



**INCOME VERIFICATION MATCH
(IVM)
USER MANUAL**

Version 2.0

October 1994

Department of Veterans Affairs
VISTA Health Systems Design & Development

Revision History

Please Note: Effective March, 2001, changes to IVM documentation resulting from released patches will be described in the Revision History section. In lieu of change pages, the complete user manual will be released with the software patches associated with the changes described in this section.

Revision Date	Description	Related Patch Number(S)	Author
3/20/2001	IVM Case Inquiry option - Revised Introduction section of to include Co-Pay Exemption Tests	IVM*2.0*17	Karen Stella
3/20/2001	Added new option: IVM Financial Query	IVM*2.0*17	Karen Stella
3/20/2001	Updated fonts to comply with current documentation standards where applicable	N/A	Karen Stella
3/20/2001	Added Revision History section	N/A	Karen Stella
3/20/2001	Moved List Manager mnemonics into a table	N/A	Karen Stella
8/1/2003	Updated Demographics Upload option	IVM*2*79	Karen Stella
8/11/03	Updated Demographics Upload option	IVM*2*79	Karen Stella
8/12/03	Updated Revision History section	N/A	Karen Stella
8/12/03	Updated Orientation section	N/A	Karen Stella
8/12/03	Replaced "HEC" with "the HEC", where appropriate	N/A	Karen Stella
8/12/03	Corrected formatting of "VISTA" in text, where appropriate	N/A	Karen Stella
8/12/03	Updated Introduction section	N/A	Karen Stella
8/12/03	Updated references to Category C	N/A	Karen Stella
8/12/03	Updated references to Category A	N/A	Karen Stella
8/12/03	Updated headings format throughout manual	N/A	Karen Stella
8/12/03	Removed outdated Preface section	N/A	Karen Stella
8/13/03	Updated IVM Demographics Upload option	IVM*2*79	Karen Stella
8/13/03	Added new option: IVM Address Updates Pending Review	IVM*2*79	Karen Stella
9/12/03	Updated IVM Demographics Upload option	IVM*2*79	Karen Stella
9/15/03	Updated IVM Demographics Upload option	IVM*2*79	Karen Stella
5/25/04	Updated new Date of Death functionality in the IVM Upload/ Demographics Upload section.	IVM*2*56	Tom Hamilton
9/23/04	Changed all sensitive information to generic information	N/A	Tom Hamilton

Table of Contents

REVISION HISTORY	1
INTRODUCTION.....	1
BACKGROUND.....	1
FUNCTIONALITY.....	1
<i>User Interactive Functions</i>	<i>1</i>
<i>Noninteractive Functions</i>	<i>1</i>
INTEGRATION.....	1
<i>Patient Information Management System (PIMS)</i>	<i>1</i>
<i>Integrated Billing (IB)</i>	<i>2</i>
<i>Health Level 7 (HL7)</i>	<i>2</i>
RELATED MANUALS	2
PACKAGE MANAGEMENT	3
USING THE SOFTWARE.....	4
IVM UPLOAD MENU.....	4
<i>Demographics Upload</i>	<i>4</i>
<i>Insurance Upload</i>	<i>8</i>
<i>SSN Upload</i>	<i>14</i>
IVM OUTPUT MENU	16
<i>Billing Transmission Report</i>	<i>16</i>
<i>IVM Case Inquiry</i>	<i>17</i>
<i>Means Test Comparison Report</i>	<i>18</i>
<i>Means Test Comparison Report</i>	<i>19</i>
<i>IVM Address Updates Pending Review</i>	<i>20</i>
IVM SYSTEM MANAGER'S MENU	21
<i>IVM Parameter Enter/Edit</i>	<i>21</i>
<i>Purge IVM Transmissions</i>	<i>22</i>
<i>IVM Transmission Report</i>	<i>23</i>
IVM TRANSMISSION ERROR PROCESSING.....	25
IVM FINANCIAL QUERY	27
GLOSSARY.....	28
APPENDIX A - SAMPLE MAIL MESSAGES	31
RECEIPT OF DEMOGRAPHICS TRANSMISSION	31
RECEIPT OF INSURANCE TRANSMISSION	31
RECEIPT OF SSA/SSN TRANSMISSION	32
COMPLETED PURGE OF IVM TRANSMISSION RECORDS	32
IVM - MEANS TEST UPLOAD.....	33
IVM - MEANS TEST DELETED	33
MESSAGES AWAITING TRANSMISSION.....	34

ERROR MESSAGE FROM THE HEC 34
MISSING PRIMARY LONG ID FIELD..... 34
APPENDIX B - LIST MANAGER..... 35
INDEX..... 36

Introduction

Background

Public Law 101-508 permits the Department of Veterans Affairs (VA) to verify income data with the Internal Revenue Service (IRS) and Social Security Administration (SSA) for veterans receiving VA health care services whose eligibility for medical care is based on income. The Income Verification Match (IVM) process for Veterans Health Administration (VHA) medical facilities is centralized and performed at the HEC in Atlanta, Ga.

Functionality

IVM Version 2.0 provides all of the functionality required to complete the eligibility verification process. This primarily involves electronically receiving the revised VA Form 10-10F from the HEC and automatically filing the updated test in the **VISTA** Means Test module.

User Interactive Functions

- View/verify patient demographic, insurance, and SSN information received from SSA and IRS
- Upload verified data
- View billing/collection and Means Test activity
- Configure, monitor, and purge the IVM system

Noninteractive Functions

- Exchange of data, on an ad-hoc basis, between your facility and the HEC via electronic transmissions
- Scheduled transmission to the HEC of all Means Tests meeting IVM criteria via the Nightly Background Job, and IVM-related billing and collections activity

Integration

IVM V. 2.0 provides functionality that impacts Registration, Medical Care Cost Recovery (MCCR), and IRM staff at your facility. It is highly integrated with the following packages.

Patient Information Management System (PIMS)

- PIMS demographic, Means Test, and income information is sent to the HEC
- Means Test and demographic information verified by the HEC is uploaded into PIMS files

Integrated Billing (IB)

- Patient insurance information is transmitted to the HEC
- Means Test charges are created in IB for patients who become MT Copay Required when a verified Means Test from IVM is transmitted to the facility
- Insurance information identified by IVM is uploaded into IB files
- IB provides billing and collections information, for billings resulting from IVM activity, that is transmitted back to the HEC

Health Level 7 (HL7)

Provides the foundation for all communications between your facility and the HEC

Related Manuals

IVM V. 2.0 Technical Manual (includes Security section)	Technical and security information regarding operation and maintenance of the IVM system
IVM V. 2.0 Release Notes	New features and functions of the V. 2.0 software
IVM V. 2.0 Installation Guide	Information necessary to install the software

Package Management

Means Tests that meet the IVM criteria and billing/collections information for IVM-related bills are transmitted automatically to the HEC each evening during the nightly background job.

