

**Department of Veterans Affairs  
Veterans Health Administration**

**Accounts Receivable 4.5**

**Cross-Servicing User Manual**

**VistA Patch PRCA\*4.5\*301**



**July 2017  
Version 1.1**

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## Revision History

Date	Version	Description	Author
7/13/2017	1.1	Updated for patch PRCA*4.5*325 This patch converts all scripts for handling Treasury Cross Service Project (TCSP) exceptions between Vista and Treasury to user option with improved controls. These scripts were provided to sites by the TCSP developers to handle mismatched Vista debtor/bills with the Treasury status for the same debtor/bills. See the following sections: <a href="#">4.4</a> (TCSP Flag Control), fig. <a href="#">21 – 26</a> , glossary sections <a href="#">R &amp; I</a> ,	HPS Admin Team
10/04/2016	1.0	Initial publication	HPES Team
9/28/2016	0.10	Information for updates included in test version T81; see the following sections: <a href="#">2.5</a> (heading text), <a href="#">2.5 #6</a> , <a href="#">2.6 #4</a> , <a href="#">3</a> , <a href="#">5.1</a> , <a href="#">5.2.2</a> , <a href="#">8.3.3</a> (paragraphs & note).	HPES Team
3/18/2016	0.09	Added Enhancement Requests/updated content	HPES Team
11/18/2015	0.08	Added Activation Dates for test sites to Section 2.5. Modified Letter 3 language in Section 2.5	HPES Team
07/17/2015	0.07	Draft to be used during IOC Testing ONLY; general formatting review; verified all links in the References section.	HPES Team
06/02/2015	0.06	Added Section 8.4 for all blocked options on Cross-Serviced debt; added Section 9.2 for removing the stop on the bill placed for the reject on the Recall Debtor option.  Updated screenshots for the 5BU AIO IAI transmissions due to code change.	HPES Team
05/11/2015	0.05	Draft to be used during second round of UFT (May 15 – May 29, 2015) ONLY.  Updated Production File Transfer graphic to include the DPN file transfer on Tuesdays. Updated screenshots for DPN; added a sample DPN Letter (Section 7). Added additional information on the DPN Rejects to Section 7.1. Added additional text to Section 4.2.1 on the various record types that can be transmitted in the Update File. Updated screenshots for 5B “ABAL” and AIO”. Also, added the following text: The signed principal amount is the amount by which the transaction amount changes the principal, not the amount of the principal. There should be no positive amounts in these fields because Cross-Servicing will not allow increase adjustments. Added description of fields in the Cross-Servicing file section. Modifications to Section 5.2.2 due to Enhancement Request # 159105 (Vista To Produce a 5B Record Transaction Back to Treasury [AITC/DMC] after a Treasury 170 Offset Type That Is An OVERPAYMENT	HPES Team

Date	Version	Description	Author
		Has Been Processed By VistA.	
02/09/2015	0.04	Updated screenshots for 5B "ABAL and "AIO" Transmissions RTC# 145340; added verbiage indicating that end users should not use the Suspend an AR Bill option on Cross-Serviced debt (Appendix D). Added the following note to Section 2.6: " <i>Bills that are placed in a Suspended status continue to age and gather interest and administrative charges in VistA.</i> " (refers to bills not referred to CS). Draft to be used during UFT (Phase 1) Testing ONLY	HPES Team
02/06/2015	0.03	Draft to be used during UFT (Phase 1) Testing ONLY	HPES Team
01/14/2015	0.02	Second draft for review	HPES Team
12/18/2014	0.01	Draft for use during Pre-UFT Smoke Test (UFT Phase 0) ONLY	HPES Team

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# 1. Introduction

The Department of Treasury (Treasury) Cross-Servicing program is the Department of Veterans Affairs' (VA) next phase in the implementation of the Debt Collection Improvement Act (DCIA) of 1996. In 1996, 31 U.S.C 3716, Administrative Offset, was amended by DCIA, which initiated the requirement for VA to transfer any debt delinquent more than 180 days to Treasury for administrative offset or collection. With this amendment, VA implemented the Treasury Offset Program (TOP), which provided Consolidated Patient Account Centers (CPAC) Accounts Receivable (AR) staff members with an automated method of referring delinquent debt to Treasury. With the passing of the Digital Accountability and Transparency Act of 2014 (DATA Act), VA must now refer delinquent debt to Treasury after 120 days.

