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. 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//
SITE: ALTOONA VAMC//            PENNSYLVANIA                      000
=============================================================================
BILL #:   000-K400058      CATEGORY:   VENDOR

DATE BILL PREPARED: MAY 26,1994
DEBTOR:  ARDEBTOR, ONE
         123 MAIN ST
         ALTOONA, 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
         ALTOONA, 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...
```

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

```
Select Audit/Set up a New Accounts Receivable Option: AMENDed Bill Audit
Select ACCOUNTS RECEIVABLE BILL NO.: K20177  000-K20177      MILITARY
09-27-93   ARpatient,one   AMENDED BILL
=======================================================================
BILL NO.: 000-K20177             DEBTOR:   ARpatient, one
ORIGINAL AMOUNT: $600            CATEGORY: MILITARY

 <<RETURNED>>
DATE: SEP 27,1994                     BY: TWO,TEST
REASON:
    SHOULD BE 60 QUANTITY

 <<AMENDED>>
DATE: SEP 27,1994                     AMENDED BY: TWO,TEST
AMENDED AMOUNT: $20
COMMENTS:
    ADDED ADDITIONAL $20
=======================================================================
Is this correct ? NO//<ret>   (NO)
Do you want to return this bill to the service again ? NO// YES  (YES)
Are you sure you want to return this bill to the Service ? NO// Y  (YES)
DATE RETURNED TO SERVICE: SEP 27,1994//<ret>
FISCAL COMMENTS (RETURN): SHOULD BE 60 QUANTITY
```

EDIT AN INCOMPLETE ACCOUNTS RECEIVABLE

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

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

```
Select ACCOUNTS RECEIVABLE BILL NO.:     000-K400025   VENDOR    05-18-94
ARDEBTOR, ONE     INCOMPLETE  $1.00

CATEGORY: VENDOR//
DEBTOR: ARDEBTOR, ONE//
BILL RESULTING FROM: OVERPAYMENT//
DATE BILL PREPARED: MAY 18,1994//
SERVICE: MEDICAL SERVICE//
APPROVING OFFICIAL (SERVICE): ONE,TEST//
BILL TYPE: REIMBURSEMENT//
FUND: 2431          1994        1994
```

```
SAT STATION: 12
Do you want to write any comments for this bill ? NO//   (NO)
==========================================================================
BILL #:   000-K400025        CATEGORY:   VENDOR

DATE BILL PREPARED: MAY 18,1994

DEBTOR:  ARDEBTOR, ONE
         123 MAIN ST
         ALTOONA, 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.

```
OCT 22,1994  16:11 ACCOUNTS RECEIVABLE PROFILE
======================================================================
NAME: ARpatient,one                      BILL #: 000-AA0014
101 WALT ROAD                     SOC.SEC.NO.:    000-11-1111
ORLANDO, FL  43434                DATE OF BIRTH:  03-04-34
PHONE NO.:                        DATE POSTED: AUG 31,1992 17:45:58

CURRENT STATUS: COLLECTED/CLOSED    CATEGORY: RX CO-PAYMENT/NSC VET
GL #:                               DATE BILL PREPARED: AUG 31,1992

INTEREST EFFECTIVE RATE DATE:  JUL 1,1991   ANNUAL INTEREST RATE:  .085
ADMIN EFFECTIVE RATE DATE:     JUL 1,1991   MONTHLY ADMIN RATE: .91

ORIGINAL AMOUNT: 0.00

FISCAL YEAR    APPROP. CODE        PAT REFERENCE #     AMOUNT
 ----------    ------------        --------------      ------
     92                                                  0.00

                             BALANCES    PAID        LETTER1/ICD:
PRINCIPAL:                     0.00      54.50       LETTER2:
INTEREST:                      0.00       0.00       LETTER3:
ADMINISTRATIVE:                0.00       0.00       IRS LETTER:
                                                     DC/DOJ REF.DATE:
CURRENT:                       0.00      54.50
TRANSACTIONS:
   62      1        INCREASE ADJUSTMENT      08/31/92    50.00
   63      2        INCREASE ADJUSTMENT      08/26/92     4.50
   79    B2222222   PAYMENT (IN PART)        08/31/92     2.00
   80    B2222222   PAYMENT (IN PART)        08/31/92     5.00
   86    B3333333   PAYMENT (IN FULL)        09/03/92    47.00

BILL RESULTING FROM:   UNEARNED MD/DD BONUS

Statement date: NOV 8,1994
OTHER BILLS:
  000-AB0004 (PREP/REFU)  000-AA0015 (RX C/COLL)  000-AB0020 (PREP/CANC)
  000-AB0029 (PREP/REFU)  000-AB0049 (PREP/REFU)  000-K20061 (VEND/PEND)
  000-K20072 (CURR/BILL)  000-K20131 (RX C/COLL)  000-K20136 (EX-E/PEND)
  000-K20188 (RX C/OPEN)
```

