few days from month-to-month. When VistA receives an offset from DMC, it <u>applies the payment to the oldest bill in VistA first, no matter if it is a TOP or Cross-Serviced bill</u>. If the oldest bill is a bill that has been referred to Cross-Servicing, then an IAI record type 5B (Financial Adjustment) is created and sent to Treasury (refer to *Section 5.2.2 Adjustments*).

DMC does not store and will not transmit a Bill Number in the 168 Collections File, as C&P offset is at the account level, not the bill level. The following is the format of the file received by

VistA. The file contains the: SSN of debtor, payment amount, deposit number, date of deposit, and a payment type of "2".

Figure 88: Lockbox Payment Transmission Content - DMC Collections File (168)

```
201 00000002LBP0000ACV

RT^001^001^631^7^48767^48767^12242014^|

RD^631777770117TNACS^7317^9001^6^16822631^12222014^2^000000DMCOFFSET22631   000000:000000000000^|

RD^631777770117TNACS^7296^9001^5^16822631^12222014^2^000000DMCOFFSET22631   000000:000000000000^|

RD^631777770117TNACS^7289^9001^4^16822631^12222014^2^000000DMCOFFSET22631   000000:000000000000^|

RD^631777770117TNACS^6509^9001^3^16822631^12222014^2^000000DMCOFFSET22631   000000:000000000000^|

RD^631777770117TNACS^5698^9001^2^16822631^12222014^2^000000DMCOFFSET22631   000000:000000000000^|

RD^631777770117TNACS^10544^9001^7^16822631^12222014^2^000000DMCOFFSET22631   000000:000000000000^|

RD^631777770117TNACS^4114^9001^1^16822631^12222014^2^000000DMCOFFSET22631   000000:000000000000^|~
```

Using the example above, for the deposit number of "16822631", a search on this deposit using the **Deposit Processing** screen from the **Agent Cashiers Menu**, will display a screen that looks like the below figure. The *Deposit Date* will match the deposit date in the Collections File of "12222014". The *Payment Type* will be *Administrative Offset*, with total number of records listed under *Count*. For example, the seven records in the above figure, matches the total count on the **Deposit Processing** screen. If you add the dollar amounts in each of the seven records above, this amount is in the *Total Paid* column.

Figure 89: Deposit Processing (168)

```
Deposit Processing          Jan 07, 2015@08:36:16        Page:   1 of    1
   Deposit #: 16822631                 Deposit Status: CONFIRMED
Deposit Date: DEC 22, 2014
   Opened By: accounts receivable    Date/Time    Opened: DEC 22, 2014  16:04
Confirmed By: GOREN,LARRY            Date/Time Confirmed: JAN 02, 2015  22:17
    Receipt      Payment Type     OpenDate  By  ProcDate  By   Count Total Paid
1   A14122200    ADMINISTRATIVE OFF 12/22/14  ar  12/22/14  ar      7     487.67
                                                                --------  --------
     TOTAL DOLLARS FOR DEPOSIT                                     7       487.67

           Bank:
   Bank Trace Number:
 Agency Location Code:
       Agency Title:
```

A search on the Receipt # (using "A14122200" in the above figure), displays a **Receipt Profile** screen listing the seven records and the payment amount from each record in the Collections File (Figure 90).

Figure 90: Receipt Profile (168)

```
Receipt Profile          Jan 07, 2015@08:56:02         Page:    1 of     2
    Receipt #: A14122400                 Type of Payment: ADMINISTRATIVE OFFSET
    Deposit #: 16822631                  Receipt Status: CLOSED
FMS Document: NOTSENT                    FMS Doc Status: ENTERED
 #    Account                  Pay Date  Open By  Edit By  Pay Amt  Proc Amt
1    ACSHEFORT,TSTBEN NHIVSF    12/22/14  ar                 73.17      0.00
2    ACSHEFORT,TSTBEN NHIVSF    12/22/14  ar                 72.96      0.00
3    ACSHEFORT,TSTBEN NHIVSF    12/22/14  ar                 72.89      0.00
4    ACSHEFORT,TSTBEN NHIVSF    12/22/14  ar                 65.09      0.00
5    ACSHEFORT,TSTBEN NHIVSF    12/22/14  ar                 56.98      0.00
6    ACSHEFORT,TSTBEN NHIVSF    12/22/14  ar                105.44      0.00
7    ACSHEFORT,TSTBEN NHIVSF    12/22/14  ar                 41.14      0.00
                                                         --------  --------
     TOTAL DOLLARS FOR RECEIPT                            487.67      0.00


+        Receipt processed on JAN 02, 2015@23:02
NP (New Payment)         AP Account Profile       PR Process Receipt
EP (Edit Payment)        RR Reprint Receipt       21 215 Report
CP (Cancel Payment)      WL Worklist (ERA)        EA Exit Action
MP (Move Payment)        CU Customize             CR Entered Online
                         ER (Edit Receipt)

Select Action: Next Screen//
```

Using Transaction #1 in the above figure, the **Transaction Profile** screen will display the Transaction Date (*TransDate*) and Transaction Amount (*Trans Amt*) from the Collections File, as well as the Receipt Number. If only partial payment is received, the *Type* will read "PAYMENT (IN PART)". If full payment is received, the *Type* will read "PAYMENT (IN FULL)".

Figure 91: Transaction Profile (168)

```
Transaction Profile      Jan 08, 2015@12:41:55         Page:    1 of     2
Bill #: 631-K5025GZ      Account: ACSHEFORT,TSTBEN NHIVSF(777770117)
Status: OPEN             Addr: 2 Massachusetts Ave NE, WASHINGTON, DC  200029

Transaction: 5928940                     Type: PAYMENT (IN PART)
  TransDate: DEC 22, 2014             Receipt: A14122400
  Processed: JAN 02, 2015@13:11:32         By: GOREN,LARRY
  Trans Amt: 73.17
                         Fiscal Year      Principal Amount     FY Trans Amount
                              15              2883.57                73.17
                 Balances     Collections
     Principal:  2883.57          73.17
      Interest:     0.00           0.00
Administrative:     0.00           0.00
  Marshall Fee:     0.00           0.00
    Court Cost:     0.00           0.00
         Total:  2883.57          73.17
```

8.3.2 TOP Payments (169)

For debt referred to TOP, the automatic payment process has not changed with the implementation of Cross-Servicing. DMC will continue to send the payments to AITC via the Lockbox Collections File, which triggers an update in VistA. VistA then sends an Update File to AITC where the files are bundled and transmitted to Treasury.

For payments received via a TOP (169) Collections File, payments will be applied to the <u>oldest bill on those debts previously referred to TOP</u>. The "Payment Type" description will be "TOP Payment". A TOP payment will NOT be applied to a bill that has been referred to Cross-Servicing.

Figure 92: Lockbox Payment Transmission Content - TOP Collections File (169)

```
2LBP0000ACV

RT¬001¬001¬442¬1¬8300¬8300¬06062014¬|

RD¬442777706044CRKMT¬8300¬9300¬ 1¬169355428¬06062014¬2¬00000T101931451:FEE001700:000355428¬|¯
```

Figure 93: Deposit Processing Screen (169)

```
Deposit Processing         Jan 08, 2015@13:36:07        Page:    1 of    1
   Deposit #: 169355428                    Deposit Status: CONFIRMED
Deposit Date: JUN 06, 2014
   Opened By: accounts receivable     Date/Time    Opened: JUN 11, 2014  10:55
Confirmed By: accounts receivable     Date/Time Confirmed: JUN 11, 2014  10:55
   Receipt      Payment Type     OpenDate  By  ProcDate  By   Count Total Paid
1  T14060600    TOP PAYMENT      06/06/14  ar  06/11/14  ar      1       83.00
                                                              --------  --------
       TOTAL DOLLARS FOR DEPOSIT                                  1       83.00

               Bank:
       Bank Trace Number:
   Agency Location Code:
           Agency Title:
```

Figure 94: Receipt Profile Screen (169)

```
Receipt Profile           Jan 08, 2015@13:37:26       Page:    1 of    1
   Receipt #: T14060600              Type of Payment: TOP PAYMENT
   Deposit #: 169355428              Receipt Status: CLOSED
FMS Document: NOTSENT                FMS Doc Status: NOT ENTERED
 #    Account                  Pay Date  Open By  Edit By  Pay Amt  Proc Amt
1    CRKMTCSPAT,TSTFORTYFOUR CHE 06/06/14  ar               83.00     83.00
                                                         --------  --------
     TOTAL DOLLARS FOR RECEIPT                              83.00     83.00

Receipt History
   Opened By: accounts receivable     Date/Time    Opened: JUN 06, 2014
Last Edit By:                         Date/Time Last Edit:
Processed By: accounts receivable     Date/Time Processed: JUN 11, 2014  10:55
```

8.3.3 Treasury Payments (170)

For debt referred to Cross-Servicing, VistA will receive automatic payments from Treasury via Lockbox. Every Monday, Treasury transmits a Collections File to DMC containing payments on all Cross-Serviced debt. Following receipt of the file, DMC converts the file to a Lockbox format before transmitting to AITC. AITC then transmits the file to VistA where payments are applied automatically by Bill Number (Figure 95). Note that VistA will not generate a 5B record when a payment originates from Treasury (170) unless there is money left over from the payment which can be applied to other Cross Serviced bills. Take note that a 170 offset payment that is applied to the Cross-Serviced bill for which it was explicitly meant to be applied, if the bill is paid off taking the balance to zero and applying a collected/closed status to the bill, then the bill will no longer be flagged as being Cross-Serviced. Notifications will be transmitted via MailMan when the Treasury Collections File is received by VistA (Figure 96).

> **NOTE: OVERPAYMENTS**
>
> VistA will apply any overpayments on a Cross-Serviced bill to other Cross-Serviced bills (where applicable) on a debtor's account, starting with the oldest, Cross-Serviced bill first. Any remaining balance will first be applied to other bills, starting with the oldest, then, if there are still monies left over, this amount will be placed in suspense, to be reviewed by the Accounting staff to determine whether those funds will be refunded to the debtor or applied to additional Cross-Serviced bills. Funds will be distributed within 60 days of receipt; however, the Veteran may request the refund sooner.

Figure 95: Lockbox Payment Transmission Content - Treasury Collections File (170)

```
----------------------------------------------------------------------
2LBP0000 ACU.
RT^001^001^631^13^183269^183269^12032014^|
RD^631777220076TCSIS^50707^9001^1^17002631^12022014^2^631K101BSG000000000000014
74533:FEE00011702^|
```

The following figures illustrate the various components of payment processing using the example 170 Collections File in Figure 95. When the 170 Collections File is processed by VistA, a bulletin is generated indicating that the payment processing is complete, with the Deposit #

from the original collections file (i.e., 17002631) and a VistA-generated Receipt # (i.e., P14120300). Also, the total amount of all payments received is included (Figure 96).

Figure 96: Bulletin: Auto Payment Processing Completed (170)

```
Subj: Auto Payment Processing Completed  [#259194] 12/15/14@06:51  15 lines
From: AR PACKAGE  In 'IN' basket.  Page 1  *New*
-----------------------------------------------------------------------
The following Automatic Payment(s) have been processed by the
Automatic Payment Processing Server.
  Deposit#    Receipt#   FMS Document#   Total Amount  Unlinked Accts
  --------   ----------  -------------   ------------  --------------
  17002631   P14120300                      1832.69               0
```

On the **Deposit Processing** screen, the *Payment Type* will be "Private Collection Agency" (Figure 97), showing the number of payments under *Count* and the total dollar amount under *Total Paid*.

Figure 97: Deposit Processing Screen (170)

```
Deposit Processing            Dec 16, 2014@13:54:36         Page:    1 of    1
   Deposit #: 17002631                      Deposit Status: CONFIRMED
Deposit Date: DEC 02, 2014
   Opened By: accounts receivable     Date/Time    Opened: DEC 03, 2014  14:50
Confirmed By: GOREN,LARRY             Date/Time Confirmed: DEC 15, 2014  13:16
    Receipt      Payment Type      OpenDate  By  ProcDate  By   Count Total Paid
1  P14120300   PRIVATE COLLECTION12/03/14  ar  12/15/14  LG        13    1832.69
                                                                  --------  --------
      TOTAL DOLLARS FOR DEPOSIT                                        13    1832.69
```

Referring back to Figure 95, the highlighted payment of $507.07 for the debtor with a SSN of 631-77-7220 (TCSISTINE, TSTEY NHIEKP) is reflected on the **Receipt Profile** screen with the same *Receipt #*, *Deposit #*, and *Type of Payment*.