The Cross-Servicing functionality, developed as part of the Cross-Servicing program, was delivered and integrated under the Veterans Health Information Systems and Technology Architecture (VistA) AR 4.5 patch, PRCA\*4.5\*301. This new functionality will allow the Veterans Health Administration (VHA) to refer debt that has been delinquent 120 days or more to Treasury for administrative offset or collection.

## 1.1 Purpose

The purpose of this manual is to assist end users with the VistA Cross-Servicing AR 4.5 functionality, providing step-by-step examples that describe the options used for generating Cross-Servicing Reports, stopping or recalling Cross-Servicing referred debt and debtors, and how to locate the fields and text displays that reference Cross-Servicing referrals, recalls, and rejects.

## 1.2 Audience

The intended users of the Cross-Servicing functionality are the AR Supervisors and the Veteran Services Department technicians who handle First Party AR function for the CPACs.

## 1.3 References

The following references were used in the development of the Cross-Servicing program and in the development of this manual:

1. 31 USC § 3716 - Administrative offset:  
<http://www.gpo.gov/fdsys/granule/USCODE-2010-title31/USCODE-2010-title31-subtitleIII-chap37-subchapII-sec3716/content-detail.html>
2. Austin Information Technology Center. *Lockbox to AR Transmission Layout*.
3. Bureau of the Fiscal Services – Debt Management and Cross-Servicing:  
[http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/xservg/debt\\_crossserv.htm](http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/xservg/debt_crossserv.htm)
4. Bureau of the Fiscal Services – Guides, Policies, and Instructions:  
[http://fiscal.treasury.gov/fsservices/gov/debtColl/rsrscsTools/debt\\_manuals.htm](http://fiscal.treasury.gov/fsservices/gov/debtColl/rsrscsTools/debt_manuals.htm)

5. Bureau of the Fiscal Services – Legal Authorities Quick Reference Chart:  
[http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/top/legalAuthrtyQkRef/debt\\_dca\\_q\\_uickref\\_index.htm](http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/top/legalAuthrtyQkRef/debt_dca_q_uickref_index.htm)
6. Bureau of the Fiscal Services – Public Laws, Statutes, Regulations & Guidance Managing Federal Receivables:  
[http://fiscal.treasury.gov/fsservices/gov/debtColl/rsrsrcsTools/debt\\_guidance\\_mfr.htm](http://fiscal.treasury.gov/fsservices/gov/debtColl/rsrsrcsTools/debt_guidance_mfr.htm)
7. Debt Collection Improvement Act (DCIA) of 1996:  
<http://www.fms.treas.gov/debt/dmdcia.txt>
8. Digital Accountability and Transparency Act (DATA Act):  
<http://www.gpo.gov/fdsys/pkg/PLAW-113publ101/html/PLAW-113publ101.htm>
9. FedDebt Q & A Site:  
[http://fiscal.treasury.gov/fsservices/gov/debtColl/faqs/debt\\_questions\\_feddebt.htm](http://fiscal.treasury.gov/fsservices/gov/debtColl/faqs/debt_questions_feddebt.htm)
10. Treasury Financial Manual:  
<http://www.fms.treas.gov/tfm/vol1/v1p4c400.pdf>
11. U.S. Department of Treasury. Debt Management Services. Financial Management Service. *Integrated Agency Interface File Format For Cross-Servicing*.

## 1.4 Questions

Please direct all questions on the Cross-Servicing functionality and business processes to Ernie Washington at [ernest.washington@va.gov](mailto:ernest.washington@va.gov) or (202) 382-2553.

