

# Clerk’s AR Menu

## Audit/Set up a New Accounts Receivable



This menu contains options for auditing bills and establishing a new billing record in the Accounts Receivable file for an existing debtor. To add a new debtor, see the Set Up and Audit New Accounts Receivable option.

### Audit an Electronic Bill

This option displays a new bill for review, allows the auditor to approve it, and if approved, continues the bill through AR processing.

The option asks if you wish to “Loop” through all New Bills and then allows you to select the Rate Types to loop through. This feature facilitates the clerk’s job eliminating the need to determine the new bills and enter it in for auditing. The computer will then display the information it has stored for each bill. After reviewing and/or editing the bill, you will be prompted for your Electronic Signature Code. If your Electronic Signature Code is entered correctly, you will see a message informing you that an FMS document has been created and sent and you can proceed to audit other bills or return to your menu.

Select Audit/Set up a New Accounts Receivable Option: AUDIT an Electronic Bill

Do you want to loop thru ‘NEW BILLS’? YES//

Select rate types to loop through or hit ‘Enter’ for all rate types.

Select Rate Types to Include: ??

Choose from:

1 CRIME VICTIM Who’s Responsible: INSURER

2 DENTAL Who’s Responsible: PATIENT

3 HUMANITARIAN Who’s Responsible: PATIENT

4 INTERAGENCY Who’s Responsible: OTHER (INSTITUTION)

5 MEANS TEST Who’s Responsible: PATIENT

6 MEDICARE ESRD Who’s Responsible: OTHER (INSTITUTION)

7 NO FAULT INS. Who’s Responsible: INSURER

8 REIMBURSABLE INS. Who’s Responsible: INSURER

9 SHARING AGREEMENT Who’s Responsible: OTHER (INSTITUTION)

10 TORT FEASOR Who’s Responsible: INSURER

11 WORKERS’ COMP. Who’s Responsible: INSURER

12 CATEGORY C Who’s Responsible: PATIENT

13 CHAMPVA REIMB. INS. Who’s Responsible: INSURER

14 CHAMPVA Who’s Responsible: INSURER

15 TRICARE REIMB. INS. Who’s Responsible: INSURER

16 TRICARE Who’s Responsible: INSURER

17 INELIGIBLE Who’s Responsible: PATIENT

18 FEE REIMB INS Who’s Responsible: INSURER

19 HUMANITARIAN REIMB. INS. Who’s Responsible: INSURER

20 INELIGIBLE REIMB. INS. Who’s Responsible: INSURER

21 DENTAL REIMB. INS. Who’s Responsible: INSURER

Select Rate Types to Include: 15 TRICARE REIMB.

Select Rate Types to Include: 16 TRICARE

Select Rate Types to Include:

SITE: ALTOONA VAMC// PENNSYLVANIA 000

==========================================================================

BILL #: 000-K400058 CATEGORY: TRICARE

DATE BILL PREPARED: MAY 26,1994

DEBTOR: ARDEBTOR, ONE

123 MAIN ST

ANYTOWN, PA 16602 PHONE NO.:(814) 944-0000

BILL RESULTING FROM: OVERPAYMENT

APPROVED IN MED BY : ONE,TEST

Date Description Quantity Units Cost Total Cost

==========================================================================

(Since this is an overpayment no data is necessary here.)

==========================================================================

BILL # : 000-K400058 DEBTOR : ARDEBTOR, ONE

FISCAL YEAR FUND (APPROPRIATION) ORIGINAL AMOUNT

94 0160A1 100.00

==========================================================================

\*\*\* REFUND \*\*\*

CONTROL POINT : 101

BUDGET OBJECT : 2699 COST CENTER : 870000

SUB : SUB : 21

==========================================================================

\*\*\* REIMBURSEMENT \*\*\*

REVENUE SOURCE : SUB :

IS THIS DATA CORRECT? NO// (NO)

Do you want to edit this information ? NO// Y (YES)

Will this bill be a REFUND or REIMBURSEMENT? REFUND//

CONTROL POINT: 101// 102

SAT STATION:

COST CENTER: 870000//

BOC (SUB ACCOUNT): 2699//

BILL RESULTING FROM: OVERPAYMENT//

==========================================================================

BILL #: 000-K400058 CATEGORY: VENDOR

DATE BILL PREPARED: MAY 26,1994

DEBTOR: ARDEBTOR, ONE

123 MAIN ST

ANYTOWN, PA 16602 PHONE NO.:(814) 555-0000

BILL RESULTING FROM: OVERPAYMENT

APPROVED IN MED BY : ONE,TEST

Date Description Quantity Units Cost Total Cost

==========================================================================

==========================================================================

BILL # : 000-K400058 DEBTOR : ARDEBTOR, ONE

FISCAL YEAR FUND (APPROPRIATION) ORIGINAL AMOUNT

94 0160A1 100.00

==========================================================================

\*\*\* REFUND \*\*\*

CONTROL POINT : 102

BUDGET OBJECT : 2699 COST CENTER : 870000

SUB : SUB : 21

==========================================================================

\*\*\* REIMBURSEMENT \*\*\*

REVENUE SOURCE : SUB :

IS THIS DATA CORRECT? NO// Y (YES)

Do you want to write any comments for this bill ? NO// (NO)

Enter Electronic Signature Code: <Signature>

Building FMS Billing Document. Please hold...

FMS document, # 5208, built and queued for transmission.

\*\*\* AUDITED AND RELEASED \*\*\*

### Set up and Audit New Accounts Receivable

This option establishes debtor accounts for AR bills that must be loaded into the system manually. It primarily sets up accounts that have not already been established via the electronic Billing Module of Accounts Receivable. If the debtor already has an account, use the Audit an Electronic Bill option to activate any subsequent bills. The paper bill you are working from should contain all of the information you need, facilitating data entry. Bills sent to you electronically already contain their account information, and you should use the option Audit an Electronic Bill to work with them. If you enter a number that has already been used, you will see a message telling you to choose another bill number.

If the bill you are working with has been sent to you electronically, you must use the Audit an Electronic Bill option to review it. If the bill has been entered into the system but is not complete, use the Edit an Incomplete Accounts Receivable option. If you are working with a Category C type transaction (Means Test), the computer will ask you for the type of care, debtor name, resulting from, date of charges, service, approving official, and finally, for any comments.

The debtor can be a patient, a vendor, an employee or ex-employee, another federal agency, or any other party responsible for paying the bill. When you make new entries, these entries must match entries in the other appropriate files. For example, patients you enter must exist in the Patient file, and vendors you enter must exist in the Vendor file. You may add a new debtor, provided the category of the AR entered does not require a patient or Third Party type debtor. These types of debtors cannot be entered here; they can only be entered in the MAS software. However, if the category does not require a patient or Third Party type debtor (the other debtor types are means test patient, other-person, vendor, and institution), you may add a new debtor.

### Amended Bill Audit

This option displays an amended bill for auditing. This action requires an electronic signature to complete.

Once a bill has been returned to the billing service for amendment and is on a subsequent pass through the audit procedure, there are other actions that may need to be taken, depending on the nature of the amendment. Once the bill has been reactivated, the system reminds you of additional actions.

Select Audit/Set up a New Accounts Receivable Option: AMENDed Bill Audit

Select ACCOUNTS RECEIVABLE BILL NO.: K20177 000-K20177 MILITARY 09-27-93 ARpatient,one AMENDED BILL

=========================================================================

BILL NO.: 000-K20177 DEBTOR: ARpatient, one

ORIGINAL AMOUNT: $600 CATEGORY: MILITARY

<<RETURNED>>

DATE: SEP 27,1994 BY: TWO,TEST

REASON:

SHOULD BE 60 QUANTITY

<<AMENDED>>

DATE: SEP 27,1994 AMENDED BY: TWO,TEST

AMENDED AMOUNT: $20

COMMENTS:

ADDED ADDITIONAL $20

=========================================================================

Is this correct ? NO//<ret> (NO)

Do you want to return this bill to the service again ? NO// YES (YES)

Are you sure you want to return this bill to the Service ? NO// Y (YES)

DATE RETURNED TO SERVICE: SEP 27,1994//<ret>

FISCAL COMMENTS (RETURN): SHOULD BE 60 QUANTITY

### Edit an Incomplete Accounts Receivable

This option is used to edit Accounts Receivables that are in a status of Incomplete. The information displayed by this option depends on the category that has been assigned to the incomplete bill.

When you are satisfied that everything is correct, enter your signature code. It is important to emphasize the fact that you should be sure the entries are correct before you attach your electronic signature. To allow you to correct any errors discovered after using this option, the AR Supervisor must return the bill to you. Even if the bill is canceled, it must be re-entered with a new bill number since the system stores the complete bill history along with its number.

Select ACCOUNTS RECEIVABLE BILL NO.: 000-K400025 VENDOR 05-18-94

ARDEBTOR, ONE INCOMPLETE $1.00

CATEGORY: VENDOR//

DEBTOR: ARDEBTOR, ONE//

BILL RESULTING FROM: OVERPAYMENT//

DATE BILL PREPARED: MAY 18,1994//

SERVICE: MEDICAL SERVICE//

APPROVING OFFICIAL (SERVICE): ONE,TEST//

BILL TYPE: REIMBURSEMENT//

FUND: 2431 1994 1994

SAT STATION: 12

Do you want to write any comments for this bill ? NO// (NO)

==========================================================================

BILL #: 000-K400025 CATEGORY: VENDOR

DATE BILL PREPARED: MAY 18,1994

DEBTOR: ARDEBTOR, ONE

123 MAIN ST

ANYTOWN, PA 16602 PHONE NO.:(814) 555-0000

BILL RESULTING FROM: OVERPAYMENT

APPROVED IN MED BY : TWO,TEST

Date Description Quantity Units Cost Total Cost

==========================================================================

BILL # : 000-K400025 DEBTOR : ARDEBTOR, ONE

FISCAL YEAR FUND (APPROPRIATION) ORIGINAL AMOUNT

94 2431 200.00

==========================================================================

\*\*\* REFUND \*\*\*

CONTROL POINT :

BUDGET OBJECT : COST CENTER :

SUB : SUB :

==========================================================================

\*\*\* REIMBURSEMENT \*\*\*

REVENUE SOURCE :ARRV SUB :

IS THIS DATA CORRECT? NO// y (YES)

Enter Electronic Signature Code: <Signature verified>

Building FMS Billing Document. Please hold...

FMS document, # 31, built and queued for transmission.

## New Bill Forms Print



This menu contains options necessary for printing a copy of bill forms.

### Other Bill Form Print

This option will print all the other bill forms which include the 1080 and 1081 bills. This option is for use with new bills only.

### Re-print ‘Other’ Bill

Use this option to print a second, or subsequent, copy of the 1080 and 1081 forms.

## Profile of Accounts Receivable

This option prints a report about activities and events that have occurred against any account. You may view these accounts by entering the debtor name, bill number, or PAT number. If the debtor is a patient, you may enter the social security number. Use this option to obtain information for veteran or third party inquiries. Also, it can be used to accumulate information for submitting delinquent debts to District Counsel.

