

**Department of Veterans Affairs  
Veterans Health Administration  
Accounts Receivable 4.5  
Cross-Servicing User Manual  
VistA Patch PRCA\*4.5\*350**



**December 2019**

**Version 1.5**

## Revision History

Date	Version	Description	Author
12/2019	1.5	<p>Updated for patch PRCA*4.5*350.</p> <p>Remove duplicate sections.</p> <p>This patch adds the capability for a User to re-refer to Cross-Servicing returned or recalled bills, adds new displays to screens denoting when a bill has been re-referred, and a report to show all bills that have been re-referred. It also provides the Users the ability to stop or reactivate Cross-Servicing for a single Debtor or for an entire site and report on the stop/reactivate.</p>	SE RCM Team
08/29/2018	1.4	<p>Updated for patch PRCA*4.5*340.</p> <p>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.</p>	HAPE Team
05/25/2018	1.3	<p>Updated for patch PRCA*4.5*315</p> <p>This patch adds two new reports: Cross-Servicing Stop Reactivate Report &amp; Treasury Cross-Servicing IAI Report pages 35 – 37. Updated report options to support CSV format.</p> <p>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 &amp; recall/reactivate bills. Added new option - TCSP reconciliation worklist – to manage bills returned from Treasury page 46.</p> <p>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.</p>	HAPE Team
9/21/2017	1.2	<p>Updated for patch PRCA*4.5*327</p> <p>This patch adds the addition of two new notifications, the Failed Debtor Action &amp; the Batch Completion, to the TCSP mail group. See page 66.</p>	HPS Admin Team
7/13/2017	1.1	<p>Updated for patch PRCA*4.5*325</p> <p>This patch converts all scripts for handling Treasury Cross Service Project (TCSP) exceptions between Vista and Treasury to user option with improved</p>	HPS Admin Team

Date	Version	Description	Author
		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.	
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 on the bill placed for the reject on the Recall Debtor option. Updated screenshots for the 5BU AIO IAI transmissions due to code change.	HPES Team
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.	HPES Team

Date	Version	Description	Author
		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.	
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: " <i>Bills that are placed in a Suspended status continue to age and gather interest and administrative charges in VistA.</i> " (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**

For references were used in the development of the Cross-Servicing program and in the development of this manual, see *Appendix F. References*.

## **1.4 Questions**

Please direct all questions on the Cross-Servicing functionality and business processes to Ernie Washington at [ernest.washington@va.gov](mailto: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)
- 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:  
<https://www.fiscal.treasury.gov/dms/>

## 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

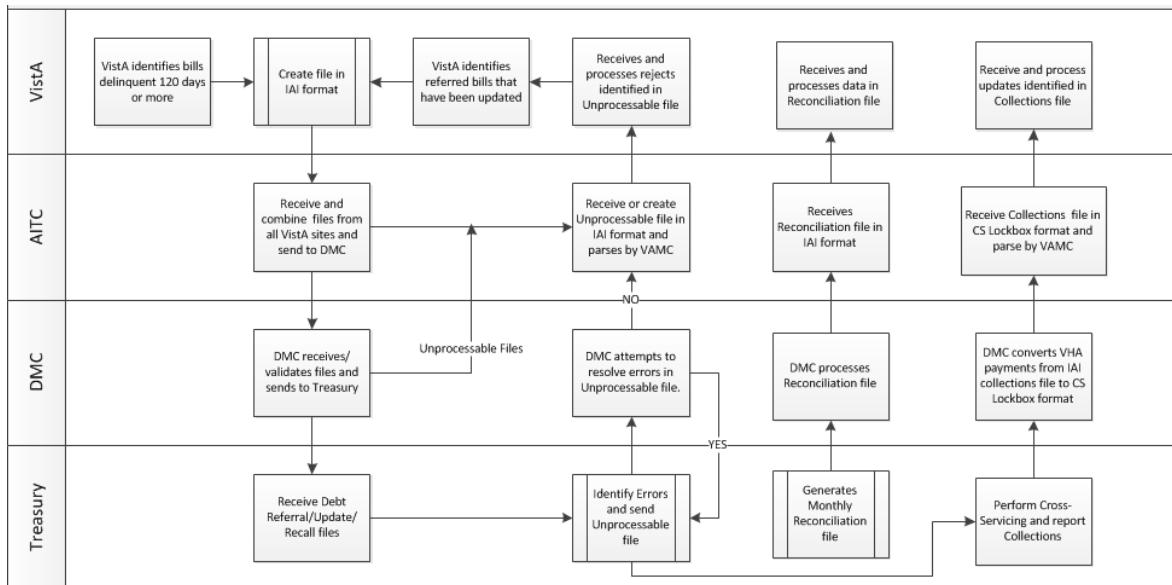
The following provides a high-level overview of the Cross-Servicing process and functionality:

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, re-referral of previously recalled or returned bills, 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 4.1.5*).
9. 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.
10. 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.
11. 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.
12. Vista will send this file to AITC for the purpose of printing the DPN Letters to the debtors of record.
13. 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*).
14. 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.)
15. Once a week, Treasury will send collections from Cross-Servicing to DMC.
16. DMC converts the VHA payments from the IAI Collection File to the Cross-Servicing Lockbox format.

17. AITC receives the Collections File and parses by VAMC.
18. 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<sup>1</sup> 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) Re-refer returned or recalled debt, (3) Process financial updates (payments and adjustments), (4) Modify debt / debtor information, (5) Recall a debt / debtor, (6) Receive an Unprocessable Report from Treasury, and (7) 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*).

<sup>1</sup> U.S. Department of Treasury. Debt Management Services. Financial Management Service. *Integrated Agency Interface File Format For Cross-Servicing*.

## **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)).
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.

- 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. 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 any of the following criteria is true, the bill will NOT be referred to Cross-Servicing:

- Debts where the Debtor has included VA debts in their bankruptcy petition and has provided proof of bankruptcy.
- Debts where the debtor’s date of death is recorded in VistA.
- 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.
- Debt that is in *Offset* status at DMC. DATE SENT TO DMC (#121) would be populated.
- Debt that has a DMC Debt Valid (#125) field of “No” or “Pending” in the ACCOUNTS RECEIVABLE (#430) file.
- Debt that is on a repayment plan in VistA.
- 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 unsuspended 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.
11. Debtor has a Stop flag set.
12. Site has a Stop flag set.

## **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.

### 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 referred or re-referred 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 or re-referred to Cross-Servicing by the following displays:

If a debtor is **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).

If a debtor is referred to Cross-Servicing and has at least one re-referred bill, the following text displays in the header of the screen: "x Debt Re-Referred to Cross-Servicing" (Figure 3), and "Total CS Debt" (Figure 4).

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 (when accessed via a Debtor Name) –  
Debt Referred to Cross-Servicing**

===== Account Profile =====	
LLLLL, WWWWW (nnn-nn-nnnn)	Statement Day: 24
Statement Account #: 442-000000-7172659-LLLLL	Last Statement: 01/24/2018
7204 ANY RD	Activity as of: 01/20/2018
ANY CITY, ZZ 00000	Amount Owed: 3095.88
Phone #: 4444444444	RX Copay Exempt: NO
	CV Status: NO
** Account forwarded to TOP: 01/14/2008	Total TOP Amount: 0.00
x Debt Re-Referred to Cross-Servicing	Total CS Debt: 1290.04

#	Bill #	Est	Type	Paid	Prin	Int	Adm	Balance
----- ACTIVE (3015.88) -----								
1	442-K605CYA	06/29/2016	RX CO-P	97.53	2.03	0.00	20.93	22.96
2	y442-K605M3F	07/26/2016	RX CO-P	0.00	54.00	0.24	0.00	54.24
3	y%442-K605ZAF	08/29/2016	OUTPATI	0.00	15.00	0.24	0.00	15.24
4	y442-K702Q34	09/28/2016	RX CO-P	0.00	27.00	0.08	0.00	27.08
5	442-K702V5K	10/12/2016	OUTPATI	0.00	15.00	0.15	0.00	15.15
6	y%442-K7031JS	10/25/2016	OUTPATI	0.00	60.00	0.23	0.00	60.23
7	y442-K70335L	10/26/2016	RX CO-P	0.00	108.00	0.35	0.00	108.35
8	%442-K70378E	11/03/2016	REIMBUR	0.00	25.85	0.00	0.00	25.85

Select 1-8 or return to continue:

**Figure 4: Brief Account Profile (when accessed via a bill number) –  
Debt Re-Referred to Cross-Servicing**

===== Account Profile =====				
LLLLL,WWWWW (nnn-nn-nnnn)		Statement Day:	24	
Statement Account #:	442-000000-7172659-LLLLL	Last Statement:	01/24/2018	
0000 Any road		Activity as of:	01/20/2018	
ANY CITY, ZZ 00000		Amount Owed:	3068.80	
Phone #:	4444444444	RX Copay Exempt:	NO	
		CV Status:	NO	
** Account forwarded to TOP: 01/14/2008		Total TOP Amount:	0.00	
x Debt Re-Referred to Cross-Servicing		Total CS Debt:	1344.28	
CS Re-Referred Date: MAY 10, 2019				
Bill #: x442-K605M3F				
Bill # Tr # Type Date Amount				
		Original Amount	07/26/2016	0.00
1	8749416	INCREASE ADJUSTMENT	07/26/2016	27.00
2	8749417	INCREASE ADJUSTMENT	07/26/2016	27.00
3	8886710	INTEREST/ADM. CHARGE	10/21/2016	0.09
4	8946740	INTEREST/ADM. CHARGE	11/21/2016	0.05
5	9013751	INTEREST/ADM. CHARGE	12/21/2016	0.05

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

- 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 5). If the bill has been re-referred to Cross-Servicing, the *CS Re-Referred Date* will display on the sub-screen for that bill below “x Debt Re-Referred to Cross-Servicing” (Figure 4).

**NOTE:**

The Total CS Debt in the below figures 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 5: Brief Account Profile – Bill Subscreen – CS Referred Date**

```
=====
Account Profile =====
HCSDPNTES THAN, TSTDPTESTSTIN 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 #: 55555555555 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:
```

