

# VA Recovery Audit - Contract Implementation Conference Call Summary

Date: 2/5/2001

Time: 1:00 – 2:30 PM (EST)

## Attendees *Veteran Affairs*

Carol Robinson, Chief Information Officer, HAC

James Davis, Contracting Officer, HAC

Ryan Lilly, Chief Fiscal Officer, HAC

Thomas Wayburn, COTR, VA Recovery Audit, HAC

Albert Brese, Chief Financial Officer, VISN 6

Sheldon Fine, Chief Financial Officer, VISN 21

George Gray, Director, VA Medical Center, Little Rock, AR

Steven Wexler, Acting for Steve Gorfain, Acting Business Operations Liaison (VACO)

Charles Kastel, Chief MAS, VA Medical Center, Charleston, SC

Jenie Perry, Chief Health Information Systems, Austin Automation Center (AAC)

## *Contractor*

Walter Jordan, Principal, Abacus Technology

Joy Wilkie, Director, Managed Care Services, Foundation

Padra Randall, DRG Quality Coordinator, Foundation

Sharon Lopez, Manager, DRG Recoupment, Foundation

John Pieters, Program Manager, Foundation

## *Conference Call Summary*

1. Attendee Identification: Participants identified themselves.
2. Review of action items (COTR):
  - a) Item 1: VA Directive - The draft Directive outlining the VAMCs POCs duties and responsibilities was reported by VA/HAS (Kent Simonis) as submitted to the National Fee Council for review. VA/HAS was not presented on the call. An update will be given on the next call. **(OPEN: ECD 2/12/01)**
  - a) Item 2: Provider Contracts - VA/HAS (Kent Simonis) will provide samples of local agreements to the Contractor via the COTR. VA/HAS was not presented on the call. An update will be given on the next call. **(OPEN: ECD 2/12/01)**
  - a) Item 3: VAMC POC list - National Conference Call was held last Thursday to expedite identification of points of contact. Information is still being submitted to the COTR. **(OPEN: ECD 2/12/01)**
  - a) Item 4: Collection Process Change - VA/Office of General Counsel (OGC) has concurred with the Contractor recommendation to change the billing follow-up letter

cycle to 30 and 60 days following initial letter establishing debt. In the interim, VA/HAC proposed timeframes for establishing offsets for valid debts was referred to the RASC voting members: (1) Write the debt off at the end of 90 days for debts in the amount of \$25.00 and less; (2) Establish an offset for debts in the amounts between \$25.01 and \$600.00 upon issuance of the 60 day follow-up letter. If the debt is uncollected after 60 days, one final letter will be sent by the HAC. If no response is received within 60 days the debt will be written off; (3) Establish an offset for debts in amounts of \$600.01 and greater upon issuance of the 60 day follow-up letter. If the debt is uncollected at the 120 day mark following the initial letter, the debt will be referred to Department of Justice for collection action. Pending RASC determination.

The group questioned whether it is a regulatory requirement for VA to report to Treasury any delinquent debt. Ryan Lilly will clarify this issue. The resource governing reporting requirements to Treasury Department was noted as the Federal Claims Collection Standards.

The contractor proposed that all identified debts be referred for collection and follow-up actions in the following time frame: (1) Zero day - initial letter issued, (2) Day 30 - a final demand letter issued, (3) Day 31 - VA establish an offset for the debt, (4) Day 180 - VA and contractor jointly determine for each outstanding debt whether to : (a) continue collection activity, (b) write the debt off (no payment to Abacus), or (c) VA independently opts not to pursue collection (payment due to Abacus). Pending RASC and internal VA discussion.

**(OPEN: ECD 2/12/01)**

- a) Item 6: Collection Process Review for Duplicate Payments - OGC concurred that Contractor identification of duplicate payments as part of the audit process is included in the scope of the contract. James Davis will issue a modification to the contract to include initial identification of duplicate VA payment. **(Closed)**
  
- a) Item 7: Program Marketing - The marketing plan is pending approval by the Public Affairs Office, VACO. The letter to VISN Directors was issued January 30<sup>th</sup>. The second Tele-conference notice is due to be made February 9<sup>th</sup>. **(OPEN: ECD 02/15/01)**
  