Select Clerk’s AR Menu Option: Profile of Accounts Receivable

Select ACCOUNTS RECEIVABLE BILL NO.: **K902Y4T** 442-K902Y4T RX CO-PAYMENT/NSC

VET 11-30-18 AAAAAAA,III TTTTTTT ACTIVE $24.00

DEVICE: HOME// **<RET>** HOME (CRT)

FEB 15,2022@14:51:45 ACCOUNTS RECEIVABLE PROFILE

===========================================================================

NAME: AAAAAAA,III TTTTTTT BILL #: 123-K902Y4T

1234 5TH ST SOC.SEC.NO.: XXX-XX-XXXX

GREELEY, CO 80631 DATE OF BIRTH: 12/12/1940

PHONE NO.: 8888888888 DATE POSTED: NOV 30, 2018 10:10:06

CURRENT STATUS: ACTIVE CATEGORY: RX CO-PAYMENT/NSC VET

CP: DATE BILL PREPARED: NOV 30,2018

REPAYMENT PLAN ID: 442-RPP-01-000186 STATUS: CURRENT

INTEREST EFFECTIVE RATE DATE: JAN 1,2018 ANNUAL INTEREST RATE: .01

ADMIN EFFECTIVE RATE DATE: JAN 1,2018 MONTHLY ADMIN RATE: 1.93

ORIGINAL AMOUNT: 0.00

FISCAL YEAR APPROP. CODE PAT REFERENCE # AMOUNT

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19 528701 24.00

ENTER ‘^’ TO HALT:

BALANCES PAID

LETTER1/ICD:

PRINCIPAL: 24.00 0.00 LETTER2:

INTEREST: 0.00 0.00 LETTER3:

ADMINISTRATIVE: 0.00 0.00 IRS LETTER:

DC/DOJ REF.DATE:

CURRENT: 24.00 0.00

TRANSACTIONS:

8222965 1 INCREASE ADJUSTMENT 11/30/18 24.00

8856053 REPAYMENT PLAN 01/25/22 0.00

BILL RESULTING FROM:

Statement date: FEB 24,2022

OTHER BILLS:

442-K504VPF (RX C/COLL) 442-K505STA (RX C/ACTI)

Select ACCOUNTS RECEIVABLE BILL NO.:

Audit/Set up a New Accounts Receivable ...

New Bill Forms Print ...

Profile of Accounts Receivable

Update Accounts Receivable ...

Adjustment to Accounts Receivable ...

Report Menu for Accounts Receivable ...

Follow-up Letter Menu ...

Establish/Edit Old Bills ...

Transaction Profile

TPJI Third Party Joint Inquiry

Account Management ...

Agent Cashier Menu ...

EDI Lockbox (ePayments) ...

FMS Utilities Menu ...

Refund Review and Approve

Select Clerk’s AR Menu <TEST ACCOUNT> Option:

## Update Accounts Receivable

This menu contains options necessary to record new activity against a particular account.

### Locate Debtor Address

This option documents actions that fiscal personnel have taken to locate a debtor’s address. Use this for proof of your attempts to collect debts from debtors who have no address.

BILL NO.: 000-K10092 DEBTOR: ARpatient,one

========================================================================

ABLE TO PAY: YES ABLE TO LOCATE: NO DMV LOCA. CHECK:

POSTAL LOC. DATE SENT: OCT 13,1994 POSTAL LOC. DATE REC’D:OCT 16,1994

IRS ABLE TO LOCATE: YES IRS LOC. DATE SENT: DEC 27,1992

IRS LOC. DATE REC’D: APR 6,1994 CREDIT REP. ABLE TO PAY: NO

CREDIT REPT. DATE SENT: SEP 23,1994 CREDIT REP. DATE REC’D:OCT 8,1994

PATIENT FOLDER REVIEWED: YES DATE FOLDER REVIEWED: OCT 22,1994

LETTER1: LETTER2: LETTER3:

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ABLE TO PAY: YES//<ret>

ABLE TO LOCATE: NO//<ret>

DMV LOCATION CHECK:<ret>

POSTAL LOC.DATE SENT: OCT 13,1994//<ret>

POSTAL LOC.DATE RECEIVED: OCT 16,1994//<ret>

IRS ABLE TO LOCATE: YES//<ret>

IRS LOC. DATE SENT: DEC 27,1992//<ret>

IRS LOC. DATE RECEIVED: APR 6,1994//<ret>

CREDIT REP. ABLE TO PAY: NO//<ret>

CREDIT REPT. DATE SENT: SEP 23,1994//<ret>

CREDIT REP. DATE RECEIVED: OCT 8,1994//<ret>

PATIENT FOLDER REVIEWED: YES//<ret>

DATE FOLDER REVIEWED: OCT 22,1994//<ret>

Displays the d c / d o j action menu and menu options.

### DC/DOJ Action Menu

This menu contains options necessary to control account activities that deal with the District Counsel or the Department of Justice.

#### Refer to DC/DOJ

Use this option if a determination has been made that an active account must be referred for collection to government authorities. The system uses the principal balance of the account to determine which type of referral has been made. The defaults are set so that balances between $600 and $1200 will be recorded as having been referred to the District Counsel. Accounts over $1200 will be recorded as having been referred to the Department of Justice. The minimum/maximum referral amounts vary depending on which District Counsel office you work with. Check these defaults; your supervisor can change the amounts as required.

This option does not automatically pass information to the District Counsel or the Department of Justice. You are just recording account activity in the AR system.

Select DC/DOJ Action Menu Option: REFER to DC/DOJ

Select ACCOUNTS RECEIVABLE BILL NO.: AA0003 000-AA0003 C (MEANS TEST)

08-12-92 ARpatient,one ACTIVE $500.00

IF THE PRINCIPAL BALANCE IS BETWEEN $200 AND $99999 THE REFERRAL WILL BE TO DC.

IF THE PRINCIPAL BALANCE IS GREATER THAN $99999 THE REFERRAL WILL BE TO DOJ.

REFERRAL DATE: T (OCT 23, 1994)

PRINCIPAL BALANCE: 499.09//<ret>

INTEREST BALANCE:<ret>

ADMIN. BALANCE: .91//<ret>

MARSHAL FEE: 0//<ret>

COURT COST: 0//<ret>

=======================================================================

BILL #: 000-AA0003 DATE: 10/23/93

TRANSACTION TYPE: REFER TO DC TOTAL AMOUNT: 500.00

PRIN.BAL. INT.BAL. ADMIN.BAL. MARSHAL FEE COURT COST

499.09 0.00 0.91 0.00 0.00

=======================================================================

IS THIS CORRECT ? NO// Y (YES)

#### Returned by DC/DOJ

This option reinstates an active account that was referred to District Counsel or Department of Justice. It records the date returned by DC/DOJ for the account that was referred. This option should be used for recording accounts that are returned by DC/DOJ because the debt has been cleared as a result of corrective award action, or accounts that are returned and will be cleared by appropriate write-off because of death, bankruptcy, etc.

Select DC/DOJ Action Menu Option: RETURNED by DC/DOJ

Select ACCOUNTS RECEIVABLE BILL NO.: AA0003 000-AA0003 C (MEANS TEST) 08-12-92 ARpatient,one ACTIVE $500.00

DATE RETURNED: T (OCT 23, 1994)

PRIN. BAL. RETURNED: 499.09

INT. BAL. RETURNED:<ret>

ADMIN. BAL. RETURNED: .91

MARSHAL FEE RETURNED:<ret>

COURT COST RETURNED:<ret>

===================================================================

BILL #: 000-AA0003 DATE: 10/23/93

TRANSACTION TYPE: RETURNED BY DC/DOJ TOTAL AMOUNT: 500.00

PRIN.BAL. INT.BAL. ADMIN.BAL. MARSHAL FEE COURT COST

499..09 0.00 0.91 0.00 0.00

===================================================================

IS THIS CORRECT ? NO// Y (YES)

#### Re-Refer to DC/DOJ

If it becomes necessary to refer an account to the District Counsel or the Department of Justice more than once, use this option to record that fact.

#### Debit Voucher (SF 5515)

This option makes a record of the Standard Form 5515 debit vouchers. Enter the information from the voucher. Use this option to apply a debit voucher transaction from the District Counsel or the Department of Justice.

#### Waived by DC/DOJ

This option records accounts that are waived in full as a result of a District Counsel or Department of Justice ruling. It maintains records of those accounts that have been waived. This information is used for the Debt Collection Reports. Use your source document to enter the data as requested. It changes the status of the account to Write-Off. If you have a case where the District Counsel or the Department of Justice has waived a portion of an account, see the Waive An Accounts Receivable option.

Select DC/DOJ Action Menu Option: WAIVEd by DC/DOJ

Select ACCOUNTS RECEIVABLE BILL NO.: AA0003 000-AA0003 C (MEANS TEST)

08-12-92 ARpatient,one ACTIVE $500.00

Are you sure you want to record this as a Waiver ? NO// Y (YES)

WAIVED DATE: T (OCT 23, 1994)

COMMENTS:

1>Enter your comment related to the waiver.

#### Terminated by DC/DOJ

This option records those accounts that have been terminated by the District Counsel or the Department of Justice.

The data collected under this option is used for the Debt Collection Reports. Selecting this option changes the status of the account to Write-Off.

Select DC/DOJ Action Menu Option: TERMINATED by DC/DOJ

Select ACCOUNTS RECEIVABLE BILL NO.: K10092 000-K10092 TORT FEASOR

10-12-92 ARpatient,one ACTIVE $2000.00

Are you sure you want to record this as a Termination ? NO// Y (YES)

TERMINATION DATE: T (OCT 23, 1994)

TERMINATION REASON: WAIVED

COMMENTS:

1>Please enter a comment on the termination.

2>

#### Compromised by DC/DOJ

This option records those accounts that have been compromised by the District Counsel or the Department of Justice. The data collected under this option is used for the Debt Collection Report. The account’s status changes to Write-Off.

Select DC/DOJ Action Menu Option: COMPROMISED by DC/DOJ

Select ACCOUNTS RECEIVABLE BILL NO.: K10091 000-K10091 TORT FEASOR 10-13-92 ARpatient,one ACTIVE $1000.00

Are you sure you want to record this as a Compromise? NO// Y (YES)

TERMINATION DATE: T (OCT 23, 1994)

TERMINATION REASON: COMPROMISED

COMMENTS:

1>Enter a comment on the compromise.

#### repayment plan menu

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

The Repayment Plan Menu contains options necessary to establish, track, and manage repayment plans. If the debt owed to VA is large enough to create a financial burden, the debtor may request that they repay it in installments. It is also likely that an installment plan is the agreed upon settlement resulting from negotiations with the District Counsel or the Department of Justice. In either case, the set of options gives the AR clerk the tools to set up and keep track of repayment plans. Payments under these plans are processed by the Agent Cashier payment entry options.