Figure 98: Receipt Profile Screen (170)

```
Receipt Profile              Dec 16, 2014@13:59:10        Page:   1 of   2
   Receipt #: P14120300                Type of Payment: PRIVATE COLLECTION AGENCY
   Deposit #: 17002631                   Receipt Status: CLOSED
FMS Document: NOTSENT                    FMS Doc Status: NOT ENTERED
 #     Account                    Pay Date  Open By  Edit By  Pay Amt   Proc Amt
1      TCSISTINE,TSTEY NHIEKP     12/02/14  ar                 507.07     507.07
2      TCSISTINE,TSTEY NHIEKP     12/02/14  ar                  62.50      62.50
3      DCSDAN,TSTPER NHITNX       12/02/14  ar                 135.99     135.99
4      DCSERA,TSTLPH NHIULN       12/02/14  ar                 200.40     200.40
5      DCSERA,TSTLPH NHIULN       12/02/14  ar                  79.94      79.94
6      DCSERA,TSTLPH NHIULN       12/02/14  ar                  55.00      55.00
7      DCSCINELLI,TSTT NHILCO JR  12/02/14  ar                  55.00      55.00
8      HCSGANIOUS,TSTETT NHIN     12/02/14  ar                  90.20      90.20
9      ACSN,TSTLEI NHIXXW         12/02/14  ar                 171.39     171.39
10     XCSKARD,TSTIE NHIQVK       12/02/14  ar                  46.48      46.48
11     BCSES,TSTLEY NHISON        12/02/14  ar                 224.29     224.29
+          Receipt processed on DEC 15, 2014@13:16
NP (New Payment)          AP Account Profile        PR Process Receipt
EP (Edit Payment)         RR Reprint Receipt        21 215 Report
CP (Cancel Payment)       WL Worklist (ERA)         EA Exit Action
MP (Move Payment)         CU Customize              CR Entered Online
                          ER (Edit Receipt)
Select Action: Next Screen//

Receipt Profile              Dec 16, 2014@13:59:41        Page:   2 of   2
   Receipt #: P14120300                Type of Payment: PRIVATE COLLECTION AGENCY
   Deposit #: 17002631                   Receipt Status: CLOSED
FMS Document: NOTSENT                    FMS Doc Status: NOT ENTERED
+#     Account                    Pay Date  Open By  Edit By  Pay Amt   Proc Amt
12     BCSES,TSTLEY NHISON        12/02/14  ar                  84.95      84.95
13     BCSRGAULT,TSTETRIUS NHIYRA 12/02/14  ar                 119.48     119.48
                                                             --------   --------
       TOTAL DOLLARS FOR RECEIPT                              1832.69    1832.69
```

Finally, on the **Transaction Profile** screen, using the same Bill # and payment highlighted in Figure 95 (631-K101BSG for a payment of $507.07), the following figure illustrates that the payment was applied (In Full) to the Cross-Serviced Bill from the 170 Collections File.

Figure 99: Transaction Profile Screen (170)

```
Transaction Profile          Jan 08, 2015@12:41:55      Page:    1 of    2
Bill #: 631-K101BSG      Account: TCSISTINE,TSTEY NHIEKP (631777220)
Status: OPEN             Addr: 2 Massachusetts Ave NE, WASHINGTON, DC  200029

Transaction: 5928940                    Type: PAYMENT (IN FULL)
  TransDate: DEC 02, 2014            Receipt: P14120300
  Processed: JAN 02, 2015@13:11:32        By: GOREN,LARRY
  Trans Amt: 507.07
                      Fiscal Year      Principal Amount     FY Trans Amount
                           15               507.07               507.07
                Balances        Collections
      Principal:   507.07            507.07
       Interest:     0.00              0.00
 Administrative:     0.00              0.00
   Marshall Fee:     0.00              0.00
     Court Cost:     0.00              0.00
          Total:   507.07            507.07
```

8.4   Other Blocked Options on Cross-Serviced Bills

The options described in this sub-section are now blocked on all bills referred to Cross-Servicing. Note that once a bill is referred to Cross-Servicing, VHA can no longer service the debt.

8.4.1 Set Up Repayment Plan

For all bills referred to Cross-Servicing, the **Set Up Repayment Plan** [PRCAC SET REPAYMENT] option cannot be performed. A repayment plan must be set up by Treasury and not implemented by VHA in VistA. The following message will display if a user attempts to set up a repayment plan on a Cross-Serviced bill.

Figure 100: Repayment Plan Option Blocked on Cross-Serviced Bills

```
Select ACCOUNTS RECEIVABLE BILL NO.: 631-K502565      C (MEANS TEST)     06-23-
95    HCSERKSEN,TSTCE NHINCIS     ACTIVE  $418.96
BILL HAS BEEN REFERRED TO CROSS-SERVICING.
A REPAYMENT PLAN FOR THIS BILL MUST BE ESTABLISHED WITH TREASURY.
```

8.4.2 Administrative Cost Adjustment

The **Administrative Cost Adjustment** [PRCAF ADJ ADMIN] option is blocked on all bills referred to Cross-Servicing. The following message will display if a user performs this option on a Cross-Serviced bill.

Figure 101: Administrative Cost Adjustment Option Blocked on Cross-Serviced Bills

```
Select ACCOUNTS RECEIVABLE BILL NO.: 631-K502565      C (MEANS TEST)     06-23-
95    HCSERKSEN,TSTCE NHINCIS     ACTIVE  $418.96
BILL HAS BEEN REFERRED TO CROSS-SERVICING.
NO MANUAL COST ADJUSTMENTS ARE ALLOWED.
```

8.4.3 Fiscal Officer Terminated

Before a user can perform the **Fiscal Offer Terminated** [PRCAC TR TERM-FISCAL] option on a Cross-Serviced bill, the bill must be first recalled from Cross-Servicing. Use the **Recall/Reactivate TCSP Referral for a Bill** option on the **Cross-Servicing Menu** to recall the bill from Treasury (refer to *Section **Error! Reference source not found. Error! Reference source not found.***).

The following message will display if a user attempts this option on a Cross-Serviced bill:

Figure 102: Fiscal Officer Terminated Option Blocked on Cross-Serviced Bills

```
Select (B)ILL or (E)CME#: B// BILL NUMBER
Select BILL: 631-K502565   C (MEANS TEST)   06/23/95  HCSERKSEN,     ACTIVE
BILL HAS BEEN REFERRED TO CROSS-SERVICING.
NO TRANSACTIONS ARE ALLOWED.
      ** THE RECALL PROCESS MUST BE UTILIZED PRIOR TO PERFORMING THIS FUNCTION **
```

8.4.4 Compromise Termination

As with the above option, the bill must be recalled from Cross-Servicing before performing the **Compromise Termination** [PRCAC TR TERM-COMPROMISE] option on a Cross-Serviced bill. The same message will display as in Figure .

8.4.5 Suspend an AR Bill

For all bills referred to Cross-Servicing, the **Suspend an AR Bill** [PRCAC TR SUSPENDED] option cannot be performed until the bill is recalled from Cross-Servicing. A message will display indicating that the recall process must utilized prior to suspending the bill.

8.4.6 Partial /Full Waiver

The **Partial Waiver** [PRCAC WAIVED PART] and **Full Waiver** [PRCAC WAIVED FULL] options will also be blocked on Cross-Serviced bills until the bill is recalled from Cross-Servicing (refer to Figure).

9. Cross-Servicing Rejects

Once a debt has been rejected by Cross-Servicing, the debt will no longer be considered referred to Cross-Servicing. Reject messages can come from Treasury, DMC or AITC. These messages / files are sent to the VAMC via MailMan on a weekly basis (where applicable).

If a bill that has been referred by Cross-Servicing is rejected by any source, a bulletin (MailMan message) will display in the user's MailMan inbox. A 'Stop' flag is automatically set on the bill with a reason of "Rejected by Cross-Servicing". Additionally, the Reject Code, Reason, and Date will display on the profile screens (see *Section 3.3 Debt Rejected by Cross-Servicing*). The "**x**" indicator is removed from the bill on the Full Account Profile screen.

VistA prevents the re-referral of any rejected bills until the 'Stop' flag is removed. For all bills rejected, the technician is required to research and correct the error(s), and then remove the 'Stop' flag from the bill, where applicable (see *Section 4.6 TCSP Flag Control*

The TCSP Flag Control [RCDP TCSP FLAG **CONTROL]** The options included in this menu are used to correct the bill or debtor data attributes (or flags) as needed because of a variance in the bill or debtor data between the VistA system and the Treasury system. Note that this option is only seen by and accessible to those users assigned to **RCDP TCSP FLAG.**

Figure 24: TCSP Flag Control Menu option

```
      Select one of the following:

            1          Set cross-service flag on BILL
            2          Clear cross-service flag on BILL
            3          Clear cross-service flag on DEBTOR (AND ALL BILLS)
            4          Set cross-service flag on DEBTOR
            5          Fully re-establish debtor/bill as cross-serviced

   Select Number:
```

9.1.1 Set Cross-Service Flag on Bill

The **Set Cross-Service Flag on Bill** functionality is used to set a bill as Cross-Serviced in the system and on the Bill Profile screens.

Figure 25: Set Cross-Service Flag on Bill

```
  Select Number: 1  Set cross-service flag on BILL

  Select BILL: 552-K967332       C (MEANS TEST)      07-09-99    JXYHT,TSLYAHN Z
    ACTIVE   $113.61                                             8904
  Enter Cross-Sevice Date:  T
  File CS Bill Change (Y/N): N// YES  <DONE>

  Select BILL:
```

9.1.2 Clear Cross-Service Flag on Bill

The **Clear Cross-Service Flag on Bill** functionality is used to clear a bill from being Cross-Serviced in the system and on the Bill Profile screens.

Figure 26: Clear Cross-Service Flag on Bill

```
Select Number: 2  Clear cross-service flag on BILL

Select BILL: 552-K967332      C (MEANS TEST)     07-09-99    JXYHT,TSLYAHN Z
   ACTIVE   $113.61                                          8904
File CS Bill Flag Removal (Y/N): N// YES  <DONE>

Select BILL:
```

9.1.3 Clear Cross-Service Flag on Debtor (and all Bills)

The **Clear Cross-Service Flag on Debtor (and all Bills)** functionality is used to clear a Debtor and all of their bills from being Cross-Serviced in the system and on the Bill Profile screens

Figure 27: Clear Cross-Service Flag on Debtor (and all bills)

```
Select Number: 3  Clear cross-service flag on DEBTOR (AND ALL BILLS)

Select BILL: 552-K967332      C (MEANS TEST)     07-09-99    JXYHT,TSLYAHN Z
   ACTIVE   $113.61                                          8904
File CS Debtor/Bills Flag Removal (Y/N): N// YES  <DONE>
    552-K967332  Cleared

Select BILL:
```

9.1.4 Set Cross-Service Flag on Debtor

The **Set Cross-Service Flag on Debtor** functionality is used to set a Debtor as Cross-Serviced in the system and on the Bill Profile screens.

Figure 28: Set Cross-Service Flag on Debtor

```
Select Number: 4  Set cross-service flag on DEBTOR

Select BILL: 552-K967332      C (MEANS TEST)     07-09-99    JXYHT,TSLYAHN Z
   ACTIVE   $113.61                                          8904
Enter Debtor Cross-Sevice Date:  T
File CS Debtor Change (Y/N): N// YES  <DONE>

Select BILL:
```

9.1.5 Fully Re-establish Debtor/Bill as Cross-Serviced

The **Fully Re-Establish Debtor/Bill as Cross-Serviced** functionality is used to re-set a debtor and his/her bill as Cross-Serviced in the system and on the Bill Profile screens.