**Figure 6: Brief Account Profile – Bill Subscreen – CS Re-Referred Date**

```
=====
Account Profile =====
LLLLL, WWWWW (nnn-nn-nnnn) Statement Day: 24
Statement Account #: 442-000000-7172659-LLLLL Last Statement: 01/24/2018
7204 ANY RD Activity as of: 01/20/2018
ANY CITY, ZZ 00000 Amount Owed: 3095.88
Phone #: 44444444444 RX Copay Exempt: NO
CV Status: NO
** Account forwarded to TOP: 01/14/2008 Total TOP Amount: 0.00
x Debt Re-Referred to Cross-Servicing Total CS Debt: 1290.04
CS Re-Referred Date: APR 16, 2019
Bill #: x442-K803GI0

Bill # Tr # Type Date Amount
-----  

1 9574659 Original Amount 11/21/2017 0.00
1 9574659 INCREASE ADJUSTMENT 11/21/2017 1288.00
2 9666586 INTEREST/ADM. CHARGE 01/21/2018 2.04
3 9686995 CS DEBTOR NEW BILL 04/16/2019 0.00
4 9686996 CS RECALL PLACED 04/16/2019 0.00
5 9686997 CS BILL RECALL 04/16/2019 0.00

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

### 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 or re-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 is 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 debtor has been forwarded to Cross-Servicing (Figure 7). If a debtor has one or more bills re-referred to Cross-Servicing, *Debt Re-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 debt has been forwarded to Cross-Servicing (Figure 7).

**NOTE:**

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

**Figure 7: Account Profile (AP) – Debt Referred to Cross-Servicing**

Account Profile				Apr 24, 2019@13:52:01			Page: 2 of 2				
Account: AAAAA, WWWWWW ZZZZZZ(nnnnnnnnnn)				DOB: JUN 22, 1966							
Addr: 4708 ANY ROAD, ANY CITY, ZZ 00000				Phone: 0000000000							
RX Copay Exempt: NO											
ACCOUNT BALANCE: 717.95				Pending Payments: 0.00							
+		BillNum	CareDate	Stat	Bill Type	Principal	Interest	Admin			
15	xK703IJP	11/28/16	ACTI	RX CO-PAYMENT/NSC VE	112.00	0.36	0.00				
16	xK702Y79	10/19/16	ACTI	RX CO-PAYMENT/NSC VE	32.00	0.14	0.00				
17	xK60674W	09/16/16	ACTI	RX CO-PAYMENT/NSC VE	56.00	0.19	0.00				
18	K605T1G	08/10/16	ACTI	RX CO-PAYMENT/NSC VE	8.00	0.16	0.00				
19	K605FF4	07/07/16	ACTI	RX CO-PAYMENT/NSC VE	2.81	0.00	20.93				
						----- ----- ----- -----					
TOTAL BALANCE OWED FOR ALL BILLS DISPLAYED						694.81	2.21	20.93			
** Account forwarded to TOP: 07/12/2010						Total TOP Amount: 0.00					
Debt Referred to Cross-Servicing						Total CS Debt:	453.48				

**Figure 8: Account Profile (AP) – Debt Re-Referred to Cross-Servicing**

Account Profile				Apr 24, 2019@13:45:12			Page: 3 of 3				
Account: LLLLL, WWWWW (nnnnnnnnnn)				DOB: AUG 15, 1943							
Addr: 7204 ANY RD, ANY CITY, ZZ 00000				Phone: 4444444444							
RX Copay Exempt: NO											
ACCOUNT BALANCE: 3095.88				Pending Payments: 0.00							
+		BillNum	CareDate	Stat	Bill Type	Principal	Interest	Admin			
						----- ----- ----- -----					
TOTAL BALANCE OWED FOR ALL BILLS DISPLAYED						3067.53	7.42	20.93			
** Account forwarded to TOP: 01/14/2008						Total TOP Amount: 0.00					
Debt Re-Referred to Cross-Servicing						Total CS Debt:	1290.04				

### 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. For bills that have been re-referred, *Debt Re-Referred to Cross-Servicing* displays before the listing of the charges on the bill.

**Figure 9: Bill Profile (BP) – Debt Referred to Cross-Servicing**

<b>Bill Profile</b>		Apr 24, 2019@14:04:45	Page:	2 of 3
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 442-K60674W *****				
+ Bill Balances      Billed      Paid Principal:      56.00      0.00      Original Amt:      0.00 Interest:      0.19      0.00 Administrative:      0.00      0.00 Current:      56.19      0.00				
Accounting Data      Fiscal Year      Approp Code      Amount 16                528701            56.00				
Rev Srce Code: 8CZZ				
<u>Collection Follow up Data</u> Letter1: SEP 24, 2016 Letter2: OCT 24, 2016 Letter3: NOV 24, 2016 Letter4: JAN 24, 2018				
Debt Referred to Cross-Servicing		CS Referred Date: FEB 14, 2017		
+       % EEOB   Enter ?? for more actions				
BT Bill Transactions		NB Select New Bill	EA Exit Action	
Select Action: Next Screen//				

**Figure 10: Bill Profile (BP) – Debt Re-Referred to Cross-Servicing**

<b>Bill Profile</b>		Apr 24, 2019@14:10:50	Page:	2 of 3
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 442-K803G10 *****				
+ Bill Balances      Billed      Paid Principal:      1288.00      0.00      Original Amt:      0.00 Interest:      2.04      0.00 Administrative:      0.00      0.00 Current:      1290.04      0.00				
Accounting Data      Fiscal Year      Approp Code      Amount 18                528703            1288.00				
Rev Srce Code: 88ZZ				
<u>Collection Follow up Data</u> Letter1: NOV 24, 2017 Letter2: DEC 24, 2017 Letter3: JAN 24, 2018 Letter4:				
Debt Re-Referred to Cross-Servicing		CS Re-Referred Date: APR 16, 2019		
+       % 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 if the Debtor has ever been referred to Cross-Servicing (Figure 11).

**Figure 11: Profile of Accounts Receivable – Debt Referred to Cross-Servicing**

APR 24, 2019 14:14 ACCOUNTS RECEIVABLE PROFILE			
NAME: AAAAAA,WWWWWWW ZZZZZZ		BILL #: 442-K803U29	
4708 ANY ROAD		SOC.SEC.NO.:	nnn-nn-nnnn
APT ABC			
ANY CITY, ZZ 00000		DATE OF BIRTH:	00/00/0000
PHONE NO.: 0000000000		DATE POSTED:	DEC 27, 2017 16:46:07
****Debtor's Account Forwarded To TOP****			
****Debt Referred to Cross-Servicing****			
CURRENT STATUS: ACTIVE		CATEGORY: RX CO-PAYMENT/NSC VET	
CP:		DATE BILL PREPARED:	DEC 27, 2017
INTEREST EFFECTIVE RATE DATE: JAN 1, 2017		ANNUAL INTEREST RATE:	.01
ADMIN EFFECTIVE RATE DATE: JAN 1, 2017		MONTHLY ADMIN RATE:	1.9
ORIGINAL AMOUNT: 0.00			
FISCAL YEAR	APPROP. CODE	PAT REFERENCE #	AMOUNT
-----	-----	-----	-----
18	528701		54.00
DC/DOJ REF.DATE:			

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 12)..

**Figure 12: Profile of Accounts Receivable – CS Referred Date**

	BALANCES	PAID	
PRINCIPAL:	54.00	0.00	LETTER1/ICD: 01/24/2018
INTEREST:	0.00	0.00	LETTER2:
ADMINISTRATIVE:	0.00	0.00	LETTER3:
CURRENT:	54.00	0.00	IRS LETTER:
CS Referred Date: FEB 14, 2017			
TRANSACTIONS:			
9638083	1	INCREASE ADJUSTMENT	12/27/17 8.00
9646216	2	INCREASE ADJUSTMENT	01/08/18 15.00
9646217	3	INCREASE ADJUSTMENT	01/08/18 16.00
9649430	4	INCREASE ADJUSTMENT	01/09/18 15.00

*Debt Re-Referred to Cross-Servicing* will display in the header when one or more bills have been re-referred to Cross-Servicing (Figure 13).

**Figure 13: Profile of Accounts Receivable – Debt Re-Referred to Cross-Servicing**

APR 24, 2019 14:41 MEANS TEST ACCOUNTS RECEIVABLE PROFILE					
=====			=====		
NAME: LLLLL,WWWWW	BILL #: 442-K803GI0				
7204 ANY	SOC.SEC.NO.:	538-41-9702			
ANY CITY, ZZ 00000	DATE OF BIRTH:	08/15/1943			
PHONE NO.: 4444444444	DATE POSTED:	NOV 21, 2017 01:08:57			
****Debtor's Account Forwarded To TOP****					
*****Debt Re-Referred to Cross-Servicing*****					
CURRENT STATUS: ACTIVE	CATEGORY: C (MEANS TEST)				
CP:	CARE: HOSPITAL CARE (NSC)				
	FUND (APPROPRIATION): 528703				
	DATE BILL PREPARED: NOV 21, 2017				
INTEREST EFFECTIVE RATE DATE: JAN 1, 2017	ANNUAL INTEREST RATE: .01				
ADMIN EFFECTIVE RATE DATE: JAN 1, 2017	MONTHLY ADMIN RATE: 1.9				
ORIGINAL AMOUNT: 0.00					
FISCAL YEAR APPROP. CODE	PAT REFERENCE #	AMOUNT			
-----	-----	-----			
18 528703		1288.00			
ENTER '^' TO HALT:					

If the selected bill has been **re-referred** to Cross-Servicing, the *CS Re-Referred Date* will display below the *CURRENT* balance of the bill and above the *TRANSACTIONS* (Figure 14).

**Figure 14: Profile of Accounts Receivable – CS Re-Referred Date**

BALANCES	PATD	LETTER1/ICD:	11/24/2017
PRINCIPAL: 1288.00	0.00	LETTER2:	12/24/2017
INTEREST: 2.04	0.00	LETTER3:	01/24/2018
ADMINISTRATIVE: 0.00	0.00	IRS LETTER:	
CURRENT: 1290.04	0.00	DC/DOJ REF.DATE:	
<b>CS Re-Referred Date: APR 16, 2019</b>			
TRANSACTIONS:			
9574659 1	INCREASE ADJUSTMENT	11/21/17	1288.00
9666586	INTEREST/ADM. CHARGE	01/21/18	2.04
9686995	CS DEBTOR NEW BILL	04/16/19	0.00
9686996	CS RECALL PLACED	04/16/19	0.00
9686997	CS BILL RECALL	04/16/19	0.00
9687012	CS RE-REFER BILL REQUEST	04/16/19	0.00
9687027	CS DEBTOR RE-REFER BILL	04/16/19	0.00

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 15: 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:

- 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 16).

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 16: Brief Account Profile – CS Recall Reason & CS Recall Date**

Account Profile					
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 17: 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 18: 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 rejected 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: “Last CS REJECT CODE:” and “Last CS REJECT DATE:” with the last recorded Reject Date and Reject Code.

**Figure 19: Brief Account Profile – Debt Rejected by Cross-Servicing**

Account Profile			
DDDDDDD, SSSS LLL (nnn-nn-nnnn)		Statement Day:	24
Statement Account #:	442-000000-7183766-DDDDD	Last Statement:	01/24/2018
PO BOX 000		Activity as of:	01/20/2018
ANY CITY, ZZ 00000		Amount Owed:	559.87
Phone #:	0000000000	RX Copay Exempt:	NO
		CV Status:	NO
** Account forwarded to TOP: 09/08/2008		Total TOP Amount:	419.43
x Debt Referred to Cross-Servicing		Total CS Debt:	27.12
Bill #: 442-K7048F2	Last CS REJECT CODE: 7C	Last CS REJECT DATE:	12/19/2017
Bill #	Tr #	Type	Date
-----	-----	-----	-----
1	9100544	Original Amount	02/03/2017
2	9104272	INCREASE ADJUSTMENT	02/03/2017
3	9235533	INCREASE ADJUSTMENT	02/06/2017
4	9283341	INTEREST/ADM. CHARGE	04/21/2017
5	9331872	INTEREST/ADM. CHARGE	05/21/2017
6	9379460	INTEREST/ADM. CHARGE	06/21/2017
			0.03
			0.03
			0.03

### 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 after the *Collection Follow up Data* on the bill (Figure 20).

**Figure 20: Bill Profile (BP) – Debt Rejected by Cross-Servicing**

Bill Profile	May 01, 2019@12:19:57	Page:	2 of 8
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 442-K7048F2 *****			
+			
Bill Balances	Billed	Paid	
Principal:	36.00	0.00	Original Amt: 0.00
Interest:	0.30	0.00	
Administrative:	0.00	0.00	
Current:	36.30	0.00	

<u>Accounting Data</u>	<u>Fiscal Year</u>	<u>Approp Code</u>	<u>Amount</u>
	17	528701	36.00

Rev Srce Code: 8CZZ

Collection Follow up Data

Letter1: FEB 24, 2017  
 Letter2: MAR 24, 2017  
 Letter3: APR 24, 2017  
 Letter4: JAN 24, 2018

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

Bill Profile May 01, 2019@11:42:52 Page: 3 of 8  
 \*\*\*\*\* ACCOUNTS RECEIVABLE BILL PROFILE FOR 442-K7048F2 \*\*\*\*\*

+

**CS Reject Data**

CS REJECTS:DATE: JUL 06, 2017	CODE(s): 3E	SOURCE: T
DATE: JUL 13, 2017	CODE(s): 3E	SOURCE: T
DATE: JUL 20, 2017	CODE(s): 3E	SOURCE: T
DATE: JUL 31, 2017	CODE(s): 3E	SOURCE: T
DATE: AUG 03, 2017	CODE(s): 3E	SOURCE: T
DATE: AUG 10, 2017	CODE(s): 3E	SOURCE: T
DATE: AUG 17, 2017	CODE(s): 3E	SOURCE: T
DATE: AUG 24, 2017	CODE(s): 3E	SOURCE: T
DATE: AUG 31, 2017	CODE(s): 3E	SOURCE: T
DATE: SEP 18, 2017	CODE(s): 3E	SOURCE: T
DATE: SEP 21, 2017	CODE(s): 3E	SOURCE: T
DATE: SEP 28, 2017	CODE(s): 3E	SOURCE: T
DATE: OCT 05, 2017	CODE(s): 3E	SOURCE: T
DATE: OCT 12, 2017	CODE(s): 3E	SOURCE: T
DATE: OCT 19, 2017	CODE(s): 3E	SOURCE: T
DATE: OCT 26, 2017	CODE(s): 3E	SOURCE: T

+ |% EEOB | Enter ?? for more actions|

BT Bill Transactions NB Select New Bill EA Exit Action  
 Select Action: Next Screen//

Bill Profile May 01, 2019@11:45:20 Page: 4 of 8  
 \*\*\*\*\* ACCOUNTS RECEIVABLE BILL PROFILE FOR 442-K7048F2 \*\*\*\*\*

+

DATE: DEC 19, 2017 CODE(s): 7C SOURCE: T

CS REJECT DATE: JUL 06, 2017 REJECT SOURCE: T  
 REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.

CS REJECT DATE: JUL 13, 2017 REJECT SOURCE: T  
 REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.

CS REJECT DATE: JUL 20, 2017 REJECT SOURCE: T  
 REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.

CS REJECT DATE: JUL 31, 2017	REJECT SOURCE: T
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.	
+  % EEOB   Enter ?? for more actions	
BT Bill Transactions	NB Select New Bill
	EA Exit Action
Select Action: Next Screen//	

### 3.3.4 Profile of Accounts Receivable

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

**Figure 21: Profile of Accounts Receivable – Debt Rejected by Cross-Servicing**

MAY 1, 2019 12:00 ACCOUNTS RECEIVABLE PROFILE	
=====	
NAME: DDDDDDD,SSSS LLLLL	BILL #: 442-K7048F2
PO BOX 000	SOC.SEC.NO.: nnn-nn-nnnn
ANY CITY, ZZ 00000	DATE OF BIRTH: mm/dd/yyyy
PHONE NO.: 0000000000	DATE POSTED: FEB 03, 2017 01:05:35
****Debtor's Account Forwarded To TOP****	
****Debt Referred to Cross-Servicing****	
CS REJECTS: DATE: JUL 06, 2017 CODE(s): 3E	SOURCE: T
DATE: JUL 13, 2017 CODE(s): 3E	SOURCE: T
DATE: JUL 20, 2017 CODE(s): 3E	SOURCE: T
DATE: JUL 31, 2017 CODE(s): 3E	SOURCE: T
DATE: AUG 03, 2017 CODE(s): 3E	SOURCE: T
DATE: AUG 10, 2017 CODE(s): 3E	SOURCE: T
DATE: AUG 17, 2017 CODE(s): 3E	SOURCE: T
DATE: AUG 24, 2017 CODE(s): 3E	SOURCE: T
DATE: AUG 31, 2017 CODE(s): 3E	SOURCE: T
DATE: SEP 18, 2017 CODE(s): 3E	SOURCE: T