#### Enter a New Repayment Plan

This option will allow the user to create a new Repayment Plan. The option prompts for a Debtor name. Once the user confirms the entry, the system will check to see if a plan already exists. If so, the system directs the user to utilize the Edit an Existing Repayment Plan option to make any changes. If no plan exists, the system will display the list of Active bills for the user to select. After selecting the bills to include, the system will list the bills chosen and prompt the user for confirmation (unless ALL is chosen). After selecting bills to include, the system will ask whether to allow subsequent bills to be Auto-added to the repayment plan. Next, the system will prompt for the payment amount—the amount the Debtor will pay each month. The minimum is usually $25; if a lesser amount is entered, the user will be asked if their Supervisor has approved this monthly payment. If the user answers Yes, the system will save the user ID and enter an Audit Log entry (see Repayment Plan Inquiry for the display) to document the approval. The system will then calculate and display the number of payments along with the Due Date of First Payment. If the number of payments exceeds 36, the user will be asked if their Supervisor has approved the number of monthly payments. If the user answers Yes, the system will then save the user ID and enter an Audit Log entry. A summary of the created Repayment Plan is then displayed.

If the number of calculated payments exceeds 60 (the maximum limit), a warning message is displayed, and the user is prompted to reenter the payment amount. Otherwise, the Repayment Plan is established.

An example where the system prompts the user to affirm Supervisor approvals:

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option: Enter a New Repayment Plan

Select DEBTOR NAME: **VVVVVVVV,ROCCO** O II

Searching for a PATIENT, (pointed-to by DEBTOR)

VVVVVVVV,ROCCO O II 1-4-41 XXXXXXXXX NO NSC VETERAN

Enrollment Priority: 8g Category: ENROLLED End Date:

...OK? Yes// **<RET>** (Yes)

Is this the correct Debtor? (Y/N) ? YES// **<RET>**

This Debtor does not have a Repayment Plan

List of Active Bills:

DATE OF AMOUNT

No. BILL NO. AR CATEGORY SERVICE STATUS OWED ($)

-------------------------------------------------------------------------------

1 442-K602CQV C (MEANS TEST) 01-20-13 ACTIVE $ 15.00

2 442-K70120T C (MEANS TEST) 02-16-13 ACTIVE $ 15.00

3 442-K701RUP C (MEANS TEST) 05-15-13 ACTIVE $ 15.00

4 442-K800HY6 C (MEANS TEST) 11-29-13 ACTIVE $ 15.00

5 442-K8019NI C (MEANS TEST) 03-07-14 ACTIVE $ 15.00

6 442-K801LIH C (MEANS TEST) 04-23-14 ACTIVE $ 15.00

7 442-K901DL8 C (MEANS TEST) 03-25-15 ACTIVE $ 15.00

8 442-K9021R0 C (MEANS TEST) 06-18-15 ACTIVE $ 15.00

9 442-K902CZW C (MEANS TEST) 07-23-15 ACTIVE $ 30.00

10 442-K902Q8C C (MEANS TEST) 09-04-15 ACTIVE $ 15.00

11 442-K0005WL C (MEANS TEST) 10-16-15 ACTIVE $ 15.00

12 442-K001K5H C (MEANS TEST) 04-11-16 ACTIVE $ 65.00

13 442-K002DAT C (MEANS TEST) 07-20-16 ACTIVE $ 15.00

14 442-K1003WD C (MEANS TEST) 10-12-16 ACTIVE $ 15.00

15 442-K101W0R C (MEANS TEST) 05-04-17 ACTIVE $ 15.00

16 442-K1025PU C (MEANS TEST) 06-03-17 ACTIVE $ 15.00

17 442-K102J8G C (MEANS TEST) 07-18-17 ACTIVE $ 50.00

18 442-K102RA6 C (MEANS TEST) 08-10-17 ACTIVE $ 50.00

19 442-K102XR1 C (MEANS TEST) 08-30-17 ACTIVE $ 15.00

Type <Enter> to continue or ‘^’ to exit:

DATE OF AMOUNT

No. BILL NO. AR CATEGORY SERVICE STATUS OWED ($)

-------------------------------------------------------------------------------

20 442-K202GA1 C (MEANS TEST) 06-22-18 ACTIVE $ 45.00

21 442-K202TA3 C (MEANS TEST) 08-01-18 ACTIVE $ 50.00

22 442-K2030K4 C (MEANS TEST) 08-24-18 ACTIVE $ 30.00

23 442-K302SFG C (MEANS TEST) 11-23-18 ACTIVE $ 15.00

24 442-K3035IY C (MEANS TEST) 01-02-19 ACTIVE $ 60.00

25 442-K303CBH C (MEANS TEST) 01-22-19 ACTIVE $ 65.00

26 442-K3053IB C (MEANS TEST) 07-23-19 ACTIVE $ 50.00

27 442-K305GKT C (MEANS TEST) 08-29-19 ACTIVE $ 15.00

28 442-K403NUZ C (MEANS TEST) 01-17-20 ACTIVE $ 15.00

29 442-K404EUD RX CO-PAYMENT/NSC VET 04-10-20 ACTIVE $ 8.00

30 442-K404SYL C (MEANS TEST) 05-20-20 ACTIVE $ 75.00

===============================================================================

TOTAL OWED: $ 848.00

Select bills using the following formats: (A)ll or (N)one or 1,2,3 and/or 1-3

Choose Bills to Add to Repayment Plan: : ALL// **<RET>**

Total Amount chosen is $ 848.00

Is this correct? (Y/N) ? YES// **<RET>**

Allow bills to be auto-added to the repayment plan? (Y/N)? NO// **Y** YES

Monthly Payment Amount: 20

Has your Supervisor approved this amount? (Y/N) ? YES// **<RET>**

Number of Payments will be 43

The number of payments exceeds 36 payments.

Has your Supervisor approved this amount? (Y/N) ? YES// **<RET>**

Type <Enter> to continue or ‘^’ to exit:

Summary of the Created Repayment Plan for AR Debtor: VVVVVVVV,ROCCO O II

-------------------------------------------------------------------------------

Monthly Repayment Amount: $20.00 Number of Payments: 43

Date Plan Created: 1/14/21 Due Date of First Payment: 2/28/21

Total Amount of Bills in Plan: $848.00

-------------------------------------------------------------------------------

Is this correct? (Y/N) ? YES// **<RET>**

The Repayment Plan 442-RPP-01-000055 has been established.

Type <Enter> to continue or ‘^’ to exit: **<RET>**

Select DEBTOR NAME: **<RET>**

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

An example where the Monthly Payment Amount and Number of Payments are within guidelines:

Select Repayment Plan Menu <TEST ACCOUNT> Option: Enter a New Repayment Plan

Select DEBTOR NAME: **DDDDDDDDD,SAUL** LAWRENCE

Searching for a PATIENT, (pointed-to by DEBTOR)

DDDDDDDDD,SAUL LAWRENCE 7-25-39 XXXXXXXXX NO NSC VETERAN

Enrollment Priority: GROUP 8c Category: ENROLLED End Date:

...OK? Yes// **<RET>** (Yes)

Is this the correct Debtor? (Y/N) ? YES// **<RET>**

This Debtor does not have a Repayment Plan

List of Active Bills:

DATE OF AMOUNT

No. BILL NO. AR CATEGORY SERVICE STATUS OWED ($)

-------------------------------------------------------------------------------

1 442-K505Q3G C (MEANS TEST) 07-10-20 ACTIVE $ 15.00

2 442-K505QGI RX CO-PAYMENT/NSC VET 07-13-20 ACTIVE $ 45.00

3 442-K505TL1 RX CO-PAYMENT/NSC VET 07-21-20 ACTIVE $ 27.00

4 442-K5060RN CCN INPT 08-23-20 ACTIVE $ 1062.10

===============================================================================

TOTAL OWED: $ 1149.10

Select bills using the following formats: (A)ll or (N)one or 1,2,3 and/or 1-3

Choose Bills to Add to Repayment Plan: : ALL// **<RET>**

Total Amount chosen is $ 1149.10

Is this correct? (Y/N) ? YES// **<RET>**

Allow bills to be auto-added to the repayment plan? (Y/N)? NO// **Y** YES

Monthly Payment Amount: 50

Number of Payments will be 23

Summary of the Created Repayment Plan for AR Debtor: DDDDDDDDD,SAUL LAWRENCE

-------------------------------------------------------------------------------

Monthly Repayment Amount: $50.00 Number of Payments: 23

Date Plan Created: 1/13/21 Due Date of First Payment: 2/28/21

Total Amount of Bills in Plan: $1149.10

-------------------------------------------------------------------------------

Is this correct? (Y/N) ? YES// **<RET>**

The Repayment Plan 442-RPP-01-000052 has been established.

Type <Enter> to continue or ‘^’ to exit: **<RET>**

Select DEBTOR NAME: **<RET>**

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

#### Add New Bill to a Repayment Plan

This option allows the user to add new bills to an existing Repayment Plan. The user may enter the RPP ID number or the Debtor name at the Select Repayment Plan: prompt. The system will ask the user to confirm their choice if a Debtor name is entered. Next, the system will display Debtor demographics and Repayment Plan payment and balance information. The display continues (after the user chooses the Enter key) with a list of bills which are currently included in the Repayment Plan. The next screen (which displays after the user chooses the Enter key) lists the Bills Available for Selection; the user may choose one, many or All of these bills to add to the Debtor’s Repayment Plan. The user will be asked to confirm their choice of bills and total amount chosen if ‘ALL’ is not selected. Once confirmed, the system will display the statement “Bills successfully added to the Plan.”

NOTE: The system will ask users if the Supervisor has approved of adding bills to a repayment plan which extends the number of remaining payments past **36** months. The Debtor demographics and the updated plan information screen is then displayed, including the updated balance and number of payments. The display continues (after the user chooses the Enter key) with the updated list of bills which are included in the Repayment Plan.

