

STAR 2000™



STAR FINANCIALS PATIENT ACCOUNTING
REFERENCE GUIDE
Computer Credit, Inc. Collection Interface

Release 17.0
October 2011

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Preface

The *STAR Patient Accounting Reference Guide* is a multi-volume document written for all users of the system. This volume contains a detailed explanation of the Computer Credit Inc. Collection Interface, which enables users to perform collections on accounts by using a third-party series prior to transferring the account(s) to bad debt.

Documentation Conventions

Documentation for McKesson's STAR 2000™ line of products follows these conventions:

Revisions

Text revisions are indicated by a change bar in the left margin. Paragraphs that contain grammatical changes that do not affect content are not marked.

Canadian Documentation

This volume may include documentation for Canadian users of this product. Complete sections of Canadian text are identified by "CN" and "CN Only."

Key Names

Named keys, such as ENTER, SHIFT, CTRL, and ALT, appear in this document in uppercase (capital) letters. Symbol keys display according to the key name, followed by the symbol on the key in parentheses, such as hyphen (-) and asterisk (*).

Key Chords

Key chords are key entries that require you to hold down one or more keys (typically, CTRL, ALT, or SHIFT) before pressing another key. In this document, key chords display as the names of each key in the chord with a hyphen (-) between each (for example, CTRL-ALT-DEL). You should press the keys in the order indicated.

ENTER

ENTER is a key on a computer keyboard used to complete an entry on a STAR system. (This key may also be referred to as NEW LINE or NL in the STAR system.)

Data Entries

Letters or words you enter in response to the system display in **boldface** letters in this document. For example: Enter **Y** for Yes or **N** for No.

Selecting an Entry

This document often instructs you to "select an entry." The method you use to select an entry depends on whether you are using STAR from a terminal or IBM-compatible personal computer. Entry methods include:

- Entering the option number
- Using your arrow keys to highlight the option and pressing ENTER
- Clicking on the option using a mouse or other pointing device (PC only)

For more information about these options, see the *General Information Volume*.

Prompts

System prompts display at the bottom of many STAR screens when the system requests an entry or displays a message. Prompts display in this document italicized and indented from the rest of the text. For example:

Enter patient name--

Field Characteristics

STAR product documentation provides field explanation codes, in addition to a narrative description for each field on a screen. These codes display the maximum length of your entry in the field, the type of entry you make in the field, and whether the field is required. This information displays in the following format:

- DISPLAY ONLY for a field you cannot edit.
- For X-YY-Z field types, where:
 - X is the maximum number of characters permitted in the field:
 - P for a field length determined by a Parameter
 - T for a field length determined by a Table
 - U for a field having an Undefined length
 - YY is the type of entry technique permitted in the field:
 - A for Letters only
 - N for Numerals only
 - C for Characters (including punctuation)
 - AC for Letters and Punctuation only (no numbers)
 - NC for Numerals and Punctuation only (no letters)
 - AN for Numerals and Letters only (no punctuation)
 - Z is the requirement indicator of the field:
 - R if an entry is required to complete the function

NOTE: Facilities can designate that certain fields be Required. STAR product documentation does not display R for fields designated as Required by a facility.

 - O if an entry is Optional to complete the function
 - C if an entry is Conditionally required or optional
 - For YY-Z field types, where YY is:
 - TABLE LOOKUP for a field that enables you to select from a displayed table. See the *General Information Volume* for more information regarding this entry technique.
 - SPECIAL FORMAT for a field having data entry requirements not conforming to standard format. The field definition contains the specific data entry requirements for the field.
 - DATE for a field subject to the date entry conventions described in the *General Information Volume*.
 - TIME for a field subject to the time entry conventions described in the *General Information Volume*.

NOTE: For use of the Z position in this format, refer to the explanations for Z under X-YY-Z.

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Introduction

This document contains a detailed explanation of the Computer Credit Inc. Pre-Collection Interface. This manual contains the following chapter:

Chapter 1: Computer Credit Inc. Collection Interface

This chapter discusses the Computer Credit Inc. Collection Interface, which enables you to perform collections on accounts by using a third-party series prior to transferring the account(s) to bad debt.

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INTRODUCTION

The interface with Computer Credit Inc. (CCI) allows users to perform collections on accounts by using a third-party letter series prior to transferring them to bad debt. The CCI Interface was designed to be fully integrated into the existing Guarantor Follow-up function and to follow a hospital's internal collection efforts.

Accounts in an Accounts Receivable location do not receive both Guarantor and AR agency follow-up at the same time. Accounts that transfer to AR agency collection are deleted from Guarantor Follow-Up. Accounts can be manually or automatically selected to transfer to CCI. Automatically selected accounts are evaluated for collection according to which follow-up step they are on and by user-defined criteria.

Once accounts transfer to agency collection, the CCI Interface can be processed to generate a file of these accounts to send to CCI. There are visible status indicators for collection accounts within the STAR Patient Accounting system. Reports are generated to assist facilities in monitoring their collection accounts.

BENEFITS

The following is a list of benefits for CCI:

User Benefits

- Improves profitability by lowering the cost of collections
- Reduces bad debt placements
- Initiates early payment of accounts
- Provides an efficient solution to managing accounts receivable
- Supplements first-party collection efforts
- Fully integrated into our existing Guarantor and Internal Follow-Up.

Interface Features

- Automatic and Manual selection of Accounts for CCI Follow-Up
- Workfile of accounts prior to transfer to CCI
- Account transfer and update via IBM-Compatible PC
- Reporting options
- Visible status indicators and comments
- Options to advance finished accounts to bad debt.

CCI-provided Features

- Onsite installation and training with minimal technical involvement
- Ongoing user training and support
- Monthly management reports of performance statistics and activity.

INITIAL STEPS

Hardware and Software Requirements

- To generate a CCI Interface File, you must have an IBM-compatible personal computer (PC) equipped with McKesson's Windows Emulator (WEM) software and linked to the STAR Financials central processing unit (CPU).
- The PC must be capable of sending data to CCI. This requires a modem and a phone line if the data is sent via phone line or an appropriate diskette drive if the data is to be sent by diskette. Details of the transmission of Interface data should be finalized with CCI.
- Minimum disk space requirements depend on the size of the Interface File and the length of time the data remains on the PC.
- This Interface is only valid for enterprises that have implemented STI F5773 and Releases 13.2 or higher of the STAR Financials Patient Accounting system.

Agreement with CCI

Before the CCI Interface can be activated, Facilities must have a contract with CCI and a CCI Creditor Number. Please contact Computer Credit Inc. at 1-800-942-2995 for contract and CCI Creditor Number information. After a contract has been signed with CCI, please contact McKesson STAR Patient Accounting Support with your CCI Creditor number so that the CCI Interface can be turned on. McKesson Support enters the CCI Creditor number, but the Interface is not activated until midnight processing runs.

FINANCIAL TABLES USED IN SETUP FOR CCI

The following tables must be updated for the CCI Interface to be implemented. The tables should be completed in the order listed below. Refer to the *Tables, Masters, and Parameters Volume* in the *STAR Patient Accounting Reference Guide* for a description of all these tables except for the CCI Interface parameters. The CCI Interface parameters are defined in the CCI Interface Input section of this manual.

COLLECTORS

Enter Collectors that to be designated as your CCI Collectors. These Collectors are assigned to accounts via the Collection Agency Group attached to the Collection Agency Code of the collection agency.

COLLECTION GROUP

Create Collector Group(s) that are to be used for CCI collection. These collector groups that have been established for CCI collection are entered in the Collection Agency Code Table in the Collection Group field.