Means Tests that have been verified by the HEC and transmitted back to the facility are automatically filed into *VISTA* upon receipt.

There are three parameters in the IVM SITE PARAMETERS File (#301.9) that can be used to suppress the generation of mail message notifications of demographic, insurance, and SSN transmissions received from the HEC.

Per VHA Directive 10-93-142, most of the IVM routines, data dictionaries, and data files are not to be modified. Only the reports (located in the IVMR routine namespace) may be modified.

Using the Software

IVM Upload Menu

Demographics Upload



The Demographics Upload option is locked with the IVM UPLOAD security key.

Introduction

This option uses the List Manager utility to let you view, upload, and/or delete demographic information. The List Manager screens display uploadable and non-uploadable demographic fields. You can view, upload, and/or delete *uploadable* demographic data with this option. You can view *non-uploadable* demographic data with this option; however, the *non-uploadable* data must be entered manually via the Load/Edit Patient Data or Register a Patient options in the PIMS Registration Menu. Be sure to verify that the data is accurate before entering it manually.

You can choose to accept or reject updated address information with this option if

- The Bad Address Indicator (BAI) is NULL
AND
- The patient has an active Pharmacy prescription
AND
- Your VAMC receives an update for a patient's permanent mailing address

You can upload/delete complete addresses only (must take action on all address fields). If you attempt to upload/delete an individual address field, a message is displayed indicating that if you choose to proceed, all address fields will be uploaded/deleted. For uploading purposes, the following are considered address fields: STREET ADDRESS [LINE 1], STREET ADDRESS [LINE 2], CITY, STATE, ZIP+4, COUNTY, and PHONE NUMBER [RESIDENCE].

If the incoming address (IVM Field Value) is older than the address currently already file at the VAMC (DHCP Field Value), a warning is displayed, and the software asks you to verify that you want to update the complete address.

If the patient you selected has an active prescription on file, and you are attempting to upload the complete address, a warning is displayed, and the software asks you to verify that you want to update the complete address.

If the IVM address fields (IVM Field Value) you are uploading do not include a phone number, but the *VISTA* address fields on file (DHCP Field Value) include a phone number, the software displays the patient's name and phone number and asks if you want to delete the phone number.

IVM Upload Menu

Demographics Upload

Introduction, continued

If the user chooses not to upload date of death from the HEC, a mail message will be sent to the DGEN ELIGIBILITY ALERT mail group to notify them that they must contact the HEC with a reason for not accepting the data.

You can view, upload, and/or delete the *uploadable* data in the following PATIENT File (#2) fields when using this option.

Field Number	Field Name
.118	ADDRESS CHANGE DT/TM
.12	ADDRESS CHANGE SITE
.119	ADDRESS CHANGE SOURCE
.114	CITY
.117	COUNTY
.03	DATE OF BIRTH
.351	DATE OF DEATH
.131	PHONE NUMBER [RESIDENCE]
.02	SEX
.115	STATE
.111	STREET ADDRESS [LINE 1]
.112	STREET ADDRESS [LINE 2]
.1112	ZIP+4

You can view (but not upload or delete) the *non-uploadable* data in the following PATIENT File (#2) demographic fields when using this option:

Filed Number	Field Name
.2916	CITY (VA)
.314	CLAIM FOLDER LOCATION
.382	DATE MEDICAID LAST ASKED?
.291	DATE RULED INCOMPETENT (VA)
.3611	ELIGIBILITY STATUS
.3612	ELIGIBILITY STATUS DATE
.3615	ELIGIBILITY VERIF. METHOD
.381	ELIGIBLE FOR MEDICAID?
.2912	GUARDIAN (VA)
.2911	INSTITUTION (VA)
.2919	PHONE (VA)
.361	PRIMARY ELIGIBILITY CODE
.293	RATED INCOMPETENT?
.2913	RELATIONSHIP (VA)
.115	STATE (VA)
.2914	STREET ADDRESS [LINE 1] (VA)
.2915	STREET ADDRESS [LINE 2] (VA)
.2918	ZIP (VA)

IVM Upload Menu

Demographics Upload

Introduction, continued

In addition to the generic List Manager actions described in Appendix B of this manual, the following actions are also available when using this option:

Short Name	Full Name	Brief Description
From the IVM Demographic Screen		
DU	Display Uploadable	<ul style="list-style-type: none"> Displays uploadable data for the selected patient on the Uploadable Demographics screen Provides List Manager actions to upload or delete demographic data
VN	View Non Uploadable	<ul style="list-style-type: none"> Displays non-uploadable data for the selected patient on the Uploadable Demographics screen Provides List Manager action to delete demographic data
EH	Extended Help	
From the Uploadable Demographics Screen		
UF	Upload Demographic Fields	
DF	Delete Demographic Fields	
From the Non-Uploadable Demographics Screen		
DF	Delete Demographic Fields	

Example

The IVM Demographic Upload screen displays a list of patients whose demographics information has changed and indicates whether there is uploadable/uploadable information. This example assumes that you are going to upload address changes for TESTd, PATIENT, Patient #4.

IVM DEMOGRAPHIC UPLOAD		Sep 15, 2003@14:05:09	Page:	1 of
Patient Demographic Information				
	Patient Name	Patient SSN	Uploadable Demographics	Non-uploadable Demographics
1	TESTa, PATIENT	999-84-6304	YES	NO
2	TESTb, PATIENT	999-84-3405	YES	NO
3	TESTc, PATIENT	999-47-0316	YES	NO
4	TESTd, PATIENT	999-56-0893	YES	NO

Enter ?? for more actions

DU Display Uploadable VN View Non Uploadable EH Extended Help
 Select Action: Quit// **DU=4** Display Uploadable

IVM Upload Menu

Demographics Upload

Example, continued

When address information is available for uploading, the Uploadable Demographics screen displays the current address information (DHCP Field Value) and the incoming data (IVM Field Value).

```

Uploadable Demographics      Sep 15, 2003@15:21:47      Page: 1 of 1
Patient: TESTd,PATIENT (0893)      Uploadable Demographic Fields