Select Repayment Plan Menu <TEST ACCOUNT> Option: Add New Bill to a Repayment Plan

Select Repayment Plan: **H1234**

Searching for a PATIENT, (pointed-to by DEBTOR)

HHHHHHH,MMMMMM DDDDD 9-10-59 XXXXXXXXX NO NSC VETERAN C

Enrollment Priority: GROUP 5 Category: ENROLLED End Date:

...OK? Yes// **<RET>** (Yes) 442-RPP-01-000031 CURRENT 04/28/2021

Debtor: HHHHHHH,MMMMMM DDDDD SSN/TIN: XXXXXXXXX DOB: SEP 10,1959

Address: PO BOX 999 , ANYTOWN, CO 80522

Phone: (999)888-7777

Plan #: 442-RPP-01-000031 Status: CURRENT Last status date: 04/28/2021

Current balance: $159.91 Number of payments remaining: 7

Orig amount owed: $0.00 Original number of payments:

Total amount owed: $159.91 Total number of payments: 7

Repayment amount: $25.00 Auto-add New Bills:

Plan date: 04/28/2021 First Payment Due Date: 10/28/2021

Type <Enter> to continue or ‘^’ to exit: **<RET>**

List of Bills in Plan

-------------------------------------------------------------------------------

Bill No. Bill Status Category Current Balance

-------------------------------------------------------------------------------

442-K905BF2 ACTIVE RX CO-PAYMENT/ $50.54

442-K905JD6 ACTIVE RX CO-PAYMENT/ $62.25

442-K905ZE1 ACTIVE RX CO-PAYMENT/ $15.04

442-K90657G ACTIVE RX CO-PAYMENT/ $32.08

Type <Enter> to continue or ‘^’ to exit: **<RET>**

Bills Available for Selection

-------------------------------------------------------------------------------

DATE OF AMOUNT

No. BILL NO. AR CATEGORY SERVICE STATUS OWED ($)

-------------------------------------------------------------------------------

1 442-K906GAW RX CO-PAYMENT/NSC VET 08-23-19 ACTIVE $ 71.11

2 442-K0035L5 RX CO-PAYMENT/NSC VET 10-17-19 ACTIVE $ 23.00

3 442-K0039SX RX CO-PAYMENT/NSC VET 10-28-19 ACTIVE $ 62.00

4 442-K10002K CC RX CO-PAYMENT 05-10-21 ACTIVE $ 33.00

5 442-K1003KS CC RX CO-PAYMENT 05-10-21 ACTIVE $ 24.00

===============================================================================

TOTAL OWED: $ 213.11

Select bills using the following formats: (A)ll or (N)one or 1,2,3 and/or 1-3

Choose Bills to Add to Repayment Plan: : ALL// **1-3**

You chose to add the following bill(s) to this plan:

442-K906GAW

442-K0035L5

442-K0039SX

Is this correct? (Y/N) ? YES// **<RET>**

Total Amount chosen is $ 156.11

Is this correct? (Y/N) ? YES// **<RET>**

Bills successfully added to the Plan.

Type <Enter> to continue or ‘^’ to exit: **<RET>**

Debtor: HHHHHHH,MMMMMM DDDDD SSN/TIN: XXXXXXXXX DOB: SEP 10,1959

Address: PO BOX 999 , ANYTOWN, CO 80522

Phone: (999)888-7777

Plan #: 442-RPP-01-000031 Status: CURRENT Last status date: 04/28/2021

Current balance: $316.02 Number of payments remaining: 13

Orig amount owed: $0.00 Original number of payments:

Total amount owed: $316.02 Total number of payments: 13

Repayment amount: $25.00 Auto-add New Bills:

Plan date: 04/28/2021 First Payment Due Date: 10/28/2021

Type <Enter> to continue or ‘^’ to exit: **<RET>**

List of Bills in Plan

-------------------------------------------------------------------------------

Bill No. Bill Status Category Current Balance

-------------------------------------------------------------------------------

442-K905BF2 ACTIVE RX CO-PAYMENT/ $50.54

442-K905JD6 ACTIVE RX CO-PAYMENT/ $62.25

442-K905ZE1 ACTIVE RX CO-PAYMENT/ $15.04

442-K90657G ACTIVE RX CO-PAYMENT/ $32.08

442-K906GAW ACTIVE RX CO-PAYMENT/ $71.11

442-K0035L5 ACTIVE RX CO-PAYMENT/ $23.00

442-K0039SX ACTIVE RX CO-PAYMENT/ $62.00

Type <Enter> to continue or ‘^’ to exit: **<RET>**

Select Repayment Plan: **<RET>**

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

#### Edit an Existing Repayment Plan

The Edit an Existing Repayment Plan option allows the user to (C)lose a Plan, (E)dit the Monthly Payment, or (A)llow Bill Auto-Add (bills are automatically added to the Veteran’s plan). The user may enter the RPP ID number or the Debtor name. Only Active Repayment Plans may be edited.

Edit: The user may edit the Monthly Payment amount by choosing (E)dit Monthly Payment. The system will prompt for the new amount and will calculate the number of payments. The user is then asked to confirm the change.

Select Repayment Plan Menu <TEST ACCOUNT> Option: Edit Existing Repayment Plan

Select Repayment Plan: **WWWW,BBBBBB LLL**

Searching for a PATIENT, (pointed-to by DEBTOR)

WWWW,BBBBBB LLL \*SENSITIVE\* \*SENSITIVE\* NO NSC VETERAN

Enrollment Priority: GROUP 8c Category: ENROLLED End Date:

...OK? Yes// **<RET>** (Yes) 442-RPP-01-000042 CURRENT 05/04/2021

--------------------------------------------------------------------------------

Repayment Plan Overview for AR Debtor: WWWW,BBBBBB LLL

Repayment Plan ID: 442-RPP-01-000042

Monthly Repayment Amount: $25.00 Original # of Payments: 11

# of Remaining Payments: 10 Current Status: CURRENT

Date First Payment Due: 10/28/2021 Auto Add New Bills:

--------------------------------------------------------------------------------

(C)lose Plan, (E)dit Monthly Payment, (A)llow Bill Auto-Add, or (Q)uit? Q// Edit

Payment Amount

New Monthly Payment Amount: **30**

Number of Payments will be 9

Is this correct? (Y/N) ? YES// **<RET>**

Plan Updated.

Type <Enter> to continue or ‘^’ to exit: **<RET>**

--------------------------------------------------------------------------------

Repayment Plan Overview for AR Debtor: WWWW,BBBBBB LLL

Repayment Plan ID: 442-RPP-01-000042

Monthly Repayment Amount: $30.00 Original # of Payments: 9

# of Remaining Payments: 9 Current Status: CURRENT

Date First Payment Due: 10/28/2021 Auto Add New Bills:

--------------------------------------------------------------------------------

(C)lose Plan, (E)dit Monthly Payment, (A)llow Bill Auto-Add, or (Q)uit? Q// uit

Select Repayment Plan: **<RET>**

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

Close: The user may Close the Repayment Plan by choosing (C)lose the Plan. The user is asked to confirm the change, and then must choose a Reason for closing the plan—either (A)dministrative or (D)efaulted. Next, the user may enter Brief and Expanded comments as well as a Follow-up date if desired.

Select Repayment Plan Menu <TEST ACCOUNT> Option: **Edit** Existing Repayment Plan

Select Repayment Plan: **CCCCCCCC,EM**

Searching for a PATIENT, (pointed-to by DEBTOR)

CCCCCCCC,EMILIO 5-29-46 XXXXXXXXX NO NSC VETERAN

Enrollment Priority: GROUP 8c Category: ENROLLED End Date:

...OK? Yes// **<RET>** (Yes) 442-RPP-01-000043 NEW 02/15/2021

-------------------------------------------------------------------------------

Repayment Plan Overview for AR Debtor: CCCCCCCC,EMILIO

Repayment Plan ID: 442-RPP-01-000043

Monthly Repayment Amount: $15.00 Original # of Payments: 53

# of Remaining Payments: 53 Current Status: NEW

Date First Payment Due: 04/28/2021

-------------------------------------------------------------------------------

(C)lose Plan, (E)dit Monthly Payment, (A)llow Bill Auto-Add, or (Q)uit? Q// **C**

Close Plan

Are you sure you wish to Close this plan? (Y/N) ? YES// **<RET>**

Reason for closing the plan: (A)dministrative or (D)efaulted **A**dministratively

Closed

Is this correct? (Y/N) ? YES// **<RET>**

Plan Closed.

Type <Enter> to continue or ‘^’ to exit: **<RET>**

Do you wish to enter Debtor comments? YES// **<RET>**

Reference number assigned: 442-2162352-0

Date of Contact: FEB 15,2021// **<RET>**

Brief Comment: **closing plan**

Expanded Comment:

1>**You may enter a comment related to closing the plan.**

2>

EDIT Option: **<RET>**

Follow-up Date: **<enter a date>**

Is this OK? YES// **<RET>**

Select Repayment Plan: **<RET>**

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

Allow Bill Auto-Add: The user may allow any new bills to be automatically added to the debtor’s repayment plan by choosing (A)llow Bill Auto-Add. The User then chooses Yes to the prompt “Allow bills to be auto-added to the repayment plan?” The change is reflected in the subsequent Repayment Plan Overview display, where the Auto Add New Bills: field displays a Yes. This can also be toggled back to No by repeating the process and choosing No.

Select Repayment Plan Menu <TEST ACCOUNT> Option: **ED**it Existing Repayment Plan

Select Repayment Plan: **WWWW,BBBBBB LLL**

Searching for a PATIENT, (pointed-to by DEBTOR)

WWWW,BBBBBB LLL \*SENSITIVE\* \*SENSITIVE\* NO NSC VETERAN

Enrollment Priority: GROUP 8c Category: ENROLLED End Date:

...OK? Yes// **<RET>** (Yes) 442-RPP-01-000042 CURRENT 05/04/2021

--------------------------------------------------------------------------------

Repayment Plan Overview for AR Debtor: WWWW,BBBBBB LLL

Repayment Plan ID: 442-RPP-01-000042

Monthly Repayment Amount: $30.00 Original # of Payments: 9

# of Remaining Payments: 9 Current Status: CURRENT

Date First Payment Due: 10/28/2021 Auto Add New Bills:

--------------------------------------------------------------------------------

(C)lose Plan, (E)dit Monthly Payment, (A)llow Bill Auto-Add, or (Q)uit? Q// **A**

Allow bills to be auto-added to the repayment plan? (Y/N)? **YES**

--------------------------------------------------------------------------------

Repayment Plan Overview for AR Debtor: WWWW,BBBBBB LLL

Repayment Plan ID: 442-RPP-01-000042

Monthly Repayment Amount: $30.00 Original # of Payments: 9

# of Remaining Payments: 9 Current Status: DELINQUENT

Date First Payment Due: 10/28/2021 Auto Add New Bills: **YES**

--------------------------------------------------------------------------------

(C)lose Plan, (E)dit Monthly Payment, (A)llow Bill Auto-Add, or (Q)uit? Q// **<RET>**

Select Repayment Plan: **<RET>**

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

#### Grant Forbearance to a Plan

The option to Grant Forbearance to a Plan allows a User to grant a forbearance (i.e., skip a scheduled payment) in a Repayment Plan. The scheduled payment is not forgiven; rather, the skipped payment will be moved to the end of the repayment plan and extend the schedule by one month. This option is restricted, and use should be controlled and approved by a supervisor.

Only users with the PRCA REPAYMENT PLAN security key may access this option. After choosing the option, the User enters the repayment plan number or patient name. The User confirms the patient selection, and the system displays the current information on the plan. The User is then prompted to enter the date of the scheduled payment to forbear in a (MM/DD/YY) format. The User is then asked to confirm the move of the forborne payment to end of the plan. Note that the Plan Schedule section of the output now displays the forborne month along with an “**F**” to signify that action. Also note that a new payment has been added to the end of the Plan period. The forbearance is also listed in the Forbearances section along with the Date, the User who entered the forbearance, the Month/Year Forborne and the Month/Year Added.

