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
xx-xx-xx    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.

```
New Bill
Forms Print
Menu

Other Bill Form Print
Reprint 'Other' Bill
```

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
SC(%(: 10                              SA: None
1234 5TH ST                           SOC.SEC.NO.:   XXX-XX-XXXX
GREELEY, CO  80631                    DATE OF BIRTH:  xx/xx/xxxx
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
-----------   -----------          ---------------          ------
```

```
          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.

Update Accounts Receivable Menu

Locate Debtor Address
DC/DOJ Action Menu...
Repayment Plan Menu...
Add an Administrative Cost
3rd Party Information Data Edit
Update 'Bill Resulting From' Data
COWC Referral

```
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:
=======================================================================
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>
```

DC/DOJ ACTION MENU

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

> dc/doj action menu
>
> Refer to DC/DOJ
> Returned by DC/DOJ
> Re-Refer to DC/DOJ
> Debit Voucher (SF 5515)
> Waived by DC/DOJ
> Terminated by DC/DOJ
> Compromised by DC/DOJ

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
  WL    Repayment Plan Worklist
```

The Repayment Plan Menu contains options and reports 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.

If the Debtor has bills referred to TOP or DMC, information about the bill (Bill number, the AR Category, the Date of Service, Status, Amount owed, and where referred) is displayed after the Repayment Plan has been established. The user is asked to review the listed bills to see if they should be included into the Repayment Plan. If the Debtor has bills referred to TCSP (Cross-Servicing), the same information is displayed along with the ability to recall any or all of the bills listed. Also, an * (asterisk) is used as an indicator to identify Repayment Plans with Non-Medical Debt.

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
   WL     Repayment Plan Worklist

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>
```

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.
```

If the Debtor has bills referred to TOP or DMC, the following information is displayed after the Repayment Plan has been established.

```
Bills in either the Treasury Offset Program or the Debt Management Collection:

    442-K906LZH      RX CO-PAYMENT/SC VET       09-06-19  ACTIVE    $   26.49 DMC

Review these bills to see if they should be included into the Repayment Plan.
```

If the Debtor has bills referred to TCSP (Cross-Servicing), the following information is displayed after the Repayment Plan has been established. The User has the ability to recall one, many or all of these bills.

```
Bills at Treasury for Cross-Servicing Debt Collection:

1    442-K905YJA      RX CO-PAYMENT/NSC VET      07-05-19  ACTIVE    $   49.16
2    442-K90649H      RX CO-PAYMENT/NSC VET      07-24-19  ACTIVE    $   52.12
3    442-K906RR8      RX CO-PAYMENT/NSC VET      09-18-19  ACTIVE    $   39.06
4    442-K00301Y      RX CO-PAYMENT/NSC VET      10-02-19  ACTIVE    $   37.06

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

Choose Bills to recall:

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
   WL    Repayment Plan Worklist

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 can choose the bills to add to the Debtor's Repayment Plan or select "ALL". The user will be asked to confirm their choice of bills and total amount if 'ALL' is not selected. If the addition of bills causes the Repayment Plan to have more than 36 months of payments, the user will be asked to verify that the supervisor has approved exceeding the standard Repayment Plan length. If the Supervisor has approved and the user answers yes, the system will display the statement "Bills successfully added to the Plan."

NOTE: The system will ask users to verify that the Supervisor has approved 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>

The number of payments exceeds 36 payments

Has your Supervisor approved the number of payments? (Y/N) ? Y  YES

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
   WL     Repayment Plan Worklist

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 system will then prompt the user to proceed with administratively closing the existing plan and generating a new plan with an updated payment schedule.

```
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
   WL     Repayment Plan Worklist

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  Administratively
 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
   WL     Repayment Plan Worklist

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: 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:       $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
  WL      Repayment Plan Worklist

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
          WL    Repayment Plan Worklist

        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
  WL     Repayment Plan Worklist

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
    WL      Repayment Plan Worklist

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
    WL      Repayment Plan Worklist

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^Statement Account Number^Street Address^Address
2^Address 3^City^State^Zip Code^RPP ID^Amount Due^Current
Through
```

Also, an * indicator identifies Repayment Plans with Non-Medical Debt. 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.

If you Answer No, the Statement Account Number for the Debtor will not
appear on the screen.


Export to Excel (Y/N)? YES//

    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: Mar 18, 2024
Name^Statement Account Number^Street Address^Address 2^Address 3^City^State^Zip Code^RPP ID^Amount Due^Current Through
PATIENT,TEST R^442-000000-7246444-BANGL^716 KENOSHA CT^^^WINDSOR^CO^80550^442-RPP-02-000124^54.00^03/28/2024
PATIENT,TESTER SR^442-00000000-29641-SANDR^810 SOUTH 2ND ST^^^LARAMIE^WY^820704407^442-RPP-03-000121^24.00^03/28/2024

Clear the print queue after printing? (Y/N)? NO//


              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
   WL       Repayment Plan Worklist

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^Statement Account Number^Street Address^Address 2^Address 3^City^State^Zip Code^RPP ID^Amount Due

Also, an * indicator identifies Repayment Plans with Non-Medical Debt. 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.