```

	DHCP Field Name	DHCP Field Value	IVM Field Value
1	STREET ADDRESS [LINE 1]	11 EXIT NOT ALLOWED	502 SQA CHANGE
2	STREET ADDRESS [LINE 2]	(* NONE ON FILE *)	8/27 AVENUE B
3	CITY	Mytown1	Mytown1
4	STATE	Mystate1	Mystate1
5	ZIP+4	99999	99999
6	COUNTY	Mycounty	Mycounty
7	ADDRESS CHANGE SOURCE	VAMC	HEC
8	ADDRESS CHANGE DT/TM	AUG 29, 2003@16:53:0	AUG 27, 2003@08:46:0

```

Enter ?? for more actions
UF Upload Demographic Fields      DF Delete Demographic Fields
Select Action: Quit// UF Upload Demographic Fields
Select FIELD(s): (1-7): 1
You have selected to update an address field.
You will be required to upload the entire address.
Do you wish to proceed with this action? NO// YES
*** WARNING: This patient has ACTIVE PRESCRIPTIONS on file.
Are you sure that you want to update the complete address? NO// YES
Filing address fields... completed.
The patient's address has been updated and the phone number
remains on file.
Patient Name: TESTd,PATIENT (0893)
Phone Number [Residence]: 555-1212
Is it okay to delete the patient's Phone Number [Residence]? NO// <ENTER> No
Patient's Phone Number [Residence] has not been deleted.

```

IVM Upload Menu

Insurance Upload



The Insurance Upload option is locked with the IVM UPLOAD security key.

Introduction

This option is used to transfer to a temporary IB insurance buffer or purge patient insurance information transmitted to your facility from the HEC. This is data received by the HEC from patients' employers.

Authorized insurance personnel process the data in the temporary insurance buffer. They can upload the insurance data into the patient's permanent insurance records or purge the data.

If **VISTA** or IVM records show a date of death on a patient, it is indicated on the screen by an asterisk. If that patient is selected, a message is displayed indicating that a date of death has been reported either by the HEC or **VISTA**.

Once action has been taken on the data, a confirmation message is automatically transmitted to the HEC. The message includes the decision made at the site and, if the information was rejected, the reason the data was not uploaded.



Adding a new policy for a patient generates a mail message to MCCR personnel listing the patient's potentially billable episodes of care since the effective date of the policy.

IVM Upload Menu Insurance Upload

Example

Example 1 – Transfer IVM Insurance Policy to Insurance Module

```

IVM INSURANCE UPLOAD          Jul 28, 1994 16:24:50          Page:    1 of    1
The HEC has identified insurance for the following patients:
  (*) - Indicates Death Reported Act
  Patient Name      SSN      Ins  Insurance Carrier      Subscriber ID
1  TESTe,PATIENT    999-56-0730  NO   NATIONWIDE INSURANCE COM  DFS9732
2  TESTf,PATIENT    999-98-8887  NO   AETNA INSURANCE COMPA    029876587
3  TESTg,PATIENT    999-77-3882  YES  TRAVELERS INSURANCE      2838B34H
4  *TESTh,PATIENT   999-26-9525  YES  ALLSTATE INSURANCE COMPA  021670999
5  TESTi,PATIENT    999-45-6992  YES  BARRY SCOTT INSURANCE    00123ER45
6  TESTj,PATIENT    999-01-0111  NO   NATIONWIDE INSURANCE COM  DFS7865

Enter ?? for more actions
DE Display Entry          EH Extended Help
Select Action: Quit// de=4  Display Entry

'Date of Death' reported for this patient in DHCP as JUN 23, 1994.

Press RETURN to continue: <RET>

```

```

INSURANCE POLICIES CURRENTLY ON FILE
*****
Insurance Co.      Subscriber ID      Group      Holder      Effective Expires
=====
No Insurance Information

INSURANCE POLICY RECEIVED FROM the HEC
*****
Company: ALLSTATE INSURANCE COMPANY      Effective Date: FEB 3, 1992
Phone #: (999)555-1212                    Expiration Date: OCT 10, 1994
Address:                                     Subscriber ID: 021670999
      123 Anywhere St                        Policy Holder: SELF
      Mytown, Mystate 99999

Group Name:      UMBRELLA GRP
Group Number:    102
Pre-Cert. Req?: NO
Plan Type: HEALTH MAINTENANCE ORGAN

Name of Insured: TESTh,PATIENT

Press RETURN to continue or '^' to return to display screen: <RET>

```

IVM Upload Menu Insurance Upload

Example, cont.

```
Select one of the following:

    1          Transfer IVM Insurance Policy to Insurance Module
    2          Purge IVM Insurance Policy
    3          Return to Display Screen

Select Action: ??

Entering '1' at this prompt will allow the user to upload the Insurance Policy
that was received from the HEC.  Entering '2' at this prompt will allow
the user to delete the Insurance Policy that was received from the HEC
Entering '3' or '^' will abort this action.

    Select one of the following:

        1          Transfer IVM Insurance Policy to Insurance Module
        2          Purge IVM Insurance Policy
        3          Return to Display Screen

Select Action: 1  Transfer IVM Insurance Policy to Insurance Module

Transferring HEC's insurance policy to insurance module completed.
Press RETURN to continue: <RET>
```

IVM Upload Menu Insurance Upload

Example, cont.

Example 2 - Purge Insurance Policy

```

IVM INSURANCE UPLOAD          Jul 28, 1994 16:24:50          Page:    1 of    1
the HEC has identified insurance for the following patients:
  (*) - Indicates Death Reported Act
  Patient Name      SSN          Ins  Insurance Carrier      Subscriber ID
1  TESTe,PATIENT    999-56-0730  NO   NATIONWIDE INSURANCE COM  DFS9732
2  TESTf,PATIENT    999-98-8887  NO   AETNA INSURANCE COMPA    029876587
3  TESTg,PATIENT    999-77-3882  YES  TRAVELERS INSURANCE      2838B34H
4  *TESTh,PATIENT   999-26-9525  YES  ALLSTATE INSURANCE COMPA  021670999
5  TESTi,PATIENT    999-45-6992  YES  BARRY SCOTT INSURANCE    00123ER45
6  TESTj,PATIENT    999-01-0111  NO   NATIONWIDE INSURANCE COM  DFS7865

Enter ?? for more actions
DE Display Entry          EH Extended Help
Select Action: Quit// de=4  Display Entry

'Date of Death' reported for this patient in DHCP as JUN 23, 1994.

Press RETURN to continue: <RET>

```

```

INSURANCE POLICIES CURRENTLY ON FILE
*****
Insurance Co.      Subscriber ID      Group      Holder  Effective Expires
=====
ALLSTATE          021670999        102        SELF    02/03/92 10/10/94

INSURANCE POLICY RECEIVED FROM the HEC
*****
Company: ALLSTATE INSURANCE COMPANY      Effective Date: FEB 3, 1992
Phone #: (999)555-1212                    Expiration Date: OCT 10, 1994
Address:                                     Subscriber ID: 021670999
      123 Anywhere St.                      Policy Holder: SELF
      Mytown, Mystate 99999

Group Name:      UMBRELLA GRP
Group Number:    102
Name of Insured: TESTh,PATIENT             Pre-Cert. Req?: NO
Plan Type: HEALTH MAINTENANCE ORGAN

Press RETURN to continue or '^' to return to display screen: <RET>

```

IVM Upload Menu Insurance Upload

Example, cont.