DATE: SEP 21, 2017 CODE(s): 3E	SOURCE: T
DATE: SEP 28, 2017 CODE(s): 3E	SOURCE: T
DATE: OCT 05, 2017 CODE(s): 3E	SOURCE: T
DATE: OCT 12, 2017 CODE(s): 3E	SOURCE: T
DATE: OCT 19, 2017 CODE(s): 3E	SOURCE: T
DATE: OCT 26, 2017 CODE(s): 3E	SOURCE: T
DATE: DEC 19, 2017 CODE(s): 7C	SOURCE: T
CS REJECT DATE: JUL 06, 2017 REJECT SOURCE: T	
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.	
CS REJECT DATE: JUL 13, 2017 REJECT SOURCE: T	
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.	
CS REJECT DATE: JUL 20, 2017 REJECT SOURCE: T	
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.	
CS REJECT DATE: JUL 31, 2017 REJECT SOURCE: T	
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.	
CS REJECT DATE: AUG 03, 2017 REJECT SOURCE: T	
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.	

CS REJECT DATE: AUG 10, 2017	REJECT SOURCE: T		
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.			
CS REJECT DATE: AUG 17, 2017	REJECT SOURCE: T		
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.			
CS REJECT DATE: AUG 24, 2017	REJECT SOURCE: T		
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.			
CS REJECT DATE: AUG 31, 2017	REJECT SOURCE: T		
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.			
CS REJECT DATE: SEP 18, 2017	REJECT SOURCE: T		
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.			
CS REJECT DATE: SEP 21, 2017	REJECT SOURCE: T		
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.			
CS REJECT DATE: SEP 28, 2017	REJECT SOURCE: T		
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.			
CS REJECT DATE: OCT 05, 2017	REJECT SOURCE: T		
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.			
CS REJECT DATE: OCT 12, 2017	REJECT SOURCE: T		
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.			
CS REJECT DATE: OCT 19, 2017	REJECT SOURCE: T		
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.			
CS REJECT DATE: OCT 26, 2017	REJECT SOURCE: T		
REJECT REASON1: 3E Agency Debtor ID~Agency Debtor ID is Required.			
CS REJECT DATE: DEC 19, 2017	REJECT SOURCE: T		
REJECT REASON1: 7C Agency Debtor ID~Debtor not found for agency debtor Id			
CURRENT STATUS: ACTIVE	CATEGORY: RX CO-PAYMENT/NSC VET		
CP:	DATE BILL PREPARED: FEB 3,2017		
INTEREST EFFECTIVE RATE DATE: JAN 1,2017	ANNUAL INTEREST RATE: .01		
ADMIN EFFECTIVE RATE DATE: JAN 1,2017	MONTHLY ADMIN RATE: 1.9		
ORIGINAL AMOUNT: 0.00			
FISCAL YEAR	APPROP. CODE	PAT REFERENCE #	AMOUNT
-----	-----	-----	-----
17	528701		36.00
ENTER '^' TO HALT:			

## 4 Cross-Servicing Options

There are a number of VistA options that users can utilize related to Cross-Servicing activities, including eight 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 Re-Referred Bills Report [RCTCSP REREFER BILL REPORT]**: Provides a list of all bills that have been re-referred to Cross-Servicing.
- **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 lets the User run the report either for Bills or for Debtors. If Bill Level is selected, the report lists the bills that have been stopped from Cross-Servicing, or Reactivated, or Both. If Debtor Level is selected, the report lists the debtors that have been stopped from Cross-Servicing, or Reactivated, or Both. For both varieties 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. At the Bill Level, the user may also specify Divisions.
- **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.
- **Refer Returned CS Bill [RCTCSP REREFER BILL]**: Refer a returned or recalled bill for Cross-Servicing.

- **Stop/Reactivate TCSP Referral [RCTCSP STOP]**: Stop a bill or a Debtor 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 or re-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.

- 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.

- 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] to view the complete report.
- The list of bills for the debtor will display in ascending order by bill number (Figure 22).

**Figure 22: Cross-Servicing Bill Report**

CROSS-SERVICING BILL REPORT										AUG 25, 2014
<hr/>										
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 Re-Referred Bills Report

The Cross-Servicing Re-Referred Bills Report lists bills that have been re-referred to Cross-Servicing. The user is prompted to enter a date range for the re-referrals. The report includes the bill number (*Bill#*), the debtor's name (*Debtor Name*), the debtor's full social security number (SSN), the date of the re-referral (*Re-Refer Date*), the original referral amount (*Orig Amt*), the current amount (*Curr Amt*), the dollar amount difference between the original referral amount and the current amount if any (*Diff Amt*), the reason for the re-referral (*Reason*), and the user (*USER ID*). The USER ID is the name of person who made the re-referral.

1. At the **Select Cross-Servicing Menu Option:** prompt, enter: **Cross-Servicing Re-Referred Bills Report** or **RCTCSP REREFER BILL REPORT**.
2. Enter a Begin Date and an End Date or take the system defaults.
3. A prompt displays asking **Do you want to capture report data for an Excel document? NO//**
4. The default is (N)o.
5. If (N)o is selected or entered, the system displays:  
**It is recommended that you Queue this report to a device that is 132 characters wide.**  
**DEVICE: HOME//**
6. 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.**  
**DEVICE: HOME//**

**Figure 23: Cross-Servicing Re-Referred Bills Report**

Cross-Servicing Re-Referred Bills Report -- Run Date: 23 May 2019 1:25 pm -- Re-Referred Dates from 26 Aug 2016 to 23 May 2019							Page 1	
Bill #	Debtor Name	SSN	Re-Refer Date	Orig Amt	Curr Amt	Diff Amt	Reason	User ID
442-K7065VZ	LAAAAA, VVVVV	nnnnnnnnn	04/12/19	\$106.02	\$106.02		Other	BRRRR, JJJJ
442-K605M3F	LNNNN, WWWWW	nnnnnnnnn	05/10/19	\$54.24	\$54.24		Other	BUUUU, LLLL
442-K803GI0	LNNNN, WWWWW	nnnnnnnnn	04/16/19	\$1,290.04	\$1,290.04		Recall Error	GLZZZZZZZZ
442-K80477D	MAAAA, VVVVV LLL	nnnnnnnnn	04/13/19	\$27.00	\$27.00		Recall Error	GLZZZZZZZZ
442-K7067LR	DEEEEE, AAAAA MMM	nnnnnnnnn	04/01/19	\$50.16	\$50.16		Other	GLZZZZZZZZ
442-K70688C	CAAAA, TTTTTT T	nnnnnnnnn	03/30/19	\$28.08	\$28.08		Other	GLZZZZZZZZ

#### 4.1.3 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's 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 24).

**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 24: Cross-Servicing Recall Report (Sorted by Bill Number)**

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	HCSANOWICZRM,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-K5025YI	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

#### **4.1.4 Cross-Servicing Stop Reactivate Report**

The **Cross-Servicing Stop Reactivate Report [RCTCSP STOP REACTIVATE REPORT]** allows the User to run the report for 1) a list of bills that have been stopped from Cross-Servicing, or Reactivated, or Both, or 2) a list of debtors 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. At the Bill level, the User may specify Divisions. The report default is the Debtor level.

EXAMPLE at Debtor level:

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. Select one of the following:

B	Bill Level
D	Debtor Level

Run the Report for: Debtor// Level

4. Start with Debtor: FIRST//

Go to Debtor: LAST//

5. 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)

6. A prompt displays asking “Do you want to capture the output in Excel format? NO//

The default is (N)o.

If (N)o is entered, the following message displays:

[It is recommended that you Queue this report to a device that is 132 characters wide.](#)

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.

- 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 25: Cross-Servicing Stop Reactivate Report – Debtor Level**

Cross-Servicing Stop Reactivate Report at Debtor Level					Page: 1	
Debtor Range: All		Currently Flagged, Reactivated, or Both: Both			May 22,	
Debtor Name		Pt ID	SSN	S/R Date	Reason	User
AAA,DDDDD D		ANNNN	nnnnnnnnnn	S 04/15/19@0926	Other	BBBBB, JJJJJ N
AKKKK, MMMMM		ANNNN	nnnnnnnnnn	S 05/10/19@0834	Other	BBBBB, JJJJJ N
AKKKK, MMMMM		ANNNN	nnnnnnnnnn	R 05/10/19@0907		BBBBB, JJJJJ N
AKKKK, MMMMM		ANNNN	nnnnnnnnnn	S 05/10/19@0948	Treasury Error	BBBBB, JJJJJ N
AKKKK, MMMMM		ANNNN	nnnnnnnnnn	R 05/12/19@2144		KKKKKKKK, CCCCCCCC
AKKKK, MMMMM		ANNNN	nnnnnnnnnn	S 05/12/19@2150	Other	KKKKKKKK, CCCCCCCC
AKKKK, MMMMM		ANNNN	nnnnnnnnnn	R 05/12/19@2155		KKKKKKKK, CCCCCCCC
AKKKK, MMMMM		ANNNN	nnnnnnnnnn	S 05/12/19@2201	DMC Eligible	KKKKKKKK, CCCCCCCC
AKKKK, MMMMM		ANNNN	nnnnnnnnnn	R 05/12/19@2239		KKKKKKKK, CCCCCCCC
ARRRR, WWWWWWW ZZZZZZ		ANNNN	nnnnnnnnnn	S 04/24/19@1653	Other	KKKKKKKK, CCCCCCCC
ARRRR, WWWWWWW ZZZZZZ		ANNNN	nnnnnnnnnn	R 04/24/19@1706		KKKKKKKK, CCCCCCCC
ARRRR, WWWWWWW ZZZZZZ		ANNNN	nnnnnnnnnn	S 04/24/19@2015	Treasury Error	KKKKKKKK, CCCCCCCC
ARRRR, WWWWWWW ZZZZZZ		ANNNN	nnnnnnnnnn	R 04/24/19@2017		KKKKKKKK, CCCCCCCC
ARRRR, WWWWWWW ZZZZZZ		ANNNN	nnnnnnnnnn	S 04/26/19@1441	DMC Eligible	FFFFFFF, AAAAA D
ARRRR, WWWWWWW ZZZZZZ		ANNNN	nnnnnnnnnn	R 04/26/19@1445		FFFFFFF, AAAAA D
BBBBB, VVVVV EEEEEE		ANNNN	nnnnnnnnnn	S 04/01/19@2058	DMC Eligible	KKKKKKKK, CCCCCCCC
BBBBB, VVVVV EEEEEE		ANNNN	nnnnnnnnnn	R 04/01/19@2100		KKKKKKKK, CCCCCCCC
BBBBB, VVVVV EEEEEE		ANNNN	nnnnnnnnnn	S 04/02/19@0744	Bankruptcy	KKKKKKKK, CCCCCCCC
Type <Enter> to continue or '^' to exit:						

EXAMPLE at Bill level:

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. Select one of the following:

B Bill Level  
D Debtor Level

Run the Report for: Debtor// Bill Level

4. Start with Debtor: FIRST//

Go to Debtor: LAST//

5. 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)

6. Select one of the following:

A All  
D Division

Run the Report for: All// d Division

Select MEDICAL CENTER DIVISION NAME: ??

Choose from:

1	CHEYENNE VAMROC	442
2	CASPER	442GA
3	FORT COLLINS	442GC
4	GREELEY	442GD
5	SIDNEY	442GB
6	CHEYENNE MOC	442HK
7	IDES - F.E. WARREN AFB	442MA
8	RAWLINS	442QA
9	TORRINGTON	442QB
10	CHEYENNE VA DOMICILIARY	442BU

Select MEDICAL CENTER DIVISION NAME: 1 CHEYENNE VAMROC 442

Select MEDICAL CENTER DIVISION NAME: 4 GREELEY 442GD

Select MEDICAL CENTER DIVISION NAME: 6 CHEYENNE MOC 442HK

Select MEDICAL CENTER DIVISION NAME: <ENTER>

7. A prompt displays asking “Do you want to capture the output in Excel format? NO//  
The default is (N)o.

If (N)o is entered, the following message displays:

**It is recommended that you Queue this report to a device that is 132 characters wide.**

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.**

**Figure 26: Cross-Servicing Stop Reactivate Report – Bill Level**

Cross-Servicing Stop Reactivate Report by Bill									Page: 1
									May 22, 2019@15:45
Currently Flagged, Reactivated, or Both: Both									
Division(s): 442GA-CASPER, 442-CHEYENNE VAMROC, 442GC-FORT COLLINS, 442GD-GREELEY,									
<b>Debtor Range: ALL</b>									
<b>Debtor Name</b>	<b>Division</b>	<b>Pt ID</b>	<b>Bill#</b>	<b>Status</b>	<b>Letter1</b>	<b>StopDate</b>	<b>Reason</b>	<b>CS STOP</b>	<b>User</b>
BBBBBBBBBB,EEEEEE	442	BNNNN	K603UIY	WRITE-OFF	01/24/16	04/15/19 BANKRUPTCY	ADD	BRGBT,JLZSOP S	
BBBBBBBBBB,EEEEEE	442	BNNNN	K603UIY	WRITE-OFF	01/24/16		DEL	BRGBT,JLZSOP S	
MMMMMM,RRRRR JJJJJJ	442	MNNNN	K501LL	ACTIVE	02/24/05	04/15/19 WAIVER	ADD	BRGBT,JLZSOP S	
NNNNNNNN,OOOO JJJJJ	442	NNNNN	K706KQH	ACTIVE	10/24/17	04/15/19 BANKRUPTCY	ADD	BRGBT,JLZSOP S	
NNNNNNNN,OOOO JJJJJ	442	NNNNN	K706KQH	ACTIVE	10/24/17		DEL	BRGBT,JLZSOP S	
SSSSSSSS,MMMM J	442	SNNNN	K705WZY	ACTIVE	08/24/17	04/15/19 REJECTED BY	ADD	GLAESCSDD,DO	
YY,BBBBBB GGGG	442	YNNNN	K705LEA	WRITE-OFF	07/24/17	04/15/19 BANKRUPTCY	ADD	BRGBT,JLZSOP S	
YY,BBBBBB GGGG	442	YNNNN	K705LEA	WRITE-OFF	07/24/17		DEL	BRGBT,JLZSOP S	
YY,RRRR AAAAARRRR	442	YZNNN	K708LLA	WRITE-OFF	07/24/17	04/15/19 WAIVER	ADD	BRGBT,JLZSOP S	
ZZZZZZ,MMMMMM	442	ZNNNN	K710MPA	WRITE-OFF	07/24/17	04/15/19 BANKRUPTCY	ADD	BRGBT,JLZSOP S	
*** End of Report ***									
Type <Enter> to continue or '^' to exit:									

#### 4.1.5 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 Error! Reference source not found.* )

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

- 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 27: 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	ICSIIS,TSTESTE NHIHS	777110074	1	A	NOV 03, 2014	T	ZZ	
631-K000QCE	ICSIIS,TSTESTE NHIHS	777110074	2	A	NOV 03, 2014	T	7V	
631-K000QCE	ICSIIS,TSTESTE NHIHS	777110074	3	A	NOV 03, 2014	T	3E	
631-K000QCE	ICSIIS,TSTESTE NHIHS	777110074	2A	A	NOV 03, 2014	T	3E	
631-K000QCE	ICSIIS,TSTESTE NHIHS	777110074	2C	A	NOV 03, 2014	T	7V	
631-K000QCE	ICSIIS,TSTESTE NHIHS	777110074	1	A	NOV 03, 2014	T	1S	
631-K000QCE	ICSIIS,TSTESTE NHIHS	777110074	2	A	NOV 03, 2014	T	ZZ	
631-K000QCE	ICSIIS,TSTESTE NHIHS	777110074	3	A	NOV 03, 2014	T	ZZ	

#### 4.1.6 List IAI Error Codes

To accompany the **Debt Referral Reject Report**, the **Cross-Servicing Menu** also contains the **List 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.

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