FOLLOW-UP SCHEDULES

Enter Follow-Up Schedule(s) that are to be used as Post CCI Schedules. These schedules are entered in the Post CCI Schedule Field of the Pre-Collection Follow-Up Schedule. Also, update Follow-Up Schedules with follow-up step(s) after Collection Agency Codes are defined for CCI. The Follow-Up Schedules are used in the CCI Collection Interface in two ways: 1) to automatically select accounts for collection through the follow-up step and 2) as Post CCI Schedule. The Post Agency Schedule is a Follow-Up Schedule for accounts that are finished with CCI.

PRE-COLLECTION FOLLOW-UP SCHEDULE

Create Pre-Collection Follow-Up Schedule(s). This table contains information regarding the timing and type of Follow-Up used for accounts in an agency collection status. The Pre-Collection Follow-Up Schedules are entered in the Follow-Up Schedule field in the Collection Agency Code Table.

COLLECTION AGENCY CODE

Enter a Collection Agency Code for every CCI Collection Agency. These agencies must be defined with an Agency Type of CCI.

TRANSACTION CODES

Enter new Transaction Codes for the new Follow-Up Type of Wait and for Pre-Collection. The Wait Transaction Code must be set up with a transaction type of T and the Agency Transaction Code must be set up with a transaction type of M.

PAAR CONTROL

Enter the new Wait Transaction Code. Complete the Agency Delete Action field. The Agency Delete Action field determines where accounts should move to after they are deleted from either CCI or Internal Collection (back to guarantor or account follow-up).

PRE-COLLECTION INFORMATION *

Establish Pre-Collection Information for all Collection Agency Codes that are for CCI collection.

CCI INTERFACE PARAMETERS

Complete these parameters, which are used to generate the CCI Collection Interface file.

AGENCY PROCESSING BATCH JOBS PROCESSOR

Define the Agency Processing Batch Job for CCI agencies.

INSURANCE FOLLOW-UP SCHEDULE

Set the flag to either Yes or No for producing Time Out Guarantor Follow-Up for accounts that are in an agency collection status.

CCI COLLECTION PROCESS

The following is an overview of the steps in the CCI Collection Interface Process:

- Flagged Accounts
- Accounts becoming Candidates
- Accounts transferring to Pre-Collection
- Running the Interface
- Automatic deletes from Pre-Collection
- Bad Debt Pre-list for accounts finished with CCI

Flagged Accounts

Every night during Follow-Up Processing, the system selects accounts that are scheduled to receive Follow-Up and whose Follow-Up sequence is an agency collection step. It updates these accounts with a CCI Flagged Maintenance Code. Flagged accounts can be seen on the Pre-Collection Status screen with a Flagged Maintenance code.

Accounts Becoming Candidates

Accounts may become Candidates automatically or manually. The automatic method occurs when the system reviews Flagged accounts against the Pre-Collection Criteria. If accounts pass the criteria, they become Automatic Candidates and are updated with a C Maintenance Code. The manual method occurs when a user updates the Maintenance Code of an account with a T for Manual Pending/Candidate. Accounts that become a Candidate receive an entry in the Pending/Candidate Workfile. For more detail information on the Pending/Candidate Workfile, refer to the *Follow-Up Functions Volume* in the *STAR Patient Accounting Reference Guide*.

AUTOMATIC CANDIDATES

Flagged accounts are evaluated for agency processing against the criteria defined in the Pre-Collection Information for CCI and the fatal rejection reasons. This occurs when the Agency Processing Batch Job for the CCI Collection agency runs in Midnight Processing. If accounts pass the criteria, they become a Candidate with a Maintenance code of C. If accounts do not pass the criteria, they are displayed on the Agency Collection Status screen with their corresponding rejection reasons. Accounts failing to become a Candidate could also be displayed on the Pending/Candidate Rejection Report. Accounts only appear on the Pending/Candidate Rejection Report if the rejection reason has a Priority Sequence. Flagged accounts continue to be evaluated for agency processing while they remain on a Pre-Collection step unless the Maintenance code is updated with a U for Unselected, H for Hold, the accounts fail for a fatal rejection reason code or a scheduled follow-up event has occurred.

Accounts Transferring to CCI Collection

This process verifies that Automatic and Manual Candidates pass the minimum criteria for transferring to CCI. The process updates qualifying accounts with the Agency Process Status of M for Manually Transferred to CCI or an O for Automatically Transferred to CCI. Accounts that transfer to CCI are automatically moved from their guarantor follow-up schedules to agency follow-up schedules that have a schedule type of Separate. This step occurs when the Agency Processing Batch Job or the CCI Interface runs. Automatic and manual candidates are evaluated for transfer to CCI in the following way:

AUTOMATIC CANDIDATES

Candidates are evaluated for agency processing against the criteria defined in the Collection Information for CCI and the fatal rejection reasons. This occurs when the Agency Processing Batch Job for the CCI Collection agency runs in Midnight Processing.

Accounts failing to transfer to CCI could also appear on the Agency Rejection Report. Accounts only appear on the Agency Rejection Report if the rejection reason has a Priority Sequence. Candidates continue to be evaluated for collection while they remain on a follow-up step unless the Maintenance code is updated with a U for Unselect, H for Hold, the accounts fail for a fatal rejection reason code or a scheduled follow-up event has occurred.

MANUAL CANDIDATES

Accounts that have a Maintenance code of T are evaluated for transfer to CCI when the Agency Processing Batch Job for the CCI agency runs. The Agency Processing Batch Job only evaluates the manually transferred Candidates against the fatal rejection reasons, the Max Acct Bal field, Max Patient Bal field and the Max Ins Bal field located in the agency collection Information parameter. Candidates that satisfy all of these conditions transfer to CCI with a status code of M for Manually transferred to CCI. Accounts that do not qualify for transfer to CCI are unselected for CCI collection.

Running the Interface

The Interface creates a file that includes new accounts that transferred to a CCI status, updates to existing accounts at CCI, and accounts that were at CCI but were deleted since the last Interface Run. The file is created online by the user accessing Interface Functions, CCI Interface. The file includes accounts from all CCI agencies. The Interface can only be run every four days unless the Days Since Last Run test has been turned off. If the file does not complete, the system marks it incomplete. For more detailed information on running the interface, refer to the CCI Interface Input Options section in this manual.

Automatic and Manual Deletes from CCI Collection

Accounts can be deleted manually by the hospital or automatically by the interface from account activity such as zero or credit balance.

An account reaches a CCI step in the follow-up schedule. At that time, the account goes through a process of flagging, which means it has dropped into that step in the schedule. Next, it tries to qualify for CCI, using the CCI Criteria. If the account passes the criteria, it becomes a candidate and eventually a transfer to CCI. If the account fails the criteria, it becomes a reject. Either way, the status of the account is listed on the Account Inquiry screen in the Pre-Collection field.

Accounts that reach the CCI Pre-collect step in the AR Follow-up Schedule, but do not pass the criteria, are reflected on the Pre-Collection Pending Rejection Report (FFR640). Each account shows exactly why it failed to qualify through reject reason(s). For ease of interpretation, a reject reason legend prints at the bottom of the report.

The Maintenance/Status field on the reports shows an F or an asterisk (*).

- The F means the account was still flagged during the pre-collection job run and may be evaluated for CCI at the next PCJ run, if the account remains on the pre-collection step of its schedule.
- The asterisk (*) means the account was unselected from the CCI qualification process because it rejected for one of these fatal rejection reasons:
 - Step or Schedule Change Block (reason 29)
 - Insurance Balance Block (reason 33). CCI does not accept an account with an insurance balance.
 - AR/BD Status Block (reason 64).
 - Account on follow-up hold block (reason 78)
 - Patient Class Suppressed Block (reason 79)

Following is a list of other conditions that result in an automatic delete from CCI:

1. Accounts that are below the minimum follow-up amount or a credit balance
 - These accounts are deleted from an active CCI Status and returned to follow-up according to how the Agency Del Act field is set in the PAAR Control parameters. The accounts receive a Small Balance write-off if they meet the criteria on the new follow-up schedule that they are transferred to.

