Accounts Receivable (AR)

User Manual



Version 4.5

March 1995

Revised September 2014

Department of Veterans Affairs

Office of Information and Technology (OIT)

Product Development

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Version | Description | Author |
| 09-5-2014 | 4.5 | Initial version of User Manual Title Page document. Technical edit. | REDACTED |
| 05-1-2012 | 4.5 | Made revisions based on new ProPath template for title page and Revision History. Retained original information within document. | REDACTED |
| 12-22-2004 | 4.5 | Updated to comply with SOP 192-352 Displaying Sensitive Data | REDACTED |
| 12-22-2004 | 4.5 | Pdf file checked for accessibility to readers with disabilities. | REDACTED |

# Preface

This manual is designed to provide the Accounts Receivable (AR) user with information necessary to operate the Accounts Receivable Version 4.5 (V. 4.5) software. The AR software allows the following:

Fiscal Service to manage the debt collection process at a VA facility;

Bills to be generated in Accounts Receivable using the Billing module;

Bills to be created by Medical Administration's Integrated Billing (IB) package;

Bills (once approved at the service level) to be processed by an Accounts Receivable Clerk;

Calculation of interest charges, administrative costs, and payment schedules to be performed;

Follow-up letters to be printed.

The interface with the Financial Management System (FMS) in Austin TX.