```

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 28: List of IAI Error Codes (Codes 10 – 17)**

TCS IAI ERROR CODES LIST		RECORD	MAY 24, 2019@11:04 PAGE 1
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 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.

#### 4.1.7 Print Cross-Servicing Report

The **Print Cross-Servicing Report** provides the current balance of all bills referred and re-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.

**Figure 29: Print Cross-Servicing Report (Sorted by Bill Number)**

BILLS AT CROSS-SERVICING (SORTED BY BILL NO.)						05/24/19
BILL NO.	DEBTOR	Pt ID	ORIG AMT	CS REF DATE	CURR AMT	
442-K505YNN	IIIIIII, LLLLL AAA	nnnn	32.65	07/18/17	32.65	
442-K5064R5	LLLLLLL, JJJJ LLLL	nnnn	73.25	07/18/17	73.25	
442-K5068H5	IIIIIII, LLLLL AAA	nnnn	57.04	07/18/17	57.04	
442-K50694U	CCCCC, HHH LLL	nnnn	34.98	08/22/17	34.98	
442-K506E6D	CCCCC, HHH LLL	nnnn	27.44	08/22/17	27.44	
442-K506FJC	REEEEEEEE, SSSSSSS	nnnn	65.20	10/31/17	65.20	
442-K602Y1A	IIIIIII, LLLL AAA	nnnn	40.60	07/18/17	40.60	
442-K60340C	CCCCC, HHH LLL	nnnn	36.63	08/22/17	36.63	
442-K6034FX	AAAAAAAAA, CCCCCCC	nnnn	36.69	10/31/17	36.69	

#### 4.1.8 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 30: Print Reconciliation Report**

PAGE 1	RECONCILIATION REPORT					05/24/19
DEBTOR	BILL NO.	Pt ID	Amount	Recall	Date	
		Refer		Eff. Dt	Return	
ABBBBB,TTTT	442-K6068QS	nnnnn	0.00		04/22/17	PAID IN FULL (OUTSIDE OF A PAYMENT AGREEMENT)
ALLLLLLL,AAAAAAA	442-K703UL2	nnnnn	0.00		10/14/17	SATISFIED PA - PAID IN FULL OR COMPROMISED
				Compromise, Please write this bill off by the manual process		
				Amount (not collected):		0.00
ALRRRRRR,BBBBBB M	442-K703ERX	nnnnn	0.00		07/20/17	SYSTEM COMPROMISED (BALANCE BELOW \$25)
BAAAAAAAAAA,RRRR	442-K605YP8	nnnnn	0.00		04/25/17	RECALLED

#### **4.1.8.1 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.

#### **4.1.8.2 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.

#### **4.1.8.3 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.

#### **4.1.8.4 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

#### **4.1.9 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

CAPTURE Report data to an Excel Document? NO//

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

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 31: 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 can be RE-REFERRED if it is still recalled, is in an Active status, and has no conditions that will prevent it from being re-referred (e.g. Debtor now deceased, etc.).

Table 4-1 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 4-1: 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)
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. 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.

#### **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**

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.  
**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 HAS run, a message displays indicating that Recall Reactivation is not available, as indicated in the previous sub-section.

## 4.3 Refer Returned CS Bill

The **Refer Returned CS Bill** option allows a User to **re-refer** a Cross-Serviced bill that has been recalled or returned from Treasury and is in a current “Active” state. If the bill has been re-referred, and the batch job has not run yet, then the **re-referral** may be cancelled.

### 4.3.1 First Time Re-referral

1. From the **Cross-Servicing Menu**, select the option, **Refer Returned CS Bill**.
2. At the **Enter Bill Number for re-referral:** 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 system prompts the User to select a reason for the re-referral.

**Select one of the following:**

R	Recall in error
T	Treasury reversal
D	Defaulted RPP
O	Other

**Select Reason for this re-referral:**

If “Other” is selected as the re-referral reason, the User is **required** to enter a 30 character, alpha-numeric description for the “Other” reason.

**Enter "Other" description:**

5. The system then prompts:

**Are you sure you want to Re-refer this bill for Cross-Servicing? YES//**

6. Press <ENTER> and the system displays the message:

**Bill is set to be re-referred to Cross-Servicing in the next weekly transmission**

### 4.3.2 Update a Re-referral

If the re-referral has not been processed by the weekly batch job yet, the re-referral may be updated.