- The status update occurs when the CCI Interface is processed or during Follow-Up Select Processing. It only occurs in Follow-Up Select Processing if the account was scheduled to receive Follow-Up. CCI is notified that the delete occurred during the Interface run even if the status update did not occur as a result of the Interface.
2. Accounts that have a zero balance
 - These accounts are deleted from an active CCI Status and are removed from Follow-Up.
 - The status update occurs during the cash posting process. When cash is posted to an account that is in agency collection, and the account balance becomes zero, the account is deleted from an agency processing status. CCI is updated that the delete occurred during the Interface run.
 3. Accounts that have an Insurance balance
 - These accounts are deleted from an active CCI status and are returned to follow-up according to how the Agency Del Act field is set in the PAAR Control parameters.
 - The status update occurs when the CCI interface is processed. The system reviews accounts for insurance balance only when the CCI interface runs. The interface refers to the Pending Ins Balance field in the Collection Information parameters. If the field is set not to allow accounts to be at CCI with an Insurance balance, the account is deleted from CCI. The system updates the status with the appropriate delete status code.
 4. Accounts that do not have an agency code of CCI
 - These accounts are deleted from an active CCI status and are returned to follow-up according to how the Agency Del Act field is set in the PAAR Control parameters.
 - The status update occurs when the CCI interface is processed. The system reviews accounts for a CCI Agency Code only when the CCI Interface runs. The system updates the status with the appropriate delete status code.
 5. Accounts that do not have a patient or guarantor record
 - These accounts are deleted from an active CCI status and are returned to follow-up according to how the Agency Del Act field is set in the PAAR Control parameters.
 - The status update occurs when the CCI interface is processed. The system reviews accounts for necessary patient and guarantor information only when

the CCI Interface runs. The system updates the status with the appropriate delete status code.

6. Accounts that are not in an AR location

- These accounts are deleted from an active CCI status and are returned to follow-up according to how the Agency Del Act field is set in the PAAR Control parameters. If the account is in a Bad Debt location, it returns to bad debt follow-up. It is put on a separate schedule. The system uses the financial class to determine the Collection Agency Group.
- The status update occurs when the CCI interface is processed. The system reviews accounts for account location only when the CCI Interface runs. The system updates the status with the appropriate delete status code.

7. Accounts that have a balance greater than or equal to the Maximum Balance for CCI

- These accounts are deleted from an active CCI status and are returned to follow-up according to how the Agency Del Act field is set in the PAAR Control parameters.
- The status update occurs when the CCI interface is processed. The system reviews the account balance of CCI accounts only when the CCI Interface runs. The Interface refers to the Pre-Collection Information Screen. If an account's balance is greater than or equal to the Max Account Bal field, it is deleted from CCI and updated with the appropriate delete code.

8. Accounts where follow-up is suppressed due to Patient Class suppression

- These accounts are deleted from an active CCI status and are returned to follow-up according to how the Agency Del Act field is set in the PAAR Control parameters.
- The status update occurs when the CCI interface is processed. If an account is already at CCI and the follow-up is suppressed, the account auto deletes from CCI. If follow-up is suppressed on an account due to Patient Class suppression, it is rejected from both auto collection qualification and manual transfers.

9. Accounts that had a Change Patient Type After Final Bill (CPTAFB) transaction where the new patient type is set up under the Exclusion Criteria in the Pre-Collect Information table. These accounts are deleted from an active CCI status and are returned to follow-up according to the setting of the Agency Del Act field in the PAAR Control parameters.

10. Deletes from CCI by the user:

Those accounts that pass the CCI criteria, become a candidate, and transfer to CCI can be deleted for various reasons. The delete is completed using the Pre-Collection Processor screen accessed through the snapshot hotkey of PC (Internal/External Agency Collections). From the Internal/External Agency Collections screen, you can choose the Agency Delete Action field for a list of five delete reasons. Upon deletion from CCI, accounts return to follow-up according to how the Agency Del Act field is set in the PAAR Control parameters.

Accounts Finished with CCI

Accounts are finished with CCI when they have met the interval days in the Pre-Collection Follow-Up Schedule. When accounts transfer to CCI, the Next Follow-Up Date is calculated. The system sets the Next Follow-Up Date equal to the next day if the Wait Days are equal to one. The next day, accounts receive the Follow-Up step of Wait and use the Interval Days in the Pre-Collection Follow-Up schedule to calculate the new Next Follow-Up Date. When the Next Follow-Up Date is met, accounts are finished with CCI, and their status code is updated accordingly.

How to define how long accounts remain at CCI:

- Set the Wait days equal to one.
- Set up one Wait (W) step in the follow-up schedule.
- Set the interval days. The interval days should equal the number of days the accounts should remain at CCI.

The system determines when an account is finished with CCI in the following manner:

- When an account transfers to CCI, the system calculates the Next Follow-Up Date of the account.
- The system sets the Next Follow-Up Date equal to the next day if the Wait Days are equal to one.
- The next day, the account receives the Follow-Up step of Wait and uses the Interval Days in the Pre-Collection Follow-Up schedule to calculate the new Next Follow-Up Date.
- When the Next Follow-Up Date is met, the account is finished with CCI and its status code is updated accordingly. This occurs during the Follow-Up Select Job that runs on the system, either as an hourly job or in Midnight Processing.

Accounts that are finished with CCI receive either a J for Finished with Payment or a G for Finished. Also, Finished accounts either Express Pre-List for Bad Debt or receive Follow-Up according to the follow-up schedule that is in the Post PC Sch field on the Pre-Collection Follow-Up Schedule.

Bad Debt Pre-list for Accounts Finished with CCI

Accounts that are at the end of their agency collection follow-up schedule are reviewed for Bad Debt Pre-List. Accounts are reviewed for Pre-List according to how the Auto Pre-list field is set on the schedule.

If the Auto Pre-List field on the Pre-Collection Follow-Up Schedule is set to Yes:

1. Express Pre-List accounts when they are finished with CCI, and transfer them to a Post CCI Schedule.
2. Accounts that receive a payment after they are Pre-Listed for Bad Debt and before they are transferred to Bad Debt receive a Bad Debt Pre-List Hold code of H. These accounts are reflected on the Bad Debt Pre-List Report with a Hold status and return to follow-up using the Post CCI Schedule.

If the Auto Pre-List field is set to No:

If the Auto Pre-List field is set to No, then the system looks to the Post Pre-Col Sch field on the Pre-Collection Follow-Up Schedule. It transfers accounts to the schedule that is indicated in the Post Pre-Col Sch field and sets the next follow-up date based on the Wait days in the schedule.

CCI INTERFACE INPUT OPTIONS

Perform the following steps to access the CCI Interface Input Options.

1. Select Financial System Management from the Initial Menu Processor screen.
2. Select Interface Functions from the Financial System Management Processor screen.
3. Select Computer Credit Inc. Interface from the Interface Functions Processor screen. The following screen is displayed:

General Hospital Computer Credit Inc. Interface Processor	
Wed May 21, 1997 01:55 pm	
Computer Credit Inc. Interface Input Options	
Option No.	Option

1	CCI Interface
2	CCI Download File Regeneration
3	CCI Interface Parameters
Enter option number--	

Each option is discussed below.

CCI Interface

The CCI Interface function runs the interface.