If you Answer No, the Statement Account Number for the Debtor will not
appear on the screen.

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;Mar 18, 2024
Name^Statement Account Number^Street Address^Address 2^Address 3^City^State^Zip Code^RPP ID^Amount Due
ABBB,RRRRRR E^442-00000000-39810-ABBB^4224 MOUNT RAINER COURT^^^GREELEY^CO^80634^442-RPP-03-000076^250.00
ADDDD,RRRRRRR A^442-000000-7243193-ADDDD^2805 ALAN ST^^^FORT COLLINS^CO^805243610^442-RPP-01-000070^150.00
BBBBB,SHHHHH RRRR^442-000000-7181007-BBBBB^10638 BARRON CR^^^FIRESTONE^CO^80504^442-RPP-01-000033^300.00
BRRRRRR,SSSSS NNNNN^442-000000-7230242-BRRRR^6850 WEST HIGHWAY 34^^^LOVELAND^CO^80537^442-RPP-01-000005^900.00
CCCCCCC,VVVVV KKKK^442-000000-7196187-CCCCC^2218 TULIP  ST^^^LONGMONT^CO^80501^442-RPP-02-000073^2320.00
FFFFF,RRRRR RFFFFF^442-000000-7238098-FFFFF^2505 ACERO AVE^^^PUEBLO^CO^810044107^442-RPP-01-000014^375.00
KKKKKKK,EMMMMM DDDDD^442-000000-7180639-KKKKK^PO BOX 270^^^FORT COLLINS^CO^80522^442-RPP-01-000031^779.00
PNNNNN,ONNN A^442-000000-7214879-PNNNN^555 N.PANTANO 632^^^TUCSON^AZ^85710^442-RPP-01-000018^550.00
PRRRRR,EMMMMM GGGG^442-000000-7195555-PRRRR^9326 HIGHWAY 191^^^PINEDALE^WY^82941^442-RPP-01-000041^325.00
RRRR,SSSSS BBBBBBB^442-000000-7232810-RRRR^1633 26TH AVE CT^^^GREELEY^CO^80634^442-RPP-01-000011^800.00
TTTTTTTT,AAAAA L^442-00000000-36712-TTTTT^12386 CR 56^^^DALTON^NE^69131^442-RPP-01-000051^40.00
WWWWWWW,AAAAA PPPP^442-00000000-42503-WWWWW^2675 49TH ST^^^EVANS^CO^80620^442-RPP-01-000010^650.00

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
  WL      Repayment Plan Worklist

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.

Also, there are two new mailgroups – RC REPAY SUP and RC REPAY TECH. The RC REPAY SUP mailgroup alerts the appropriate Supervisors that the Repayment Plan Nightly process added bills to an existing plan which now needs review (because it now exceeds 36 months). The RC REPAY TECH mailgroup notifies staff that a Repayment Plan needs further review with the veteran after a Supervisor denies the extension of the Repayment plan beyond 36 months.

```
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
LLLLLLLL,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
   WL     Repayment Plan Worklist

Select Repayment Plan Menu <TEST ACCOUNT> Option:
```

REPAYMENT PLAN WORKLIST

This option provides functionality for reviewing Repayment Plans with term lengths greater than 36 months. It also provides the ability for a Supervisor (with the PRCA RPP SUPER security key) to review and subsequently approve or deny those plans. The option provides a List Manager user interface for displaying different repayment plan worklists, along with actions in the List Manager menu for reviewing and either approving or denying the plan.

Security Keys: Two Security Keys are involved with this option. The option is locked with the PRCA RPP TECH security key; holding the key allows the user to access the Repayment Plan Worklist option. The PRCA RPP SUPER security key is required for supervisor level functionality of the worklist. This key allows access to the Review Plan action, which is used to approve or deny approval for Repayment Plans with a term length greater than 36 months. It also allows the user to view the list of Plans that require review. The Supervisor who is tasked to approve or deny plans would need both keys.