## 1.5 Program Coordination

Cross-Servicing is a joint effort between VistA AR, the Austin Information Technology Center (AITC), the Debt Management Center (DMC), and Treasury. For more information on each organization, please reference the following links:

- Veterans Health Administration (VHA) Chief Business Office (CBO):  
<http://vaww1.va.gov/cbo/>
- Austin Information Technology Center (AITC):  
<https://vaww.sde.portal.va.gov/sites/eo/Pages/Default.aspx>
- Department of Veterans Affairs (VA) Debt Management Center (DMC):  
<http://www.va.gov/debtman/>
- Consolidated Patient Account Center (CPAC):  
<http://www.va.gov/CBO/cbo/cpac.asp>
- U.S. Department of the Treasury, Bureau of the Fiscal Service:  
[http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/xservg/debt\\_crossserv.htm](http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/xservg/debt_crossserv.htm)

## 2. What is Cross-Servicing?

This section provides a brief overview of how the VistA AR 4.5 Cross-Servicing functionality integrates with AITC, DMC, and Treasury.

### 2.1 Cross-Servicing & Treasury Offset Program

The Treasury Cross-Servicing program is a mandatory, government-wide, delinquent, debt-matching, and payment-offset system. It is a cost-effective means by which VA and all Federal program agencies recover delinquent debts through Treasury debt collection efforts, Administrative Wage Garnishment, referral to Private Collection Agencies, and offsetting Federal payments due the delinquent debtor. At the implementation of the Cross-Servicing program, all new, legally enforceable, non-tax, First Party debt owed to VHA that is over 120 days will be referred to Cross-Servicing. First party debt, previously processed by Treasury Offset Program (TOP), will remain in TOP. As with TOP, Cross-Servicing is a collaborative effort among VistA AR, AITC, DMC, and Treasury.

**NOTE:**

At the implementation of the Cross-Servicing program, new, First Party debt that has been delinquent 120 days or more will be processed by Cross-Servicing.

**Once a debt has been referred to Cross-Servicing, VHA can no longer service the debt.**

First Party debt, previously processed by TOP, will remain in TOP. Any updates transmitted on a TOP account will continue to be updated in TOP, not Cross-Servicing.

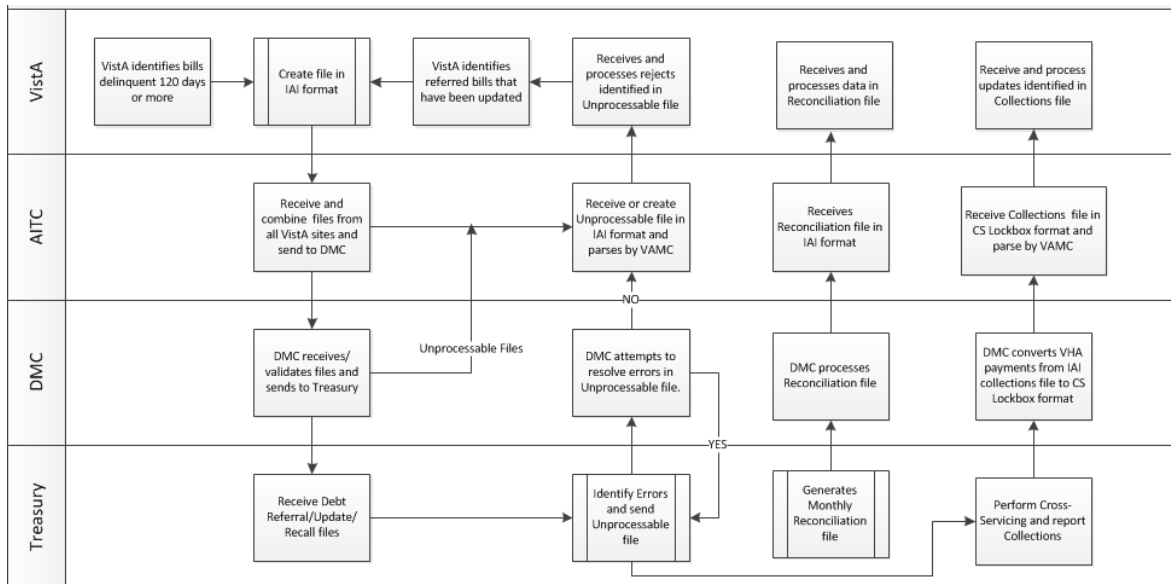
### 2.2 Cross-Servicing High-Level Process Flow

The following provides a high-level overview of the Cross-Servicing process and functionality:

1. After the DMC referral process, those debtors without VA benefits to offset are subject to the Cross-Servicing Program.
2. AR sends new bill referrals, updates, and / or recalls of previously referred bills to AITC every Tuesday. Updates include, but are not limited to, such things as change in the debtor's address or change in name.
3. AITC sends a MailMan confirmation message to each VAMC when their transmission is received at AITC.
4. AITC compiles file information from all VAMCs into Treasury's Integrated Agency Interface (IAI) File Format (refer to *Section 2.3 Integrated Agency Interface (IAI)*) and forwards to DMC.
5. DMC validates header and footer information and forwards the file on to Treasury Cross-Servicing. If the validation fails, DMC will reject the entire file and send it back to AITC for repair and re-transmission. However, the DMC check is now at the bill level rather than at the account level.
6. If there are errors within the file that Treasury receives, an Unprocessable File from Treasury is sent electronically to DMC and forwarded on to AITC.
7. AITC transmits the Cross-Servicing Unprocessable Files to each VAMC via MailMan. Reject messages and subsequent Unprocessable Files may originate from AITC or Treasury. Reject bulletins are generated containing the bill number and the error code(s) (refer to *Section 9 Cross-Servicing Rejects*).

8. If the Cross-Servicing Referral file rejects, the AR system will delete all of the Cross-Servicing referral information for the debt in VistA. The reject information will display on the profile screens (refer to *Section 3.3 Debt Rejected by Cross-Servicing*) and in the **Debt Referral Reject Report** (refer to *Section 4.1.4 Debt Referral Reject Report*). The AR staff must correct the cause of the error. Once corrected, the account will follow the appropriate processing sequence. Depending on the status of the account, this may include referral to Cross-Servicing with the next weekly transmission.
9. Upon implementation of Cross-Servicing, a one-time only process will generate an initial Due Process Notification (DPN) file that identifies bills that comply with all of the Cross-Servicing criteria, but are less than \$25.
10. On a weekly basis, the Initial DPN File will be checked by VistA for any bills that had previously been identified as less than \$25 and have now increased (due to fees and charges) to \$25 or more.
11. VistA will send this file to AITC for the purpose of printing the DPN Letters to the debtors of record.
12. AITC will process through each record and determine if the record is valid and can generate a Printed Letter, or determine if it is in error and is to be returned to VistA, identifying the two digit IAI error code(s). A DPN reject bulletin is generated listing the bills that were rejected with the associated error code (refer to *Section 7.1 Due Process Notification Rejects*).
13. VistA receives the DPN Letter Printed & Error File from AITC and logs the Date Letter Printed or Errors found. (Note: This Date Letter Printed is used to calculate a 60-day waiting period before the Debt Referral for this bill can be made through the Referral process.)
14. Once a week, Treasury will send collections from Cross-Servicing to DMC.
15. DMC converts the VHA payments from the IAI Collection File to the Cross-Servicing Lockbox format.
16. AITC receives the Collections File and parses by VAMC.
17. VistA receives and processes the updates identified in the Collection File.

**Figure 1: Cross-Servicing Scope of Integration and Process Flow**



## 2.3 Integrated Agency Interface (IAI)

Treasury's Integrated Agency Interface (IAI) file format<sup>1</sup> provides VA with a single file format for submitting multiple record types to Cross-Servicing via the FedDebt system.

For Cross-Servicing, IAI is used to: (1) Refer initial debt / debtor(s), (2) Process financial updates (payments and adjustments), (3) Modify debt / debtor information, (4) Recall a debt / debtor, (5) Receive an Unprocessable Report from Treasury, and (6) Receive the Reconciliation File from Treasury.

Treasury's Debt Management Services (DMS) processes IAI batch files daily, and provides a comprehensive Unprocessable report to notify VHA that (a) its files have been processed, (b) whether any errors occurred and (c) what those errors are. DMS transmits reports to VA no later than the day after the file processing is complete. VHA receives an IAI Collection File each time DMS transmits an Intra-governmental Payments and Collections (IPAC) transfer for Cross-Servicing collections. This IAI Collection File includes all payment transactions for the specified collection period (refer to *Section 8 Collections: Payment Processing*).