Figure 29: Fully re-establish debtor/bill as cross-serviced

```
Select Number: 5  Fully re-establish debtor/bill as cross-serviced

Select BILL: 552-K967332      C (MEANS TEST)     07-09-99    JXYHT,TSLYAHN Z
   ACTIVE   $113.61                                          8904
Enter Debtor Cross-Sevice Date:  T
File CS Debtor/Bill Change (Y/N): N// YES  <DONE>
>>> Bill Updating for CS info... fully re-established as Cross-Serviced >

Select BILL:
```

). When correcting an error, follow the business rules implemented for Cross-Servicing. The Cross-Servicing functionality provides the following two options for manually working these rejects, which are found on the main **Cross-Servicing Menu**:

- **Debt Referral Reject Report** (refer to *Section 4.1.4 Debt Referral Reject Report*).

- **List IAI Error Codes** (refer to *Appendix B. Cross-Servicing IAI Error* Codes).

Once the error is corrected and the 'Stop' flag is removed, the account will follow the appropriate processing sequence. Depending on the status of the account, this may include referral to Cross-Servicing with the next weekly transmission. Note that the reject information will remain on the profile screen even after the error has been corrected.

9.2 Reject Messages

Users must belong to the G.TCSP mail group to receive reject messages. The subject of the CS Reject message will identify the source of the reject. The body of the reject bulletin will include the Debtor's name (*NAME*), SSN, Bill Number, Record Type (*TYPE*), Action Code (*ACTN*), and all of the Error Codes associated with the referral (Figure 104 & Figure 105).

> **NOTE:**
>
> For additional information on Error Codes, refer to *Appendix B. Cross-Servicing IAI Error* Codes. For information on Cross-Servicing Record Types and Action Codes, reference *Appendix A. Cross-Servicing Record Types & Action Codes*.
>
> Once the error is corrected, remove the 'Stop' flag on the bill by using the **Stop/Reactivate TCSP Referral for a Bill** option (refer to *Section 4.6 TCSP Flag Control*
>
> *The TCSP Flag Control [RCDP TCSP FLAG* **CONTROL]** The options included in this menu are used to correct the bill or debtor data attributes (or flags) as needed because of a variance in the bill or debtor data between the VistA system and the Treasury system. Note that this option is only seen by and accessible to those users assigned to **RCDP TCSP FLAG.**
>
> **Figure 24: TCSP Flag Control Menu option**
>
> ```
>      Select one of the following:
>
>           1          Set cross-service flag on BILL
>           2          Clear cross-service flag on BILL
>           3          Clear cross-service flag on DEBTOR (AND ALL BILLS)
>           4          Set cross-service flag on DEBTOR
>           5          Fully re-establish debtor/bill as cross-serviced
>
>  Select Number:
> ```

9.2.1 Set Cross-Service Flag on Bill

The **Set Cross-Service Flag on Bill** functionality is used to set a bill as Cross-Serviced in the system and on the Bill Profile screens.

Figure 25: Set Cross-Service Flag on Bill

```
Select Number: 1  Set cross-service flag on BILL

Select BILL: 552-K967332       C (MEANS TEST)      07-09-99    JXYHT,TSLYAHN Z
   ACTIVE  $113.61                                             8904
Enter Cross-Sevice Date:  T
File CS Bill Change (Y/N): N// YES  <DONE>

Select BILL:
```

9.2.2 Clear Cross-Service Flag on Bill

The **Clear Cross-Service Flag on Bill** functionality is used to clear a bill from being Cross-Serviced in the system and on the Bill Profile screens.

Figure 26: Clear Cross-Service Flag on Bill

```
Select Number: 2  Clear cross-service flag on BILL

Select BILL: 552-K967332       C (MEANS TEST)      07-09-99    JXYHT,TSLYAHN Z
   ACTIVE  $113.61                                             8904
File CS Bill Flag Removal (Y/N): N// YES  <DONE>

Select BILL:
```

9.2.3 Clear Cross-Service Flag on Debtor (and all Bills)

The **Clear Cross-Service Flag on Debtor (and all Bills)** functionality is used to clear a Debtor and all of their bills from being Cross-Serviced in the system and on the Bill Profile screens

Figure 27: Clear Cross-Service Flag on Debtor (and all bills)

```
Select Number: 3  Clear cross-service flag on DEBTOR (AND ALL BILLS)

Select BILL: 552-K967332       C (MEANS TEST)      07-09-99    JXYHT,TSLYAHN Z
   ACTIVE  $113.61                                             8904
File CS Debtor/Bills Flag Removal (Y/N): N// YES  <DONE>
    552-K967332  Cleared

Select BILL:
```

9.2.4 Set Cross-Service Flag on Debtor

The **Set Cross-Service Flag on Debtor** functionality is used to set a Debtor as Cross-Serviced in the system and on the Bill Profile screens.

Figure 28: Set Cross-Service Flag on Debtor

NOTE:

```
Select Number: 4  Set cross-service flag on DEBTOR

Select BILL: 552-K967332      C (MEANS TEST)      07-09-99    JXYHT,TSLYAHN Z
   ACTIVE   $113.61                                          8904
Enter Debtor Cross-Sevice Date:  T
File CS Debtor Change (Y/N): N// YES  <DONE>

Select BILL:
```

9.2.5 Fully Re-establish Debtor/Bill as Cross-Serviced

The **Fully Re-Establish Debtor/Bill as Cross-Serviced** functionality is used to re-set a debtor and his/her bill as Cross-Serviced in the system and on the Bill Profile screens.

Figure 29: Fully re-establish debtor/bill as cross-serviced

```
Select Number: 5  Fully re-establish debtor/bill as cross-serviced

Select BILL: 552-K967332      C (MEANS TEST)      07-09-99    JXYHT,TSLYAHN Z
   ACTIVE   $113.61                                          8904
Enter Debtor Cross-Sevice Date:  T
File CS Debtor/Bill Change (Y/N): N// YES  <DONE>
>>> Bill Updating for CS info... fully re-established as Cross-Serviced >

Select BILL:
```

).

9.3   Recall Debtor Rejects

For a reject on debtor recalls using the *Recall TCSP Referral for a Debtor* option, **note that a stop is placed on the first Cross-Serviced bill available for that debtor.** After the error(s) is corrected, the stop will need to be removed from the debt in order for the recall debtor retransmission to occur. Utilize the *Debt Referral Reject Report* to locate the Bill No. on the rejected debtor recall (Type="2"; Action Code="L") where the 'Stop' needs to be removed (refer to Figure 103 for a sample report of a reject on a debtor recall).

Figure 103: Sample Debt Referral Reject Report (Rejects on a Debtor Recall)

```
PAGE 1    DEBT REFERRAL REJECT REPORT (SORTED BY BILL NO. <ASC>)    JUN 03, 2015
--------------------------------------------------------------------------------
BILL NO.    DEBTOR              SSN        TYP ACTNCD REJECT DATE SRC ERROR CODES
----------  ------------------  ---------  --- ------ ----------- --- ----------
631-K2000CD HCSLEYRKM,TSTANTRKM 777770061   2    L    JUN 03,2015  A  1A-2B-3C-4D
                                                                      5E-6F-7G-8A
                                                                      9J
```

9.4   ZZ Error Code

The 'ZZ' Error Code has been introduced as a 'catch-all' for errors that do not match up to the list of errors already defined by Treasury. A 'ZZ' error code does not indicate what the error is,

meaning it will require manual intervention to review the record in VistA in order to locate and correct the error. The definition of Error Code 'ZZ' is "Manual Intervention Required".

Figure 104: Bulletin: Cross-Servicing Rejects (AITC)

```
Subj: CS REJECTS (AITC) [256823] 18 DEC 14 08:14   1394 lines   [#259229]
12/18/14@08:14   1394 lines
From: AR PACKAGE   In 'IN' basket.   Page 1   *New*
--------------------------------------------------------------------------
The following CS DEBT REFERRAL transmissions have been rejected
     from Messagees: 255864 to 256823     from Batch: 42960002


NAME                    SSN        BILL NUMBER TYPE ACTN ERROR CODES

ACSCO,TSTRMAN NHIYCD 777770930 631-K101WJ9 3      A    7N,6L
ACSCO,TSTRMAN NHIYCD 777770930 631-K1026AE 3      A    7N,6L
ACSCO,TSTRMAN NHIYCD 777770930 631-K102PFH 3      A    7N,6L
ACSD,TSTSNO NHIXFH   777770687 631-K102KJT 3      A    7N,6L
ACSD,TSTSNO NHIXFH   777770687 631-K2007ES 3      A    7N,6L
ACSFER,TSTCE NHIUEQ  777770136 631-K001CEB 3      A    7N,6L
ACSFER,TSTCE NHIUEQ  777770136 631-K001SPK 3      A    7N,6L
ACSFER,TSTCE NHIUEQ  777770136 631-K00233M 3      A    7N,6L
ACSFER,TSTCE NHIUEQ  777770136 631-K002DEX 3      A    7N,6L
ACSFER,TSTCE NHIUEQ  777770136 631-K002U8X 3      A    7N,6L
ACSFER,TSTCE NHIUEQ  777770136 631-K002WHG 3      A    7N,6L
ACSFER,TSTCE NHIUEQ  777770136 631-K1002QF 3      A    7N,6L
ACSFER,TSTCE NHIUEQ  777770136 631-K100CIQ 3      A    7N,6L
```

Figure 105: Bulletin: Cross-Servicing Rejects (Treasury)

```
Subj: CS REJECTS (TREASURY) [257522] 14 JAN 15 08:11   419 lines   [#259228]
01/14/15@08:11   419 lines
From: AR PACKAGE   In 'IN' basket.   Page 1   *New*
--------------------------------------------------------------------------
The following CS DEBT REFERRAL transmissions have been rejected
     from Messagees: 257481 to 257522     from Batch: 43070002


NAME                    SSN        BILL NUMBER TYPE ACTN ERROR CODES

ICSALLI,TSTTON NHIFS 777110070 631-K001IIM 2      B    3E
ICSALLI,TSTTON NHIFS 777110070 631-K001T91 2      B    3E
ICSALLI,TSTTON NHIFS 777110070 631-K0027MG 2      B    3E
ICSALLI,TSTTON NHIFS 777110070 631-K0031VC 1      A    5Y,1S
ICSALLI,TSTTON NHIFS 777110070 631-K0031VC 2      B    3E
ICSALLI,TSTTON NHIFS 777110070 631-K1003J7 2      B    3E
ICSALLI,TSTTON NHIFS 777110070 631-K10073E 2      B    3E
ICSALLI,TSTTON NHIFS 777110070 631-K100ENX 1      A    7V
```

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10. Additional VistA Information

This section describes the mail group used for Cross-Servicing, the file transfer schedule for Cross-Servicing, and the Cross-Servicing fields (with file names) stored in VistA.

10.1 Cross-Servicing Mail Group

There is one mail group specifically for receiving Cross-Servicing messages – G.TCSP. This mail group must have members who are active VistA users.

The G.TCSP mail group will also receive notifications when the batch run is completed and when a corrupted debtor record is found during the batch run. This functionality was created with Accounts Receivable patch, PRCA*4.5*327.

Below are illustrations of how the Failed Debtor Action & Batch Completion notifications.

Figure 106: Failed Debtor Action Notice & Batch Completion Notice

```
IN Basket,    messages (1-32),
*=New/!=Priority.......Subject........................From...................
     . **** FAILED DEBTOR ACTION NOTICE ***        AR PACKAGE
     . *** Batch Completion Notice ***             AR PACKAGE
Enter message number or command:
```

The Failed Debtor Action notice will be sent when a corrupt debtor record has been found during the batch run.

Figure 107: Failed Debtor Action Notice

```
Subj: **** FAILED DEBTOR ACTION NOTICE ***  [#723390] 08/18/17@15:30  9 lines
From: AR PACKAGE  In 'IN' basket.   Page 1
-------------------------------------------------------------------------------
The following corrupted debtor records were found during the batch run.
They can be found in xref ^PRCA(430,_"C"_) and have no file 340 entry or a
corrupted entry (missing node 0 or 1).

CORRUPT DEBTOR INTERNAL: 5800
CORRUPT DEBTOR INTERNAL: 19234

*** These corrupt debtor file records must be reported to ***
*** region IT staff to be corrected immediately !!        ***

Enter message action (in IN basket): Ignore// █
```

The Batch Completion notice will be sent once the batch run and transmission has been completed.