Select Repayment Plan Menu <TEST ACCOUNT> Option: Grant Forbearance to a Plan

Select Repayment Plan: **WWWW,BBBBBB LLL**

Searching for a PATIENT, (pointed-to by DEBTOR)

WWWW,BBBBBB LLL \*SENSITIVE\* \*SENSITIVE\* NO NSC VETERAN

\*\*\*WARNING\*\*\*

\*\*\*RESTRICTED RECORD\*\*\*

Enrollment Priority: GROUP 8c Category: ENROLLED End Date:

...OK? Yes// **<RET>** (Yes) 442-RPP-01-000042 CURRENT 05/04/2021

Debtor: WWWW,BBBBBB LLL SSN/TIN: XXX-XX-XXXX DOB: MAY 22,1933

Address: 5555 FIFTH ST , CHEYENNE, WY 82009

Phone: (555)555-5555

Plan #: 442-RPP-01-000042 Status: CURRENT Last status date: 12/29/2021

Current balance: $244.00 Number of payments remaining: 9

Orig amount owed: $154.00 Original number of payments: 7

Total amount owed: $269.00 Total number of payments: 9

Repayment amount: $30.00 Auto-add New Bills:

Plan date: 05/04/2021 First Payment Due Date: 10/28/2021

Plan Schedule

--------------------------------------------------------------------------------

Due Date Paid? Due Date Paid? Due Date Paid?

--------------------------------------------------------------------------------

10/28/2021 Y 11/28/2021 N 12/28/2021 N

01/28/2022 N 02/28/2022 N 03/28/2022 N

04/28/2022 N 05/28/2022 N 06/28/2022 N

07/28/2022 N

Forbearances

--------------------------------------------------------------------------------

Date User Month/Year Forborne Month/Year Added

--------------------------------------------------------------------------------

Enter scheduled payment to Forbear (MM/DD/YY) or “^” to Quit: **11/28/2021**

Are you sure you wish to move the 11/28/21 payment to 8/28/22? (Y/N) ? YES// **YES**

Forbearance granted successfully.

Type <Enter> to continue or ‘^’ to exit: **<RET>**

Plan Schedule

--------------------------------------------------------------------------------

Due Date Paid? Due Date Paid? Due Date Paid?

--------------------------------------------------------------------------------

10/28/2021 Y **11/28/2021** **F** 12/28/2021 N

01/28/2022 N 02/28/2022 N 03/28/2022 N

04/28/2022 N 05/28/2022 N 06/28/2022 N

07/28/2022 N 08/28/2022 N

Forbearances

--------------------------------------------------------------------------------

Date User Month/Year Forborne Month/Year Added

--------------------------------------------------------------------------------

02/07/2022 DDDDDDDDD,JJJJ A Nov 2021 Aug 2022

Enter scheduled payment to Forbear (MM/DD/YY) or “^” to Quit: **^**

Select Repayment Plan: **<RET>**

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

#### Repayment Plan Inquiry

The Repayment Plan Inquiry option will provide the user with a succinct report on a particular Repayment Plan. The user may enter the RPP Number or the Debtor name. The system will ask the user to confirm the number or name, and will then provide the output, which can be printed or displayed on-screen. The output includes the Debtor’s demographics, Plan ID number, Status and Status date; plan information such as the Current balance; and the Original and Total amounts owed, Repayment amount, the Number of payments remaining, the Original and Total number of payments, and the Auto-add New Bills (Yes/No) setting. The report also includes the list of bills associated with the Plan, the schedule of payments, a list of Forbearances and a record of payments made. In addition, an Audit Log of adjustments to the Plan are listed. Information includes dates, user names, types and standard comments related to plan adjustments made and supervisor approvals.

Select Repayment Plan Menu <TEST ACCOUNT> Option: **RPI** Repayment Plan Inquiry

Select Repayment Plan: **CCCCCCCC,EM**

Searching for a PATIENT, (pointed-to by DEBTOR)

CCCCCCCC,EMILIO 5-29-46 XXXXXXXXX NO NSC VETERAN

Enrollment Priority: GROUP 8c Category: ENROLLED End Date:

...OK? Yes// **<RET>** (Yes) 442-RPP-01-000043 NEW 02/15/2021

DEVICE: <enter printer device or return to display on-screen>

Debtor: CCCCCCCC,EMILIO SSN/TIN: XXXXXXXXX DOB: MAY 29,1946

Address: PO BOX 89 , ANYTOWN, WY 822140076

Phone: (999)999-9999

Plan #: 442-RPP-01-000043 Status: NEW Last status date: 02/15/2021

Current balance: $788.48 Number of payments remaining: 53

Orig amount owed: $788.48 Original number of payments: 53

Total amount owed: $788.48 Total number of payments: 53

Repayment amount: $15.00 Auto-add New Bills: YES

Plan date: 02/15/2021 First Payment Due Date: 04/28/2021

Type <Enter> to continue or ‘^’ to exit: **<RET>**

List of Bills in Plan

-------------------------------------------------------------------------------

Bill No. Bill Status Category Current Balance

-------------------------------------------------------------------------------

442-K505CCA ACTIVE C (MEANS TEST) $50.08

442-K505FKI ACTIVE C (MEANS TEST) $252.40

442-K5061DV ACTIVE C (MEANS TEST) $95.00

442-K5061DW ACTIVE C (MEANS TEST) $171.00

442-K902WR0 ACTIVE RX CO-PAYMENT/ $55.00

442-K902WR1 ACTIVE RX CO-PAYMENT/ $55.00

442-K902WR2 ACTIVE RX CO-PAYMENT/ $55.00

442-K902WR3 ACTIVE RX CO-PAYMENT/ $55.00

-------------------------------------------------------------------------------

Plan Schedule

-------------------------------------------------------------------------------

Due Date Paid? Due Date Paid? Due Date Paid?

-------------------------------------------------------------------------------

04/28/2021 N 05/28/2021 N 06/28/2021 N

07/28/2021 N 08/28/2021 N 09/28/2021 N

10/28/2021 N 11/28/2021 N 12/28/2021 N

01/28/2022 N 02/28/2022 N 03/28/2022 N

04/28/2022 N 05/28/2022 N 06/28/2022 N

07/28/2022 N 08/28/2022 N 09/28/2022 N

10/28/2022 N 11/28/2022 N 12/28/2022 N

01/28/2023 N 02/28/2023 N 03/28/2023 N

04/28/2023 N 05/28/2023 N 06/28/2023 N

07/28/2023 N 08/28/2023 N 09/28/2023 N

10/28/2023 N 11/28/2023 N 12/28/2023 N

01/28/2024 N 02/28/2024 N 03/28/2024 N

04/28/2024 N 05/28/2024 N 06/28/2024 N

07/28/2024 N 08/28/2024 N 09/28/2024 N

10/28/2024 N 11/28/2024 N 12/28/2024 N

01/28/2025 N 02/28/2025 N 03/28/2025 N

04/28/2025 N 05/28/2025 N 06/28/2025 N

07/28/2025 N 08/28/2025 N

Forbearances

-------------------------------------------------------------------------------

Date Month/Year Forborne Month/Year Added

-------------------------------------------------------------------------------

Payments Applied to Plan

-------------------------------------------------------------------------------

Date Amount Date Amount

-------------------------------------------------------------------------------

Audit Log

-------------------------------------------------------------------------------

Date User Type Comment

-------------------------------------------------------------------------------

02/15/2021 DDDDDDDDD,JJJJ A NEW NEW PLAN

02/15/2021 DDDDDDDDD,JJJJ A NEW SUPV APPR <$25

02/15/2021 DDDDDDDDD,JJJJ A NEW SUPV APPR >36 MTHS

02/18/2021 DDDDDDDDD,JJJJ A EDIT TERMS ADJUSTMENT

02/18/2021 DDDDDDDDD,JJJJ A NEW SUPV APPR <$25

02/18/2021 DDDDDDDDD,JJJJ A NEW SUPV APPR >36 MTHS

End of Inquiry

Press <return> to continue <RET>

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

#### Repayment Plan Status Report

This option allows users to generate the Repayment Plan Status Report. The report provides a list of Repayment Plans which can be sorted and filtered by the user. The user is first asked to sort by Debtor (N)ame, (S)tatus or (A)ccount Balance. The user may then filter by Debtor (N)ame, (S)tatus or produce the output (U)nfiltered. For the example below, the user sorts by Debtor Name, and then filters for those Repayment plans that are New. Statuses available for user choice include (A)ll, (N)ew, (C)urrent, (L)ate, (D)elinquent, (P)aid in Full, and Clo(S)ed. The user may select one, many or all. Next, the user chooses the minimum number of days the Plan is in that status; entering a zero would provide a list of those added “today.” The next prompt asks whether the output is to be exported to Excel. The Device prompt is then displayed; please note that the report output is 132 columns. The report displays the following data fields:

* Debtor Name
* Last 4 digits of the Social Security Number
* Repayment Plan ID Number
* Original Plan Date (date Plan was created)
* Status and Status Date, and the number of days in that Status
* Last payment
* Current Plan length
* Remaining balance
* Cross Servicing Indicator - whether or not the Debtor associated with this Plan has any bills currently at Treasury for Cross Servicing Debt Referral.
* Number of forbearances granted

Select Repayment Plan Menu <TEST ACCOUNT> Option: **STR** Repayment Plan Status Report

Repayment Plan Status Report

Sort By Debtor (N)ame, (S)tatus or (A)ccount Balance: N// **ame**

Filter By Debtor (N)ame, (S)tatus or (U)nfiltered: S// **tatus**

Statuses available:

(A)ll, (N)ew, (C)urrent, (L)ate, (D)elinquent, (P)aid in Full, Clo(S)ed,

Statuses currently selected: None

Select Status to add, Enter to continue or (Q)uit? **New**

Statuses available:

(A)ll, (N)ew, (C)urrent, (L)ate, (D)elinquent, (P)aid in Full, Clo(S)ed,

Statuses currently selected: New

Select Status to add, Enter to continue or (Q)uit? **<RET>**

Enter the Minimum # of Days in Status or ^ to quit: **1**

Export to Excel (Y/N)? YES// **NO**

This report requires 132 column display.

DEVICE: <enter printer device or return to display on-screen>

Repayment Plan Status Report Sep 21, 2021 Page: 1

Filtered by: Status (NEW), at least 1 days in status

Sorted by: Debtor name

For-

Original Status Days in Last Cur plan Remaining bear-

Name SSN RPP ID Plan Dt Stat date status payment length balance CS ances

------------------------------------------------------------------------------------------------------------------------------------

AAAA,RRRRRR E XXXX 442-RPP-02-000066 06/29/21 NEW 06/29/21 84 5 $114.00 Y

CCCCCCC,III TTTTTTT XXXX 442-RPP-01-000069 08/30/21 NEW 08/30/21 22 34 $168.00 N

DDDDD,RRRRRRR A XXXX 442-RPP-01-000070 08/31/21 NEW 08/31/21 21 40 $197.00 N

EEEEEEE MM VENDOR N/A 442-RPP-01-000060 06/11/21 NEW 06/11/21 102 53 $2604.28 N

IIIIII,DDDDDDD RRR XXXX 442-RPP-01-000071 08/31/21 NEW 08/31/21 21 39 $730.00 N

SSSSS,QQQQQQQ MMMMMM XXXX 442-RPP-01-000044 05/12/21 NEW 05/12/21 132 10 $498.82 Y

TTTTTTTT,BBBBBB LLLLLLLL XXXX 442-RPP-01-000056 06/10/21 NEW 06/10/21 103 6 $65.10 Y

Press <return> to continue

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

NOTE: When using the filter by Debtor (N)ame, please ensure the entries for the START WITH NAME and GO TO NAME fields are capitalized. The example that follows generates a report of Repayment Plans where the Debtor’s last name begins with the letter ‘M.’