- a) Item 8: Invoicing and Payment Processing - VA/HAC (Ryan Lilly) discussed the proposed Check Handling Process for centralized accounts receivable, offsets and disbursement functions at HAC. All participants had received the flow chart for review. The proposal is pending RASC determination. Upon Contractor query, Ryan Lilly affirmed VA/HAC is expecting recurrent data from the Contractor to implement this centralized accounting. Ryan will prepare the data elements expected and provide the listing to the Contractor via the COTR. One issue yet resolved is exchange of information from VA/HAC to Contractor. It is intended to use the Web Site which will be updated daily with accounts receivables information. Ryan stated that this still needs to be developed. An update will be provided on the next call. **(OPEN: ECD 2/12/01)**
  
- a) Item 9: Medical Record Requests - Contractor requests for supporting VA medical

record documentation will be submitted to the appropriate VISN POC. VA/HAS, VISN POCs and COTR need to develop internal control process for providing requested information. VA/HAS was not presented on the call. An update will be given on the next call. **(OPEN: ECD 2/12/01)**

- a) **Item 10:** Operation and Policy Manuals (HAC) - Pending completion of updated HAC policy manual, which is expected to be disclosed 2/9/01. Information will be submitted to Contractor on CD media (FedEx to Joy Wilkie). **(OPEN: ECD 2/9/01)**
- a) **Item 11:** VISTA User Manual to contractor and regulation on DRG Calculation (formula) - VA/HAS (Kent Simonis) has reported to HAC that the AAC is coordinating with HCFA to obtain the formula for DRG calculation. The Contractor emphasized that this is their number one priority and they requested immediate expedition. Tom Wayburn will contact VA/HAS for status report. VA/HAS has provided an electronic copy of the VISTA Users Manual for Fee Basis. Tom Wayburn will e-mail a copy of this material to Joy Wilkie. **(OPEN: ECD 2/12/01)**
- a) **Item 12:** HAC Data Availability - No change. VA/HAC (Carol Robinson) reported that the 6<sup>th</sup> year data is archived and won't be available for disclosure until July 1<sup>st</sup> at the earliest. VA/HAC will coordinate with Richard Pectol, Vice President, Abacus and keep Contractor advised of timeline for data for the 6<sup>th</sup> year. **(OPEN: ECD 7/1/01)**
- a) **Item 13:** FSC waiver letter - VA/HAC submitted a waiver request to FSC on January 29<sup>th</sup> requesting special authority to permit HAC to input offsets similar to FSC data entry offset policy and procedures. Pending determination. **(OPEN: ECD 2/21/01)**
- a) **Item 14:** Visit to Foundation in April - As Frank Kelly is away on other business, this issue was deferred. An update will be given at the next call. Excluded from potential visiting dates in April was the week of April 15-21, 2001. **(OPEN: ECD 3/1/01)**
- a) **Item 15:** Web Site - 50 % of the web site material has been developed and it is expected that it will be available beginning early next week. John/Walt and Joy requested a copy of the front web page. This will be included as an attachment to the minutes. **(OPEN: ECD 2/15/01)**

### 3. New Business:

- a) Joy Wilkie asked if VA wanted the reporting data for the closed VAMCs to be recorded/reported by the new station numbers. The COTR stated affirmed that VA wants the reporting to be done by the existing station numbers and not by closed station numbers.
- b) Joy stated that there is a concern about the disposition type values in VA Fee files not matching the Medicare disposition type values. Joy stated that she had spoken to Gail Graham who indicated that she would provide a cross-reference of the VA values to the Medicare values. **(OPEN: ECD 2/15/01)**

- c) Joy requested that the Contract Nursing Homes in the AAC vendor address file data be flagged upon disclosure. The AAC meeting minutes of 1/16-17/01 indicate that this was discussed on a Tele-conference dated 1/21/01. Clarification will be obtained from AAC. **(OPEN: ECD 2/15/01)**
- d) Joy requested the VA definition of a satellite station and the satellite number. Tom Wayburn explained that VA medical care is organized into parent medical facilities (Medical Centers) that may have discrete units (i.e., Outpatient Centers, etc.). The parent facility is assigned a number (i.e., station number 660). The satellite units are identified with a suffix to the parent station number, for example, 660A. Tom will obtain and furnish the formal definition to Joy. **(OPEN: ECD 2/15/01)**
- e) Joy queried if VA expected reporting requirements by each of the three programs: VHA, CHAMPVA, Spina Bifida. This was affirmed by Tom Wayburn and Carol Robinson stated that HAC would be able to produce CHAMPVA and Spina Bifida data by program identifier. HAC data will include program identifiers upon disclosure.

4. Next Call: The next call will be February 12, 2001. The call-in telephone number is --- --  
- ---- and meeting ID is ----.

Tom Wayburn  
COTR, Recorder

Attachments – Action Item Listing, Web Site front page.