1. From the **Cross-Servicing Menu**, select the option, **Refer Returned CS Bill**.
2. At the **Enter Bill Number for re-referral:** 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 system then displays a message informing the User a re-referral was already made for this bill along with the name of the User who made the re-referral, the date the re-referral was requested, and the re-referral reason:

**Re-Referral has already been requested**

**By MLTMKDSFK,JKLESDS on 05/20/2019 Reason: Defaulted RPP**

5. The system prompts the User: Do you want to Cancel this Re-Referral? NO//  
<Press ENTER>
6. The system prompts: Do you want to Update this Re-Referral? NO//  
Enter <YES>
7. The system prompts the User to select a reason for the re-referral:  
 Select one of the following:  
 R            Recall in error  
 T            Treasury reversal  
 D            Defaulted RPP  
 O            Other  
 Select Reason for this re-referral:
8. If “Other” is selected as the re-referral reason, the User is required to enter a 30 character, alpha-numeric description for the “Other” reason.  
 Enter "Other" description: then press <ENTER>
9. The system then prompts:  
 Are you sure you want to Re-refer this bill for Cross-Servicing? YES//  
 Press <ENTER>
10. The system displays the message:  
 Bill is set to be re-referred to Cross-Servicing in the next weekly transmission  
 Press <ENTER> to continue :

#### **4.3.3 Cancel a Re-referral**

1. From the **Cross-Servicing Menu**, select the option, **Refer Returned CS Bill**.
2. At the **Enter Bill Number for re-referral:** 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 system then displays a message informing the User a re-referral was already made for this bill along with the name of the User who made the re-referral, the date the re-referral was requested, and the re-referral reason:  
 Re-Referral has already been requested  
 By MLTMKDSFK,JKLESDS on 05/20/2019   Reason: Defaulted RPP
5. The system prompts the User: Do you want to Cancel this Re-Referral? NO//  
<ENTER YES>
6. The system displays a cancellation confirmation message:  
 \*\*\* Re-Referral has been cancelled for this bill \*\*\*

## 4.4 Stop/Reactivate TCSP Referral

The **Stop/Reactivate TCSP Referral [RCTCSP STOP]** option allows a User to 1) stop a bill (Stop/Reactivate TCSP Referral for a Bill) or 2) stop a Debtor (Stop/Reactivate TCSP Referral for a Debtor) from being referred to Cross-Servicing, and also to stop updates from being transmitted on the Cross-Serviced bill or Debtor (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 or Debtor. **Once the stop is set, the option can be run again to delete the 'Stop' flag.** Removing the stop allows this bill or Debtor to be processed again as a referral to Cross-Servicing and to allow updates to be sent on the bill / debtor's account.

### 4.4.1 Stop/Reactivate TCSP Referral for a Bill

The Stop/Reactivate TCSP Referral for a Bill functionality is used to stop Cross-Servicing 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 for a bill:

1. From the **Cross-Servicing Menu**, select the option, **Stop/Reactivate TCSP Referral**. At the **Enter Response:** prompt, enter **B**.
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>B</b>	<b>BANKRUPTCY</b>
<b>W</b>	<b>WAIVER</b>
<b>O</b>	<b>OTHER</b> (If Other is entered, you will be prompted to enter a comment at the <b>Stop Reason Comment</b> prompt.)
<b>R</b>	<b>REJECTED BY CROSS-SERVICING</b> (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.

#### **4.4.2 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**. Then, at the **Enter Response:** prompt, enter **B**.
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.

#### **4.4.3 Stop/Reactivate TCSP Referral for a Debtor**

The Stop/Reactivate TCSP Referral for a Debtor functionality is used to **stop Cross-Servicing referral for a Debtor**. Below are various reasons for stopping a Cross-Servicing referral and when these reasons should be used:

**DMC Eligible:** VA has internal offset available through the VA Debt Management Center.

**High risk veteran:** Veteran account is flagged for potential of self-harm. Veteran case is under review for financial assistance.

**Bankruptcy:** Veteran has included VA in court accepted bankruptcy petition for debt relief and proof of bankruptcy filing is available in court records.

**Treasury Error:** Account has been referred to Treasury in error, or collection of bill with Treasury is not correct.

**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, WH inquiry, Congressional request, Director request while investigation is going on, bill dispute, etc.).

If Other is selected as the Stop Cross-Servicing Referral Reason, the user is required to enter an Other stop reason comment (free text, alpha numeric, 100 character limit).

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** At the **Enter Response:** prompt, enter D.
2. At the **Select AR DEBTOR:** prompt, enter the Debtor name to be stopped from being referred to Cross-Servicing.
3. The system displays the Debtor's name, SSN, and bill information for Active or Open bills (e.g. AR Status and debt amounts).
4. If the Stop Flag is “R” or Null (e.g. debtor is Reactivated or Active), the system displays:  
**Are You Sure You Want To Stop Cross-Servicing Referral for this Debtor?**  
**Enter Yes or No: NO//**
5. Type **Y** or **YES** and press the [Enter] key.
6. At the **Enter Required Stop Reason:** prompt, the following reasons are available. Enter the reason code and press the [Enter] key.

D	DMC Eligible
H	High risk veteran
B	Bankruptcy
T	Treasury Error
O	Other (If Other is entered, you will be prompted to enter a comment at the <b>Stop Reason Comment</b> prompt.)

7. A **Stop Cross-Servicing Referral Complete** message will display when the stop is completed.
8. If the Stop Flag is set to “S” (a.k.a. Stop), the system displays the following sample message indicating that this debtor is already ‘stopped’:
 

```
Referral to Cross-Servicing has already been stopped for this debtor
Stop Cross-Servicing referral effective date: MMM DD,YYYY@hh:mm:ss
Stop Cross-Servicing referral reason: stop reason
Cross-Servicing referral stopped by : BBBBB,JJJJJJJJ
```

Are You Sure You Want To Reactivate Cross-Servicing Referral for this Debtor?  
Enter Yes or No: NO//
9. Type N or NO and press the [Enter] key to go back to the main menu.

#### **4.4.4 Reactivate TCSP Referral for a Debtor**

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

1. From the **Cross-Servicing Menu**, select the option, **Stop/Reactivate TCSP Referral** At the **Enter Response:** prompt, enter D.
2. At the **Select AR DEBTOR:** prompt, enter the Debtor name to be **reactivated**.
3. The system displays the Debtor’s name, SSN, and bill information for Active or Open bills (e.g. AR Status and debt amounts).
4. If the Stop Flag is set to “S” (a.k.a. Stop), the system displays the following sample message indicating that this debtor is already ‘stopped’:
 

```
Referral to Cross-Servicing has already been stopped for this debtor
Stop Cross-Servicing referral effective date: MMM DD,YYYY@hh:mm:ss
Stop Cross-Servicing referral reason: stop reason
Cross-Servicing referral stopped by : BBBBB,JJJJJJJJ
```

Are You Sure You Want To Reactivate Cross-Servicing Referral for this Debtor?  
Enter Yes or No: NO//
5. Type Y or YES and press the [Enter] key.
6. A message will display when the reactivation is completed.
 

```
Reactivate Cross-Servicing Referral complete
All eligible bills for this Debtor are now to be Referred to Cross-Servicing
```

\*\*\* End of Reactivate Cross-Servicing Referral \*\*\*

## 4.5 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 32: 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:	

### 4.5.1 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 33: 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:

### 4.5.2 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 34: 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:

### 4.5.3 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 35: 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
File CS Debtor/Bills Flag Removal (Y/N): N// YES <DONE>
552-K967332 Cleared

Select BILL:
```

### 4.5.4 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 36: 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
Enter Debtor Cross-Sevice Date: T
File CS Debtor Change (Y/N): N// YES <DONE>

Select BILL:
```