Select one of the following:

- | | |
|---|---|
| 1 | Transfer IVM Insurance Policy to Insurance Module |
| 2 | Purge IVM Insurance Policy |
| 3 | Return to Display Screen |

Select Action: **2** Purge IVM Insurance Policy

The 'Purge IVM Insurance Policy' action has been selected.

This action will cause the insurance information which has been received from the HEC to be deleted from the system!

Please select a reason for purging the IVM insurance information.
Select reason for purging: ??

CHOOSE FROM:

- | | |
|---|-------------------------------|
| 1 | ALREADY HAVE INSURANCE POLICY |
| 2 | DATA APPEARS TO BE INCORRECT |
| 3 | INSURANCE COMPANY CLOSED |
| 4 | POLICY PLAN TYPE IS HMO |
| 5 | POLICY PLAN TYPE IS PPO |
| 6 | POLICY COVERAGE EXPIRED |
| 7 | POLICY BENEFITS FULLY USED |
| 8 | BENEFITS NOT AVAILABLE |
| 9 | COVERAGE FOR SPOUSE ONLY |

Select reason for purging: **1** ALREADY HAVE INSURANCE POLICY

Are you sure that you want to purge IVM insurance data? NO// **y** YES

Purging the 'Insurance Policy' received from IVM... completed.

Press RETURN to continue: **<RET>**

IVM Upload Menu

Insurance Upload

Example, cont.

IVM INSURANCE UPLOAD		Jul 28, 1994 16:24:50		Page: 1 of 1	
the HEC has identified insurance for the following patients:					
(*) - Indicates Death Reported Act					
	Patient Name	SSN	Ins	Insurance Carrier	Subscriber ID
1	TESTe,PATIENT	999-56-0730	NO	NATIONWIDE INSURANCE COM	DFS9732
2	TESTf,PATIENT	999-98-8887	NO	AETNA INSURANCE COMPA	029876587
3	TESTg,PATIENT	999-77-3882	YES	TRAVELERS INSURANCE	2838B34H
4	TESTi,PATIENT	999-45-6992	YES	BARRY SCOTT INSURANCE	00123ER45
5	TESTj,PATIENT	999-01-0111	NO	NATIONWIDE INSURANCE COM	DFS7865
Enter ?? for more actions					
DE Display Entry			EH Extended Help		
Select Action: Quit//					

IVM Upload Menu

SSN Upload



The SSN Upload option is locked with the IVM UPLOAD security key.

Introduction

This option uses the List Manager utility to list SSNs for possible uploading to **VISTA**. SSNs for patient and spouse are returned from SSA as possible matches based on name, sex, and date of birth.

If **VISTA** or IVM records show a date of death on a patient, it is indicated on the screen by an asterisk. If that patient is selected, a message is displayed indicating that a date of death has been reported either by the HEC or **VISTA**.

You might first want to use the PRINT action to print the entire list to a printer for review and determination. (Two question marks (??) entered at the Select Action prompt gives you a complete list of available List Manager actions.)

Following are the two primary actions available.

Upload - to upload suggested SSNs to **VISTA**. In cases where there are suggested SSNs for both the veteran and spouse, you can upload one or both SSNs. Once an SSN is uploaded, it is no longer displayed on the screen.

Purge - If you determine that the SSA SSNs for a patient and/or spouse are not correct, you can purge the data from the file which removes it from the list.



SSNs are uploaded into PIMS files.

HL7 provides the foundation for all communications between your site and the HEC.

IVM Upload Menu

SSN Upload

Example

IVM SSN UPDATE		Jul 06, 1994 14:41:22		Page: 1 of 1		
Income Verification Match			Suggested SSA/SSNs for Uploading			
(*) - Indicates Date of Death Reported						
	Patient Name	DHCP/SSN	SSA/SSN	Spouse's Name	DHCP/SSN	SSA/SSN
1	TEST,PATIENTa	999343243	999343244			
2	TEST,PATIENTb	999988887	999988886	TEST, SPOUSEa	999143309	999143399
3	TEST,PATIENTc	999786612	999786613			
4	*TEST,PATIENTd	999114444	999773882			
5	*TEST,PATIENTe	000269525	000269255			
6	TEST,PATIENTf	999999999	999999999	TEST,SPOUSEb	999927409	999327408

Enter ?? for more actions

UP Update SSN PU Purge Entry
 Select Action: Quit// **UP=2** Update SSN

Update for patient TEST,PATIENTb
 Update the SSN for the 'V'eteran, 'S'pouse, or 'B'oth?: (V/S/B): BOTH// <RET>

Are you sure you want to update this entry? NO// YES

 ...patient Social Security Number (SSN) has been updated.

Press RETURN to continue: <RET>

 ...spouse's Social Security Number (SSN) has been updated.

Press RETURN to continue: <RET>

IVM SSN UPDATE		Jul 06, 1994 14:41:22		Page: 1 of 1		
Income Verification Match			Suggested SSA/SSNs for Uploading			
(*) - Indicates Date of Death Reported						
	Patient Name	DHCP/SSN	SSA/SSN	Spouse's Name	DHCP/SSN	SSA/SSN
1	TEST,PATIENTa	999343243	999343244			
2	TEST,PATIENTc	999786612	999786612			
3	*TEST,PATIENTd	999114444	999773882			
4	*TEST,PATIENTe	999269525	999269255			
5	TEST,PATIENTf	999044040	999044044	TEST,SPOUSEb	999927409	999327408

Enter ?? for more actions

UP Update SSN PU Purge Entry
 Select Action: Quit//

IVM Output Menu

Billing Transmission Report

Introduction

This option generates a report of all IVM-related billing and collection activity that has been transmitted to the HEC. Information for each third party claim or Means Test charge is listed along with the date that the last transmission was sent to IVM. The report will also indicate whether any further transmissions will be sent to IVM.



Data from IB files are included in this report.

Example

This report will list all billing activity which has been, or will be, transmitted to the IVM Center. This includes Means Test charges for patients who have changed categories due to IVM-verified Means Tests, as well as claims to insurance companies for patients who have insurance policies identified by the IVM Center.

Please note that this output requires 132 columns. This report may not run very quickly so you might choose to queue the report to a printer.