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>DC wouldn't let us have the money!!
```

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>They said we couldn't get the money!!
  2><ret>
```

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>Documentation Purposes!
```

REPAYMENT PLAN MENU

This menu contains options necessary to
establish and manage repayment plans.

If the debt owed to VA is large enough to
create a substantial 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. They establish the plans, print statements, and apply
interest charges. Payments under these plans are processed by
the Agent Cashier payment entry options, but the statements
are printed using this menu.

> **repayment plan menu**
>
> Set Up a Repayment Plan
> Profile of Repayment Plan
> Print a Payment Statement
> Reprint a Payment Statement

SET UP A REPAYMENT PLAN

This option establishes a repayment plan for an individual bill.

NOTE: If an account has multiple bills to be repaid, use this
option for each bill.

Before you set up a plan you will need to know the date the plan
was established, the day of the month the payments will be due,
and the agreed upon amount of each payment. If an account has
multiple bills that are to be repaid, each bill must have its own
repayment plan. This is necessary because each bill has its own
Interest Computation Date (ICD). A debtor may make lump
sum payments for all plans in the account. It is the user's
responsibility to ensure that the correct credits are posted to the
individual bills. Existing administrative costs are included in
the principal balance at the time a plan is set up. Interest also
carries over into the plan. Additional administrative costs can
be added at any time using the Add an Administrative Cost

option. There is no automatic notification if a debtor's payments become delinquent. In some cases a delinquent payment means that interest must be added to the plan. See the Charge Int/Admin option.

```
Select Repayment Plan Menu Option: SET Up Repayment Plan
Select ACCOUNTS RECEIVABLE BILL NO.: K10091  000-K10091  10-13-92
ARpatient,one   ACTIVE  $1000.00

REPAYMENT PLAN DATE: T  (OCT 23, 1994)
DAY OF MON. PAYMENT DUE: 15
REPAYMENT AMOUNT DUE: 100

NUMBER OF PAYMENTS WILL BE 10
DUE DATE OF 1ST PAYMENT: NOV 15  (NOV 15, 1994)
..........PLEASE HOLD ON..............
THE REPAYMENT PLAN HAS BEEN ESTABLISHED.
```

PROFILE OF REPAYMENT PLAN

This option displays an overview of account activity under a repayment plan. Use this option to keep track of the payments for debtors who have a repayment plan set up. The report lists the monthly payment due dates, whether or not the payment was received, whether or not a statement was sent to the debtor, and the date the statement was mailed.

```
BILL NO.:  000-K10091              DEBTOR:   ARpatient,one
CURRENT BALANCE:  1000.00          REPAYMENT AMOUNT:        100.00

                          REPAYMENT SCHEDULE
-------------------------------------------------------------------------
DUE              PAYMENT         SEND PAYMENT     DATE SENT PAYMENT
DATE             RECEIVED         STATEMENT                 STATEMENT
-------------------------------------------------------------------------
NOV 15,1994        NO
DEC 15,1994        NO
JAN 15,1994        NO
FEB 15,1994        NO
MAR 15,1994        NO
APR 15,1994        NO
MAY 15,1994        NO
JUN 15,1994        NO
JUL 15,1994        NO
AUG 15,1994        NO
-------------------------------------------------------------------------
```

PRINT A PAYMENT STATEMENT

This option prints the repayment plan statements allowing you to match them with the payment receipts and mail them to the customer.When the debtor makes a payment, the Agent Cashier issues a numbered receipt and records it in the account record. Repayment plans complicate the matter slightly because the clerk must use this separate option to print the required

statement that is mailed to the debtor. One way to handle this extra piece of paper is to collect the debtor copies of the cashier receipts on a daily basis and use the Agent Cashier payment entry options to update the account records. You will not be able to print a statement until a payment has been recorded for the plan.

NOTE: The system assumes that printing a copy to your monitor is the same as printing a hard copy. This is considered one copy; to print more than one copy of the payment, see the Reprint A Payment Statement option.

REPRINT A PAYMENT STATEMENT

This option prints a second copy of a payment statement for a repayment plan. In order to reprint a statement, you must first identify the plan by entering the bill number. Then you need to enter the date the original statement was printed or displayed. The statement dates are shown by the Profile of Repayment 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 balance. Use other appropriate options to process payments and include administrative charges and interest.