1. Select option 1 from the Computer Credit Inc. Interface Processor screen.

Select the facility that the interface is to be run in. For example, select from the following:

- (1) Model Hospital A
- (2) Model Hospital B
- (3) Model Hospital C

If the Interface has been run within four days since the last Interface Run and the Days Since Last Interface Run Test Field is set to Yes, then the system displays the following message:

Error: CCI Interface run on 03/06/97 - try again in 1 day(s)

If the PCJ for a CCI agency has not run since the last Interface Run, the system displays this message:

CCIA hasn't processed since last interface run. Continue? (Y/N) [N]--

2. You are prompted to enter the drive. The following prompt displays:

Enter Drive [C]--

The Interface checks the CCI Interface parameters to determine what is the default drive to write the file to. The drive can be overwritten when the file is being created by keying in the new drive.

3. You are prompted to enter the file name. A default file name is displayed:

PC File Name [CCI0305A.203]

The default file name is in the following format: CCI DATE FACILITY.ID. For example, in a file called CCI0309A.1, the date the file was created was 03/09, the Facility is A, and the ID is 1. The name of the file can also be manually overwritten by keying in a new file name.

4. You are next prompted to process the CCI interface. The following prompt is displayed:

Process CCI Interface? (Y/N) [Y]--
PC File Name-- C:\CCI0305A.203

Enter **Y** for Yes and **N** for No.

If you enter **Y**, the system displays the following message on your screen:

```

                                Please wait - collecting data
----- Download ----- Press ESC to Abort -----
File Name: CCI0309A.203
File Path: C:\
Blocks Received: 0          Bytes Received: 0          Average CPS : 2
Transfer Status:File Transfer          Elapsed Time:00:00:20
                                Complete
-----
```

The Interface completes processing and returns you to the Interface Processor screen. After the Interface has completed, please review the CCI Audit report (FFR660) to view a list of accounts that are contained on the CCI Interface File.

CCI Download File Regeneration

The CCI Download File Regeneration function is used to regenerate the file for an existing Interface Run. The last four Interface Runs can be regenerated.

Perform the following steps:

1. Select option 2 from the Computer Credit Inc. Interface Processor screen.

Select the facility that the interface is to be run in. For example, select from the following:

- (1) Model Hospital A
- (2) Model Hospital B
- (3) Model Hospital C

2. Select the CCI Interface File that needs to be regenerated. There are only two choices since the system only allows the last two Interface runs to be regenerated.
3. You are prompted to enter the drive. The following prompt is displayed:

Enter Drive [C]--

The Interface checks the parameters to determine what default drive to write the file to. The drive can be overwritten when the file is being created.

4. You are prompted to enter the file name. The regenerated file has the same name as the original file. The format is as follows: CCI DATE FACILITY.ID. For example, in a file called CCI0309A.1, the date the file was originally created was on 03/09, the Facility is A, and the ID is 1. The name of the file also can be manually overwritten. The following prompt is displayed:

Rerun CCI Interface for 05/28/97 1743? (Y/N) [Y]--
PC File Name-- C:\CCI0528A.164

If you respond **Y** for Yes, the system displays the following message on your screen:

```

                Please wait - collecting data
----- DownLoad ----- Press ESC to Abort -----
File Name: CCI0309A.203
File Path: C:\
Blocks Received: 0          Bytes Received: 0          Average CPS : 2
Transfer Status:          Elapsed Time:00:00:20
-----
```

After the interface completes regenerating the file, the system returns to the Interface Processor screen. If you run the interface and the last run did not complete, the following message is displayed:

Last Run Not Complete, Call HBO!

CCI Interface Parameters

The CCI Interface Parameters option includes the parameters controlling the Interface file.

Perform the following step:

1. Select option 3 from the Computer Credit Inc. Interface Processor screen. After you select this option, the following screen is displayed:

```
General Hospital CCI Interface Parameters Processor
                                     Wed Mar 05, 1997 01:36 pm
Computer Credit Inc. Interface Input Options

( 1)Days since last run test : No
( 2)Remote Disk Drive       : C
( 3)Creditor Number         : 121212
( 4)Last CCI File Number    : 1
( 5)Edit by                  : Smith,Carole
( 6)Edit Date/Time          : 03/05/97 1107

Enter field number or '/' starting field number--
```

Field Explanations

1. DAYS SINCE LAST RUN TEST (1-A-R)

This field determines if the system should wait a minimum number of four days since the last interface run before allowing the interface to process again. This field is automatically updated with a Yes after an interface run has processed. To bypass the minimum number of four days since last run test, you need to manually update the field with a value of No before each Interface run.

- If the field is completed with a Yes, the system checks when the last interface run occurred and does not allow another interface run if four days have not passed since the last interface run.
- If the field is completed with a No, the interface can be processed even if four days have not passed since the last interface run.

2. REMOTE DISK DRIVE (1-A-R)

This field determines the default drive for the interface file.

3. CREDITOR NUMBER (DISPLAY ONLY)

This field displays the CCI Creditor Number contained in the McKesson parameters. If this field does not display a creditor number, then the CCI Interface can not be processed. If this field does not display a CCI Creditor Number and the hospital has a contract with CCI, then contact McKesson Customer Support.

4. LAST CCI FILE NUMBER (DISPLAY ONLY)

This field displays the number of the last CCI file that was generated for CCI. This number is incremented every time the interface successfully completes.

5. EDIT BY (DISPLAY ONLY)

This field contains the date and time this entry was last edited.

6. EDIT DATE/TIME (DISPLAY ONLY)

This field contains the name of the user who last edited this entry.

REVIEW AND UPDATE OF AGENCY PROCESSING INDICATORS

The Guarantor Summary screen, the Account Inquiry/Revision Snap Shot screen, and the Agency Process Status screen are used to review accounts that are in a Pending/Candidate or Agency Process Status. The Agency Process Status screen is also where the Maintenance Code is manually updated for AR Agency accounts.

Guarantor Summary Screen

The P field is located in the last position on the right of the screen and stands for Agency Process Status. In the P field, the maintenance code is displayed. If there is not a maintenance code, the agency collection status code for the account is displayed. The following provides an example of the Guarantor Summary screen. Refer to the *Follow-Up Functions* manual in the *STAR Patient Accounting Reference Guide* for a list of valid Status and Maintenance Codes and a description of the Guarantor Summary screen.

General Hospital Guarantor Summary Processor									
Wed Jun 7, 2007 12:20 pm									
Corporate	Guarantor Name	Birthdate	Phone	PC					
00001290	ANDERSON,JUSTIN	03/03/59	(770)288-8288	*BRD*					
Guarantor/Account - * Custom Sched, # Pymt Plan, @ Separate Schedule									
Pt Class - a Alert, s Suppressed F/U, c Cleared									
Page:01 PA, AR, BD, ARC, HS Guarantor Accounts									
Account	Patient Name	PT	Disch	FC	Account	Patient Loc	P		
(1) c A9902500002	ANDERSON,DIANE I/P			O	8550.25	457.50 PA/FCRV			
(2) s A9900100039	ANDERSON,CAROL ER	01/01/99	O		100.00	100.00 AR/FCRV	F		
(3) a A9900100040	ANDERSON,CAITL ER	01/01/99	O		100.00	5.00 PA/FCRV			
(4) @A9900100041	ANDERSON,BAILE ER	01/01/99	S		90.00	90.00 AR/FCRV	F		
(5) A9900100042	ANDERSON,ITTY ER	01/01/99	O		100.00	100.00 AR/FCRV	F		
(6) s A9836400001	ANDERSON,DIANE ER	12/30/98	O		1100.00	375.00 AR/FCRV	F		
Select account--									

Account Inquiry Snap Shot Screen

The Account Inquiry Snap Shot screen reflects information about accounts that are being considered for or are in agency collection. The Agency field contains the AR Agency Code, the agency status or maintenance code, the Group Word, and the date of the Group Word update. The following provides an example of the Account Inquiry Snap Shot screen. Refer to the *Follow-Up Functions Volume* of the *STAR Patient Accounting Reference Guide* for a list of valid Status and Maintenance Codes and for a description of the Account Inquiry Snap Shot screen.