Figure 108: Batch Completion Notice

```
Subj: *** Batch Completion Notice ***  [#723391] 08/18/17@15:30  1 line
From: AR PACKAGE  In 'IN' basket.   Page 1
-------------------------------------------------------------------------------
The batch run and transmission completed on 20170818.15305

Enter message action (in IN basket): Ignore// █
```

10.2 Cross-Servicing File Transfer Schedule

Figure 109 illustrates the high-level, file transfer schedule between VHA, AITC, DMC, and Treasury for Cross-Servicing. The following files are referenced: Referral, Update, Recall, Collections, Due Process Notification, and Unprocessable.

Figure 109: Cross-Servicing File Transfer Schedule
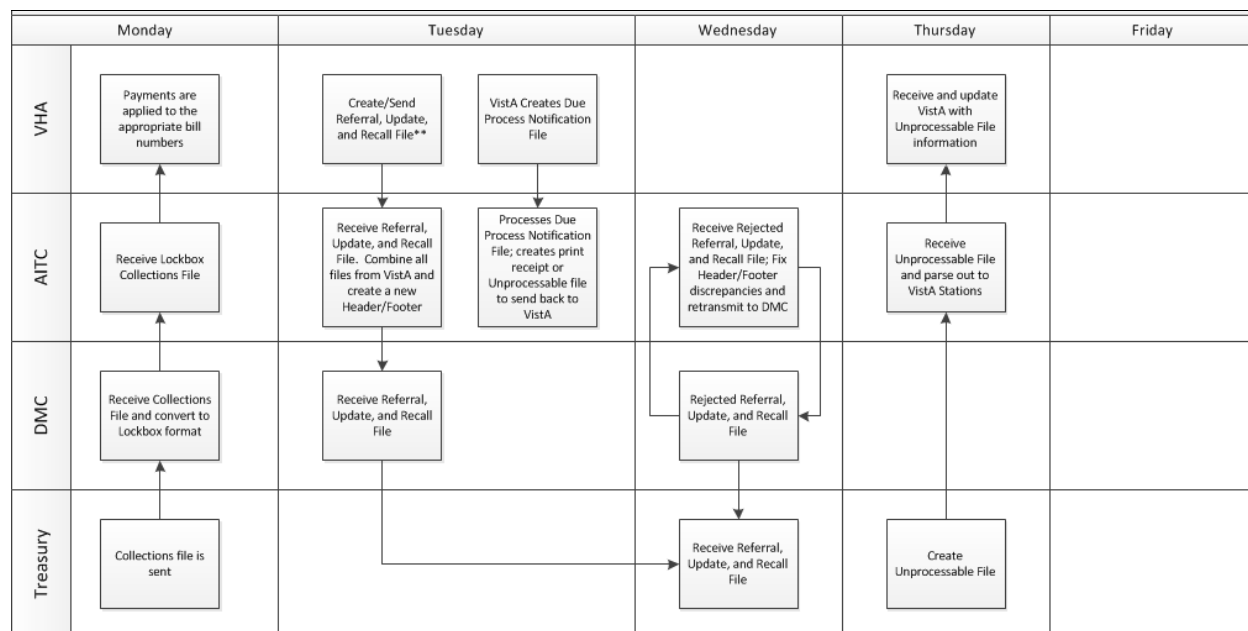
10.3 Cross-Servicing Files & Fields

Cross-Servicing information is stored in the VistA files listed in this section. The following tables list the number, name, and description of each Cross-Servicing field.

Table 4: Cross-Servicing Fields in AR Debtor File (#340)

Field Number	Field Name	Description
7.02	TCSP RECALL FLAG	Flag set when debts or debtor recalled from Cross-Servicing.
7.03	TCSP RECALL DATE	Date the debt is recalled from Cross-Servicing.
7.04	TCSP RECALL REASON	Reason for recalling the debt.
7.05	DATE DEBTOR REFERRED TO TCSP	Date the debtor is recalled from Cross-Servicing.

Table 5: Cross-Servicing Fields in AR Debtor File (#342)

Field Number	Field Name	Description
100	CROSS-SERVICING START DATE	Used to automatically calculate when the DPN processing and weekly transmissions of the DPN file to AITC will be halted.

Table 6: Cross-Servicing Fields in TCS IAI Error Codes File (#348.5)

Field Number	Field Name	Description
0.01	ERROR CODE ID	Error code ID in the IAI error code file.
1	FIELD NAME/ACTION	Field name/action in the IAI error code file.
2	RECORD TYPE	Record type in the IAI error code file.
3	ERROR MESSAGE	Error message in the IAI error code file.

Table 7: Cross-Servicing Fields in TCS IAI Action Code File (#348.6)

Field Number	Field Name	Description
0.01	ACTION CODE	Action code in the IAI action code file.
1	ACTION DESCRIPTION	Description of the action code in the IAI action code file.
2	RECORD TYPE	Record type in the IAI action code file.

Table 8: Cross-Servicing Fields in TCS IAI Record Types File (#348.7)

Field Number	Field Name	Description
0.01	RECORD TYPE ID	Record Type ID of the IAI Record Type in transmission.
1	RECORD TYPE DESCRIPTION	Description of the Record Type in the IAI transmission.
2	DATA TYPE	Type of data in the IAI transmission.

Table 9: Cross-Servicing Fields in Accounts Receivable File (#430)

Field Number	Field Name	Description
151	DATE BILL REFERRED TO TCSP	Date the bill was first referred to Cross-Servicing.
152	TCSP RECALL FLAG	Set whenever a 'Recall CS Referral" is entered by the user through the Recall menu options.
153	TCSP RECALL EFF. DATE	Contains a date, for which bills generated after, are eligible for Cross-Servicing referral.
154	TCSP RECALL REASON	Contains a code detailing the reason the referral to Cross-Servicing was recalled.
155	RECALL AMOUNT	The dollar amount of the debt recalled from Cross-Servicing.
156	ORIGINAL DATE REFERRED TO TCSP	The original date that the debt was referred to Cross-Servicing. This field is set only once. It is not deleted or

Field Number	Field Name	Description
		reset with subsequent actions on the debt. This field should not be used for aging or other computations.
157	STOP TCSP REFERRAL FLAG	Set whenever a 'Stop CS Referral' is entered by the user through the menu option.
158	STOP TCSP REFERRAL EFF. DATE	Contains a date, for which bills generated after, are eligible for Cross-Servicing referral.
159	STOP TCSP REFERRAL REASON	Contains a code detailing the reason the referral to Cross-Servicing was stopped.
159.1	STOP TCSP REFERRAL COMMENT	Comment field used to support the reason that a stop flag has been set for a debt. A comment is required in the case of 'Other' as a reason code.
159.2	TCSP CASE RECALL FLAG	Flag that marks this case for recall record creation from Cross-Servicing when the AR nightly background job is run.
159.3	TCSP CASE RECALL EFF DATE	Date that the recall flag is set for a case.
159.4	TCSP CASE RECALL REASON	Reason that the case is being recalled from Cross-Servicing.
159.5	TCSP GENDER	Gender of debtor referred to Cross-Servicing
161	ORIGINAL TCSP TIN	SSN sent to Cross-Servicing on the original referral document.
162	ORIGINAL TCSP DEBTOR NAME	Name as sent on the original Cross-Servicing referral document.
163	TCSP DELINQUENCY DATE	Date that the bill became active. The debt is referred to Cross-Servicing when the debt is 150 days old counted from the delinquency date.
164	TCSP DEBTOR ADDRESS, LINE 1	First line of the current debtor address transmitted to Cross-Servicing.
165	TCSP DEBTOR ADDRESS, LINE 2	Second line of the current debtor address transmitted to Cross-Servicing.
166	TCSP DEBTOR ADDRESS, CITY	City included in the debtor address transmitted to Cross-Servicing.
167	TCSP DEBTOR ADDRESS, STATE	State included in the debtor address transmitted to Cross-Servicing.
168	TCSP DEBTOR ZIP CODE	Zip code included in the debtor address transmitted to Cross-Servicing.
169	ORIGINAL TCSP AMOUNT	Original amount referred to Cross-Servicing.
169.1	CURRENT TCSP AMOUNT	Current debt amount at Cross-Servicing.

Field Number	Field Name	Description
169.2	TCSP DEBTOR PHONE	Residence phone number from the Patient file (#2).
169.3	TCSP COUNTRY CODE	The country code from the Patient file (#2).
169.4	TCSP DOB	The patient date of birth.
171	CS ADJ TRANS NUMBER (multiple 430.0171)	Transaction number in the AR Transaction file (#433) for transactions to be included in a 5B record to be sent to Cross-Servicing.
430.0171, .01	CS ADJ TRANS NUMBER	Transaction number in the AR Transaction file (#433) for transactions to be included in a 5B record to be sent to Cross-Servicing.
430.0171, 1	SEND TCSP RECORD 5B	Flag that marks this transaction to be sent to Cross-Servicing in a 5B record when the AR nightly background job is run.
173	DUE PROCESS NOTIFICATION FLAG	Date that a bill is flagged for Due Process Notification (DPN)
174	DUE PROCESS REQUEST DATE	Date that the due process request is set
175	DUE PROCESS LETTER PRINT DATE	Print date of the due process letter.
176	DUE PROCESS REFERRAL DATE	Date that the bill is referred for due processing.
177	DUE PROCESS ERROR DATE	Date that the bill is rejected for due process.
178	DUE PROCESS ERROR CODES	Error codes related to the bill being rejected for due process.
191	SEND TCSP RECORD 1	Flag set by the unprocessable file to request that a record 1 be sent for this debt.
192	SEND TCSP RECORD 2	Flag set by the unprocessable file to request that a record 2 be sent for this debt.
193	SEND TCSP RECORD 2A	Flag set by the unprocessable file to request that a record 2A be sent for this debt.
194	SEND TCSP RECORD 2C	Flag set by the unprocessable file to request that a record 2C be sent for this debt.
196	SEND TCSP RECORD 5B	Flag set by the unprocessable file to request that a record 5B be sent for this debt.
197	5B PRINCIPLE	Principle amount to be set on the 5B record when the request for the 5B record is set.
198	5B INTEREST	Interest amount to be set on the 5B record when the request for the 5B record is set.

Field Number	Field Name	Description
199	5B ADMIN	Admin amount to be set on the 5B record when the request for the 5B record is set.
199.1	5B PENALTY	Penalty amount to be set on the 5B record when the request for the 5B record is set.
199.2	STOP INTEREST ADMIN CALC	Flag to stop interest and admin calculation for debts referred to Cross-Servicing.
301	RETURNED DATE	Returned date field on the reconciliation file for records returned by Treasury from Cross-Servicing.
302	RETURN REASON CODE	Returned reason code field on the reconciliation file for records returned by Treasury from Cross-Servicing.
303	COMPROMISED INDICATOR	Compromise indicator field on the reconciliation file for records returned by Treasury from Cross-Servicing.
304	COMPROMISE AMOUNT	Compromise amount field on the reconciliation file for records returned by Treasury from Cross-Servicing.
305	CLOSED DATE	Closed date field on the reconciliation file for records returned by Treasury from Cross-Servicing.
306	BANKRUPTCY DATE	Bankruptcy date field on the reconciliation file for records returned by Treasury from Cross-Servicing.
307	DATE OF DEATH	Date of death field on the reconciliation file for records returned by Treasury from Cross-Servicing.
308	DATE OF DISSOLUTION	Date of dissolution field on the reconciliation file for records returned by Treasury from Cross-Servicing.
309	REMOVED FROM RECONCILIATION?	This field determines whether or not the bill will display on the Cross-Servicing Reconciliation Worklist. User's have the ability to manually remove debtors/bills from the worklist and this field is used in that action.
310	REC ORIGINAL TCSP AMOUNT	This is the original amount referred to Cross-Servicing. It is saved and stored separately from field 169 (see above) for reporting purposes.
311	REC CURRENT TCSP AMOUNT	This is the current debt amount at Cross-Servicing. It is saved and stored separately from field 169.1 (see above) for reporting purposes.
312	REC TCSP RECALL EFF. DATE	This is the date that the recall flag is set for the debt. It is saved and stored separately from field 153 (see above) for reporting purposes.