Select Repayment Plan Menu <TEST ACCOUNT> Option: STR Repayment Plan Status Report

Repayment Plan Status Report

Sort By Debtor (N)ame, (S)tatus or (A)ccount Balance: N// ame

Filter By Debtor (N)ame, (S)tatus or (U)nfiltered: S// Name

START WITH NAME: FIRST// **MAAA** < == Please CAPITALIZE entry

GO TO NAME: LAST// **MZZZ** < == Please CAPITALIZE entry

Export to Excel (Y/N)? YES// NO

This report requires 132 column display.

DEVICE: <enter printer device or return to display on-screen>

Repayment Plan Status Report Sep 21, 2021 Page: 1

Filtered by: Debtor name (from MAA to MZZ)

Sorted by: Debtor name

For-

Original Status Days in Last Cur plan Remaining bear-

Name SSN RPP ID Plan Dt Stat date status payment length balance CS ances

------------------------------------------------------------------------------------------------------------------------------------

MAAAAAA,VVVVV EEEEEE XXXX 442-RPP-01-000052 06/09/21 NEW 06/09/21 104 11 $101.00 N

MDDDD,EEE RRR XXXX 442-RPP-01-000021 04/28/21 CURR 04/28/21 146 3 $60.25 N 0

MHHHHH,BBBBBB KKK XXXX 442-RPP-01-000048 06/08/21 LATE 06/08/21 105 15 $1456.01 Y

MLLLLLLL,VVVVV JJJJJJ XXXX 442-RPP-01-000016 04/28/21 CURR 04/28/21 146 1 $23.06 N 0

MNNNNNN,RRRR DDDD XXXX 442-RPP-01-000006 04/28/21 CURR 04/28/21 146 11 $257.68 N 0

MYYYY,SSSS RRRRRR XXXX 442-RPP-01-000035 04/28/21 CURR 04/28/21 146 5 $226.11 N 0

Press <return> to continue

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

### Repayment Plan Delinquent Letter Report

This option is used to run the Repayment Plan Delinquent Letter Report. The output of this report can be used to create letters to debtors who are delinquent in their payments by utilizing a Mail Merge application outside of VistA. The User answers Yes to the Export to Excel (Y/N)? prompt to print the report in a Mail-merge compatible format. The system then displays instructions for capturing the output via use of the VistA Kernel Spooler or a terminal emulation software (such as Reflections) utility. The report can also be printed in a 132-column report format by answering No to the prompt.

The following information will be displayed in an up-caret (^) delimited format:

**Name^Street Address^Address 2^Address 3^City^State^Zip Code^RPP ID^Amount Due^Current Through**

After the report has printed, the system will prompt the User to “Clear the print queue after printing? (Y/N)?” with the default of No.

**IMPORTANT**: Please ensure that the letters have been printed before clearing the print queue, as the report cannot be rerun for that same period if the queue has been cleared. The User can always use the option again after the letters have been printed and mailed to clear the print queue.

Select Repayment Plan Menu <TEST ACCOUNT> Option: **DEL** Repayment Plan Delinquent Letter Report

Print Delinquent Letter Report

Answer Yes to print this report in a Mail-merge compatible format.

Export to Excel (Y/N)? YES// **<RET>**

**To capture as an Excel format, it is recommended that you queue this**

**report to a spool device with margins of 256 and page length of 99999**

**(e.g. 0;256;99999). This should help avoid wrapping problems.**

**Another method would be to set up your terminal to capture the detail**

**report data. On some terminals, this can be done by invoking ‘Logging’**

**or clicking on the ‘Tools’ menu above, then click on ‘Capture Incoming**

**Data’ to save to Desktop. To avoid undesired wrapping of the data saved**

**to the file, change the DISPLAY screen width size to 132 and you can**

**enter ‘0;256;99999’ at the ‘DEVICE:’ prompt.**

DEVICE: 0;256;99999 HOME (CRT)

Print Delinquent Letter Report;Feb 10, 2022

Name^Street Address^Address 2^Address 3^City^State^Zip Code^RPP ID^Amount Due^Current Through

AAAAAA,OWEN L^1888 CONTINUAL LOOP^^^CHEYENNE^WY^82009^442-RPP-02-000051^50.00^02/28/2022

AGGGGGGG,COLIN LEE^2222 COUNTY RD 22^^^HOLYOKE^CO^80734^442-RPP-01-000025^450.00^02/28/2022

BHHHHHHH,GONZALO ERWIN III^PO BOX 444^^^CHEYENNE^WY^82003^442-RPP-01-000022^540.00^02/28/2022

BTTTTT,GONZALO GEORGE^4444 BLUEBIRD LANE^^^EVANS^CO^80620^442-RPP-01-000020^270.00^02/28/2022

CGGGGGGG,ELI TIM^55555 GRANITE ST^^^LOVELAND^CO^80538^442-RPP-01-000024^450.00^

CKKKKK,VANCE KENT^2222 ZINNIA ST^^^LONGMONT^CO^80501^442-RPP-01-000007^675.00^02/28/2022

DDDD M. GGGGGG^4321 SPLIT ST^^^Cheyenne^WY^82001^442-RPP-01-000003^400.00^

FFFFF,RUFUS RAFAEL^2555 ACE AVE^^^PUEBLO^CO^810044107^442-RPP-01-000014^225.00^02/28/2022

NNNNNN,BRIDGETTE A^8222 YOUNG WAY^^^CHEYENNE^WY^82009^442-RPP-01-000004^4500.00^

OOOOO,VANCE LEE^2222 EAST J STREET^^^TORRINGTON^WY^82240^442-RPP-01-000027^270.00^02/28/2022

PPPPPPPP,OWEN A^555 N.PANTALOON 632^^^TUCSON^AZ^85710^442-RPP-01-000018^225.00^02/28/2022

RRRRR,SANTOS BRETT^1666 28TH AVE CT^^^GREELEY^CO^80634^442-RPP-01-000011^450.00^02/28/2022

WWWWWW,TOMMIE STEVE^543 W 21TH ST^^^LOVELAND^CO^80538^442-RPP-01-000019^225.00^02/28/2022

YYYYYYY,ALI^567 MELON ST APT 32^^^CHEYENNE^WY^82009^442-RPP-01-000041^25.00^02/28/2022

ZZZZ,DERICK J^1111 COTTONWOOD ROAD^^^CHEYENNE^WY^820016963^442-RPP-01-000040^15.00^02/28/2022

Clear the print queue after printing? (Y/N)? NO// **<RET>**

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

### Repayment Plan Default Letter Report

This option is used to run the Repayment Plan Default Letter Report. The report works in the same general manner as the Repayment Plan Delinquent Letter Report. The output of this report can be used to create letters to debtors who have defaulted on their repayment plan by utilizing a Mail Merge application outside of VistA. The User answers Yes to the Export to Excel (Y/N)? prompt in order to print the report in a Mail-merge compatible format. The system then displays instructions for capturing the output via use of the VistA Kernel Spooler or a terminal emulation software (such as Reflections) utility. The report can also be printed in a 132-column report format by answering No to the prompt.

The following information will be displayed in an up-caret (^) delimited format:

**Name^Street Address^Address 2^Address 3^City^State^Zip Code^RPP ID**

After the report has printed, the system will prompt the User to “Clear the print queue after printing? (Y/N)?” with the default of No.

**IMPORTANT**: Please ensure that the letters have been printed before clearing the print queue, as the report cannot be rerun for that same period if the queue has been cleared. The User can always use the option again after the letters have been printed and mailed to clear the print queue.

Select Repayment Plan Menu <TEST ACCOUNT> Option: **DEF** Repayment Plan Default Letter Report

Print Default Letter Report

Answer Yes to print this report in a Mail-merge compatible format.

Export to Excel (Y/N)? YES// **<RET>**

**To capture as an Excel format, it is recommended that you queue this**

**report to a spool device with margins of 256 and page length of 99999**

**(e.g. 0;256;99999). This should help avoid wrapping problems.**

**Another method would be to set up your terminal to capture the detail**

**report data. On some terminals, this can be done by invoking ‘Logging’**

**or clicking on the ‘Tools’ menu above, then click on ‘Capture Incoming**

**Data’ to save to Desktop. To avoid undesired wrapping of the data saved**

**to the file, change the DISPLAY screen width size to 132 and you can**

**enter ‘0;256;99999’ at the ‘DEVICE:’ prompt.**

DEVICE: 0;132;999 HOME (CRT)

Print Default Letter Report;Feb 11, 2022

Name^Street Address^Address 2^Address 3^City^State^Zip Code^RPP ID

AHHHH SGGGGGGGGG^214 Comanche Dr^^^Cheyenne^WY^82009^442-RPP-01-000012

ATTTT,QUENTIN MARVIN^1331 44TH AVE ^^^GREELEY^CO^80634^442-RPP-01-000052

BAAAAA,SHEENA ROSE^10101 BARRON CIR^^^FIRESTONE^CO^80504^442-RPP-01-000033

BCCCCCC,ADOLFO JULIUS^555 E 55 ST ST^^^LOVELAND^CO^805384807^442-RPP-01-000032

BNNNNNN,VANCE JOHN^1888 88TH AVE^^^GREELEY^CO^80634^442-RPP-01-000029

OCCCCC,VANCE LEE^2222 EAST E STREET^^^TORRINGTON^WY^82240^442-RPP-01-000027

PPPPPPPP,OWEN A^555 N.PANTANO 632^^^TUCSON^AZ^85710^442-RPP-01-000018

RRRRR,PHIL FABIAN^1919 CINDY CT ^^^LOVELAND^CO^80537^442-RPP-01-000013

WRRRRRRR,NED R^654 E ILLINOIS UNIT 25^^^SIDNEY^NE^69162^442-RPP-01-000036

WWWWWW,TOMMIE STEVE^543 W 222ND ST^^^LOVELAND^CO^80538^442-RPP-01-000019

WZZZZ,AGUSTIN PAUL^2662 26TH ST^^^EVANS^CO^80620^442-RPP-01-000010

YYYYYY,ALI^444 MUSK MELON ST APT B^^^CHEYENNE^WY^82009^442-RPP-01-000041

Clear the print queue after printing? (Y/N)? NO// **<RET>**

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

### Repayment Plan Term Length Exceeded Report

This option is used to run the Repayment Plan Term Length Exceeded Report. This report identifies repayment plans that have exceeded the 60 payment limit most likely due to the auto-adding of bills. Depending on policy, the User can renegotiate with the debtor on the payment amount and number of payments in order to fall below the 60 payment limit. The User may sort the report by (N)ame, (S)SN or (R)epayment Plan ID, and export the output to Excel if desired. The report displays the debtor name, SSN, the Repayment Plan ID, the term length and Term Limit Exceeded Date.