DEVICE: HOME// <RET> Decnet RIGHT MARGIN: 80// 132

Run Date: 08/11/94 8:19 am		IVM BILLING TRANSMISSION REPORT									
Page: 1											
Patient Name	SSN	Ref #	Bill Clsf	Bill Type	Bill From	- To	Date Generated	Amt Billed	Amt Coll	Date Last Trans	Last Tran
TEST,PATIENTg	999-03-3211	5003082	O	INS CLAIM	05/13/94	05/13/94	06/29/94	356.00	0.00	07/14/94	NO
TEST,PATIENTh	999-89-4444	5003086	O	COPAYMENT	12/10/93	12/10/93		36.00	--N/A--	Not Sent	NO
TEST,PATIENTi	999-70-9989	5003080	I	PER DIEM	04/29/94	06/27/94	06/29/94	600.00	--N/A--	07/14/94	YES
		5003081	I	COPAYMENT	04/29/94	04/29/94	06/29/94	696.00	--N/A--	07/14/94	YES
TEST,PATIENTj	999-80-1887	5003088	O	COPAYMENT	04/16/94	04/16/94		36.00	--N/A--	Not Sent	NO

IVM Output Menu

IVM Case Inquiry

Introduction

This option allows you to review the status of any Means Test or Co-Pay Exemption Test submitted to the HEC for verification. All Means Test and billing/collection transmissions for the case are displayed. Any uploadable data associated with the case is indicated.



The data used for this report is from the Means Test module of the PIMS software.

Example

```
Select PATIENT NAME: TEST,PATIENT      02-08-52      999456110      NO
      NSC VETERAN

      >>>> Case Record is for Income Year 1993 <<<<

DEVICE: HOME// <RET> Decnet      RIGHT MARGIN: 80// <RET>
```

```
IVM Case Inquiry      Aug 11, 1994@08:24:17      Page: 1
-----
      Name: TEST,PATIENT      Awaiting Trans: NO
      SSN: 999-45-6110      Case Status: CLOSED
Inc Year: 1993      Full Transmission Sent: 07/14/94
      MT Date: 07/11/94 (MT COPAY EXEMPT)
-----
      --- T H I S C A S E R E C O R D H A S B E E N C L O S E D ---

Closure Reason: CASE WAS NOT VERIFIED
Closure Source: IVM CENTER
Closure Date: Jul 19, 1994@15:29:02
-----

Means Test Transmission History:

      Trans Date/Time      Status      Transmitted As
      -----
      Jul 14, 1994@09:29:32 RECEIVED      MT COPAY EXEMPT      NO
      Jul 19, 1994@12:27:34 RECEIVED      MT COPAY EXEMPT      NO
```

IVM Output Menu

Means Test Comparison Report

Introduction

This management report provides a summary of all Means Tests for two consecutive years for veterans who are MT Copay Exempt or MT Copay Required. It lists the total number of veterans in each category, the number of veterans who have changed Means Test category over the two year period, the number of new Means Tests (veterans Means Tested in the second year only) and the number of "non-returns" (veterans Means Tested in the first year only). A detailed report listing each veteran with both years' Means Test category is also available.

This report could be run regularly to judge the shift of veterans from the mandatory to discretionary category, and to estimate the number of potential cases that will be referred to the HEC for verification.



All data used for this report is from PIMS files.

Example

```

IVM MEANS TEST COMPARISON REPORT

This report will be used to analyze consecutive years' Means Test data
(i.e. 1991-1992). Please enter the first year for the two year period
which you would like to analyze.

Enter first means test YEAR (1986 - 1993): 1992 (1992)
Means Test YEAR 1: 1992
Means Test YEAR 2: 1993

Would you like to print patient data? NO// y YES
NOTE: The output is designed to use 80 columns.
DEVICE: HOME// <RET> Decnet    RIGHT MARGIN: 80// <RET>

```

IVM Output Menu

Means Test Comparison Report

Example, cont.

JUL 8,1994		PAGE: 1	
M E A N S T E S T C O M P A R I S O N R E P O R T			
FOR YEARS: 1992 AND 1993			
=====			
PATIENT	SSN	MEANS TEST CATEGORY 1992	MEANS TEST CATEGORY 1993
TESTk,PATIENT	999-01-0101	A	C
TESTl,PATIENT	999-66-9999		C
TESTm,PATIENT	999-93-8276		A
TESTe,PATIENT	999-57-4321		A
TESTn,PATIENT	999-98-4587	A	
TESTo,PATIENT	999-10-9937	A	A
TESTp,PATIENT	999-09-7714		C

JUL 8,1994		PAGE: 20	
M E A N S T E S T C O M P A R I S O N R E P O R T			
FOR YEARS: 1992 AND 1993			
=====			
SUMMARY OF MEANS TESTS FOR YEAR 1992			
=====			
TOTAL CAT A:	29		
TOTAL CAT C:	77		
TOTAL MEANS TESTS:	106		
SUMMARY OF MEANS TESTS FOR YEAR 1993			
=====			
TOTAL CAT A:	36		
TOTAL CAT C:	45		
TOTAL MEANS TESTS:	81		
TOTAL NON-RETURNS FROM 1992 TO 1993: 89			
TOTAL NEW MEANS TESTS FROM 1992 TO 1993: 64			
TOTAL PATIENTS WHOSE CATEGORY CHANGED FROM A TO C: 2			
TOTAL PATIENTS WHOSE CATEGORY CHANGED FROM C TO A: 3			

IVM Output Menu

IVM Address Updates Pending Review

Introduction

This option generates the IVM Automatic Address Upload Report. The only prompt asks for a device. The report displays the addresses that will be automatically uploaded to the VAMC if no other action is taken within 14 days from the date they are received at the VAMC. The output includes the following information:

- Name of the report
- Date the report was generated
- Page number
- Date the update will be automatically uploaded to the VAMC if no other action is taken
- Date the update was received at the VAMC
- Patient's SSN
- Patient's name

This report might take some time to process, depending on the number of updates received at your facility. You might want to queue the report to run during non-peak work hours.

Example

IVM AUTOMATIC ADDRESS UPLOAD RPT		JUN 11, 2003	Page: 1
=====			
Auto-Upload Date	Date Received	SSN	Patient Name
-----	-----	-----	-----
Jun 23, 2003	Jun 09, 2003	999168014	TESTq, PATIENT
Jun 24, 2003	Jun 10, 2003	999168014	TESTq, PATIENT
<<END OF REPORT>>			

IVM System Manager's Menu

IVM Parameter Enter/Edit



This option is locked with the IVM SYS security key.