### 4.5.5 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 37: 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
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:
```

## 4.6 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.

#### 4.6.1 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. Note that the "y" indicates each bill has been returned from Treasury.

**Figure 38: 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 ACMELY, 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, TSTDNPDB	H0068	y631-K5025JC	400.00	V			
13 HCSDPNFOREIGNBRAZIL, TSTDNPDB	H0068	y631-K5025JE	400.00	X			
14 HCSDPNTESTHAN, TSTDNPTESTSTI	H0063	y631-K5025IL	75.00	A			
15 HCSDPNTESTHAN, TSTDNPTESTSTI	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 39: 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 40: TCSP Reconciliation Worklist - View Insurance**

<b>Patient Insurance Management</b>	Oct 09, 2017@14:26:07	Page:	1 of 1																																																		
Insurance Management for Patient: BCSUBER,TSTL NHIWGR B8950 8/9/1925																																																					
<table border="1"> <thead> <tr> <th>Insurance Co.</th> <th>Type of Policy</th> <th>Group</th> <th>Holder</th> <th>Effect..</th> <th>Expires</th> </tr> </thead> <tbody> <tr> <td>1 MEDICARE (WNR)</td> <td>MEDICARE (M)</td> <td>GRP NUM 10</td> <td>SELF</td> <td>06/01/74</td> <td>07/15/10</td> </tr> <tr> <td>2 UNICARE</td> <td>MEDIGAP PLAN C</td> <td>GRP NUM 13</td> <td>SELF</td> <td>07/01/88</td> <td>07/15/10</td> </tr> <tr> <td>3 OPTIONS MENTAL</td> <td>MENTAL HEALTH</td> <td>GRP NUM 75</td> <td>SPOUSE</td> <td>07/01/88</td> <td>05/09/09</td> </tr> <tr> <td>4 MEDICARE (WNR)</td> <td>MEDICARE (M)</td> <td>GRP NUM 10</td> <td>SELF</td> <td>07/01/75</td> <td>07/15/10</td> </tr> <tr> <td>5 EXPRESS SCRIPTS</td> <td>PRESCRIPTION</td> <td>GRP NUM 11</td> <td>SELF</td> <td>07/01/88</td> <td>06/30/10</td> </tr> <tr> <td>6 UNITED BEHAVIOR</td> <td>MENTAL HEALTH</td> <td>GRP NUM 12</td> <td>SELF</td> <td>05/09/09</td> <td>07/15/10</td> </tr> <tr> <td>7 CAREMARK 610029</td> <td>PRESCRIPTION</td> <td>GRP NUM 14</td> <td>SELF</td> <td>07/01/10</td> <td>07/15/10</td> </tr> </tbody> </table>						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
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3 OPTIONS MENTAL	MENTAL HEALTH	GRP NUM 75	SPOUSE	07/01/88	05/09/09																																																
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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 41: TCSP Reconciliation Worklist – View Insurance – View Policy Info**

<b>Patient Policy Information</b>	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 42: TCSP Reconciliation Worklist – View Insurance – Annual Benefits**

<b>Patient Insurance Management</b>	Oct 09, 2017@14:38:26	Page: 1 of 1																																																			
Insurance Management for Patient: BCSUBER,TSTL NHIWGR B8950 8/9/1925																																																					
<table border="1"> <thead> <tr> <th>Insurance Co.</th> <th>Type of Policy</th> <th>Group</th> <th>Holder</th> <th>Effect..</th> <th>Expires</th> </tr> </thead> <tbody> <tr> <td>1 MEDICARE (WNR)</td> <td>MEDICARE (M)</td> <td>GRP NUM 10</td> <td>SELF</td> <td>06/01/74</td> <td>07/15/10</td> </tr> <tr> <td>2 UNICARE</td> <td>MEDIGAP PLAN C</td> <td>GRP NUM 13</td> <td>SELF</td> <td>07/01/88</td> <td>07/15/10</td> </tr> <tr> <td>3 OPTIONS MENTAL</td> <td>MENTAL HEALTH</td> <td>GRP NUM 75</td> <td>SPOUSE</td> <td>07/01/88</td> <td>05/09/09</td> </tr> <tr> <td>4 MEDICARE (WNR)</td> <td>MEDICARE (M)</td> <td>GRP NUM 10</td> <td>SELF</td> <td>07/01/75</td> <td>07/15/10</td> </tr> <tr> <td>5 EXPRESS SCRIPTS</td> <td>PRESCRIPTION</td> <td>GRP NUM 11</td> <td>SELF</td> <td>07/01/88</td> <td>06/30/10</td> </tr> <tr> <td>6 UNITED BEHAVIOR</td> <td>MENTAL HEALTH</td> <td>GRP NUM 12</td> <td>SELF</td> <td>05/09/09</td> <td>07/15/10</td> </tr> <tr> <td>7 CAREMARK 610029</td> <td>PRESCRIPTION</td> <td>GRP NUM 14</td> <td>SELF</td> <td>07/01/10</td> <td>07/15/10</td> </tr> </tbody> </table> <p>Verification of No Coverage Oct 27, 2010</p>						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
Insurance Co.	Type of Policy	Group	Holder	Effect..	Expires																																																
1 MEDICARE (WNR)	MEDICARE (M)	GRP NUM 10	SELF	06/01/74	07/15/10																																																
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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																																																
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 43: TCSP Reconciliation Worklist – View Insurance – Benefits Used**

<b>Benefits Used By Date Editor</b>	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?:		Deduct. Met?:	
Amt. of Ded. Met:		Amt. of Ded. Met:	
MH Ded. (Inpt.) Met?:		MH Ded. (Inpt.) Met?:	
Amt. of MH Ded. Met:		Amt. of MH Ded. Met:	
Amt. Lifet. Max Used:		Amt. Lifet. Max Used:	
Amt. MH Lifet. Max Used:		Amt. MH Lifet. Max Used:	
+ Enter ?? for more actions			
CY Change Year	EX Exit	>>>	
Select Action: Next Screen//			

**Figure 44: TCSP Reconciliation Worklist – View Insurance – Change Patient**

<b>Patient Insurance Management</b>	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					
<b>Patient Insurance Management</b>	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 45: TCSP Reconciliation Worklist – View Insurance – Expand Benefits**

<b>eIV Elig/Benefit Information</b>	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			
<a href="#">EX Exit</a>			

**Figure 46: TCSP Reconciliation Worklist: Patient Inq(uiry)**

DEBTOR, NONVET	666-99-1111	JAN 1, 1970
=====		
Address: 1950 18 <sup>TH</sup> 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 47: 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 48: 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.					

#### 4.6.2 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 49: 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	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 50: TCSP Reconciliation Worklist – Account Profile – Bill Profile (Page 1 of 3)**

<u>Bill Profile</u>	Oct 06, 2017@18:01:23	Page:	1 of 3
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 771-K700YET *****			
Account: ACSD, TSTON NHIUAA (777770078) Addr: 2 Anystreet Ave NE, MANCHESTER, NH 200029997 Phone: 5555555555			DOB: JUL 03, 1948
Bill Number: 771-K700YET Date Prepared: APR 20, 2017 Date Activated: APR 20, 2017@20:46:30 Date Status Up: APR 20, 2017			Category: RX CO-PAYMENT/SC VET Status: OPEN By:
Resulting From: Remark:			
Interest Effective Rate Date: JAN 01, 2012 Admin Effective Rate Date: JAN 01, 2012 Last Int/Admin Charge Date:			Annual Rate: .01 Monthly Rate: 1.87
+              % EEOB   Enter ?? for more actions  BT Bill Transactions      NB Select New Bill      EA Exit Action Select Action: Next Screen//			

**Figure 51: TCSP Reconciliation Worklist – Account Profile – Bill Profile (Page 2 of 3)**

<u>Bill Profile</u>	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 17	Approp Code 528701	Amount 63.00 Rev Src Code:
<u>Collection Follow up Data</u>			
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//			

**Figure 52: TCSP Reconciliation Worklist – Account Profile – Bill Profile (Page 3 of 3)**

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 53: TCSP Reconciliation Worklist – Account Profile – Stop TCSP**

<b>Account Profile</b> 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
1	K505UWB	07/23/15	OPEN RX CO-PAYMENT/SC VET	56.00	0.00
2	K505HHN	06/22/15	ACTI RX CO-PAYMENT/SC VET	56.00	0.00
3	K504WVV	04/27/15	ACTI RX CO-PAYMENT/SC VET	32.00	0.05
4	K504J1R	03/23/15	ACTI RX CO-PAYMENT/SC VET	8.00	0.02
5	K5049ZC	02/23/15	ACTI RX CO-PAYMENT/SC VET	24.00	0.08
6	K5046U9	02/12/15	ACTI RX CO-PAYMENT/SC VET	32.00	0.14
7	K503TUL	01/08/15	ACTI RX CO-PAYMENT/SC VET	8.00	0.05
8	K503G66	11/26/14	ACTI RX CO-PAYMENT/SC VET	80.00	0.48
9	K503CDB	11/13/14	ACTI RX CO-PAYMENT/SC VET	8.00	0.07
10	K502ZF3	10/09/14	ACTI RX CO-PAYMENT/SC VET	8.00	0.08
11	K405PE3	09/02/14	ACTI RX CO-PAYMENT/SC VET	16.00	0.11
12	K405KGG	08/20/14	ACTI RX CO-PAYMENT/SC VET	8.00	0.10
+ 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 54: TCSP Reconciliation Worklist – Account Profile – Delete TCSP Stop**

<b>Reconciliation Bill Profile</b>	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 55: 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 56: 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
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 57: 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
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 58: TCSP Reconciliation Worklist – Account Profile – Delete Bill Recall**

<b>Account Profile</b>		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					
1	K403NDN	CareDate 01/16/14	Stat ACTI	Bill Type RX CO-PAYMENT/NSC VE	Principal 47.98	Interest 0.19	Admin 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 59: TCSP Reconciliation Worklist – Account Profile – Term Fiscal**

<b>Account Profile</b>		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			
1	K70000G	CareDate 10/09/17	Stat ACTI	Bill Type TRICARE PATIENT	Principal 20.00	Interest 0.00	Admin 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 60: 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	23 WRITE-OFF	selected
** 26 CANCELLED BILL	27 BILL INCOMPLETE	
31 RETURNED FROM AR	32 RETURNED FOR AME	
39 CANCELLATION	40 SUSPENDED	
41 REFUNDED	42 OPEN	selected
44 REFUND REVIEW	49 ARCHIVED	
53 CS BILL RECALL		selected
** indicates account has bills under status **		

Select STATUS of bills to display: 26

**Figure 61: 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 62: 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
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 63: 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						
<b>Account Profile</b>	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
2	K5060NW	05/23/17	OPEN	RX CO-PAYMENT/NSC VE	16.00	0.00
3	K5051JR	05/08/15	ACTI	RX CO-PAYMENT/SC VET	8.00	0.01
4	K5049LV	02/20/15	ACTI	RX CO-PAYMENT/NSC VE	9.00	0.04
5	K503XNB	01/21/15	ACTI	C (MEANS TEST)	80.00	0.34
6	K503SD9	01/02/15	ACTI	C (MEANS TEST)	80.00	0.41
7	K503N9T	12/19/14	ACTI	RX CO-PAYMENT/NSC VE	9.00	0.06
8	K503MEM	12/16/14	ACTI	C (MEANS TEST)	30.00	0.20
9	K404RLX	05/14/14	ACTI	C (MEANS TEST)	15.00	0.14
10	K404GE4	04/15/14	ACTI	C (MEANS TEST)	50.00	0.60
11	K404FYS	04/14/14	ACTI	RX CO-PAYMENT/NSC VE	9.00	0.14
12	K40474V	03/19/14	ACTI	RX CO-PAYMENT/NSC VE	18.00	0.31
+ 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 64: 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	K5060NM	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// 09, 2017)				to: OCT 09, 2017// (OCT							
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 CANCEL	K700008	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 65: Account Profile: Cancel/Edit/Add – Add A Charge**

```

ADD A CHARGE

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 66: 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 09999				
Bill From	Bill To	Charge Type	Stop Bill #	Status
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 NEW	K700008	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 67: 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 68: 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	
<b>Patient: DEBTOR,ONE D9999</b>					
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 CANCEL	K700008	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 69: Account Profile: Cancel/Add/Edit Charges – Change Date Range**

<b>Charges</b>	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						
<b>Charges</b>	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 70: Account Profile: Cancel/Add/Edit Charges – Pass A Charge:**

<b>Charges</b>		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 71: 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	BILLED	\$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							
Cancel/Edit/Add Charges			Page: 1 of 1							
Patient: DEBTOR,TWO D9999						Update Billable Events				
Event Type						Date Charges				
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 72: Account Profile: Decrease Adjustment**

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:			

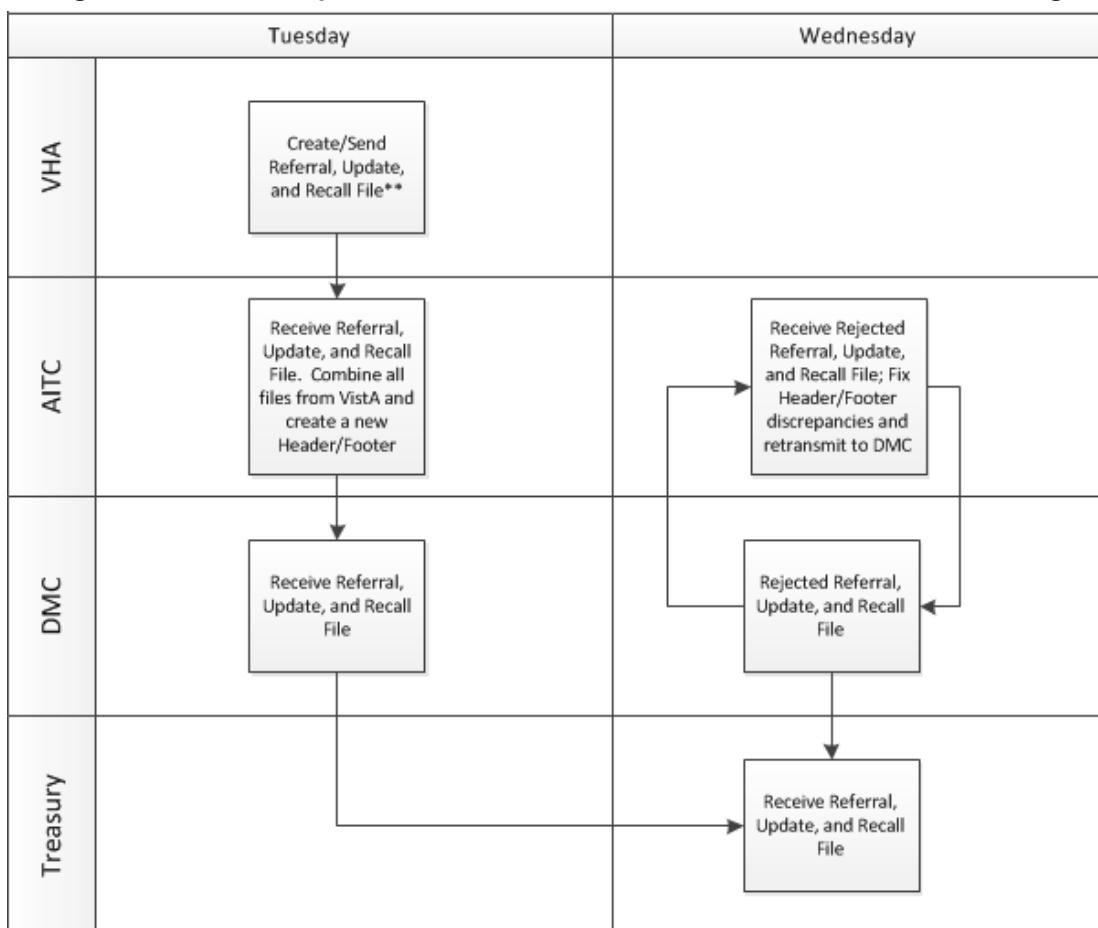
## 5 Cross-Servicing Batch Jobs

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 73: 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 74). 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 74: 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 75: Record Type 1 – Action Code A – Add New Debt**

C1 A3636001200DM1D	631K001CDK	00000000000000001331904 I	A	MSCC2010021120100211000
000000000000000000002631			N	
0000000000240000000000000044000000000001870000000000000				

**Figure 76: Record Type 2 – Action Code A – Add New Debtor**

C2 A3636001200DM1D	631K001CDK	0000000000000000133190463100000004829777110070SSNICS
ALLI	TSTTON	NHIFSA
I		

**Figure 77: Record Type 2A – Action Code A – Add New Individual Debtor**

C2AA A3636001200DM1D	631K001CDK	0000000000000000133190463100000004829	M19540426
----------------------	------------	---------------------------------------	-----------

