

**Memorandum of Understanding
(MOU)
Consolidated Patient Account Center**

The following constitutes a National Agreement between the Department of Veterans Affairs, Veterans Health Administration (VHA) and the National Association of Government Employees, SEIU/NAGE regarding the implementation of a Pilot Program to Consolidate Patient Account Center (CPAC) in the Mid-Atlantic Region (VISN-6), Asheville, North Carolina.

1. In accordance with Article 10 of the Master Agreement, NAGE will be provided with notification of any and all CPAC changes that affect bargaining unit employees and given the opportunity to bargain where appropriate.
2. NAGE will be provided with data results or reports on the Mid-Atlantic CPAC no later than 30 days after the briefing to VHA leadership. Management will not proceed to Phase 2 until NAGE is given the results of Phase 1 and provided with 30 days to comment on the results.
3. NAGE will be provided timely notification in accordance with the Master Agreement prior to Management implementing CPAC throughout the VHA.
4. Upon request, NAGE will be provided with necessary and relevant awards data in accordance with Article 60, Section 2 of the Master Agreement and 5 U.S.C. 7114(b)(4).
5. In accordance with Article 42, Section 2D of the NAGE Master Agreement, employees who request to review their OPFs will have them forwarded to their current duty stations within three (3) working days.
6. Discussions between employees and the Human Resources Office in Asheville will be accomplished on the telephone or electronically. When management determines that it is necessary for a face-to-face meeting, the cost will be borne by VHA.
7. All cost of living increases will be in accordance with applicable regulations.
8. The CPAC facility Revenue Director will coordinate with medical center management on a case-by-case basis concerning the release of CPAC employees due to emergency conditions in the work area or inclement weather. CPAC will have a policy outlining procedures to be followed for inclement weather and emergencies.
9. Management will adhere to all local and national agreements. Management will identify the managers who will receive the higher level grievances. All grievances will be addressed in accordance with Article 44 of the Master Agreement. Grievance meetings at all steps will be held at the employee's duty location.

10. CPAC employees will be provided with an organizational chart indicating the chain of command.

Bonnie M. Keiber
Veterans Health Administration

Mark D. Saly
NAGE

1-23-06
Date