Select Repayment Plan Menu <TEST ACCOUNT> Option: **TLR** Repayment Plan Term Length Exceeded Report

Repayment Plan Term Length Exceeded Report

Sort By (N)ame, (S)SN or (R)epayment Plan ID: N// **ame**

Export to Excel (Y/N)? YES// **NO**

This report requires 132 characters

DEVICE: <enter printer device or return to display on-screen>

Repayment Plan Term Length Exceeded Report Feb 11, 2022 Page: 1

Term Term Limit

Name SSN RPP ID Length Exc. Date

--------------------------------------------------------------------------------

BBBBBB,IIIIIIII XXXXXXXXX 442-RPP-01-000023 62 12/15/2021

LLLLLLLLL,EEEEE LLLLL XXXXXXXXX 442-RPP-01-000062 62 12/15/2021

ZZZZ,DDDDDD J XXXXXXXXX 442-RPP-01-000040 64 11/15/2021

Enter a New Repayment Plan

Add New Bill to a Repayment Plan

Edit Existing Repayment Plan

Grant Forbearance to a Plan

RPI Repayment Plan Inquiry

STR Repayment Plan Status Report

DEL Repayment Plan Delinquent Letter Report

DEF Repayment Plan Default Letter Report

TLR Repayment Plan Term Length Exceeded Report

Select Repayment Plan Menu <TEST ACCOUNT> Option:

### Add an Administrative Cost

This option allows you to add to the outstanding balance of an account any administrative charges incurred during the debt collection process. The charges include:

1. Internal Revenue Service locator charge
2. Department of Motor Vehicles locator charge
3. Marshal fees or court costs
4. Credit report costs
5. Consumer reporting agency costs

Select Update Accounts Receivable Option: add an Administrative Cost

Select ACCOUNTS RECEIVABLE BILL NO.: AA0008 000-AA0008 RX CO-PAYMENT/NSC VET 08-18-92 ARpatient,one ACTIVE $80.99

ADMIN. COST CHARGE DATE: T (OCT 23, 1994)

IRS LOC.COST: 3.00

CREDIT REP.COST: 2.00

DMV LOC.COST: 1.00

CONSUMER REP.AGENCY COST: 5.00

MARSHAL FEE: .50

COURT COST: .50

======================================================================

BILL N0.: 000-AA0008 TRANSACTION DATE: OCT 23,1994

TYPE: ADMIN.COST CHARGE TOTAL TRANS. AMOUNT: 12.00

IRS LOC. COST: 3.00 CREDIT REP.COST: 2.00

DMV LOC.COST: 1.00 CONSUMER REP.AGENCY COST: 5.00

MARSHAL FEE: 0.50 COURT COST: 0.50

======================================================================

Is this correct? NO// Y (YES) \*\*\* DONE\*\*\*

### 3rd Party Information Data Edit

This option is provided for editing the Third Party information that is stored along with the bill.

At the time that a bill is entered into the system, either directly by a Billing Clerk or indirectly by another module such as MAS, information about the bill is copied from other files and stored in the Accounts Receivable file. This copied information is used for billing purposes only and can be changed as circumstances require. The files of origin are never changed. Quite often, the AR Clerk will receive the most current information about insurance coverage and debtor’s address during the debt collection process.

NOTE: Updating information here with the Edit Debtor’s Address option does not alter the Patient file. You should notify MAS of important changes as they occur.

### Update ‘Bill Resulting From’ Data

This option allows you to edit the “Bill Resulting From” data that appears on all bills.

The “Bill Resulting From” Data is a short phrase used on the follow-up letters to indicate the cause of the bill. If the bill was initially set up with erroneous information, this option gives you a chance to make a correction before the letters are mailed. If you learn, during the course of collecting the debt, that a change needs to be made you can use this option to make the correction and the Reprint The Follow-up Letters option to print new letters.

Select Update Accounts Receivable Option: UPDATE ‘Bill Resulting From’ Data

Select ACCOUNTS RECEIVABLE BILL NO.: AA0008 000-AA0008 RX CO-PAYMENT/NSC VET 08-18-92 ARpatient,one ACTIVE $92.99

BILL RESULTING FROM: PHARMACY CO-PAYMENT// IMC INPATIENT MEDICAL CARE

...OK? YES//<ret> (YES)

### COWC Referral

Occasionally you will need to refer a veteran patient’s bill to the Department of Veterans Benefits Committee on Waivers and Compromises. This option lets you record the date of referral and the amount being referred.

NOTE: These options may be used to correct particular errors caused by incorrect posting of payments.

Select ACCOUNTS RECEIVABLE BILL NO.: AA0008 000-AA0008 RX CO-PAYMENT/NSC VET 08-18-92 ARpatient,one ACTIVE $92.99#

This account has already been referred to the COWC !

BILL #: AA0008 DATE REFERRED: 10/23/93 AMOUNT REFERRED: 10

REFERRAL DATE TO COWC: OCT 23,1994//<ret>

REFERRED AMOUNT TO COWC: 10// 90



## Adjustments to Accounts Receivable

This menu contains options necessary for applying adjustments to an account. These options affect the principal balance of a bill due to administrative actions. Adjustment to an AR regular adjustment to a bill can decrease or increase the principal balance. Use other appropriate options to process payments and include administrative charges and interest.

### Adjustment to an AR record

Displays the adjustment to an a r record menu and menu options.

This menu contains options that adjust a debtor’s account. These options affect the principal balance of a bill in response to administrative actions. This option is locked with the PRCADJ Security Key.

#### Decrease Adjustment

This option applies a credit transaction to an active bill causing the balance of the bill (and account) to decrease.

Use this option to manually apply decrease transactions to an active bill. A good example of an administrative action that requires an adjustment is a case where MAS has found it necessary to cancel a bill generated by the AR Package. It will be necessary to make a decrease adjustment to the bill, reducing the balance due to zero. The status of the bill will then automatically change to either cancellation or collected/closed.

Situations sometimes arise where a small amount reflecting interest or administrative charges is all that remains of the debt. This occurs because interest and administrative charges are liquidated first, before the payment is applied to the principal balance. A payment of $100 toward a debt of $100 plus $5 interest leaves a principal balance of $5. Administrative action may be taken to decrease this small balance to zero.

When the balance of a bill is decreased to zero, the status will be automatically changed to either Cancellation or Collected/ Closed. The following criteria determine the new status:

|  |  |
| --- | --- |
| Status | Criteria |
| Collected/Closed | if the bill contains at least one payment transaction |
| Canceled | if the bill contains no payment transactions |

NOTE: If the bill category is Reimbursable Health Insurance, you will be prompted to answer, “Contractual Adjustment?: YES//”. This decrease transaction will be flagged as Contractual Adjustment.

If the bill has at least one EEOB pending auto-post, you will be prompted to answer “Marked for Auto-Post. Are you sure?”

Select Adjustment to an AR record Option: Decrease Adjustment

Select ACCOUNTS RECEIVABLE BILL NO.: 000-K400025 VENDOR 05-18-94 ARDEBTOR, ONE ACTIVE $200.00

\*\*\* Transaction #135 assigned \*\*\*

ADJUSTMENT DATE: t (AUG 26, 1994)

ADJUSTMENT NUMBER: 1//

ADJUSTMENT AMOUNT: 12.00

COMMENTS:

Edit? NO//

==========================================================================

BILL NO.: 000-K400025 ADJUSTMENT AMOUNT: -12.00

ADJUSTMENT DATE: AUG 26,1994 ADJUSTMENT NO.: 1

FISCAL YEAR PAT REF NO. ADJ.AMOUNT PRIN.BAL.(ADJUSTED)

94 -12.00 188.00

Brief Comment: Follow-up Date:

Comments:

==========================================================================

Is this correct? NO// y (YES)

Creating FMS Modified Billing Document...

Document #33 Created.

#### Increase Adjustment

Use this option to apply a debit transaction to an active bill causing the balance of the bill (and account) to increase.

Use this option to manually apply increase transactions to an active bill. An example of this type of adjustment is a case where an increase in the cost of materials to perform a laboratory test needs to be passed on to the debtor. This is not adjusted automatically, so apply an increase adjustment.

Select Adjustment to an AR record Option: INCREASE Adjustment

Select ACCOUNTS RECEIVABLE BILL NO.: 000-K400025 VENDOR 05-18-94 ARDEBTOR, ONE ACTIVE $188.00

\*\*\* Transaction #136 assigned \*\*\*

ADJUSTMENT DATE: t (AUG 26, 1994)

ADJUSTMENT NUMBER: 2//

ADJUSTMENT AMOUNT: 10

COMMENTS:

Edit? NO//

==========================================================================

BILL NO.: 000-K400025 ADJUSTMENT AMOUNT: 10.00

ADJUSTMENT DATE: AUG 26,1994 ADJUSTMENT NO.: 2

FISCAL YEAR PAT REF NO. ADJ.AMOUNT PRIN.BAL.(ADJUSTED)

94 10.00 198.00

Brief Comment: Follow-up Date:

Comments:

==========================================================================Is this correct? NO// y (YES)

Creating FMS Modified Billing Document...

Document #34 Created.

### waive an accounts receivable

Displays the waive an accounts receivable menu and menu options.

This menu contains options necessary for recording a debt waiver. All waivers are at the discretion of the Fiscal Officer. The waived bills will still be kept on file for six years with a status of Write-Off. These options refer to actions taken by the Fiscal Officer. To handle actions taken by District Counsel or Department of Justice, see the DC/DOJ Action menu.

#### Partial Waiver

This option applies a credit transaction to an active bill decreasing the balance by a partial amount. Waivers are logged and tracked within the AR system for the management. This type of transaction can occur at any time during the debt collection cycle. After the amount being waived is entered, the system gives you the opportunity to verify it before proceeding.

Select Waive an Accounts Receivable Option: PARTIAL Waiver

Select ACCOUNTS RECEIVABLE BILL NO.: AA0067 000-AA0067 RX CO-PAYMENT/SC VET 05-28-93 ARpatient,one ACTIVE $5.69

WAIVED IN PART DATE: T (OCT 23, 1994)

WAIVED AMOUNT: 1.00

=========================================================================

BILL NO.: 000-AA0067 WAIVED AMOUNT: 1.00

WAIVED DATE: OCT 23,1994

FISCAL YEAR PAT REF NO. WAIVED AMOUNT PRIN.BAL.(WAIVED)

93 1.00 0.66

=========================================================================

Is this correct? NO// Y (YES)

#### Full Waiver

This option applies a credit transaction to an account decreasing the balance by the full amount. Waivers are logged and tracked within the AR system for the management.