General Hospital Account Inquiry Processor

Press NL for Menu, enter code, or '-' for list--

Agency Process Status Screen

The Agency Process Status screen contains the agency collection data on accounts. The agency collection data can only be updated for accounts in an Accounts Receivable location. The following provides an example of the Agency Process Status screen. Refer to the *Follow-Up Functions Volume* of the *STAR Patient Accounting Reference Guide* for a list of valid status and maintenance codes and a description of the Agency Process Status screen.

General Hospital Account Inquiry Processor

Wed Mar 15, 2006 10:10 am

Account	Name	FC Typ	Admit	Disch	Balance	Loc
A9712700001	MARTIN,CHRISTINE	PK O/P	05/07/97	05/07/97	2887.50	BD/FCRV
Agency Process Status	Status	Agency	Transfer	Agency	Collector	
G-CCI Finished	06/30/07	CCIS				

1 Maintenance Code

2 Maintenance Date

3 Agency Delete Action

4 Pending/Candidate Agency Code

5 Agency Collector

6 Comments

7 Reject Reason(s)

Press NL--

PENDING/CANDIDATE COLLECTOR WORKFILE

The Pending/Candidate Workfile provides the necessary information to assist the collector in verifying whether accounts should transfer to Agency Collection. Accounts receive an entry in the workfile when they become a Pending/Candidate. Accounts that are updated as reviewed do not display in the workfile but are reflected on the Pending/Candidate Workfile report (FFR650). Reviewed workfile entries are noted on the workfile report under the reviewed column with an asterisk. Accounts can be marked as reviewed in the following ways

- Selecting an account from the workfile
- Accessing the Agency Status screen and responding Yes to the prompt:

Mark Pending/Candidate Workfile Record Reviewed?

- Updating the Maintenance Code to a W for Wait One Cycle or a T for Manual Pending/Candidate.

Manual Pending/Candidates usually only appear on the Pending/Candidate Workfile Report because they are marked as reviewed when you update the account with a T. Manual Pending/Candidates appear in the workfile after a PCJ run if they have been previously updated to a W maintenance code. This is because the system clears the reviewed indicator for accounts after the PCJ runs and accounts with a W maintenance code return to their original maintenance code after a PCJ run.

Accounts remain in the workfile until they are transferred to agency collection, Unselected for agency collection, or placed on Hold or updated as reviewed. Pending/Candidates must pass the Pre-Collection criteria in a PCJ run to transfer to Pre-Collection. Accounts that are marked as reviewed but fail to transfer to Pre-Collection in the PCJ run are no longer marked as reviewed. If the account remained a Pending/Candidate, it returns to the workfile.

Access to Pending/Candidate Collector Workfile

Select the Account Management option from the Financial Main Menu. Next, select Collector Functions. A prompt asks for the collector number. Enter this number, and select the Collector Workfiles option from the menu; then select Pending/Candidate Workfile. Next, select either the Workfile by Agency or the All Accounts option. The Workfile by Agency option prompts for Agency. All of the accounts for the collector for the agencies specified are displayed. The All Accounts option displays all of the accounts for the collector regardless of agency. The primary sort for the workfile is alphabetic by agency. The secondary sort is the guarantor's last name. The tertiary sort is the date the account was selected for the workfile.

Refer to the *Follow-Up Functions Volume* in the *STAR Patient Accounting Reference Guide* for a description of the Pending/Candidate Workfile.

REPORTS

The following reports can be generated for both CCI and Internal Pre-Collection.

- Pending/Candidate Rejection report (FFR640)
- Pending/Candidate Transfer report (FFR630)
- Pending/Candidate Workfile report (FFR650)
- Agency Processing Rejection Report (FFR620)
- Agency Processing Transfer Report (FFR610)

Refer to the *Reports Volume* of the *STAR Patient Accounting Reference Guide* for a description of these reports.

The CCI Audit report is only generated for the CCI Collection Interface. This report is described below.

CCI Audit Report - FFR660

The CCI Audit Report (FFR660) is generated when the CCI Interface is run. This report is a tool to assist the facility in monitoring and tracking accounts sent to CCI.

The primary sort of the report is Agency. Next are collector, section, report reason and guarantor. The accounts are grouped in four different sections: Demographic Updates, Deleted Accounts, Financial Updates, and New Accounts. Accounts are reported in each section that is pertinent to them. For example, if an account had demographic and financial changes, then it would be reflected in the Demographic Update and the Financial Update Sections. A report reason code is also associated with each account. This reason code reflects why the account is on the report. For example, an account under the Deleted Accounts section of the report could have a reason code of 13 to indicate that it had reached the maximum days for it to be at CCI.

The following is an example of the CCI Audit Report.

Figure 1.1 FFR660 - CCI Audit Report

Date: 02/07/97					General Hospital					Page : 1			
Time: 10:13am					CCI Audit Report for CCIA					Report: FFR660A			
Collector: 5 COLLECTORFIVE,MANAGER										Section: NEW ACCOUNTS			
Corp #	Guarantor Name				Patient Name	Account #		Sched	Total Pays				
D/C Date	Ind	F/C	P/T	Transfer	Prev Balance	Acct Balance	Pat Balance	Net Change	Last Patient Payment	Rzn	Sts		

00001036	JENKINS, RANDY				JENKINS, RANDY	9709600001		927	0.00				
04/23/97	I	S	I/P	05/28/97	4,808.80	4,808.80	4,808.80	0.00	0.00	28	O		

00001023	KING, FRANCINE				KING, JERRY	9714100003		927	0.00				
05/21/97	O	S2	O/P	05/28/97	1,731.40	1,731.40	1,731.40	0.00	0.00	28	O		

00001025	MACEN ,KURT				MACEN, KURT	9714100004		927	0.00				
05/21/97	O	S2	O/P	05/28/97	1,731.40	1,731.40	1,731.40	0.00	0.00	28	O		

00001022	BLACK, ALICE				BLACK, ALICE	9714100005		927	0.00				
05/21/97	O	S2	OP	05/28/97	952.27	952.27	952.27	0.00	0.00	28	O		
28-AUTOMATIC TRANSFER					5 accounts	\$14,647.01			\$0.00				
Total NEW ACCOUNTS					5 accounts	\$14,647.01			\$0.00				

Collector: 5 COLLECTORFIVE,MANAGER										Section: DELETED ACCOUNTS			
Corp #	Guarantor Name				Patient Name	Account #		Sched	Total Pays				
D/C Date	Ind	F/C	P/T	Transfer	Prev Balance	Acct Balance	Pat Balance	Net Change	Last Patient Payment	Rzn	Sts		

00001032	AOT,CLASS				AOT,CLASS	9709300006		976	0.00				
04/07/97	I	S	I/P	05/13/97	2,714.30	2,714.30	2,714.30	0.00	0.00	13	G		

00001014	SMITH, LAMAR				SMITH, LAMAR	9708300002		976	0.00				
04/07/97	I	S	I/P	05/13/97	2,154.67	2,154.67	2,154.67	0.00	0.00	13	G		

00001015	ANDERSON, CLARE;AGAIN AGAI				TESTER, TAMMY	9708400001		976	0.00				
04/07/97	I	S	I/P	05/13/97	764.33	764.33	764.33	0.00	0.00	13	G		

13-MAXIMUM DAYS					3 accounts	\$5,633.30			\$0.00				
Total DELETED ACCOUNTS					3 accounts	\$5,633.30			\$0.00				
Total COLLECTOR 5					8 accounts	\$20,280.31			\$0.00				
Total AGENCY CCIM					8 accounts	\$20,280.31			\$0.00				
13-MAXIMUM DAYS					3 accounts	\$5,633.30			\$0.00				
28-AUTOMATIC TRANSFER					5 accounts	\$14,647.01			\$0.00				
End of Report													

This report contains a header that includes the date and time the report is generated, your enterprise name, the report title, the page number, and the report name as used in the system.