Introduction

The IVM parameters control whether notification messages are sent to the IVM MESSAGES mail group when SSN, demographics, and insurance information is received from the HEC. If no entry is made, the messages are generated.

Please refer to Appendix A of this manual for sample mail messages.

Example

```
IVM Parameter Enter/Edit

SUPPRESS SSN UPLOAD MESSAGE: ?
  Enter 1 to suppress notification to facility that updated SSN data has
  been received from the IVM Center.  Enter 0 if facility is to be notified.
  Default is 0.
  CHOOSE FROM:
    1          SUPPRESS MESSAGE
    0          DON'T SUPPRESS MESSAGE
SUPPRESS SSN UPLOAD MESSAGE: 0  DON'T SUPPRESS MESSAGE
SUPPRESS INSURANCE MESSAGE: 0  DON'T SUPPRESS MESSAGE
SUPPRESS DEMOGRAPHIC MESSAGE: 0  DON'T SUPPRESS MESSAGE
```

IVM System Manager's Menu

Purge IVM Transmissions



This option is locked with the IVM SYS security key.

Introduction

This option allows IRM staff to purge entries from the IVM TRANSMISSION LOG File (#301.6) that are associated with closed cases (entries in the IVM PATIENT File [#301.5]) from the previous Means Test year.

A notification is sent to the user indicating that the purge has completed, the total number of records checked, number of closed records found, and number of records deleted.

Please refer to Appendix A of this manual for a sample mail message.

Example

This option is used to purge data from the IVM TRANSMISSIONS File (#301.6). Entries in this file will only be purged for corresponding case records in the IVM PATIENT File (#301.5) which have been closed.

You may purge transmission records for an entire income year's worth of cases. However, you must select an income year prior to the year which corresponds to the current year's Means Tests. Since this year's Means Tests are based on 1993 income, you must select an income year prior to 1993.

Select the Income Year for which to purge transmissions: **1992** (1992)

Is it okay to queue this job? **y** YES

Requested Start Time: NOW// **<RET>** (JUL 08, 1994@14:12:53)

This job has been queued. The task number is 20474.

IVM System Manager's Menu

IVM Transmission Report



This option is locked with the IVM SYS security key.

Introduction

The IVM Transmission Report allows you to analyze the number of Initial or Full transmissions leaving your facility for a specific date or range. The total number of transmissions is broken down by the transmission status:

Transmitted - An attempt has been made to send the transmission to the HEC. The transmission may or may not have left your facility, but it has not been acknowledged by the HEC.

Received - The transmission has been successfully acknowledged by the HEC.

In Error - The transmission has been acknowledged by the HEC as having contained erroneous or invalid data.

Re-transmitted - A transmission with the status of "transmitted" may be retransmitted after three days. At that time, a new transmission record is created. The status of the original transmission is updated to "retransmitted."

The number of multiple transmissions is listed. If more than one transmission for an income case has been sent to the HEC (this would occur if the Means Test or demographics data for the veteran was edited), each successive transmission is considered to be a multiple transmission for a specific income case.

Summary statistics for the number of MT Copay Exempt and MT Copay Required veterans with and without active insurance are provided. A listing of the receipt date and response date for each Master Query received by the facility is also included.

IVM System Manager's Menu

IVM Transmission Report

Example

```

Select one of the following:

      1          SINGLE DATE REPORT
      2          DATE RANGE REPORT

Enter response: 2 DATE RANGE REPORT
Enter Start DATE: 7/1 (JUL 01, 1994)
Enter End DATE: 8/31 (AUG 31, 1994)
DEVICE: HOME// <RET> Decnet RIGHT MARGIN: 80// <RET>

```

```

=====
|                               |
| INCOME VERIFICATION MATCH - TRANSMISSIONS REPORT |
|                               |
|-----|
|                               |
| DATE PRINTED: AUG 31, 1994 |
|                               |
|-----|

Date range selected: JUL 01, 1994 to AUG 31, 1994

Total number of days:                62
Total number of transmissions:       248 (4.00/day)

Without Status: 0                    In Error: 0
  Transmitted: 30                    Re-transmitted: 33
  Received: 185                      Multiple Transmissions: 118 (of 248)

                                With Insurance      Without Insurance
                                -----            -----
Percentage MT Copay Exempt:        2.82 %          78.84 %
Percentage MT Copay Required:      0.77 %          14.11 %

** M A S T E R   Q U E R Y   S U M M A R Y **

Query Income Year   Date Received      Date Responded
-----
      1992          06/28/94 4:34 pm    06/28/94 11:32 pm
      1993          07/19/94 12:35 pm    07/19/94 11:31 pm

```

IVM Transmission Error Processing

Introduction

The Health Eligibility Center may respond to a patient transmission by returning an error message, which means they were unable to process the transmission. The IVM Transmission Error Processing option allows you to work with lists of patients for which error messages were received in a List Manager format. This information was previously viewed through “Erroneous Data Sent to the HEC” mail messages for each individual patient.

The contents of the list are selected by a user-specified date range. The initial display shows the “New” process status and is sorted by patient name. You may use the following actions to make changes to the displayed list.

Change Date Range	Change the date range of the errors being viewed.
Change List	Change the error list being viewed. You may choose to see errors with a status of new, checked, or both.
Check Error Off List	Changes the selected error with a status of New to a status of Checked. Checked indicates the error has been viewed.
Retransmit Patient	Sets a flag to retransmit the selected patient. The transmission will take place during the nightly job.
Sort List	Choose to sort the error list by patient name or date/time acknowledgment received.

Example

```
Select Beginning Date: OCT 07, 1997// <RET> (OCT 07, 1997)
Select Ending Date: TODAY// <RET> (OCT 21, 1997)
...EXCUSE ME, JUST A MOMENT PLEASE.....
```

IVM Transmission Error Processing

Example, cont.