A Full Waiver makes the bill inactive with a status of Write-off. In the unlikely event that a bill is waived in error, the supervisor will have to take action to re-establish it. You are asked if you are sure that this is the action you want to take, then you are asked for an optional comment.

Select Waive an Accounts Receivable Option: FULL Waiver

Select ACCOUNTS RECEIVABLE BILL NO.: 000-AA0067 RX CO-PAYMENT/SC VET 05-28-93 ARpatient,one ACTIVE $4.69

Are you sure you want to record this as a Waiver ? NO// Y (YES)

WAIVED DATE: T (OCT 23, 1994)

COMMENTS:

1>Please enter a comment on the Full waiver.

2>

EDIT Option:<ret>

### terminate an accounts receivable



This menu contains options necessary to stop the debt collection regardless of whether the debt has been paid.

NOTE: A bill that has been waived in full may still require a termination action.

#### Fiscal Officer Terminated

This option terminates an entire bill for no further collection. Choosing this option to terminate a bill changes the bill’s status to Write-Off.

This decision is made by the Fiscal Officer. If an entire account is being terminated, each bill must be processed individually. Double question marks will give you a list of the reasons for termination. A comment can be included to make the record more meaningful.

Select Terminate an Accounts Receivable Option: fiscal Officer Terminated

Select ACCOUNTS RECEIVABLE BILL NO.: AA0008 000-AA0008 RX CO-PAYMENT/NSC VET 08-18-92 ARpatient,one ACTIVE $87.99

Are you sure you want to record this as a Termination ? NO// y (YES)

TERMINATION DATE: t (OCT 23, 1994)

TERMINATION REASON: WAIVED

COMMENTS:

1>Please enter a comment on the Fiscal officer termination.

2><ret>

EDIT Option:<ret>

#### Compromise Termination

This option terminates a portion of an active bill for no further collection. Choosing this option to terminate an active bill changes the bill’s status to Write-Off.

This decision is made by the Fiscal Officer. If an entire account is being terminated, each bill must be processed individually. A comment can be included to make the record more meaningful.

### re-establish a bill

This option re-establishes an inactive bill changing its status back to Active. Valid bills to re-establish include bills with the following status:

* + - Suspended
    - Cancellation
    - Collected/Closed
    - Write-Off

Options to apply this transaction to an account will prompt for a bill, an amount, and a comment. The amount prompt will only appear if the bill has no balance ($0.00); however, if the bill had a previous balance, the system will automatically re-establish the bill for that amount. Finally, the comment will appear in the description column of the patient statement for the veteran to see.

For example, this supports documenting bankruptcy actions for veterans who have attempted to file bankruptcy. A “transaction” to re-establish an amount should be created, and a prompt for a comment about why this amount is being suspended. A comment like “Patient did not qualify for Bankruptcy” could be entered and would appear on the patient statement to describe why that amount was added to the statement balance.

Select Adjustment to Accounts Receivable Option: RE-Establish Bill

SITE: ALTOONA VAMC//<ret> PENNSYLVANIA 000

Select ACCOUNTS RECEIVABLE BILL NO.: AA0045 000-AA0045 RX CO-PAYMENT/NSC VET 01-27-93 ARpatient,one SUSPENDED $268.25

Are you sure you wish to re-establish this bill? NO// Y (YES)

COMMENTS:

000-AA0045 is in the ACTIVE status for $268.25

### suspend a bill

This option suspends a bill changing its current status to Suspended. The amount to suspend is added to the account balance.

Options to apply this transaction to an account will prompt for a “comment.” This comment will appear in the description column of the patient statement. For example, this supports documenting bankruptcy actions for those veterans who have filed bankruptcy. A transaction to suspend an amount would be chosen, and a prompt for a comment about why this amount is being suspended. A comment like “Claimed Bankruptcy” is entered and appears on the patient statement to describe why that amount was subtracted from the statement balance.

Select Adjustment to Accounts Receivable Option: SUSPEND an AR bill

Select ACCOUNTS RECEIVABLE BILL NO.: AA0023 000-AA0023 C (MEANS TEST)

09-04-92 ARpatient,one ACTIVE $75.50

Are you sure you want to record this as a Suspension ? NO// Y (YES)

SUSPENDED DATE: T (OCT 23, 1994)

COMMENTS:

1>Enter a comment related to the suspension of the

2>bill.

3><ret>

EDIT Option:<ret>

## Report Menu for Accounts Receivable



This menu contains report options for the Accounts Receivable Package. Reports formatted for 80 columns can be viewed on your CRT screen or sent to a printer. Reports designed for 132 columns should be printed. If you decide to send a report to a printer, you can queue the output; that is, you can release the report to the system which will send it to the printer along with other jobs in the queue.



### Accounts Receivable Status Reports

This menu provides options to display bill listings by status, category, or referrals.

#### DC Pending Referral AR Listing

This report displays a listing of bills that may need to be referred to the District Counsel for collection proceedings. Running this report on a weekly basis will alert you when bills have become past due.

#### DOJ Pending Referral Listing

This report shows a listing of bills that may need to be referred to the Department of Justice for collection proceedings. Running this report on a weekly basis alerts you when bills have become past due.

#### category listing for bills

This option displays a report of all bills within a given category. Valid categories include the following:

|  |  |
| --- | --- |
| Require Code Sheets | to become an ACTIVE bill |
| Vendor | Tort Feasor |
| Military | Category C (Means Test) |
| Medicare | Emergency/Humanitarian |
| InterAgency | Crime of Personal Violence |
| Ex-Employee | Ineligible Hosp. |
| Current Employee | No-Fault Auto Accident |
| Sharing Agreements | Federal Agency-Refund |
| Rx Co-Payment | Federal Agency-Reimburse |
| Workman’s Compensation | Reimbursable Health Insurance |
| Hospital Care Per Diem | Nursing Home Care Per Diem |
| RX Co-Payment (NSC) | RX Co-Payment (SC) |

Select Accounts Receivable Status Reports Option: CATEGory Listing for Bills

START WITH CATEGORY: FIRST//<ret>

START WITH CURRENT STATUS: FIRST//<ret>

DEVICE:<ret> VIRTUAL RIGHT MARGIN: 80//<ret>

AR CATEGORY/STATUS LIST OCT 23,1994 11:10 PAGE 1

PRINCIPAL CURRENT

BILL NO. DEBTOR CAT. STATUS BALANCE BALANCE

-------------------------------------------------------------------------

10000-AA008 ARpatient,one C A 249.00 265.00

000-AA0001 ARpatient,two PN CC 0.00 0.00

000-AA0003 ARpatient,three C WO 499.09 500.00

000-AA0006 ARpatient,four PS CC 0.00 0.00

000-AA0007 ARpatient,five PN OB 10.00 10.00

000-AA0008 ARpatient,six PN WO 75.99 87.99

000-AA0010 ARpatient,seven PS CN 0.00 0.00

000-AA0011 ARpatient,eight PS CC 20.00 20.00

000-AA0012 ARpatient,nine PS CC 0.00 0.00

000-AA0014 ARpatient,ten PN CC 0.00 0.00

000-AA0016 ARpatient,eleven PN A 50.00 50.00

TOTAL 904.58 932.99

COUNT 11 11

MEAN 60.27 62.20

MINIMUM 0.00

MAXIMUM 499.09

DEV. 137.68

#### Status Listing for Bills

This option lists all bills with a given status. This report will contain the bill’s number, date, debtor, and balance. In addition, a summary will appear at the end of the report which will show the total number of bills with this status and the total balance of all bills with this status. To view this report, enter the status name at the system prompt

Select AR - Accounts Receivable Menu Option: STATUS Listing For Bills

List for STATUS: OPEN

DEVICE: HOME//<ret> VIRTUAL RIGHT MARGIN: 80//<ret>

Status: OPEN

Bill no. Date Prepared Category Debtor Balance

------------------------------------------------------------------------

000-AA0054 NOV 1,1992 RX CO-PAYMENT/N ARpatient,one 8.00

000-K10044 JUL 14,1994 PREPAYMENT ARpatient,two 7.00

000-K10056 OCT 1,1994 PREPAYMENT ARpatient,three 20.00

000-K20187 OCT 22,1994 RX CO-PAYMENT/S \*ARpatient,four 10.00

000-K20188 OCT 22,1994 RX CO-PAYMENT/N ARpatient,five 2.00

TOTAL: 47.00

COUNT: 5.00

MEAN: 9.40 \* -indicates that patient is deceased

#### Refunds to be approved by certifying official

This option allows the user to print all refunds which are pending approval by a certifying official. (See ‘Refund Review and Approve for more information.)

### Delinquent AR Reports

Displays the delinquent a r reports menu and menu options.

This menu contains report options which display accounts that have been in debt for the number of days specified. Since the date range is built into the print specifications, these reports can be set up by the IRM/Site Management Office to run on a recurring basis.

The reports show bills on an individual basis. An account can have multiple bills that are delinquent. Each one will show as a separate line entry. The column heading ICD refers to the Interest Computation Date for that bill. That is the date of the first follow-up letter.

#### 31-90 delinquent accounts

This option displays all delinquent bills that have been in debt anywhere between 31 and 90 days. Use this option to obtain debtors to follow-up for collection of these debts.

#### 91-180 days delinquent accounts

This option displays all delinquent bills that have been in debt anywhere between 91 and 180 days. Use this option to obtain debtors to follow-up for collection of these debts.

#### 181-365 days delinquent accounts

This option displays all delinquent bills that have been in debt anywhere between 181 and 365 days. Use this option to obtain debtors to follow-up for collection of these debts.

#### over 365 days delinquent accounts

This option displays all delinquent bills that have been in debt over 365 days. Use this option to obtain debtors to follow-up for collection of these debts.

#### print all delinquent accounts

This option displays all bills that are more than 30 days delinquent. Use this option to obtain debtors to follow-up for collection of these debts.

#### report of AR by last activity date

This option displays a report of all bills that have had no activity before a given date. Typically, these are bills that have been unresolved. The “last activity date” is defined as the following:

* Last time a letter printed (LETTER1, LETTER2, LETTER3)
* Date bill was prepared
* Date status was last updated
* Date the last transaction was entered into the system or Transaction date

Report of AR Last Activity before 02/16/93 OCT 24,1994 22:12 PAGE 1

CURRENT CURRENT DATE OF LAST

BILL NO. STATUS DEBTOR BALANCE ACTIVITY

CATEGORY DATE BILL PREPARED

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000-AA0079 ACTIVE ARpatient,one 100.00 JAN 12,1994

C (MEANS TES JAN 12,1994

000-AA0080 ACTIVE ARpatient,two 125.00 JAN 14,1994

C (MEANS TES JAN 12,1994

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SUBTOTAL 225

SUBCOUNT 2

SUBMEAN 112.50



### Management Reports

This menu contains report options that allow management to get an overview of the debt collection system in its entirety.