Table 10: Cross-Servicing Fields in Subfile CS Decrease Adj Trans Number (sub file of AR #430) (#430.0171)

Field Number	Field Name	Description
.01	CS DECREASE ADJ TRANS NUMBER	Transaction number for the Cross-Servicing decrease adjustment

Table 11: Cross-Servicing Fields in Reject Date (sub-file of AR #430) (#430.0172)

Field Number	Field Name	Description
.01	REJECT DATE	Date that a Cross-Servicing referral / update was rejected
1	REJECT SOURCE	Source of the reject (AITC, DMC, Treasury)
2	REJECT REASON1	Reject Reason 1
3	REJECT REASON2	Reject Reason 2
4	REJECT REASON3	Reject Reason 3
5	REJECT REASON4	Reject Reason 4
6	REJECT REASON5	Reject Reason 5
7	REJECT REASON6	Reject Reason 6
8	REJECT REASON7	Reject Reason 7
9	REJECT REASON8	Reject Reason 8
10	REJECT REASON9	Reject Reason 9
11	RECORD TYPE	Record type of the reject
12	RECORD ACTION CODE	Action code of reject
13	REJECT BATCH ID	Batch ID # of the reject
14	REJECT MM MSG NO.	MailMan Message # of the reject

Table 12: Cross-Servicing Fields in AR Return Reason Code File (#430.5)

Field Number	Field Name	Description
.01	CODE	Code # in the return reason code file.
.1	DESCRIPTION	Description in the return reason code file.
2	CATEGORY	Category in the return reason code file.

Appendix A. Cross-Servicing Record Types & Action Codes

The following table lists the record types and action codes used for Cross-Servicing from Treasury's IAI File Format specification (refer to *Appendix F. References*).

Table 13: Cross-Servicing Record Types & Action Codes

Record Type	Action Code	Description
H – Header Record	-	-
1 – Debt Record	A	Add New Debt
	U	Update Debt
	L	Debt Recall
2 – Debtor Record	A	Add new Debtor
	U	Update Debtor, Update Debtor TIN
	L	Debtor Recall
	B	Add New Debt to Existing Debtor
2A – Individual Debtor Record	A	Add New Individual Debtor
	U	Update Individual Debtor
2C – Debtor Contact Information	A	Add new Debtor Contact Info
3 – Case Record	A	Add Case Info
5B - Creditor Agency Financial Transactions (Adjustments)	U	CA Financial Transaction (Adjustment)
Z – Trailer Record	-	-

Appendix B. Cross-Servicing IAI Error Codes

The below table is a list of the IAI error codes for Cross-Servicing. For all errors that cannot be fixed locally, please log a Remedy ticket.

Table 14: Cross-Servicing IAI Error Codes

ID	Field Name / Action	Record Type(s)	Error Message
01	FAST Code/ ALC/ Station	1,2,2A,2B,2C,2D,2E,3,4, 5A,5B,6	Cannot be blank or is invalid.
02	ALC	1,2,2A,2B,2C,2D,2E,3,4, 5A,5B,6	ALC of input record does not Match file ALC.
03	DMS Processing Code	1,2,2A,2B,2C,2D,2E,3,4, 5A,5B,6	DMS Processing Code cannot be blank or is invalid.
04	Agency Debt ID	1,2,2A,2B,2C,2D,2E,3,4, 5A,5B,6	Invalid agency debt id or agency debt id not specified.
05	Debt Type	1	Debt Type does not exist in Agency Profile or invalid Debt Type code.
06	Debt Type	1	Cannot reset debt type.
07	Debtor TIN	2, 2C,4,6	Invalid TIN number or TIN not specified.
08	Debtor TIN	1,2, 2A, 2B, 2C, 2D, 2E, 3, 4, 5A, 5B, 6	Cannot reset TIN, change TIN, or TIN does not match existing debt number.
09	Debtor TIN	2	Invalid TIN for a RT 2 Action Code Add record.
10	Debtor TIN	2	Debtor already in debtor table.
11	Debtor TIN	2	This is a Joint & Several debt.
12	Debtor TIN	2	If Debtor TIN is provided, a valid TIN Type must be Entered.
13	Debtor TIN	2, 2C, 4, 6	Debtor TIN must be Numeric.
14	Referred Debt Balance	1	Delinquent amount not numeric or amount < $25 limit.
15	Referred Debt Balance	1	For adjust action, amount cannot be zero.
16	Referred Debt Balance	1	Cannot decrease a debt with existing current balance of zero.
17	Referred Debt Balance	1	For refund record, there is no offset payment found for the offset year / date, or year / date is invalid.
18	Referred Debt Balance	1	Refund record amount in excess of offset.
19	Referred Debt Balance	1	For refund reversal record, there is no offset payment found for the offset year / date, or year / date is invalid.
20	Referred Debt Balance	1	Amount of refund reversal record exceeds amount of previous refund.
21	Referred Debt Balance	1	Referred Debt Balance must be Equal to the Sum of Initial Principal, Initial Interest, Initial Admin Costs, and Initial Penalty.
22	Referred Debt Balance	1	Referred Debt Balance must be Numeric.

ID	Field Name / Action	Record Type(s)	Error Message
23	Referred Debt Balance	1	Referred Debt Balance is Required.
24	Debt Judgment	2	Invalid Judgment Debt value.
25	Delinquency Date	1	Invalid date for Delinquent Date, not numeric or not specified.
26	Delinquency Date	1	Cannot reset Delinquent Date.
27	Delinquency Date	1	Delinquent date cannot be > (later than) processing date.
28	Delinquency Date	1	Date error (incorrect format) when adding or updating debt record.
29	Delinquency Date	1	Date error when updating Debt record.
30	Delinquency Date	1	Date Delinquency Began is more than 10 years prior to current date
31	Individual or Business	2	Invalid Individual/Business Indicator or not specified.
32	Individual or Business	2	Cannot reset Business/individual indicator.
33	Debtor Name Last or Business	2	Debtor Last Name/Business cannot be blank.
35	Debtor Name Last or Business	2	Only present when changing last name.
36	Debtor Name Last or Business Debtor Name First Debtor Name Middle	2	The debtor is not in Debtor table.
37	Contact Address 1	2C	Contact address line 1 cannot be blank.
38	Contact Address 1	2C	Cannot reset Contact address line 1.
39	Contact City	2C	Contact city cannot be blank.
40	Contact City	2C	Cannot reset Contact city.
41	Contact Country Name, Contact State	2C	Invalid contact state code or cannot be blank unless country code field is completed and not 'US'.
42	Contact Country Name, Contact State	2C	If Country Code is xx (completed and not 'US' on debt record or this update record), State Code must be blank.
43	Contact State	2C	Contact state code can only be reset when country code field is completed.
44	Contact Country Name	2C	Invalid Contact Country Code or code is not valid since state code is completed on debt record or this update record and country code is not 'US'.
45	Contact Country Name	2C	Invalid Contact Country Code or code is not valid since state code is completed and country code is not 'US'.
46	Contact Country Name	2C	If Contact Country Code is xx (completed and not 'US'), Alias State Code must be blank.

ID	Field Name / Action	Record Type(s)	Error Message
47	Contact Zip Code	2C	The first 5 characters of zip code must be numeric if 'US' address or cannot be blank. If country code field is completed and not 'US' and state code field is blank, the first five characters must be completed or zeros.
48	Contact Zip Code	2C	Cannot reset contact Zip Code unless country code field is completed and not 'US'.
49	Debt Origination Date	1	Invalid date for Date Debt Originally Opened, not numeric or not specified.
50	Debt Origination Date	1	Date error (incorrect format) when adding or updating date Debt Originally Opened information.
57	Debtor Alias Last or Business Name	4	Alias Last name cannot be blank.
58	Debtor Alias Last or Business Name	4	Cannot reset Alias last name.
59	Record Type, Action Code	1,2,2A,2B,2C,2D, 2E,3,4,5A, 5B,6	Invalid record type/record action.
60	Record Type		Invalid record type for Add Action.
61	Record Type		Invalid record type for Update Action.
62	Record Type	2, 2A,2B,2C,2D,2E,3,4	Invalid record type for Delete Action.
63	Record Type	2,2A,2B,2C,2D,2E,3,4,6	Invalid record type for Adjust Action.
64	Entire Record Type 1	1	Duplicate Debt record found in database for 'Add'.
65	Entire Record Type 1	1	General error occurred when adding or updating debt record. Base debt record not found
66	Entire Record Type 2	2	Debt record not found for adding debtor information.
67	Entire Record Type 4	4	Duplicate Debt Alias found in database for 'Add'.
68	Entire Record Type 4	4	General error occurred when adding or updating debt record. Base debt record not found.
69	Entire Record Types 1,2,2A,2B,2C,2D,2E,3,4,5A,5B, 6	1,2,2A,2B,2C,2D,2E,3,4, 5A,5B,6	Debt record not found in database for update. Missing contact data for debtor
70	Entire Record Type 4	4	Debt Alias record not found in database for update.
76	Original Amt of Debt	1	Original Amount not numeric or amount < $25 limit or not specified.
85	Debtor Name Middle	2	Middle initial not allowed for business debts.
88	Bypass Indicators	6	Bypass code is invalid or does not exist.
89	Bypass Indicators	6	Bypass code already in place for this debt.
90	Bypass Indicators	6	Bypass code not found for this debt.
91	Bypass Indicators	6	Bypass code indicator is full, cannot add another bypass.
92	Bypass Indicators	6	Default debt load bypass indicator exceed limit of 10.

ID	Field Name / Action	Record Type(s)	Error Message
93	Bypass Indicators	6	Similar or duplicate Bypass Indicator already exists for this debt.
1I	Individual/Joint Several Indicator	1	Individual/Joint Several status indicator is invalid.
1J	Individual/Joint Several Indicator	1	Cannot reset to a regular debt.
1K	Individual/Joint Several Indicator	1	This is the last debtor for this debt.
1L	Individual/Joint Several Indicator	1	Cannot add Debtor to non-active Joint & Several Debt.
1M	Individual/Joint Several Indicator	1	Individual/Joint Several Ind is Required.
1N	Admin Debt Class	1	Admin Debt Class is Required if Debt Type = "A".
1O	Admin Debt Class	1	Admin Debt Class must be Null if Debt Type = "L".
1P	Admin Debt Class	1	Invalid Admin Debt Classification Code.
1Q	Consumer or Commercial	1	Invalid Consumer/Commercial Code.
1R	Consumer or Commercial	1	Consumer/Commercial is Required.
1S	Initial Principal	1	Initial Principal must be Numeric.
1T	Initial Interest	1	Initial Interest must be Numeric.
1U	Initial Admin Costs	1	Initial Admin Costs must be Numeric.
1V	Initial Penalty	1	Initial Penalty must be Numeric.
1W	Initial Principal Initial Interest Initial Admin Costs Initial Penalty	1	One of these Referred Balance Components is Required.
1X	Initial Interest Type	1	Interest code is not allowed when agency program indicates FedDebt will not accrue interest
1Y	Interest Rate	1	Interest Rate is required if Initial Int Type = "A" / "F".
1Z	Interest Rate	1	Interest rate is not allowed when agency program indicates FedDebt will not accrue interest
2A	Interest Rate	1	Interest Rate must be Null if Initial Int Type = "C".
2B	Interest Rate	1	Interest Rate must be Between 0.00 And 100.00.
2C	Interest Rate	1	Interest Rate must be Numeric.
2D	Penalty Rate	1	Penalty Rate is Required if Penalty is Accrued.
2E	Penalty Rate	1	Penalty Rate must be Null if Penalty is not Accrued.
2F	Penalty Rate	1	Penalty Rate must be Between 0.00 And 100.00
2G	Penalty Rate	1	Penalty Rate must be Numeric.