IVM Transmission Errors		Oct 21, 1997 08:45:48	Page: 1 of 13		
Sort By: Patient Name		Date Range: 10/07/97 thru 10/21/97			
Error Processing Statuses: New					
	Patient Name	PT ID	Date/Time ACK Received	Process Status	
1	Testr, Patient	1555	Oct 07, 1997 13:48:29	New	
	Error: PATIENT NAME INVALID				
2	Tests, Patient	1555	Oct 07, 1997 13:48:30	New	
	Error: PATIENT NAME INVALID				
3	Testt, Patient	1558	Oct 07, 1997 13:48:29	New	
	Error: PATIENT SSN INVALID				
+ * = Patient has been flagged for transmission >>>					
CD	Change Date Range	CL	Change List	SL	Sort List
CE	Check Error Off List	RP	Retransmit Patient		
Select Action: Next Screen// CE Check Error Off List					
Select Transmission Error(s): (1-3): 1					

IVM Transmission Errors		Oct 21, 1997 08:45:48	Page: 1 of 13		
Sort By: Patient Name		Date Range: 10/07/97 thru 10/21/97			
Error Processing Statuses: New					
	Patient Name	PT ID	Date/Time ACK Received	Process Status	
1	Testr, Patient	1555	Oct 07, 1997 13:48:29	Checked	
	Error: PATIENT NAME INVALID				
2	Tests, Patient	1555	Oct 07, 1997 13:48:30	New	
	Error: PATIENT NAME INVALID				
3	Testt, Patient	1558	Oct 07, 1997 13:48:29	New	
	Error: PATIENT SSN INVALID				
+ * = Patient has been flagged for transmission >>>					
CD	Change Date Range	CL	Change List	SL	Sort List
CE	Check Error Off List	RP	Retransmit Patient		
Select Action: Next Screen//					

IVM Financial Query

Introduction

The IVM Main Menu allows you to manually generate financial queries to the HEC for patients that require updated income Means Test, Copay Test, and Income Screening information. The prompts ask you to select a patient, verify that you want to send a financial query, and if you want to receive notification when a reply is received.

You cannot send a query if

- A query is already pending for the selected patient.
- No financial query is required for the selected patient. (For example, the patient is in Enrollment Priority Group 1.)

Example

```

This option allows queries to be sent to the Health Eligibility
Center (HEC) for patients that require updated income information.

Select PATIENT NAME: TESTu,P          TESTu,P          3-26-66    105032666
      NO      NSC VETERAN      SH
Enrollment Priority:          Category: IN PROCESS    End Date:

      *** Patient Requires a Means Test ***

      Patient's Test dated DEC 21,1998 is MT COPAY EXEMPT. The test
      date is greater than 365 days old. Please update.

Enter <RETURN> to continue.

Financial query queued to be sent to the HEC...

Would you like to send a financial query for this patient? YES//
Do you want to be notified when a query reply is received? YES//
Failure to send query: A FINANCIAL QUERY IS CURRENTLY OPEN OR JUST SENT

```

Glossary

This glossary contains terms and their definitions as they relate to the IVM package.

MT Copay Exempt veteran	A patient who, as a result of Means Testing, is in the mandatory category in regard to eligibility for VA care.
MT Copay Required veteran	A patient who, as a result of Means Testing, is in the discretionary category in regard to eligibility for VA care.
full data transmission	A complete information profile transmitted to the HEC containing patient demographic, eligibility, Means Test, income, insurance, and enrollment information.
HEC	Health Eligibility Center (formerly IVM Center)
HL7	Health Level 7 is an interface specification designed to standardize the way in which health care information is transferred between systems. IVM utilizes the VISTA HL7 package to assist in transporting data using this specification.
IRS	Internal Revenue Service
IVM	Income Verification Match. A program designed to verify income and insurance data reported by the veteran with that received from IRS (Internal Revenue Service), SSA (Social Security Administration), and other sources.

Means Test	Eligibility for VA hospital care and nursing home care is divided into two categories - mandatory and discretionary. An income assessment is made to determine whether a non service-connected veteran, who is not in receipt of VA monetary benefits or otherwise exempt from income assessment, is eligible for cost-free VA medical care. This income assessment is known as "Means Testing." Patients whose income is above the defined income levels must agree to make copayments to VA for outpatient and inpatient care rendered.
SSA	Social Security Administration
suggested SSN	Patient or spouse SSNs returned from SSA as possible matches based on name, sex, and date of birth. These SSNs will be validated by the HEC before being returned to the field facilities.
third party claim	When a party other than the patient, such as an insurance company, is billed.

Military Time Conversion Table

STANDARD	MILITARY
12:00 MIDNIGHT	2400 HOURS
11:00 PM	2300 HOURS
10:00 PM	2200 HOURS
9:00 PM	2100 HOURS
8:00 PM	2000 HOURS
7:00 PM	1900 HOURS
6:00 PM	1800 HOURS
5:00 PM	1700 HOURS
4:00 PM	1600 HOURS
3:00 PM	1500 HOURS
2:00 PM	1400 HOURS
1:00 PM	1300 HOURS
12:00 NOON	1200 HOURS
11:00 AM	1100 HOURS
10:00 AM	1000 HOURS
9:00 AM	0900 HOURS
8:00 AM	0800 HOURS
7:00 AM	0700 HOURS
6:00 AM	0600 HOURS
5:00 AM	0500 HOURS
4:00 AM	0400 HOURS
3:00 AM	0300 HOURS
2:00 AM	0200 HOURS
1:00 AM	0100 HOURS

Appendix A - Sample Mail Messages

Following are samples of the types of electronic mail notifications generated by the IVM software. You might also receive messages generated by other **VISTA** software packages, such as the notification generated by PIMS to indicate a changed SSN, or the notification of new insurance sent by IB.

*The patient's name and last four digits of the SSN have been added to the subject line of some messages with patch number IVM*2*3.*

Receipt of Demographics Transmission

```
Subj: IVM - DEMOGRAPHIC UPLOAD for TESTv (0730) [#117940] 25 Jul 94 14:33
 11 Lines
From: IVM PACKAGE in 'IN' basket. Page 1 **NEW**
-----
Updated demographic information has been received from the Income
Verification Match Center. Please select the 'Demographics Upload'
option from the IVM Upload Menu in order to take action on this
demographic information. If you have any questions concerning the
demographic information received from the IVM Center, please contact
the Income Verification Match Center.

The Income Verification Match Center has identified the following
patients as having updated demographic information:

 1) TESTv,PATIENT (0730)

Select MESSAGE Action: IGNORE (in IN basket)//
```

Receipt of Insurance Transmission

```
Subj: IVM - INSURANCE UPLOAD for TESTv (0730) [#117939] 26 Jul 94 09:33
 12 Lines
From: IVM PACKAGE in 'IN' basket. Page 1 **NEW**
-----
The Income Verification Match Center has identified patients
having updated insurance information. Please select the
'Insurance Upload' option from the IVM Upload Menu in order to take
action against this updated insurance information. If you
have any questions concerning updated insurance information
please contact the Income Verification Match Center.

The Income Verification Match Center has identified the
following patients as having updated insurance information:

 1) TESTv,PATIENT (0730)

Select MESSAGE Action: IGNORE (in IN basket)//
```