CORP #

This field contains the corporate number.

GUARANTOR NAME

This field contains the guarantor name.

PATIENT NAME

This field contains the patient's name.

ACCOUNT #

This field contains the patient's account number.

SCHED

This field contains the current follow-up schedule assigned to this patient's account.

TOTAL PAYS

This field contains the total amount that the patient has paid on the account.

D/C DATE

This field contains the date the patient was discharged.

IND

This field contains the patient indicator. Values for this field are: I-inpatient, O-outpatient, and E-emergency.

F/C

This field contains the enterprise-defined financial class code assigned to this patient's account. Financial class categorizes patients based on fiscal responsibilities and usually includes self pay, commercial insurance, Medicare, etc.

P/T

This field contains the patient type code used to categorize a specific portion of the patient community. The enterprise-defined code represents such patient segments as regular admission, emergency room, outpatient, same day surgery, series patients, etc.

TRANSFER

This field contains the Pre-Collection Transfer Date.

PREV BALANCE

This field contains the account balance at the time of the last Interface Run.

ACCT BAL

This field contains the account balance.

PAT BAL

This field contains the patient's balance.

NET CHANGE

This is the calculated field, and it contains the difference between the Account Balance and the Previous Balance.

LAST PAT PAYMENT

This field contains the amount of the last patient payment and the date of the last patient payment.

RZN

This field contains the CCI Report Reason Code.

STS

This field contains the Pre-Collection Status of the account. Refer to Appendix A in the *Follow-Up Functions Volume* of the *STAR Patient Accounting Reference Guide* for an explanation of the status codes.

TESTING GUIDELINES

The CCI Collection Interface has a major impact on your system, and detailed testing is recommended. All customization related to Guarantor Follow-Up needs to be tested to verify that screens are displayed and function correctly. Please rewrite any existing training procedures to incorporate the new functions.

Initial Steps

1. Complete all required Tables, Master Files, and Parameters.
2. Select test patients. Use a cross section of accounts such as new admissions, existing accounts receiving Follow-Up, Self Pay and Insurance accounts. All of the test accounts need to be in an accounts receivable (AR) location. The number of test patients depends on the resources of the enterprise. It is recommended that you use a minimum of 50 test patients.
3. Please refer to the Pre-Collection Terms section of this manual if you have questions about the acronyms used in this section.

Test Item 1: Pre-Collection Process

These steps appear in the order they occur in the process. In this process you are verifying:

1. Flagged Accounts
2. Accounts becoming Candidates
3. Accounts transferring to Pre-Collection
4. Running the Interface
5. Automatic deletes from Pre-Collection
6. Bad Debt Pre-list for accounts finished with CCI

FLAGGED ACCOUNTS

Every night during Follow-Up Processing, the system selects accounts that are scheduled to receive Follow-Up and whose Follow-Up sequence equals a Pre-Collection Step. It updates these accounts with a Flagged for Pre-Collection Maintenance Code. Flagged accounts can be seen on the Pre-Collection Status screen with a Maintenance code of Flagged.

1. Select accounts that are scheduled to receive Follow-Up tonight. Verify that your test accounts' current Follow-Up step is a Pre-Collection Follow-Up Step.
2. Verify that the agency associated with the Pre-Collection Follow-Up Step has an Agency Type of CCI Pre-Collect. The system flags accounts during Follow-Up Selection.

The next day verify:

- Your test accounts' transaction histories were updated with an entry stating that the accounts are flagged.
- Pre-Collection Transaction Code on the Pre-Collection Information Screen was used to update transaction history.

NOTE: If the Pre-Collection Information is not defined, the system uses the Key Data Revision transaction code in PAAR control.

ACCOUNTS BECOMING CANDIDATES

Accounts may become Candidates automatically and manually. The automatic method occurs when the system reviews Flagged accounts against the Pre-Collection Criteria. If accounts pass the criteria, they become Automatic Candidates and are updated with a C Maintenance Code. The manual method occurs when a user updates the Maintenance Code of an account with a T for Manual Pending.

1. Test for Automatic Candidates. Set the Pre-Collection Job (PCJ) for the CCI Pre-Collection Agency. To do this, access Starting/Next Date field on the PCJ screen, and enter today's date. The following occurs:
 - The PCJ runs tonight in Midnight Processing. If you are testing more than one CCI Pre-Collection Agency, set the PCJ to run for each agency. The PCJ reviews the criteria defined in the Pre-Collection Information for the CCI Pre-Collect Agency. It determines if the Flagged accounts meet the criteria for becoming Candidates.
 - If there is no Pre-Collection Information defined for an agency, then the PCJ does not run for that agency. The following error message is displayed in MNP to alert the user, *No Pre-Collection Information defined for Agency XXXXXX*.
- A. The next day, verify that the PCJ ran for each Agency by reviewing field 6, Last Run Date, on the PCJ screen. This should have yesterday's date, and field 4 should have been reset according to the Interval defined in field 3. The accounts that transferred to Candidates are:
 - Reflected on the Pending/Candidate Transfer Report, FFR630
 - In the Pending/Candidate Workfile
 - Reflected as Candidates on the Pre-Collection Status Screen
 - Displaying an entry in transaction history to show that they became Candidates
 - Reflected on the Account Inquiry/Snap shot screen in the Pre-Collection field

NOTE: If you did not have any accounts that transferred to Candidates, then all of your accounts rejected, and they are reflected on the FFR640, Pending/Candidate Rejection Report. After verifying the rejected accounts (in the following step), modify the criteria defined on the Pre-

Collection Information Screen so that the accounts are not rejected in the next PCJ run.

B. Verify that the accounts that do not meet the criteria are:

- Reflected on the Pre-Collection Status screen with their rejection reasons.
- Appear on the Pending/Candidate Rejection report, FFR640, if the rejection reasons have a priority associated with them.
- Receiving the correct rejection reasons. For more information on the rejection reasons and why accounts don't meet the Pre-Collection Information Criteria please refer to the Pre-Collection Information table in the *Tables, Masters, and Parameters* manual and the section on Pre-Collection Rejection Reasons in Appendix A in the *Follow-Up Functions manual* in the *STAR Financials Patients Accounting Reference Guide*.

NOTE: These accounts are still considered for Candidacy the next time the PCJ runs if they are still on the Pre-Collection Step, have not received a follow-up event, have not met a fatal rejection reason, and have not been manually un-selected for Pre-Collection.

2. Manual Candidates:

- A. Access the Pre-Collection Status Screen.
- B. Access the Maintenance Code field, and update the field with a T.
- C. Accept the screen.
- D. Verify that the account:
 - Has a T Maintenance Code on the Agency Process Status Screen
 - Received an entry in the Pending/Candidate Workfile
 - Received a Transaction History entry reflecting that the account became a Manual Candidate.

ACCOUNTS TRANSFERRING TO CCI COLLECTION

This process verifies that Candidates pass the minimum criteria for transferring to CCI. The process updates qualifying accounts with an Agency Process Status of M for Manually Transferred to CCI or O for Automatically Transferred to CCI.