ID	Field Name / Action	Record Type(s)	Error Message
2H	Last Interest Calc Date	1	Date is Required if Interest Rate is Entered or profile indicates required
2I	Last Interest Calc Date	1	Last Interest Calc Date must be Null if Interest Rate is Not Entered.
2J	Last Interest Calc Date	1	Last Interest Calc Date must be a Valid Date in YYYYMMDD Format.
2K	Last Interest Calc Date	1	Last Interest Calc Date must be less than or equal to the System Date.
2L	Last Penalty Calc Date	1	Date is Required if Pen Rate is Entered or profile indicates required
2M	Last Penalty Calc Date	1	Last Penalty Calc Date must be Null if Penalty Rate is Not Entered.
2N	Last Penalty Calc Date	1	Last Penalty Calc Date must be a Valid Date in YYYYMMDD Format.
2O	Last Penalty Calc Date	1	Last Penalty Calc Date must be less than or equal to the System Date.
2P	Last PMT Amt Prior to Ref	1	Last PMT Amt Prior to Ref must be Numeric.
2Q	Last PMT Date Prior to Ref	1	Last PMT Date Prior to Ref must be a Valid Date in YYYYMMDD Format.
2R	Last PMT Date Prior to Ref	1	Last PMT Date Prior to Ref must be less than or equal to the System Date.
2T	SOL Expiration Date	1	SOL Expiration Date must be a Valid Date in YYYYMMDD Format.
2U	Guarantor Exists	1	Invalid 'Guarantor Exists' Code.
2V	Foreclosure Indicator	1	Invalid Foreclosure Indicator Code.
2X	Written Off	1	Invalid Written Off Code.
2Y	Debtor TIN Type	2	If Debtor TIN Type is provided, a valid TIN must be Entered.
2Z	Debtor TIN Type	2	Invalid Debtor TIN Type Code.
3A	Debtor Generation	2A	Invalid Debtor Generation Code.
3B	Debtor Gender	2A	Invalid Debtor Gender Code.
3C	Date of Birth	2A	Date of Birth must be a Valid Date in YYYYMMDD Format.
3D	Date of Birth	2A	Date of Birth must be less than the System Date.
3E	Agency Debtor ID	2,2A, 2B, 2C, 2D,2E,3, 4, 5A,5B, 6	Agency Debtor ID is Required.
3F	Judgment Date	1	Judgment Date must be a Valid Date in YYYYMMDD Format.
3G	Relationship to Primary	3	Invalid Relationship to Primary Code.
3H	Relationship to Primary	3	Relationship to Primary is Required.
3I	Contact Type to Rcv DL	3	Invalid Contact Type to Receive Demand Letter Code.

ID	Field Name / Action	Record Type(s)	Error Message
3J	Contact Type to Rcv DL	3	Contact Type to Receive Demand Letter is Required.
3K	Contact Type	2C	Invalid Contact Type Code.
3L	Contact Type	2C	Contact Type is missing - see Error Code 3K.
3M	Contact Free Form Name	2C	Contact Free Form Name cannot be blank.
3N	Contact Title	2C	Invalid Contact Title
3O	Contact Primary Name	2C	Contact Primary Name cannot be blank
3P	Contact Phone Type	2C	Invalid Contact Phone Type Code.
3Q	Contact Phone	2C	Contact Phone must be Numeric.
3R	Contact Phone Ext	2C	Contact Phone Ext must be Numeric.
3S	Contact Primary Phone	2C	Invalid Contact Primary Phone Code.
3T	Contact Primary Address	2C	Invalid Contact Primary Address code
3U	Contact Email Address	2C	Invalid Contact Email Address
3V	Contact Primary Email Address	2C	Invalid Contact Primary Email Code.
3W	Salary	2E	Salary must be Numeric.
3X	Salary Cycle	2E	Invalid Salary Cycle Code.
3Y	Salary Gross or Net	2E	Invalid Salary Gross or Net Code.
3Z	Fed Civilian Employee	2A	Invalid Fed Civilian Employee Code.
4A	Fed Military Employee	2A	Invalid Fed Military Employee Code.
4B	Last Debtor Contact Date	3	Last Debtor Contact Date must be a Valid Date in YYYYMMDD Format.
4C	Last Debtor Contact Date	3	Last Debtor Contact Date must be less than or equal to the System Date.
4G	Business Debtor Type	2B	Invalid Business Debtor Type Code.
4H	Business Type	2B	Invalid Business Type Code.
4I	Date of Incorporation	2B	Date of Incorporation must be a Valid Date in YYYYMMDD Format.
4J	State of Incorporation	2B	Invalid State of Incorporation Code.
4K	Federal Contractor Indicator	2B	Invalid Federal Contractor Indicator Code.
4L	Date of Dissolution	2B	Date of Dissolution must be a Valid Date in YYYYMMDD Format.
4M	Property Type	2D	Invalid Property Type Code.
4N	Date Reported to CB	3	Date Reported to CB must be a Valid Date in YYYYMMDD Format.
4O	Debtor Alias Type	4	Invalid Debtor Alias Type Code.

ID	Field Name / Action	Record Type(s)	Error Message
4P	Debtor Alias First Name	4	Debtor Alias First Name cannot be blank.
4Q	Debtor Alias Generation	4	Invalid Debtor Alias Generation Code.
4R	Financial Transaction Type	5A,5B	Invalid Financial Transaction Type Code.
4S	Financial Transaction Type	5A,5B	Financial Transaction Type is Required.
4T	Trans Type	5A,5B	Invalid Trans Type Code.
4U	Trans Type	5A,5B	Trans Type is Required.
4V	Identification Date	5A,5B	Identification Date must be a Valid Date in YYYYMMDD Format.
4W	Identification Date	5A,5B	Identification Date must be less than or equal to the System Date.
4X	Identification Date	5A,5B	Identification Date is Required.
4Y	Agency Trans ID	5A,5B	Agency Trans ID is Required.
5A	Agency Trans ID	5A,5B	Agency Trans ID must be Unique; Agency Trans ID already exists within FedDebt.
5B	Trans Amount	5A,5B	Trans Amount must be greater than Zero.
5C	Trans Amount	5A,5B	Trans Amount must be Numeric.
5D	Trans Amount	5A,5B	Trans Amount is Required.
5E	SIGNED Principal Amount	5B	If Financial Type Code = L, the value of the adjustment cannot reduce the Principal Amount below zero.
5F	SIGNED Penalty Amount	5B	If Financial Type Code = L, the value of the adjustment cannot reduce the Penalty Amount below zero.
5G	SIGNED Principal Amount SIGNED Interest Amount SIGNED Admin Cost Amount SIGNED Penalty Amount	5B	If Financial Type Code = L, one of these debt balance components is required.
5H	Financial Instrument Type	5A	Invalid Financial Instrument Type Code.
5I	Financial Instrument Type	5A	Financial Instrument Type is Required.
5J	Financial Instrument Num	5A	Financial Instrument Num is Required.
5K	SIGNED Interest Amount	5B	If Financial Type Code = L, the value of the adjustment cannot reduce the Interest Amount below zero.
5N	Credit Card Authorization Number	5A	Credit Card Authorization Number is Required if Financial Instrument Type Code = C.
5O	Credit Card Authorization Number	5A	Credit Card Authorization Number must be Null if Financial Instrument Type Code <> C.
5P	SIGNED Admin Cost Amount	5B	If Financial Type Code = L, the value of the adjustment cannot reduce the Admin Cost Amount below zero.
5Q	Agency Debt ID and Agency Debtor ID	5A	Payment or Reversal is Unidentified

ID	Field Name / Action	Record Type(s)	Error Message
5R	Agency Debt ID	5B	Cannot increase adjustment in PA
5S	Agency Debt ID	5B	Cannot process an adjustment for a closed case
5T	Recall Request Reason for Debt	1	Invalid Recall Request Reason for Debt Code.
5U	Recall Request Reason for Debtor	2	Invalid Recall Request Reason for Debtor Code.
5V	Recall Request Reason for Case	3	Invalid Recall Request Reason for Case Code.
5W	Trans Sequence Number	5A,5B	Transaction's Sequence Number duplicates another transaction's number in the same file.
5X	Trans Sequence Number	5A,5B	Transaction's Sequence Number is Required.
5Y	Judgment/Non Judgment	1	Invalid Judgment Debt value.
5Z	Health Insurance Claim	1	Invalid Health Insurance Claim Code
6A	Debtor Last Name Update Reason	2	Invalid Debtor Last Name Update Reason code
6B	DUNS Num	2B	Invalid DUNS Num code
6C	Employer Name	2E	Employer Name cannot be blank
6D	Employer EIN	2E	Employer EIN cannot be blank
6E	Agency Match Original Trans ID	5A, 5B	Agency Match Original Trans ID does not match Agency Trans ID of the Original Payment
6F	SIGNED Trans Amt of Original Payment	5A	Trans Amt of Original Payment does not match corresponding payment
6G	Transaction Amt of Original Adjustment	5B	Trans Amt of Original Adjustment does not match corresponding adjustment
6H	Transaction Amt of Original Offset	5B	Trans Amt of Original Adjustment does not match corresponding TOP offset
6I	Debtor Name First	2	Debtor First Name cannot be blank for individual debtor.
6J	Property Description	2D	Property Description cannot be blank if adding a property.
6K	Override Action	6	Override Action cannot be blank.
6L	Referring a debt	1,2,2C,3	Must include all required record types in order to save debt.
6M	Referred Debt Balance	1	Debt Balance must be greater or equal to referral threshold
6N	Processing a debt	3	Only one case allowed when individual liability
6O	Processing a debt	2	At least one debtor must be assigned to the debt
6P	Processing a debt	3	Debt cannot have more than 26 cases assigned
6Q	Processing a debt	2	Only one debtor allowed when individual liability
6R	Processing a debt	1	At least one case must be assigned to the debt
6S	FAST Code/ ALC/ Station	1,2,2A,2B,2C,2D,2E,3,4,	The agency program profile is inactive

ID	Field Name / Action	Record Type(s)	Error Message
		5A,5B,6	
6T	FAST Code/ ALC/ Station	1,2,2A,2B,2C,2D,2E,3,4,5A,5B,6	The agency program certification has expired
6U	Agency Debt ID Agency Debtor ID	1, 2, 2A, 2B, 2C, 2D, 2E, 3, 4, 5A, 5B, 6	Debt/Debtor Agency Code Conflict
6V	Agency Debt ID Agency Debtor ID	1, 2, 2A, 2B, 2C, 2D, 2E, 3, 4, 5A, 5B, 6	Debt/Debtor Bureau Code Conflict
6W	Agency Debt ID	1	Debt already exists
6X	Agency Debtor ID	2	Duplicate debtor for this debt
6Y	Agency Debtor ID	2	New debtors may only be added to JOS debts
6Z	Agency Debtor ID	2	A debtor already exists with this key
7A	Agency Debtor ID	2A	Debtor is not an individual debtor
7B	Agency Debtor ID	2B	Debtor is not a business debtor
7C	Agency Debtor ID	2	Debtor not found for agency debtor Id
7D	Individual or Business	2	Consumer debt type may not have business debtors
7E	Debtor TIN Type	2	Consumer debt may not have debtors with TIN type of EIN
7F	Debtor TIN	2	TIN cannot be blank due to debtor in TOP. Mark TIN invalid.
7G	Individual/Joint Several Indicator	1	New debtors may only be added to JOS debts
7H	Relationship to Primary	3	The Relationship to Primary must not be null
7I	Relationship to Primary	3	There can only be one primary debtor for this debt
7J	Relationship to Primary	3	There must be a primary debtor for this debt
7K	Admin Debt Class	1	Admin Debt Class is not allowed for loan debt type
7L	Penalty Rate	1	Penalty rate exceeds system threshold
7M	Penalty Rate	1	Not allowed when agency program indicates no accrual
7N	Contact Type to Rcv DL	3	Primary and Valid address required for contact to receive Demand Letter. When adding new IAI debt the SLFIND/SLFBUS contact primary name indicator must equal "Y".
7O	Agency Debtor ID	2, 3, 4	Agency Debtor ID does not match agency records
7R	Cannot add debtors to non J&S debt	2	Cannot add debtors to non Joint & Several debt.
7T	Override already exists	6	Override already exists
7U	Update fields cannot be blank	1	Update fields cannot be blank.
7V	The debt/debtor has no case data	3	Debt/Debtor has no Case Data – Record Type 3 is Required