Receipt of SSA/SSN Transmission

```
Subj: IVM - SSA/SSN UPLOAD [#117931] 25 Jul 94 15:33 11 Lines
From: IVM PACKAGE in 'IN' basket. Page 1 **NEW**
-----
Updated SSA/SSNs have been received from the Income Verification
Match Center. Please select the 'SSN Upload' option from the
IVM Upload Menu in order to upload these SSA/SSNs. If you have any
questions concerning these updated SSA/SSNs, please contact the
Income Verification Match Center.

The following patient's have SSA/SSNs to be uploaded:

1) TESTv,PATIENT (0730)
2) TESTi,PATIENT (6992)

Select MESSAGE Action: IGNORE (in IN basket)//
```

Completed Purge of IVM Transmission Records

```
Subj: COMPLETED PURGE OF IVM TRANSMISSION RECORDS [#186481] 11 Aug 94 08:04 11 Lines
From: INCOME VERIFICATION MATCH PACKAGE in 'IN' basket. Page 1 **NEW**
-----
The purge of data from the IVM TRANSMISSIONS File (#301.6) has completed.

Job Start Date/Time: AUG 11, 1994@08:09:28
Job End Date/Time: AUG 11, 1994@08:19:26

Income Year: 1992

Total number of case file records checked: 2236
Number of closed case records found: 340
Number of IVM TRANSMISSION records deleted: 697
```

IVM - Means Test Upload

Subj: IVM - MEANS TEST UPLOAD [#117931] 25 Jul 94 15:33 7 Lines
 From: IVM PACKAGE in 'IN' basket. Page 1 **NEW**

 The following error occurred when an Income Verification Match verified Means Test was being uploaded for the following patient:

NAME: TESTw,PATIENT
 ID: 999-23-8405
 ERROR: Can't find 408.12 record

Subj: IVM - MEANS TEST UPLOAD for TESTw (8405) [#117931] 25 Jul 94 15:33
 11 Lines
 From: IVM PACKAGE in 'IN' basket. Page 1 **NEW**

 An Income Verification Match verified Means Test has been uploaded for the following patient:

NAME: TEST,PATIENTt
 ID: 999-23-8405
 DATE OF TEST: SEP 12, 1993
 PREV CATEGORY: A
 NEW CATEGORY: C
 DATE/TIME OF ADJUDICATION: SEP 18,1994@11:21

The patient is now NON-EXEMPT for prescription copay.

The patient's current Means Test status is now MT COPAY REQUIRED.

The patient is MT COPAY REQUIRED and doesn't agree to pay deductible.

IVM - Means Test Deleted

Subj: IVM - MEANS TEST DELETED [#190091] 28 Sep 94 15:46 6 Lines
 From: IVM PACKAGE in 'IN' basket. Page 1 **NEW**

 An Income Verification Match Means Test was deleted for the following patient:

NAME: TESTx,PATIENT
 ID: 999-21-0000
 TEST DATE : AUG 16,1994

NOTE: The original DHCP Means Test is now the primary Means Test.

Messages Awaiting Transmission

Sent when MailMan V. 7.1 is installed at the site and a message is awaiting transmission to the HEC.

```

Subj: MESSAGES 'AWAITING TRANSMISSION'      [#117931] 25 Jul 94 15:33  6 Lines
From: IVM PACKAGE in 'IN' basket.    Page 1  **NEW**
-----

Mailman message number 435938 is awaiting transmission.
Please call the IVM Center (Atlanta, GA) to play a script
if unable to complete script from your end.

Please note that you may have other messages that are awaiting
transmission to the IVM Center.
    
```

Error Message From the HEC

```

Subj: ERROR MESSAGE FROM THE IVM CENTER  [#188441] 02 Sep 94 13:16  9 Lines
From: IVM PACKAGE in 'IN' basket.    Page 1
-----

An Insurance Confirmation message or a Billing/Collections Transmission
was rejected by the IVM Center with the following error:

    Patient ID/SSN not in IVM database - DFN 150

Mailman Message # of Acknowledged Transmission: 187928

If you are unable to find the source of this problem,
please contact your ISC Support Group or the IVM Center.
    
```

Missing Primary Long ID Field

```

Subj: MISSING PRIMARY LONG ID FIELD  [#195643] 22 Mar 95 07:51  5 Lines
From: IVM PACKAGE in 'IN' basket.    Page 1
-----

During Income Verification Match processing, the PRIMARY LONG ID field
(.363) of PATIENT File (#2) is missing for the following patient:

    NAME:      TESTy,PATIENT
    DFN:       7169017
    
```

Appendix B - List Manager

The List Manager is a tool used to display a list of items in a screen format with the following functionality.

- Browse through the list
- Select items that need action
- Take action against those items
- Select other List Manager actions without leaving the option

Actions are selected by entering the name or mnemonic at the "Select Action:" prompt. Entries may be preselected in the following manner:

DU=1 will display upload for entry 1

In addition to the various actions that are available specific to the option you are using, List Manager provides generic actions applicable to any List Manager screen. You may enter double question marks (??) at the "Select Action" prompt for a list of all actions available. The table below lists generic List Manager actions with a brief description. Entering the mnemonic is the quickest way to select an action.

Action	Mnemonic	Description
Next Screen	+	Move to the next screen
Previous Screen	-	Move to the previous screen
Up a Line	UP	Move up one line
Down a Line	DN	Move down one line
Shift View to Right	>	Move the screen to the right if the screen width is more than 80 characters
Shift View to Left	<	Move the screen to the left if the screen width is more than 80 characters
First Screen	FS	Move to the first screen
Last Screen	LS	Move to the last screen
Go to Page	GO	Move to any selected page in the list
Re Display Screen	RD	Redisplay the current screen
Print Screen	PS	Print the header and the portion of the list currently displayed
Print List	PL	Print the list of entries currently displayed
Search List	SL	Find selected text in list of entries
Auto Display(On/Off)	ADPL	Toggle the menu of actions to be displayed/not displayed automatically
Quit	QU	exits the screen

Index

A

Appendix A - Sample Mail Messages	31
Appendix B - List Manager	35

B

Billing Transmission Report	16
-----------------------------------	----

D

Demographics Upload	4, 5, 6, 7
---------------------------	------------

G

Glossary	28
----------------	----

I

Index	36
Insurance Upload	8
Introduction	1
IVM Address Updates Pending Review	20
IVM Case Inquiry	17
IVM Financial Query	27
IVM Output Menu	16
IVM Parameter Enter/Edit	21
IVM System Manager's Menu	21
IVM Transmission Error Processing	25
IVM Transmission Report	23
IVM Upload Menu.....	4, 5, 6, 7

M

Means Test Comparison Report	18
------------------------------------	----

P

Package Management	3
Purge IVM Transmissions	22

R

Revision History	1
------------------------	---

S

SSN Upload	14
------------------	----

U

Using the Software..... 4