**Figure 78: Record Type 2C – Action Code A – Add New Debtor Contact Information**

C2CA A3636001200DM1D	631K001CDK	0000000000000000133190463100000004829777110070SLFIND
Y2 Massachusetts Ave NE	222TestStreetAddress11Ave	
WASHINGTON	DC200029997USYP5555555555	Y

**Figure 79: Record Type 3 – Action Code A – Add Case Information**

C3 A3636001200DM1D	631K001CDK	0000000000000000133190463100000004829	SLF	00
000000000000	SLFIND			

### 5.1.2 New Debt for Existing Debtor

For new debt being referred, or returned or recalled debt that is being re-referred, to Cross-Servicing, where a debtor has been previously referred to Cross-Servicing, VistA generates the “CS Add Referral” bulletin, as in Figure 74, and a “CS Existing Debtor” bulletin (Figure 80), 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 80: 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 or re-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 80, Figure 81 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 81: Transmission Message: Add Debt to Existing Debtor**

## 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 82: 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 83: 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 631K102BDE0000000000001515914631000000013464777220047SSNTCS  
WSTEPSIX          TSTOSTEPSIX          NHIJSI  
I  
  
C2 U3636001200DM1D 631K102NPD0000000000001531204631000000021857777220040SSNTCS  
SVSTEPSIX          TSTONSTEPSIX          NHSI  
I  
  
C2 U3636001200DM1D 631K20062Q0000000000001565765631000000030773777220042SSNTCS  
ZERSTEPSIX          TCSCESTEPSIX          NHI  
I  
  
Z00000003000000000000000043170002      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 84: Transmission Message: Manual Decrease Adjustment - ABAL**

**Figure 85: 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 86: 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 L442K002FRF0000000000001389800442000000025041AIO 00056  
1161720150609442000005611617 -000000008800-0000000000042000000000000000  
0000000000000000-000000008842  
  
C5BU3636001200DM1D L442K002FRI0000000000001389803442000000025041AIO 00056  
1161820150609442000005611618 -0000000003000-0000000000017000000000000000  
0000000000000000-000000003017  
  
C5BU3636001200DM1D L442K002N9R0000000000001399015442000000028207AIO 00056  
1162320150609442000005611623 -000000009845-0000000000044000000000000000  
0000000000000000-000000009889  
  
Z000000060000000011639851600001 3636001200
```

**Figure 87: 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 88). 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 89).

**Figure 88: 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 89: Transmission Message: Cross-Servicing Recalls (Debt Recall)**

**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 91).

### **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.

**Figure 90: Bulletin: ‘CS Recalls Sent’ (Debtors 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 91 illustrates the transmission for this particular recalled bill with a Recall Debtor Reason of “3” for “Bankruptcy with Automatic Stay”.

**Figure 91: Transmission Message: Cross-Servicing Recalls (Debtor Recall)**

## 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 92). Another Cross-Servicing option that can be used to manage returned debt by Treasury for reconciliation is the **Print Reconciliation Report**.

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 all debt 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 6-1: 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 92: 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 TSTDFFORD NHIEGI      K2003UW    OCT 24, 2014    OCT 23, 2014
RECALLED
```

## 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 93) 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 96), 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 94).

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 93: 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
DE19888     US          20140530500K400009000003000          TALLEYVILLE
Z00000001000000000000300050960001          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 94: 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 95) 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 95: 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 96: Sample Due Process Notification Letter

 NORTHAMPTON VA MEDICAL CENTER (631) 421 N MAIN ST LEEDS MA 01053-9764 	 U.S. Department of Veterans Affairs																					
DATE: 11/20/2014																						
1oz 065597 00 0000003 0000004 ACSLOWAY, TSTFRY NHIUEA 222TestStreetAddress11Ave 2 MASSACHUSETTS AVE NE WASHINGTON DC 20002-4945																						
<p>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:</p> <table><thead><tr><th>DATE OF BILL:</th><th>BILL NUMBER:</th><th>BILL AMOUNT:</th></tr></thead><tbody><tr><td>04/28/2011</td><td>631K1020EZ</td><td>15.08</td></tr><tr><td>04/28/2011</td><td>631K1020EZ</td><td>15.08</td></tr><tr><td>04/28/2011</td><td>631K1020EZ</td><td>15.08</td></tr><tr><td>09/03/2010</td><td>631K0037Y7</td><td>13.00</td></tr><tr><td>09/03/2010</td><td>631K0037Y7</td><td>13.00</td></tr><tr><td>09/03/2010</td><td>631K0037Y7</td><td>13.00</td></tr></tbody></table>		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
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																				
<p>What will happen if you ignore this letter?</p> <p>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.</p>																						
<p>How to avoid this action?</p> <p>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: <a href="http://www.va.gov/healthresourcecenter">http://www.va.gov/healthresourcecenter</a>. Contact the Health Resource Center (HRC) at 1-866-400-1238 for further assistance.</p>																						

# 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 manual 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 debtor's account to the oldest bill that is not 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 97: 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 8-1: Offset / Payment Types**

DMC (C&P) Offset	TOP Payments	Treasury (Cross-Servicing) Payments
Deposit Ticket Number begins with (1 <sup>st</sup> 3 digits)	168	169

### 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 applies the payment to the oldest bill in VistA first, no matter if it is a TOP or Cross-Serviced bill. 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 98: Lockbox Payment Transmission Content - DMC Collections File (168)**

```
201 00000002LBP0000ACV

RT^001^001^631^7^48767^48767^12242014^| 

RD^63177770117TNACS^7317^9001^6^16822631^12222014^2^000000DMCOFFSET22631 000000:00000000000000^| 

RD^63177770117TNACS^7296^9001^5^16822631^12222014^2^000000DMCOFFSET22631 000000:00000000000000^| 

RD^63177770117TNACS^7289^9001^4^16822631^12222014^2^000000DMCOFFSET22631 000000:00000000000000^| 

RD^63177770117TNACS^6509^9001^3^16822631^12222014^2^000000DMCOFFSET22631 000000:00000000000000^| 

RD^63177770117TNACS^5698^9001^2^16822631^12222014^2^000000DMCOFFSET22631 000000:00000000000000^| 

RD^63177770117TNACS^10544^9001^7^16822631^12222014^2^000000DMCOFFSET22631 000000:00000000000000^| 

RD^63177770117TNACS^4114^9001^1^16822631^12222014^2^000000DMCOFFSET22631 000000:00000000000000^| ~
```

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 99: Deposit Processing (168)**

<b>Deposit Processing</b>		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 100).

**Figure 100: Receipt Profile (168)**

<b>Receipt Profile</b>		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	ACSFORT,TSTBEN NHIVSF	12/22/14	ar		73.17 0.00
2	ACSFORT,TSTBEN NHIVSF	12/22/14	ar		72.96 0.00
3	ACSFORT,TSTBEN NHIVSF	12/22/14	ar		72.89 0.00
4	ACSFORT,TSTBEN NHIVSF	12/22/14	ar		65.09 0.00
5	ACSFORT,TSTBEN NHIVSF	12/22/14	ar		56.98 0.00
6	ACSFORT,TSTBEN NHIVSF	12/22/14	ar		105.44 0.00
7	ACSFORT,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 101: Transaction Profile (168)**

<b>Transaction Profile</b>		Jan 08, 2015@12:41:55		Page: 1 of 2	
Bill #: 631-K5025GZ		Account: ACSFORT,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 oldest bill on those debts previously referred to TOP. 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 102: Lockbox Payment Transmission Content – TOP Collections File (169)

```
2LBP0000ACV
RT~001~001~442~1~8300~8300~06062014~|
RD~442~777706044~CRKMT~8300~9300~1~169355428~06062014~2~00000~T101931451~FEE001700~000355428~|
```

Figure 103: 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 104: 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 105). 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 106).

#### 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 105: Lockbox Payment Transmission Content – Treasury Collections File (170)

```
--  
2LBP0000 ACU.  
RT^001^001^631^13^183269^183269^12032014^ |  
RD^631777220076TCSIS^50707^9001^1^17002631^12022014^2^631K101BSG000000000000000014  
74533:FEE00011702^ |
```

The following figures illustrate the various components of payment processing using the example 170 Collections File in Figure 105. 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 106).

Figure 106: 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 107), showing the number of payments under *Count* and the total dollar amount under *Total Paid*.

**Figure 107: 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 COLLECTION 12/03/14 ar 12/15/14 LG 13 1832.69		
	-----	-----
TOTAL DOLLARS FOR DEPOSIT		13 1832.69

Referring back to Figure 105, the highlighted payment of \$507.07 for the debtor (TCSISTINE, TSTEY NHIEKP) is reflected on the **Receipt Profile** screen with the same *Receipt #*, *Deposit #*, and *Type of Payment*.

**Figure 108: 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 NHYRA 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 105 (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 109: Transaction Profile Screen (170)**

<b>Transaction Profile</b>		Jan 08, 2015@12:41:55	Page: 1 of 2
Bill #: 631-K101BSG	Account: TCSISTINE,TSTEV NHIEKP		
Status: OPEN	Addr: 2 Massachusetts Ave NE,		
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			
	<u>Fiscal Year</u>	<u>Principal Amount</u>	<u>FY Trans Amount</u>
	15	507.07	507.07
	<u>Balances</u>	<u>Collections</u>	
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 110: 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 111: Administrative Cost Adjustment Option Blocked on Cross-Serviced Bills**

Select ACCOUNTS RECEIVABLE BILL NO.: 631-K502565 95 HCSERKSEN,TSTCE NHINCIS ACTIVE \$418.96	C (MEANS TEST)	06-23-
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.

The following message will display if a user attempts this option on a Cross-Serviced bill:

**Figure 112: 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.

## 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 0*). 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 4.1.5*)
- **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.

### 9.1 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 **Error! Reference source not found.** for a sample report of a reject on a debtor recall).

**Figure 113: 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

## 9.2 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 114 & Figure 115).

### 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*.

## 9.3 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 114: 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 115: 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	

## 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 116: Failed Debtor Action Notice & Batch Completion Notice**

```
IN Basket,    messages (1-32),
*=New/ !=Priority.....Subject.....From.....
. **** FAILED DEBTOR ACTION NOTICE ***
. *** Batch Completion Notice ***
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 117: 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 118: Batch Completion Notice**

```
Subj: *** Batch Completion Notice *** [#723391] 08/18/17@15:30 1 line
From: AR PACKAGE In 'IN' basket. Page 1

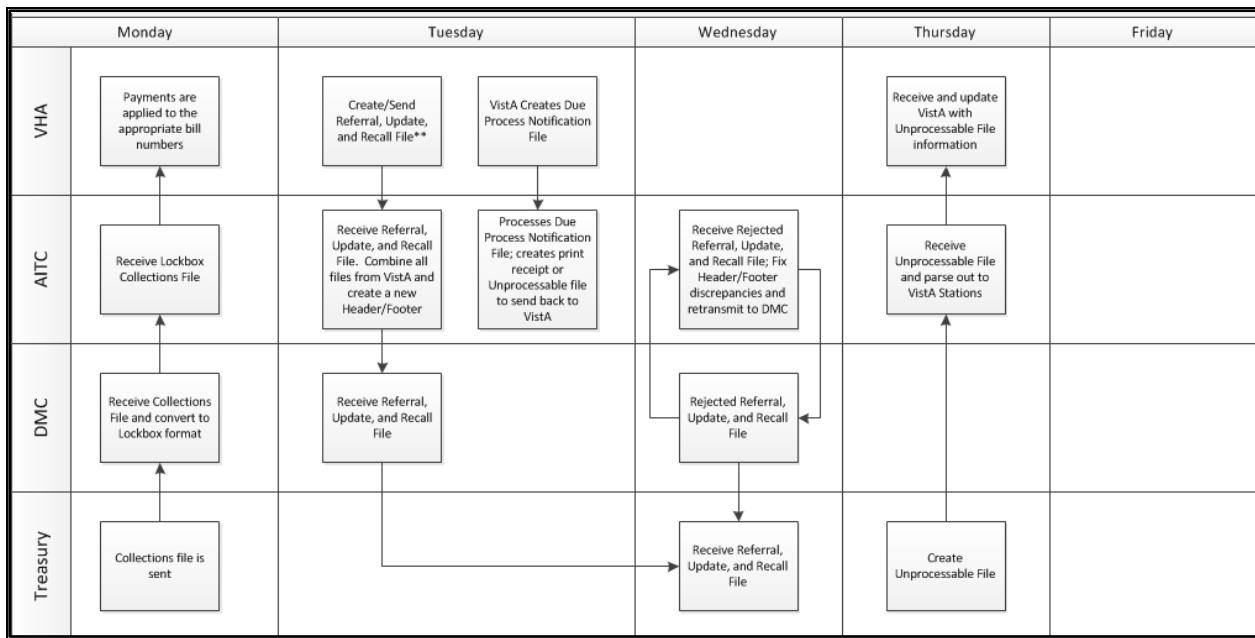
-----
The batch run and transmission completed on 20170818.15305