1. Set the Agency Processing Status Optional Batch Job for the CCI Agency. This is the same as step 1 of Accounts Transferring to Candidates. The PCJ accesses the Pre-Collection Information to determine if the Candidates meet the criteria for transferring to CCI Collection.

2. Accounts that meet the criteria transfer to CCI Collection. Review the FFR610, Agency Transfer Report, to identify the accounts that transferred. Verify that the accounts:
 - Received an Agency Process Status that reflects they are active at CCI.
 - Received a Transaction History entry reflecting that the account transferred to CCI Collection and a CCI Collection Follow-Up Schedule.

NOTE: If you did not have any accounts that transferred to Agency Processing, then all of your accounts rejected, and they are reflected on the FFR620, Agency Processing Reject Report. After verifying the rejected accounts in step 3, modify the criteria defined on the Agency Processing Status Information Screen so that the accounts do not reject in the next Agency Processing Status Optional Batch Job run.
3. Verify that the accounts that do not meet the criteria are:
 - Reflected on the Agency Processing Status screen with their rejection reasons.
 - Appear on the Agency Processing Rejection report, FFR620, if the rejection reasons have a priority associated with them. For more information on the rejection reasons and why accounts do not meet the Pre-Collection Information Criteria please refer to the Pre-Collection Information Table in the *Tables, Masters, and Parameters* manual and the section on Agency Processing Rejection Reasons in the Pre-Collection Appendix A in the *Follow-Up Functions Volume* in the *STAR Patient Accounting Reference Guide*.
 - Receiving the correct rejection reasons.

NOTE: These accounts continue to be considered for AR agency processing while they remain Candidates on the follow-up step, have not received a follow-up event, have not met a fatal rejection reason, and have not been manually unselected for Collection.

RUNNING THE INTERFACE

The Interface creates a file that includes new accounts that transferred to a CCI status, updates to existing accounts at CCI, and accounts that were at CCI but were deleted since the last Interface Run. The file is created online by the user by accessing Interface Functions, CCI Interface. The file includes accounts from all CCI agencies. The Interface can only be run every 4 days unless the Days since last run test has been turned off.

Run the Interface, and verify the following messages:

1. Access the CCI Interface through the following selections:

- Financial System Management, Interface Functions, Computer Credit Inc. Interface, and CCI Interface.
- If the Interface has been run within four days since the last Interface Run and the Days Since Last Interface Run Test Field is set to Yes, then the system displays the following message:

Error: CCI Interface run on 03/06/97 - try again in 1 day(s)

- If the Agency Processing Status Optional Batch Job for a CCI agency has not run since the last Interface Run, the system displays this message:

CCIA hasn't processed since last interface run. Continue? (Y/N) [N]--

2. The system displays the drive that it is going to write the file to and the name of file:

The Interface checks the parameters to determine the default drive to write the file to.

3. The system prompts to begin the Interface:

*Process CCI Interface? (Y/N) [Y]--
PC File Name-- C:\CCI0309A.203*

4. Interface Completed - The Interface completes processing and returns to the Screen. After the Interface has completed, please review the CCI Audit Report to view a list of accounts that are contained on the CCI Interface File.

AUTOMATIC DELETES FROM CCI COLLECTION INTERFACE

Verify that accounts that do not meet the minimum criteria to be at CCI are deleted from agency processing according to the Agency Delete field in the PAAR Control Parameters. The following is a list of automatic deletes from CCI:

- Schedule change
- Bad Debt status
- Agency change
- Maximum balance
- Insurance balance
- Small balance
- Zero balance

- Credit balance
- Patient class suppression set
- Updates from Change Patient Type After Final Bill (CPTAFB)

ACCOUNTS FINISHED WITH CCI

Accounts are finished with CCI when they have met the interval days in the Pre-Collection Follow-Up Schedule. Accounts that are finished with CCI receive either a J for Finished with Payment or a G for Finished. Also, Finished accounts either Express Pre-List for Bad Debt or receive Follow-Up according to the Post PC Schedule.

1. Define how long accounts remain at CCI

- Set the Wait days equal to one.
- Set up 1 Wait (W) step in the follow-up schedule.
- Set the interval days. The interval days should equal the number of days the accounts should remain at CCI.

Verify:

- When accounts transfer to CCI, the Next Follow-Up Date is calculated. The system sets the Next Follow-Up Date equal to the next day if the Wait Days are equal to one.
- The next day, accounts receive the Follow-Up step of Wait and use the Interval Days in the Pre-Collection Follow-Up schedule to calculate the new Next Follow-Up Date. When the Next Follow-Up Date is met, accounts are finished with CCI, and their status code is updated accordingly.

BAD DEBT PRE-LIST FOR ACCOUNTS FINISHED WITH CCI

Accounts that are at the end of their Pre-Collection Follow-Up schedule are reviewed for Bad Debt Pre-List. Select a group of your test accounts that are at the end of their CCI Pre-Collection Follow-Up Schedule and ready to be reviewed for Bad Debt Pre-list.

Verify that the accounts are reviewed for Pre-List according to how the Auto Pre-list field is set on the schedule.

If the Auto Pre-List field on the Pre-Collection Follow-Up Schedule is set to Yes:

1. Express Pre-List accounts when they are finished with CCI, and transfer them to a Post PC Schedule.

2. Accounts that receive a payment after they are Pre-Listed for Bad Debt and before they are transferred to Bad Debt receive a Bad Debt Pre-List Hold code of "H." These accounts are reflected on the Bad Debt Pre-List Report with a Hold status and return to follow-up using the Post PC Schedule.

If the Auto Pre-List field is set to No, the system looks to the Post PC Sch field on the Pre-Collection Follow-Up Schedule. It transfers accounts to the schedule that is indicated in the Post PC Sch field and sets the next follow-up date.

Test Item 2: Workfiles

The Pending Workfile is reviewed below.

1. Verifying the Pending/Candidate Workfile:

Select a group of accounts that has been automatically Flagged for CCI Pre-Collection Agency. Verify the following scenarios:

- Accounts are automatically deleted from the workfile when they are transferred to CCI, unselected for agency collection, placed on Hold, or marked as reviewed.
- If the Workfile by Agency option is selected and if CCI Pre-Collection Agencies are chosen, then only accounts with Maintenance codes of Transfer (T) for Manual Candidate, Candidate (C) for Automatic Candidate and Wait (W) for Wait one Cycle that have not been reviewed are displayed.
- If the All Accounts option is selected, then all of the accounts for the collector regardless of agency are displayed. If you have Internal and CCI Pre-Collection Agencies and the agencies use the same collector, then all of the collectors accounts for both Internal and CCI Pre-Collection are displayed.
- Select an entry in the workfile. Verify that the entry does not display after it has been reviewed.
- Add entries to the workfile by updating the Maintenance code of account with a T. Verify that these entries do not display in the workfile but are included on the FFR650 and are marked as reviewed.
- Update the Maintenance Code on a few of the accounts in the workfile. The Maintenance Code is updated by accessing the Pre-Collection Status screen.
- Verify that the system assigned the correct Pre-Collection collector to the Candidate. The collector is assigned by the Pre-Collection agency. The collection agency code table stores the Pre-Collection Collector Group that contains the collectors for the agency.

- Request the Pending/Candidate Workfile Report, FFR650. Verify that the accounts that were in the workfile that were updated as reviewed are reflected on the report. Also, verify that accounts that Candidates that have been unselected for pre-collection are not reflected on the Pending/Candidate Workfile Report.

Test Item 3: Inquiry/Update on Agency Process Accounts

INQUIRY ON AR AGENCY ACCOUNTS

The Guarantor Summary, the Account Inquiry/Revision Snap Shot screen, and Agency Process Status screen are used to review accounts that are in a Pending/Candidate and Agency Process status. The Agency Process Status screen is also where the Maintenance Code is manually updated for AR Agency accounts.