```
┌─────────────────────────────┐
│      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          │
└─────────────────────────────┘
```

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.

```
adjustment to
an ar record
menu

Decrease Adjustment
Increase Adjustment
```
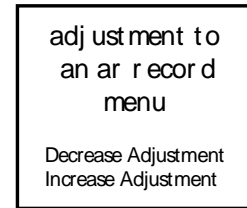
DECREASE ADJUSTMENT

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.

```
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...
```

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 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.

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

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
VETb   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>Couldn't pay this.
  2><ret>
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>CAN'T PAY!!
  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 it's 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>Suspending because we don't know if he really can claim bankruptcy
  2>yet.
  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 Repor│
│  Delinquent AR Reports...        │
│  Management Reports...           │
│  Reconciliation Reports...       │
└─────────────────────────────────┘
```

to a printer. Reports designed for 132 columns should be printed. If you decide to send a report to a printer, you can queue the output; that is, you can release the report to the system which will send it to the printer along with other jobs in the queue.

ACCOUNTS RECEIVABLE STATUS REPORTS

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

DC PENDING REFERRAL AR LISTING

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

DOJ PENDING REFERRAL LISTING

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

CATEGORY LISTING FOR BILLS

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

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

```
Select Accounts Receivable Status Reports Option: CATEGory Listing for
Bills
  START WITH CATEGORY: FIRST//<ret>
    START WITH CURRENT STATUS: FIRST//<ret>
DEVICE:<ret>   VIRTUAL    RIGHT MARGIN: 80//<ret>
AR CATEGORY/STATUS LIST                 OCT 23,1994  11:10    PAGE 1
                                                  PRINCIPAL  CURRENT
BILL NO.         DEBTOR              CAT.  STATUS  BALANCE  BALANCE
-------------------------------------------------------------------
10000-AA008  ARpatient,one           C     A       249.00   265.00
000-AA0001   ARpatient,two           PN    CC        0.00     0.00
000-AA0003   ARpatient,three         C     WO      499.09   500.00
000-AA0006   ARpatient,four          PS    CC        0.00     0.00
000-AA0007   ARpatient,five          PN    OB       10.00    10.00
000-AA0008   ARpatient,six           PN    WO       75.99    87.99
000-AA0010   ARpatient,seven         PS    CN        0.00     0.00
000-AA0011   ARpatient,eight         PS    CC       20.00    20.00
000-AA0012   ARpatient,nine          PS    CC        0.00     0.00
000-AA0014   ARpatient,ten           PN    CC        0.00     0.00
000-AA0016   ARpatient,eleven        PN    A        50.00    50.00

TOTAL                                             904.58   932.99
COUNT                                                 11       11
MEAN                                               60.27    62.20
MINIMUM                                             0.00
MAXIMUM                                           499.09
DEV.                                              137.68
```

STATUS LISTING FOR BILLS

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

```
Select AR - Accounts Receivable Menu Option: STATUS Listing For Bills
List for STATUS: OPEN
DEVICE: HOME//<ret>   VIRTUAL    RIGHT MARGIN: 80//<ret>

Status: OPEN
Bill no.      Date Prepared  Category            Debtor       Balance
---------------------------------------------------------------------
000-AA0054   NOV  1,1992   RX CO-PAYMENT/N    ARpatient,one      8.00
000-K10044   JUL 14,1994   PREPAYMENT         ARpatient,two      7.00
000-K10056   OCT  1,1994   PREPAYMENT         ARpatient,three   20.00
000-K20187   OCT 22,1994   RX CO-PAYMENT/S   *ARpatient,four    10.00
000-K20188   OCT 22,1994   RX CO-PAYMENT/N    ARpatient,five     2.00

TOTAL:      47.00
COUNT:       5.00
 MEAN:       9.40           * -indicates that patient is deceased
```

REFUNDS TO BE APPROVED BY CERTIFYING OFFICIAL

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

DELINQUENT AR REPORTS

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