ID	Field Name / Action	Record Type(s)	Error Message
7W	Individual Liability Debt May Only Have One Record Type 3	3	Individual Liability Debt May Only Have One Record Type 3
7X	Invalid Guarantor Exists	1	Invalid Guarantor Exists
7Y	Individual Debt Liability Invalid	3	Individual Debt Liability is invalid.
7Z	Liability Is Not 100%	3	Liability for debt does not equal 100%
8A	Invalid Agency Code – Verify Station Field	1,2,2A,2B,2C,2D,2E,3,4,6	Invalid Agency Code – Verify Station Field
8B	Invalid Bureau Code – Verify Station Field	1,2,2A,2B,2C,2D,2E,3,4,6	Invalid Bureau Code – Verify Station Field
8C	Invalid Office Code – Verify Station Field	1,2,2A,2B,2C,2D,2E,3,4,6	Invalid Office Code – Verify Station Field
8D	Invalid Program Code – Verify Station Field	1, 2, 2A, 2B, 2C, 2D, 2E, 3, 4, 6	Invalid Program Code – Verify Station Field
9A	Batch Control ID is Invalid	Header Record	Batch Control ID is invalid
9B	Invalid Beneficiary Name	1	Beneficiary Name is Invalid
9C	Invalid Payment Agreement Terms	1	Payment Agreement Terms is Invalid
9D	Invalid Job Title	2E	Job Title is Invalid
9E	Adjustment Information Only	5A	Full amount of adjustment could not be applied to the debt. Cannot reduce below zero.
9G	Action Code	5A 5B	Invalid Action Code (Syntax Validation)
9H	Debtor Closed due to Entity Out of Business	1, 2, 2A, 2B, 2C, 2D, 2E, 3, 4, 6	Debtor Closed due to Entity Out of Business
9I	Debtor Closed due to Death	1, 2, 2A, 2B, 2C, 2D, 2E, 3, 4, 6	Debtor Closed due to Death
9J	Transaction's Sequence Number should be between 1 and 999,999	5A, 5B	Transactions' Sequence Number should be between 1 and 999,999
9K	Trans Amt does not match the sum of components	5B	Trans Amt does not match the sum of components
9L	Trans ID has to be 15 chars long	5A, 5B	Trans ID has to be 15 chars long
9M	Cannot adjust the current case balance below ZERO	5B	Cannot adjust the current case balance below ZERO
ZZ	Manual intervention required	H,1,2,2A, 2B,2C,2D, 2E,3,4,5A, 5B,6	A Non-Disclosed error was detected which requires manual intervention to discern the type of error that was encountered.

Appendix C. Patient Statement Updates for Cross-Servicing

When debt on a debtor's account has been referred to Cross-Servicing, the debt will no longer be included on the debtor's Patient Statement. Also, the debt amount referred to Cross-Servicing will not be included in the total balance due. Additionally, the "Notice of Rights and Responsibilities" section has been updated to include information on the Cross-Servicing Program.

Figure 110: Notice of Rights and Responsibilities (Page 1)

NOTICE OF RIGHTS AND RESPONSIBILITIES

COLLECTION: The U.S. Department of Veterans Affairs (VA) is required to collect debts owed to the government. Action must be taken within sixty (60) days from the initial billing statement to pay your debt in full or establish a payment plan or your account may be referred for further collection action. You have the right to inspect and copy the records related to the debt. You also have the right to establish a payment plan. You have the right to submit a compromise offer. Collection action includes referring your delinquent balance to the Department of Treasury's Cross-Servicing Program and Treasury Offset Program, which will include offset of any federal and state payments to which you are entitled. This includes tax refunds, social security benefits and salary or retirement benefits. In addition, the Department of Treasury may refer your account to private collection agencies, which will result in additional fees and interest being added to your account. You may also be subject to garnishment of non-federal wages under Treasury's Administrative Wage Garnishment Program. Other collection actions include offset of any current or future VA benefits to which you may become entitled. We may also report your delinquent account to credit reporting agencies sixty (60) days from the date of the initial billing statement. Additional information can be found at: www.va.gov/healthbenefits/cost/.

PAY YOUR BILL: Pay the debt in full by the balance due date on the initial billing statement to avoid late charges and collection action:
- **In Person:** At your local Veteran Affairs Medical Centers Agent Cashier's Office
- **By Phone:** Contact VA at 1-888-827-4817
- **Online:** Pay by ACH withdrawal from your bank account, or by debit or credit card at www.pay.gov
- **By Mail:** Make check or money order payable to "VA" and include account number and payment stub. Submit to: Department of Veterans Affairs, P.O. Box 530269, Atlanta, GA 30353-0269

LATE CHARGES: The VA is required to assess late charges on balances which remain unpaid thirty (30) days after the statement date. These charges consist of interest and administrative fees at rates established each year. Interest will be charged from the date charges first appear on the statement. You can avoid these charges by making timely payments by the balance due date on the initial billing statement. A monthly administrative cost or collection fee will be added to your debt if, within thirty (30) days of the date of the statement on which charges first appear, full payment of the debt is not received or a repayment plan agreement is not approved. If an installment repayment plan is established and any installment is not received by the due date, the monthly administrative cost or collection fee will thereafter be charged until the debt is paid. Other collection costs may also be added to the debt if additional collection actions become necessary.

WAIVER: You have the right to request a waiver of part or all of your debt. If the waiver is granted you will not be required to pay the amount waived. To do so, submit an explanation and a completed Financial Status Report (VA Form 5655) found at: www.va.gov/vaforms/va/pdf/VA5655.pdf. Your explanation should include why you are not responsible for the debt and any undue hardship the payment of the debt would cause you. You have the right to request a hearing in connection with your request for a waiver. To do so, submit a written request for hearing with your waiver request. VA will notify you of the date, time and place where the hearing will be held. Refer to the "Customer Service" and "Submitting Your Request" sections below for more information.

COMPROMISE OFFER: You have the right to request a compromise. A compromise means you may propose a lesser amount as full settlement of the debt. To request a compromise, submit your request in writing to VA, specifying the dollar amount you are proposing VA should accept as payment in full, and a completed Financial Status Report (VA Form 5655) found at: www.va.gov/vaforms/va/pdf/VA5655.pdf. Refer to the "Customer Service" and "Submitting Your Request" sections below for more information.

REPAYMENT PLAN: You have the right to establish a monthly repayment plan at any time during your enrollment in VA health care if you cannot pay your debt in full. To do so, submit a completed Agreement to Pay Indebtedness (VA Form 1100) found at: www.va.gov/vaforms/va/pdf/VA1100.pdf. Indicate your proposed monthly payment amount in paragraph 1A. Include your first payment with the completed form. Make check or money order payable to "VA" and include the account number and payment stub. Refer to the "Customer Service" and "Submitting Your Request" sections below for more information.

DISPUTE THE EXISTENCE OR AMOUNT OF THE DEBT: You have the right to dispute the existence or amount of the debt. To do so, submit a letter explaining why you question the validity or amount of the debt. To avoid late charges, you must submit a dispute by the balance due date on the initial billing statement. VA will not initiate collection if your dispute is received within sixty (60) days from the initial billing statement. If VA receives your notice later than sixty (60) days and collection has been initiated, it will continue while the dispute is being reviewed. If the dispute is resolved in your favor, all late charges will be removed from your account, and any amounts withheld from your VA benefits, federal payments, or wages will be refunded to you. Refer to the "Customer Service" and "Submitting Your Request" sections below for more information.

Figure 111: Notice of Rights and Responsibilities (Page 2)

HARDSHIP DETERMINATION: You have the right to request a Hardship Determination which provides an exemption from future outpatient and inpatient copayments for the remaining calendar year. To do so, send a letter explaining any financial hardship these charges will cause you and a completed Request for Hardship Determination (VA Form 10-10HS) found at: www.va.gov/vaforms/medical/pdf/vha-10-10HS.pdf. If your gross household income has decreased, you may be eligible for enrollment in a higher Priority Group which may qualify you for copayment exemption. Submit a completed Health Benefits Renewal (VA Form 10-10EZR) found at: www.1010ez.med.va.gov to update your financial information. Refer to the "Customer Service" and "Submitting Your Request" sections below for more information.

CUSTOMER SERVICE: For additional assistance or if you are unable to access the forms online:
- **In Person:** Contact your Patient Advocate or Enrollment Coordinator at your local Veteran Affairs Medical Center
- **By Phone:** Contact VA at 1-866-400-1238
- **Online** Visit www.va.gov/healthbenefits/cost/ for additional information or www.va.gov/vaforms to retrieve VA forms.

SUBMITTING YOUR REQUEST: Submit the required VA forms or documents to apply for one of VA's Financial Hardship Programs:
- **In Person:** At your local Veteran Affairs Medical Center's Business Office or Health Administration Service Office
- **By Mail:** Send completed forms and/or other required documentation to the VA address at the top left of your statement to the attention of the Business Office/Health Administration Service Offic e

For additional information, to request necessary forms or assistance in accessing forms online, contact VA at 1-866-400-1238.

REPRESENTATION: An accredited representative of a Veteran Service Organization or other service organization recognized by the Secretary of Veterans Affairs may represent you without charge. You may employ an attorney or VA accredited agent to assist you. The services of an attorney or accredited agent representing you in adjudicative proceedings before VA are subject to a fee limitation as set forth in 38 U.S.C. 5904. If you desire representation and have not already designated a representative, contact VA at 1-866-400-1238 to request the necessary forms. If an attorney or accredited agent represents you before VA, a copy of any agreement between you and the attorney or accredited agent about the payment of the attorney's or agent's fees must be filed at the following address: Counsel to the Chairman (01C3), Board of Veterans Appeals, 810 Vermont Avenue N.W., Washington D.C. 20420.

NOTICE TO CUSTOMERS MAKING PAYMENT BY CHECK: When you provide a check as payment, you authorize VA to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When VA uses information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the day we process your payment, and you will not receive your check back from the financial institution. A Privacy Act Statement required by 5 U.S.C. & 552a(e)(3) stating our authority for soliciting and collecting the information from your check, and explaining the purposes and routine uses which will be made of your check information, VA Notice of Privacy Practices, IB 10-163 is available online at www.va.gov/vhapublications or call toll free at 1-866-400-1238 to obtain a copy by mail. Furnishing the check information is voluntary, but a decision not to do so may require you to make payment by some other method.

QUESTIONS ABOUT PAYMENTS: Payments made in the past ten (10) days may not have been applied to your account by the time your statement was prepared. If so, this payment will be reflected in your account on the next statement. For assistance in understanding your billing statement and assessed copayment charges contact VA at 1-866-400-1238.

VA PRIVACY: The VA Notice of Privacy Practices, IB 10-163, which outlines your privacy rights, is available online at www.va.gov/vhapublications, or you may obtain a copy by writing the VHA Privacy Office (10P2C1) at 810 Vermont Avenue NW, Washington, DC 20420.

Appendix D. Acronyms

Acronym	Definition
ABAL	Agency Balance Adjustment
AIO	Agency Internal Offset
AITC	Austin Information Technology Center
AWG	Administrative Wage Garnishment
AR	Accounts Receivable
C&P	Compensation & Pension
CCPC	Consolidated Co-Payment Processing Center
CPAC	Consolidated Patient Account Center
CS	Cross-Servicing
DATA Act	Digital Accountability and Transparency Act of 2014
DCIA	Debt Collection Improvement Act
DMC	Debt Management Center
DMS	Debt Management Services
DOJ	Department of Justice
DPN	Due Process Notification
IAI	Integrated Agency Interface
IPAC	Intra-governmental Payments and Collections
PCA	Private Collection Agency
SSN	Social Security Number
TCSP	Treasury Cross-Servicing Program
TIN	Tax Identification Number
TOP	Treasury Offset Program
VA	Department of Veterans Affairs
VAMC	VA Medical Center
VistA	Veterans Health Information Systems and Technology Architecture
VHA	Veterans Health Administration

Appendix E. Glossary

<div align="center">A</div>

AR – *See Accounts Receivable.*

Account – A record established for a debtor in the AR Debtor file (#340). The account can contain multiple bills for an individual debtor.

Account Profile – A screen display or printout showing an activity summary for an entire account. This profile shows if debt on a debtor's account has been referred to Cross-Servicing with the message, "Debt Referred to Cross-Servicing".

Accounts Receivable (AR) – (1) In the broadest sense, debts owed to VA are referred as Accounts Receivable. (2) Synonymous with the abbreviation 'AR'. (3) In this document, AR also refers to VA's automated system designed to process first party debt.