Table of Contents

Introduction 1

Menu Summary 1

Package Operation 3

Data Integrity 3

Agent Cashier Menu 5

Cash Payment 5

Check/MO Payment 6

Credit Card Payment 6

Other Payment 7

Cancel a Payment Transaction 8

Move a Payment Transaction 9

Patient Payment/Refund Transaction History Report 10

Brief Account Profile 10

Deposit Management 12

Create Deposit Ticket 12

Deposit Money to Bank 12

Edit a Deposit Ticket 13

Receipt List for Deposit 14

Summary Listing of Deposits 14

View a Deposit 15

Void a Deposit 15

Full Account Profile 16

Print 215 Report 17

Profile of Accounts Receivable 18

Release Holds on AR 19

Receipt Management 19

Approve a Receipt 19

Edit a Receipt 20

List of Receipts 20

Post an Approved Receipt to Accounts 20

Receipt Number Reconciliation Report 21

Reprint a Customer's Receipt 22

Summary of Current Receipts 22

Void a receipt 23

Transaction Profile 23

AR - Accounts Receivable Menu. 25

Brief Account Profile 25

Deposit Management 26

Confirm Deposit From Bank 26

Process Deposit 27

FMS Utilities Menu 28

Document Status Inquiry 28

Bill Inquiry 28

Regenerate Prior Month OBR 28

Transaction Inquiry 28

Unprocessed Document List 29

FMS Cash Reconciliation Report (132 col.) 29

FMS Regeneration Menu 30

Billing Document Regeneration 30

Edit FMS Accounting Elements 31

Modified Billing Document Regeneration 31

National Data Base Document Regeneration 32

Overpayment (OP) Document Regeneration 32

Regenerate FMS Cash Receipt Document 32

Remove Invalid SUB BOC 32

Write-Off Document Regeneration 33

Full Account Profile 33

Patient Payment/Refund Transaction History Inquiry 34

Payments Posted from Prepayment 35

Print 215 Report 35

Profile of Accounts Receivable 37

Status Listing For Bills 38

Transaction Profile 39

Archive AR Records Menu 41

Mark AR records for archival 41

Detailed Report of Pending Archive Records 42

Unmark Records Marked for Archival 42

Build Temporary Archive File 43

Remove AR Records from Files 43

Purge Temporary Archive Storage File 44

Billing Menu 45

New Bill (Enter) 45

Display Pending Bill 47

Approve/Print Pending Bill 47

Edit Bill 48

Cancel Bill 48

Amend Bill Returned from AR 49

Bill Status Listing 49

List All Bills 50

View a Bill 51

Clerk's AR Menu 53

Audit/Set up a New Accounts Receivable 53

Audit an Electronic Bill 53

Set up and Audit New Accounts Receivable 55

Amended Bill Audit 56

Edit an Incomplete Accounts Receivable 56

New Bill Forms Print 58

Other Bill Form Print 58

Re-print 'Other' Bill 58

Profile of Accounts Receivable 58

Update Accounts Receivable 59

Locate Debtor Address 59

DC/DOJ Action Menu 60

Refer to DC/DOJ 60

Returned by DC/DOJ 61

Re-Refer to DC/DOJ 61

Debit Voucher (SF 5515) 61

Waived by DC/DOJ 61

Terminated by DC/DOJ 62

Compromised by DC/DOJ 62

Repayment Plan Menu 63

Set Up a Repayment Plan 63

Profile of Repayment Plan 64

Print a Payment Statement 64

Reprint a Payment Statement 65

Add an Administrative Cost 65

3rd Party Information Data Edit 66

Update 'Bill Resulting From' Data 66

COWC Referral 67

Adjustments to Accounts Receivable 67

Adjustment to an AR record 68

Decrease Adjustment 68

Increase Adjustment 69

Waive an Accounts Receivable 70

Partial Waiver 70

Full Waiver 71

Terminate an Accounts Receivable 71

Fiscal Officer Terminated 71

Compromise Termination 72

Re-establish a Bill 72

Suspend a Bill 73

Report Menu for Accounts Receivable 73

Accounts Receivable Status Reports 74

DC Pending Referral AR Listing 74

DOJ Pending Referral Listing 74

Category Listing for Bills 74

Status Listing for Bills 75

Refunds to be Approved by Certifying Official 76

Delinquent AR Reports 76

31-90 Delinquent Accounts 76

91-180 Days Delinquent Accounts 76

181-365 Days Delinquent Accounts 76

Over 365 Days Delinquent Accounts 76

Print All Delinquent Accounts 77

Report of AR by Last Activity Date 77

Management Reports 77

3rd Party Accounts Report Print 78

ADMIN/Interest Rates Print 78

DC/DOJ Debt Collection Report 78

DC Debt Collection Report 79

DOJ Debt Collection Report 79

Co-Pay Waiver Report 79

Contingent 3rd Party AR Report 79

IRS Offset Report 80

Medication Co-Pay Exemption Report 80

Payments with Write-offs Report 81

Revenue Code Totals by Rate Type 81

Transaction History 82

Reconciliation Reports 82

Date Sorted Payment Report 82

MAS Reconciliation Report 83

Third Party Completed 83

Other Completed 83

Incomplete 84

DC Referred Report Print 84

DOJ Referred Report Print 85

COWC Referred Report Print 85

Payments Posted from Prepayment 85

Follow-up Letter Menu 86

Hold Printing a Follow-up Letter 87

Remove Hold on Follow-up Letter 87

Print Statements/Letters by Date 87

IRS Offset Letter (Print/Reprint) 88

List of Accounts Receivable with Holds 88

Reprint Patient Statements 88

Reprint the Follow-up Letters 88

Reprint UB Letters 89

Establish/Edit Old Bills 89

Set Up Old Bills 89

Edit Incomplete Old Bills 90

Transaction Profile 90

Account Management 91

Account Information 91

Address Display/Edit 92

Bill Comment Log 92

Brief Account Profile 94

Check Patient Account Balance 95

Debtor Comment Log 96

Follow-up Reports 96

Full Account Profile 97

Mark/Unmark Invalid Transactions 98

Statement Discrepancy Listing 99

Transaction History for a Patient 99

Agent Cashier 100

FMS Utilities Menu 100

Forward IRS OFFSETS to Austin 100

Refund Review and Approve 101

Supervisor's AR Menu 103

Edit/Add 'Bill Resulting From' List 103

Delete an Incomplete Transaction 103

Administrative Cost Adjustment 104

Form Letter Menu (Edit/Print) 104

Edit Form Letters 105

Print Form Letters 105

Return Bill to Service 106

Agency Location Code (Deposits) 106

Archive Menu 106

Detailed Report of Pending Archive Records 106

Unmark Records Marked for Archival 107

Bad Debt Accrual Over-Ride 107

National Roll-up Report 108

Purge Unprocessed FMS Document File 109

Site Parameter Edit 109

Deactivate Group 109

Group Parameters 109

Interest/Admin/Penalty Rates 110

IRS Parameters 111

Statement Parameters 111

Glossary 113