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

## 10.2 Cross-Servicing File Transfer Schedule

Figure 119 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 119: 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 10-1: 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 debtor is recalled from Cross-Servicing.
7.04	TCSP RECALL REASON	Reason for recalling the debtor.
7.05	DATE DEBTOR REFERRED TO TCSP	Date the debtor is recalled from Cross-Servicing.
8	TCSP REFERRAL STOP FLAG	Multiple leading to subfile 340.08 containing stop/reactivate flags for this debtor
340.08,.01	TCSP REFERRAL STOP FLAG	S for Stop or R for Reactivate for this debtor
340.08,.02	TCSP REFERRAL DATE	Date when this stop/reactivate flag was set
340.08,.03	USER MAKING CHANGE	User who performed this stop or reactivate
340.08,.04	TCSP REFERRAL STOP REASON	Reason why stop was placed
340.08,.05	TCSP REFERRAL STOP COMMENT	If reason is O (OTHER), free text explanation of what it is for

**Table 10-2: Cross-Servicing Fields in AR Debtor File (#342)**

<b>Field Number</b>	<b>Field Name</b>	<b>Description</b>
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.
40	TCSP REFERRAL STOP FLAG	Multiple leading to subfile 342.02 containing stop/reactivate flags for site
342.02,.01	TCSP REFERRAL STOP FLAG	S for Stop or R for Reactivate
342.02,.02	TCSP REFERRAL STOP DATE	Date when site was stopped or reactivated
342.02,.03	USER MAKING CHANGE	User who stopped or reactivated site
342.02,.04	TCSP REFERRAL COMMENT	Comment on why stop or reactivate was done (field currently inactive)

**Table 10-3: Cross-Servicing Fields in TCS IAI Error Codes File (#348.5)**

<b>Field Number</b>	<b>Field Name</b>	<b>Description</b>
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 10-4: Cross-Servicing Fields in TCS IAI Action Code File (#348.6)**

<b>Field Number</b>	<b>Field Name</b>	<b>Description</b>
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 10-5: Cross-Servicing Fields in TCS IAI Record Types File (#348.7)**

<b>Field Number</b>	<b>Field Name</b>	<b>Description</b>
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 10-6: 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 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
159.9	TCSP RE-REFERRAL	Re-Referral requests and performs
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.

<b>Field Number</b>	<b>Field Name</b>	<b>Description</b>
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.
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.

Field Number	Field Name	Description
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.
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. Users 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.
313	TCSP AGENCY DEBT ID LAST 2	This is last 2 characters to be used in formatting Agency Debt ID field in IAI file for re-referrals

**Table 10-7: 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 10-8: 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 10-9: Cross-Servicing Fields in TCSP RE-REFERRALS (sub file of AR #430) (#430.03)**

Field Number	Field Name	Description
.01	TCSP RE-REFERRAL	0=Re-Referral Requested, 1=Re-Referred
.02	TCSP RE-REFERRAL DATE	Date when re-referral was requested or performed
.03	TCSP RE-REFERRAL USER	User requesting Re-Referral. When re-referral is performed, same user as made the request will be in the performed record

<b>Field Number</b>	<b>Field Name</b>	<b>Description</b>
.04	TCSP RE-REFERRAL REASON	R=Recall In Error, T=Treasury Reversal, D=Defaulted RPP, O=Other
.05	TCSP RE-REFERRAL COMMENT	If reason is O=Other, then comment explaining the reason.

**Table 13: Cross-Servicing Fields in AR Return Reason Code File (#430.5)**

<b>Field Number</b>	<b>Field Name</b>	<b>Description</b>
.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 A-1: Cross-Servicing Record Types & Action Codes**

Record Type	Action Code	Description
<b>H – Header Record</b>	-	-
<b>1 – Debt Record</b>	A	Add New Debt
	U	Update Debt
	L	Debt Recall
<b>2 – Debtor Record</b>	A	Add new Debtor
	U	Update Debtor, Update Debtor TIN
	L	Debtor Recall
	B	Add New Debt to Existing Debtor
<b>2A – Individual Debtor Record</b>	A	Add New Individual Debtor
	U	Update Individual Debtor
<b>2C – Debtor Contact Information</b>	A	Add new Debtor Contact Info
<b>3 – Case Record</b>	A	Add Case Info
<b>5B - Creditor Agency Financial Transactions (Adjustments)</b>	U	CA Financial Transaction (Adjustment)
<b>Z – Trailer Record</b>	-	-

## 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 B-1: 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.
23	Referred Debt Balance	1	Referred Debt Balance is Required.

ID	Field Name / Action	Record Type(s)	Error Message
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.
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.

ID	Field Name / Action	Record Type(s)	Error Message
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.
93	Bypass Indicators	6	Similar or duplicate Bypass Indicator already exists for this debt.
11	Individual/Joint Several Indicator	1	Individual/Joint Several status indicator is invalid.

ID	Field Name / Action	Record Type(s)	Error Message
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.
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.

<b>ID</b>	<b>Field Name / Action</b>	<b>Record Type(s)</b>	<b>Error Message</b>
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.
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

<b>ID</b>	<b>Field Name / Action</b>	<b>Record Type(s)</b>	<b>Error Message</b>
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.
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.

ID	Field Name / Action	Record Type(s)	Error Message
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
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

<b>ID</b>	<b>Field Name / Action</b>	<b>Record Type(s)</b>	<b>Error Message</b>
			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, 3,4,5A,5B,6	The agency program profile is inactive
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

ID	Field Name / Action	Record Type(s)	Error Message
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
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	1,2,2A,2B,2C,2D,2E,	Invalid Office Code – Verify Station Field

<b>ID</b>	<b>Field Name / Action</b>	<b>Record Type(s)</b>	<b>Error Message</b>
	Station Field	3,4,-6	
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 120: Notice of Rights and Responsibilities (Page 1)**

<b>NOTICE OF RIGHTS AND RESPONSIBILITIES</b>	
<b>COLLECTION:</b> 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: <a href="http://www.va.gov/healthbenefits/cost/">www.va.gov/healthbenefits/cost/</a> .	
<b>PAY YOUR BILL:</b> Pay the debt in full by the balance due date on the initial billing statement to avoid late charges and collection action: <ul style="list-style-type: none"><li>● <b>In Person:</b> At your local Veteran Affairs Medical Centers Agent Cashier's Office</li><li>● <b>By Phone:</b> Contact VA at 1-888-827-4817</li><li>● <b>Online:</b> Pay by ACH withdrawal from your bank account, or by debit or credit card at <a href="http://www.pay.gov">www.pay.gov</a></li><li>● <b>By Mail:</b> 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</li></ul>	
<b>LATE CHARGES:</b> 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.	
<b>WAIVER:</b> 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: <a href="http://www.va.gov/vaforms/va/pdf/VA5655.pdf">www.va.gov/vaforms/va/pdf/VA5655.pdf</a> . 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.	
<b>COMPROMISE OFFER:</b> 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: <a href="http://www.va.gov/vaforms/va/pdf/VA5655.pdf">www.va.gov/vaforms/va/pdf/VA5655.pdf</a> . Refer to the "Customer Service" and "Submitting Your Request" sections below for more information.	
<b>REPAYMENT PLAN:</b> 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: <a href="http://www.va.gov/vaforms/va/pdf/VA1100.pdf">www.va.gov/vaforms/va/pdf/VA1100.pdf</a> . 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.	
<b>DISPUTE THE EXISTENCE OR AMOUNT OF THE DEBT:</b> 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 121: Notice of Rights and Responsibilities (Page 2)

<p><b>HARDSHIP DETERMINATION:</b> 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: <a href="http://www.va.gov/vaforms/medical/pdf/vha-10-10HS.pdf">www.va.gov/vaforms/medical/pdf/vha-10-10HS.pdf</a>. 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 10-10EZ) found at: <a href="http://www.1010ez.med.va.gov">www.1010ez.med.va.gov</a> to update your financial information. Refer to the "Customer Service" and "Submitting Your Request" sections below for more information.</p>
<p><b>CUSTOMER SERVICE:</b> For additional assistance or if you are unable to access the forms online:</p> <ul style="list-style-type: none"><li>• <b>In Person:</b> Contact your Patient Advocate or Enrollment Coordinator at your local Veteran Affairs Medical Center</li><li>• <b>By Phone:</b> Contact VA at 1-866-400-1238</li><li>• <b>Online:</b> Visit <a href="http://www.va.gov/healthbenefits/cost/">www.va.gov/healthbenefits/cost/</a> for additional information or <a href="http://www.va.gov/vaforms">www.va.gov/vaforms</a> to retrieve VA forms.</li></ul>
<p><b>SUBMITTING YOUR REQUEST:</b> Submit the required VA forms or documents to apply for one of VA's Financial Hardship Programs:</p> <ul style="list-style-type: none"><li>• <b>In Person:</b> At your local Veteran Affairs Medical Center's Business Office or Health Administration Service Office</li><li>• <b>By Mail:</b> 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 Office</li></ul> <p>For additional information, to request necessary forms or assistance in accessing forms online, contact VA at 1-866-400-1238.</p>
<p><b>REPRESENTATION:</b> 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.</p>
<p><b>NOTICE TO CUSTOMERS MAKING PAYMENT BY CHECK:</b> 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. &amp; 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 <a href="http://www.va.gov/vhapublications">www.va.gov/vhapublications</a> 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.</p>
<p><b>QUESTIONS ABOUT PAYMENTS:</b> 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.</p>
<p><b>VA PRIVACY:</b> The VA Notice of Privacy Practices, IB 10-163, which outlines your privacy rights, is available online at <a href="http://www.va.gov/vhapublications">www.va.gov/vhapublications</a>, or you may obtain a copy by writing the VHA Privacy Office (10P2C1) at 810 Vermont Avenue NW, Washington, DC 20420.</p>

## Appendix D. Acronyms

Table D-1: 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

## A

**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.*

## B

**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.

## C

**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 Option** – A menu option provided to stop a debt or Debtor 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:  
<https://fiscal.treasury.gov/dms>
4. Bureau of the Fiscal Services – Guides, Policies, and Instructions:  
<https://fiscal.treasury.gov/dms/legal-authorities/guide-policy-instructions.html>
5. Bureau of the Fiscal Services – Legal Authorities Quick Reference Chart:  
<https://fiscal.treasury.gov/dms/legal-authorities/code-of-federal-regulations.html>
6. Bureau of the Fiscal Services – Public Laws, Statutes, Regulations & Guidance Managing Federal Receivables:  
<https://fiscal.treasury.gov/dms/legal-authorities/public-laws.html>
7. Debt Collection Improvement Act (DCIA) of 1996:  
<https://fiscal.treasury.gov/dms/about/about-dcia.html>
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:  
<https://fiscal.treasury.gov/dms/faqs/for-the-general-public.html>
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*.