The following screen shot is the view of a user with the PRCA RPP SUPER key:

```
Select Repayment Plan Menu <TEST ACCOUNT> Option: WL  Repayment Plan Worklist

Working.................

Repayment Plan Worklist       Jun 03, 2022@15:24:29       Page:    1 of    1.
Current view: Plans that require review

     Repayment Plan ID  Debtor              Term   Mon. Pmnt   Curr. Bal      .
1    442-RPP-02-000184  AAAAAAA,PPP DDDDD    59     $10.00      $584.63
2    442-RPP-01-000205  CCCCCCC,CCCCCC J     50     $30.00      $1500.00
3    442-RPP-01-000206  OOOO,MMMMMMM L       37     $25.00      $925.00
4    442-RPP-01-000208  KKKKKK,BBBB I        37     $30.00      $1110.00
5    442-RPP-01-000209  NNNNNN,BBBBBB C      37     $20.30      $850.00
6    442-RPP-01-000210  SSSSSSS,BBBBB A      59     $20.30      $1200.00
7    442-RPP-01-000212  WWWWWWW,WWWWW A      37     $40.00      $1480.00
8    442-RPP-01-000213  SS,SSSSSSSS A        42     $25.00      $1050.00
9    442-RPP-01-000214  MMMMM,SSSSSSS M      42     $55.00      $2310.00
10   442-RPP-01-000215  EEEEE,TTTTTTT L      37     $21.80      $805.00
11   442-RPP-01-000216  BBBBB,QQQQQQQ C      38     $22.50      $855.00
12   442-RPP-01-000217  PPPPPPP,VVVVV E      41     $20.30      $831.00
13   442-RPP-01-000218  AAAA,CCCCCC R        37     $45.00      $1665.00
14   442-RPP-01-000219  FFFFFF,PPPP E        61     $20.00      $1220.00
                                                                             .
_____ .
         Enter ?? for more actions                                         .
ED  (Edit Terms)       RV  Review Plan        EE  Export to Excel
IN  RPP Inquiry        AP  Account Profile     CV  Change View
AB  (Add Bills)        Q   Quit
Select Action: Quit//
```

The following actions are provided for the user:

ED Edit Terms: This action is available to the user who <u>only</u> has the PRCA RPP TECH security key. It provides the same functionality as the Edit Existing Repayment Plan option. The user may (C)lose the Plan, (E)dit the Monthly Payment, (A)llow Bill Auto-Add, or (Q)uit.

RV Review Plan: This action is available to those users who have the PRCA RPP SUPER key. It allows the user to either Approve or Deny the chosen repayment plan by choosing the RV action, choosing the Plan from the list and then entering an A or D to (A)pprove or (D)eny respectively.

EE Export to Excel: Choosing this action will provide a delimited output of the current list of plans on the List Manager screen. Fields displayed are the RPP ID, the Debtor, the Term Length, the Monthly Payment, and the Current Balance.

IN RPP Inquiry: This action provides the same output as the Repayment Plan Inquiry option, with the convenience of choosing the plan from the list of plans provided in the List Manager window.

AP Account Profile: This action provides the same functionality as the Account Profile option in the Agent Cashier Menu. The user chooses the action, then chooses the plan from the list. The standard Account Profile output is then displayed.

CV Change View: This action allows the user to select the display of (A)pproved plans or (D)enied plans. Holders of the PRCA RPP SUPER key can also generate a list of plans that (R)equire review.

AB (Add Bills): This action provides the same functionality as the Add New Bill to a Repayment Plan option in the Repayment Plan Menu. It is currently disabled, as the Auto Add functionality is active.

Q Quit: Allows the user to exit the 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:

- Internal Revenue Service locator charge

- Department of Motor Vehicles locator charge

- Marshal fees or court costs

- Credit report costs

- 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

Adjustments to Accounts Receivable Menu
Adjustment to an AR Record...   Waive an Accounts Receivable...   Terminate an Accounts Receivable...   Re-establish Bill   Suspend an AR Bill

balance. Use other appropriate options to process payments and include administrative charges and interest.

ADJUSTMENT TO AN AR RECORD

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.

<table>
<tr><td>adjustment to
an ar record
menu

Decrease Adjustment
Increase Adjustment</td></tr>
</table>

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

This menu contains options necessary for recording a debt waiver. All waivers are at the discretion of the Fiscal Officer. The

> waive an
> accounts receivable
> menu
>
> Partial Waiver
> Full Waiver

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.

> Terminate an
> Accounts Receivable
> Menu
>
> Fiscal Officer Terminated
> Compromise Termination

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

Report Menu for Accounts Receivable
Accounts Receivable Status Reports ...
Delinquent AR Reports ...
Management Reports ...
Reconciliation Reports ...
Veteran Third Party Charge Report

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.

Accounts Receivable
Status Reports
Menu

DC Pending Referral AR Listing
DOJ Pending Referral AR Listing
Category Listing for Bills
Status Listing for Bills
Refunds to be Approved by Certifying Official

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

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.

Delinquent AR Reports menu
31-90 Delinquent Accounts
91-180 Days Delinquent Accounts
181-365 Days Delinquent Accounts
Over 365 Days Delinquent Accounts
Print All Delinquent Accounts
Report of AR by Last Activity Date

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

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
                                               ------------
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.

> **Management Reports Menu**
>
> 3rd Party Accounts Report Print
> Admin/Interest Rates Print
> DC/DOJ Debt Collection Report...
> Co-Pay Waiver Report
> Contingent 3rd Party AR Report
> IRS Offset Report
> Medication Co-Pay Exemption
> Payments with Write-offs Report
> Revenue Code Totals by Rate Type
> Transaction History