Select accounts that have CCI Collection Maintenance Code or Status, and verify the following:

- On the Guarantor Summary screen, the Maintenance or Status Code is reflected in the Agency Status field, noted on the screen with a P.
- On Account Inquiry/Revision Snap Shot screen, Field 8, Agency, reflects the AR agency, Agency Status/Maintenance Code, Group Word and Group Word Date for the account. Also, verify that the additional options displayed at the bottom of the screen include access to the Internal/External Agency Collections Screen. The code associated with accessing the Internal/External Agency Collections Screen is PC.
- On the Agency Process Status Screen, the agency process status is displayed in the screen header and the Maintenance Code is displayed in field 1.

UPDATING MAINTENANCE CODES FOR AR AGENCY ACCOUNTS

1. Access the Agency Process Status screen.
2. Select field 1, Maintenance Code

Verify that only valid Maintenance Codes can be entered. For an explanation of maintenance codes, refer to Appendix A in the *Follow-Up Functions Volume* in the *STAR Patient Accounting Reference Guide*.

Test Item 4: Reassign Collector Work Optional Batch Job/ Miscellaneous Functions

You may want to test additional functions that are relevant to how AR Agency accounts are worked at your enterprise. For example, test the Collection Information Parameters with criteria that is specific for your enterprise.

REASSIGN COLLECTOR WORK OPTIONAL BATCH JOB

The Reassign Collector Work Optional Batch Job reviews accounts in AR Agency collection.

1. Set the Reassign Collector Work Optional Batch Job to run tonight.
2. Select a few accounts, and note the agency and collector assigned to them.
3. Access the Collection Agency Code for each of the above accounts, and change the Collector Group to a different collector group. The collector would also be reassigned if the existing Collector Group was modified.
4. Review the collector group that was assigned as your new Collector Group. Make a note of the collector that should be assigned to your accounts after the Reassign Collector Work Job run.

The next day verify that your accounts have new collectors assigned to them.

FREQUENTLY ASKED QUESTIONS

The following is a list of frequently asked questions.

Q: How do accounts get selected for the CCI Interface?

A: Accounts can be manually or automatically selected to transfer to CCI. Automatically selected accounts are evaluated for AR collection according to which follow-up step they are on and by user-defined criteria. Once accounts transfer to AR collection, the CCI Interface can be processed to generate a file of these accounts to send to CCI.

Q: How can I tell if accounts are at CCI?

A: Accounts are active at CCI if their Agency Process Status is an M or an O in the Agency Process Status field on the Account Inquiry/Account Revision snapshot screens.

Q: Where do I activate the Interface?

A: Before the CCI Interface can be activated, enterprises must have a contract with CCI and a CCI Creditor Number. Please contact Computer Credit Inc., at 1-800-942-2995 for contract and CCI Creditor Number information. After a contract has been signed with CCI, please contact McKesson STAR Patient Accounting Support with your CCI Creditor number so that the CCI Interface can be turned on. McKesson Support enters the CCI Creditor number, but the Interface is not activated until Midnight Processing runs.

Q: How can I tell if accounts that transferred to a CCI Status were included on the CCI Interface File?

A: To verify that an account with an M or an O status transferred to CCI, review transaction history for the entry CCI Interface Updated. This message is generated when the CCI Interface runs. Also, the account is displayed on the CCI Audit report (FFR660).

Q: How do accounts go into the Pending/Candidate Workfile?

A: Accounts receive an entry in the workfile when they either become an Automatic Candidate or a Manual Candidate.

NOTE: Accounts that have been updated as reviewed do not display in the workfile but are reflected on the Pending/Candidate Workfile report (FFR650). Manual Candidates are automatically updated as reviewed when they have a T maintenance code; therefore Manual Candidates are displayed only on the workfile report.

TERMS

The following terms provide you with definitions that can be referenced when you are using the CCI processes.

ACCOUNTS AT CCI

Accounts that have an Agency Process Status of M for Manually transferred to CCI or an O for Automatically transferred to CCI.

ACCOUNTS AT INTERNAL COLLECTION

Accounts that have a Agency Process Status of L for Manually transferred to Pre-Collect or P for Automatically transferred to Pre-Collect.

CANDIDATE

The term associated with an account that is being evaluated for transfer to CCI. This includes accounts that have a Maintenance code of T for Manual Pending/Candidate, C for Automatic Candidate, and W for Wait One Cycle.

CCI COLLECTION AGENCY

A collection agency code with an Agency Type of CCI.

EXPRESS PRE-LIST

Accounts that are finished with CCI and have the Auto Pre-List field on their Follow-Up Schedule set to Yes. These accounts automatically pre-list for Bad Debt. These accounts do not wait for the Bad Debt Pre-list Selection Option Batch Job to select them for pre-listing.

FATAL REJECTION REASON

This is the term associated with a rejection reason that results in an account being unselected for agency processing. Fatal Rejection reasons are noted with an asterisk in the Pre-Collection Information Parameters.

FLAGGED

This is the term used to described an account that is eligible to become an Automatic Pending Candidate if it passes the Pre-Collection criteria. An account becomes Flagged when a follow-up event that is defined as a Pre-Collection Step occurs for the account

MAINTENANCE CODE

This code determines whether an account is evaluated for agency processing. Some Maintenance Codes result in an Agency Process Status update. Please see the Appendix A in the *Follow-Up Functions Volume* in the *STAR Patient Accounting Reference Guide* for a complete list of Maintenance Codes and their effect on agency processing.

PENDING

The term associated with an account that is being evaluated for transfer to Internal Collection. This includes accounts that have a Maintenance code of T for Manual Pending/ Candidate, E for Automatic Pending, and W for Wait One Cycle.

AGENCY PROCESS STATUS GROUP WORD

This is the three-character abbreviation that is associated with an account's maintenance or status code and is displayed on the snapshot screen. This code groups like maintenance and status codes. There are only seven group words but there are numerous maintenance and status codes associated with the group words.

PRE-COLLECTION INFORMATION

This information is the criteria that the user defines to determine which accounts should transfer to agency processing.

AGENCY PROCESSING OPTIONAL BATCH JOB (PCJ)

This is the program that runs in midnight processing that evaluates accounts for agency processing. Through the Agency Processing Optional Batch Job, flagged accounts become Pending/Candidates and Pending/Candidates transfer to agency processing. This job is scheduled to run by the user. Every AR Agency has an Agency Processing Optional Batch job that can be scheduled.

AGENCY PROCESSING STATUS CODE

This is a display only code that reflects if an account is active at agency processing, deleted from agency processing, or held from going to agency processing. Statuses are updated manually through the Maintenance Code field and automatically through the Agency Processing Optional Batch Job, CCI Interface Process, Cash Posting and the Follow-Up Processing Programs. Please see the Appendix A in the *Follow-Up Functions Volume* in the *STAR Patient Accounting Reference Guide* for a complete list of Status Codes.

PRE-COLLECTION STEP

The term used to describe a Follow-Up Sequence Number in a Follow-Up Schedule that has an associated Agency.

REJECTION REASON CODE

This is the term associated with why an account fails for agency processing. A code is associated with every rejection reason that results in an account failing to become a Pending/Candidate or transfer to an active Agency Process Status. Rejection Reason Codes are assigned to an account by the Agency Process Optional Batch Job during midnight processing.

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■ R e a d e r C o m m e n t F o r m ■

We value your suggestions for improving our documentation. Please use this form to evaluate the *Computer Credit Inc. Collection Interface* of the *STAR Patient Accounting Reference Guide* for Release 17.0.

Topic	Poor	Fair	Good	Excellent
Organization of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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