Accounts Receivable Section – The staff responsible, as a group, for the establishment and maintenance of debtor account records.

Active Bill – Bills that are in an "Active" status are available for collection. Bills must be in an "Active" status in order to be referred to Cross-Servicing.

Address Unknown – This field is set in the AR Debtor file (#340) to indicate that the site has not been able to obtain a correct address for the debtor. If this field is set to YES, the debtor's account will NOT be forwarded to Cross-Servicing.

Adjustment – A transaction that makes an administrative change to the principal balance of a bill or an account.

Admin Charge – An administrative charge incurred during the debt collection process and added to an account's principal balance. Fees for locator searches, marshal fees, and court costs are administrative charges.

Administrative Offset – To withhold money that is either payable by the Government to, or held by the Government for, a person or entity to satisfy a debt the person or entity owes the Government.

Administrative Wage Garnishment (AWG) – Under Federal law, a Federal agency may, without first obtaining a court order, order an employer to withhold up to 15 percent of a debtor's wages for payment to the Federal agency to satisfy a delinquent non-tax debt.

Austin Information Technology Center (AITC) – VA's data center site located in Austin, Texas. The AITC receives the transmission files for referred debts and updates to existing referrals from the VistA AR system on a scheduled basis. The AITC compiles this information and forwards it to DMC. The AITC also transmits both confirmation and reject messages to the AR system at each VAMC via MailMan.

AWG – *See Administrative Wage Garnishment.*

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B

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Bill – A receivable.

Bulletin – Electronic mail messages that are automatically delivered by MailMan under certain conditions. For example, a bulletin can be set up to fire when database changes occur, such as adding a record to the file of users.

Bureau of the Fiscal Service – Bureau of the Treasury Department formed from the consolidation of the Financial Management Service and the Bureau of the Public Debt.

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C

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CCPC – *Refer to Consolidated Copayment Processing Center.*

Consolidated Copayment Processing Center – Each month, patient-billing information is transmitted to the Consolidated Copayment Processing Center (CCPC) system located at AITC. The CCPC prints and mails billing statements to patients.

Consolidated Patient Account Centers – A congressionally mandated program that enhanced billing and collections activities within VHA through the consolidation of traditional revenue program functions into regionalized centers of excellence. There are seven regional consolidated centers around the country: (1) Mid-Atlantic - Asheville, NC; (2) Mid-South - Smyrna, TN; (3) North Central - Middleton, WI; (4) Florida\Caribbean - Orlando, FL; (5) North East - Lebanon, PA; (6) Central Plains - Leavenworth, KS; and (7) West - Las Vegas, NV.

CPAC – *Refer to Consolidated Patient Account Centers.*

Creditor Agency – An agency which is owed money, requests Treasury's services in collecting the debt, and includes its own delinquent debtor records in Treasury's system for offset. Creditor agencies receive monies that have been offset on their behalf from payments due delinquent debtors.

CS – *Refer to Cross-Servicing.*

Cross-Servicing – The Cross-Servicing functionality, developed as part of the Cross-Servicing program, was delivered and integrated under the VistA AR 4.5 patch, PRCA*4.5*301. This new functionality will allow VHA to refer a debt that has been delinquent 120 days or more to Treasury for collection.

D

DATA Act of 2014 – *Refer to Digital Accountability and Transparency Act of 2014.*

Debt – An amount of money that has been determined by an appropriate Federal official to be owed to the United States (U.S.) from any person, organization, or entity other than another Federal agency. Included as debts are amounts due the U.S. from fees, duties, leases, rents, royalties, services, sales of real or personal property, overpayments, fines, penalties, damages, taxes, interest, forfeitures, loans, and other sources.

Debt Collection – This is the official name given to the process of sending out bills and collecting payments.

Debt Management Center (DMC) – The nationwide debt collection operation for VA located at the St. Paul VA Regional Office and Insurance Center.

Debt Management Services (DMS) – As part of the U.S. Department of the Treasury's Bureau of the Fiscal Service, DMS works with Federal government agencies to provide a comprehensive debt management program. DMS also provides debt collection services to the states.

Debtor – A patient, person, vendor, insurance company, or institution that owes VA money.

Default – A suggested response provided by the system.

Delinquent – The failure of the debtor to pay an obligation or debt when due.

Digital Accountability and Transparency Act of 2014 (DATA Act) – Requires VA to notify Treasury of any legally enforceable, non-tax debt owed to VA that is over 120 days delinquent so that Treasury can offset such debt administratively.

DMC – *See Debt Management Center.*

DMS – *See Debt Management Services.*

Due Process – In the context of debt collection, the legal rights of a debtor to be informed of the adverse action and to challenge the propriety of the creditor agency's decision (e.g., to obtain review within the agency of the indebtedness, etc.).

F

FedDebt – A system that supports the Federal government's delinquent, debt collection programs, by providing Debt Management Services (DMS) with a single platform for its business applications, a single entry portal for its business applications, online access for creditor agencies via a web-based customer interface, and a single database for reporting.

FMS – *See Treasury Financial Management Service.*

G

G.TCSP – Mail group that receives all bulletins and transmission messages related to Cross-Servicing.

I

IAI – *See Integrated Agency Interface.*

Integrated Agency Interface – The Integrated Agency Interface (IAI) was developed to provide agencies with a single file format to submit multiple record types to FedDebt. IAI can: (1) refer initial debts, (2) recall debts, (3) process collections, reversals, and make adjustments, and (4) modify debt and / or debtor information.

Interest – Amount charged to an account being paid on a repayment plan for carrying the account or on delinquent accounts.

M

Mail Groups – List of e-mail recipients who can all be addressed at once by reference to a mail group name defined in VistA. Cross-Servicing messages are sent to the G.TCSP mail group.

P

Patient Statement of Account – The monthly statement for patient type debtors, reflecting all activity (both charges and payments) recorded for that patient since his last statement was printed. Debt referred to Cross-Servicing will not display on the patient statement, nor will the amount of the Cross-Serviced debt be included in the Total Debt due.

PCA – *See Private Collection Agency.*

PRCA Nightly Process – Set of AR routines scheduled to run at the same time every night. These routines update all actions completed through the AR VistA software. In addition, this set of routines includes those that create, record, and transmit all Cross-Servicing Messages to AITC. Cross-Servicing information is sent to AITC and the local VistA mail groups: Cross-Servicing (G.TCSP).

Private Collection Agency (PCA) – Private sector companies with expertise in the area of debt collection, to assist the government in its debt collection efforts. Once Treasury has exhausted efforts to collect the debts internally, the debts are sent to the PCAs for collection activity. The activities of the PCAs are monitored by the personnel of the Receivables Management and Debt Services Division of Debt Management Services (DMS).

Profile of Accounts Receivable – Accounts Receivable option displays information on debtor accounts. This profile shows if debt on a debtor's account has been referred to Cross-Servicing with the message, "Debt Referred to Cross-Servicing".

R

RCDP TCSP FLAG - This security key allows users that are assigned to edit the TCSP flag on Debtor and/or Bill. This Security Key, RCDP TCSP FLAG, should ONLY be allocated by CPAC IT and given ONLY to Veteran Services Supervisors and/or Veteran Services Leads (One, Two or Three). Security key introduced with routine, RCDPCSA, in Accounts Receivable patch, PRCA*4.5*325.

Reconciliation – Following the referral of a debt to Cross-Servicing, there are various reasons why a debt may be returned by Treasury for Reconciliation, including, but not limited to, the following: (1) Compromise Offer, (2) Uncollectable, (3) Administrative Resolution Approved for Bankruptcy, and (4) Administrative Resolution Approved for Death. These returned debts are sent from Treasury to VistA in the form of a Reconciliation File on the first day of every month.

S

Stop/Reactivate TCSP Referral For a Bill Option – A menu option provided to stop a debt from being referred to Cross-Servicing. This option also is used to remove the 'Stop' flag.

T

Tasked Job – A job, usually a printout, which has been scheduled to run at a predetermined time. Tasked jobs are set up to run without having a person watching over them.

Taxpayer Identification Number (TIN) – A nine-digit unique identifier assigned to all individuals and businesses that file tax returns in the United States. For individuals, the *Social Security Number (SSN)* serves as the TIN; for businesses, organizations, and non-profit entities the *Employer Identification Number (EIN)* assigned by IRS, serves as the TIN.

TCSP – Department of Treasury Cross-Servicing Program

TCSP Flag Control – This option is used to correct debtor/bill for Treasury Cross Service as seen when viewing the same debtor/bill on the Treasury System or from the monthly TCSP reconciliation report. Note that this option is only seen by and accessible to those users assigned to security key, RCDP TCSP FLAG. This option will allow TCSP flag control to the following options:
> 1) Set cross-service flag on BILL
> 2) Clear cross-service flag on BILL
> 3) Clear cross-service flag on DEBTOR (AND ALL BILLS)
> 4) Set cross-service flag on DEBTOR
> 5) Fully re-establish debtor/bill as cross-serviced

TIN – *See Taxpayer Identification Number.*

TOP – *See Treasury Offset Program.*

Total CS Debt – The total amount of debt referred to Cross-Servicing.

Transaction – Any action that affects a bill or an account. All transactions are numbered sequentially and can be examined individually.

Transaction Number – A number assigned by the computer for an activity against a debt (such as increase adjustment, decrease adjustment, payment, etc.)

Transaction Profile – A screen display or printout that shows a summary of a single transaction.

Treasury Offset Program (TOP) – Mandatory government wide delinquent debt matching and payment offset system. Debts that cannot be collected by the DMC must be forwarded to this collection program where delinquent debts may be recovered by offset of income tax refunds; Federal salary pay, including military pay; Federal retirement, including military retirement pay; Federal benefit payments; and other Federal payments**. NOTE: The Cross-Servicing Program will be used in replace of TOP for all new, First Party debts.**

U

Update – An addition, deletion, or change to a debtor's record.

Update File – Each Tuesday, AR software reviews accounts currently referred to Cross-Servicing and sends updates for Cross-Servicing name, address changes, and decrease adjustments.

V

VistA – Veterans Health Information Systems and Technology Architecture. The VA-developed computer system that supports day-to-day operations at local VA health care facilities.

W

Waiver – Decision that conditions exist which, under the applicable statutes and regulations, preclude recovery by VA of the outstanding debt, including interest and other late payment charges. An example of a situation when a Veteran may request a waiver is for undue financial hardship.

Appendix F. References

1. 31 USC § 3716 - Administrative offset:

   http://www.gpo.gov/fdsys/granule/USCODE-2010-title31/USCODE-2010-title31-subtitleIII-chap37-subchapII-sec3716/content-detail.html

2. Austin Information Technology Center (AITC). *Lockbox to AR Transmission Layout*.

3. Bureau of the Fiscal Services – Debt Management and Cross-Servicing:

   http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/xservg/debt_crosserv.htm

4. Bureau of the Fiscal Services – Guides, Policies, and Instructions:

   http://fiscal.treasury.gov/fsservices/gov/debtColl/rsrcsTools/debt_manuals.htm

5. Bureau of the Fiscal Services – Legal Authorities Quick Reference Chart:

   http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/top/legalAuthrtyQkRef/debt_dca_quickref_index.htm

6. Bureau of the Fiscal Services – Public Laws, Statutes, Regulations & Guidance Managing Federal Receivables:

   http://fiscal.treasury.gov/fsservices/gov/debtColl/rsrcsTools/debt_guidance_mfr.htm

7. Debt Collection Improvement Act (DCIA) of 1996:

   http://www.fms.treas.gov/debt/dmdcia.txt

8. Digital Accountability and Transparency Act (DATA Act):

   http://www.gpo.gov/fdsys/pkg/PLAW-113publ101/html/PLAW-113publ101.htm

9. FedDebt Q & A Site:

   http://fiscal.treasury.gov/fsservices/gov/debtColl/faqs/debt_questions_feddebt.htm

10. Treasury Financial Manual:

    http://www.fms.treas.gov/tfm/vol1/v1p4c400.pdf

11. U.S. Department of Treasury. Debt Management Services. Financial Management Service. *Integrated Agency Interface File Format For Cross-Servicing*.

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