## 2.4 Type of Debts Referred to Cross-Servicing

The following AR Categories indicate First Party bills to be referred to Cross-Servicing:

- 1 – Hospital Care (NSC)
- 2 – Outpatient Care (NSC)
- 3 – Nursing Home Care (NSC)
- 24 – C (Means Test)
- 29 – Rx Co-payment / SC Vet
- 30 – Rx Co-payment / NSC Vet
- 31 – Nursing Home Care Per Diem
- 32 – Hospital Care Per Diem
- 40 – Adult Day Health Care
- 41 – Domiciliary
- 42 – Geriatric Evaluation – Institution
- 43 – Geriatric Evaluation – Non-institution
- 44 – Nursing Home Care – LTC
- 45 – Respite Care – Institution
- 46 – Respite Care – Non-institution

## 2.5 Rules for Initially Sending a Debt to Cross-Servicing

All of the following criteria must be true for a debt to be referred to Cross-Servicing:

1. The bill must be delinquent 120 days or more. (Note: This equates to 150 days old or older based on the date value in the “DATE ACCOUNT ACTIVATED” field (#60) in the Accounts Receivable file (#430)).

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<sup>1</sup> U.S. Department of Treasury. Debt Management Services. Financial Management Service. *Integrated Agency Interface File Format For Cross-Servicing*.

2. As debts become eligible for Cross-Servicing, they are referred during the next weekly Cross-Servicing batch cycle transmission according to the following station locations and date specifications:
  - If the DATE ACCOUNT ACTIVATED (file # 430, 60) is no earlier than February 1, 2015 for stations #598 (Little Rock, AR), #528 (Upstate NY-VISN 2), and #517 (Beckley, WV).
  - If the DATE ACCOUNT ACTIVATED (file # 430, 60) is no earlier than August 1, 2015 for all other stations.
3. The Debtor Type must be a First Party bill.
4. The bill status must be *Active*.
5. The Site Deletion Referral Flag for a debtor must be set to 'blank' or 'NO' in the AR Debtor File (#340).
6. The DMC Referral Flag must be removed from the bill. *DATE SENT TO DMC* field (file #430, 121) must be Null and *DMC Debt Valid* field (file #430,125) must be No or Pending.
7. An individual bill must be equal to or greater than \$25.00.
8. If the *Letter3* field under *Collection Follow up Date* on the profile screen does not have a date, the debt will not be referred to Cross-Servicing. VistA generates the 'TCSP QUALIFIED/NO 3RD LETTER SENT ON MM/DD/YY' bulletin when there is eligible debt for Cross-Servicing and a third collection letter has not been sent (**Error! Reference source not found.**). Technicians should review the debtor's account to determine why the third letter has not been sent.

**Figure 2: Bulletin: TCSP Qualified/No 3rd Letter Sent**

```

Subj: TCSP QUALIFIED/NO 3RD LETTER SENT ON 01/21/15 [#320267] 01/21/15@21:45
452017 lines
From: AR PACKAGE In 'IN' basket. Page 1 *New*
-----
The following list of debtor bills were not sent to TCSP.
Please review debtor's account to determine why the third
notice letter has not been sent:
Name                               Bill #
-----                               -
ACSA TSTANV CHERJF                 442-K100XV6
                                      442-K1016WF
                                      442-K600E29
                                      442-K701UU2
                                      442-K800RMG
                                      442-P30295

ACSA TSTAYNE CHEBDZ                442-K218GC8
                                      442-K218P2I
                                      442-K218VZ3
                                      442-K30077B
                                      442-K300NTM
                                      442-K3015GA
  
```

## 2.6 Debts Not Sent to Cross-Servicing

If any of the following criteria is true, the bill will NOT be referred to Cross-Servicing:

1. Debts where the Debtor has included VA debts in their bankruptcy petition and has provided proof of bankruptcy.
2. Debts where the debtor's date of death is recorded in VistA.
3. Debt that is in litigation and has been referred to the Department of Justice (DOJ). The software checks to see if the flag is set to "DOJ". It will not refer a particular bill that is referred to DOJ; however, it can refer other bills by the same debtor that are not flagged as being referred to DOJ.
4. Debt that is in *Offset* status at DMC. DATE SENT TO DMC (#121) would be populated.
5. Debt that has a DMC Debt Valid (#125) field of "No" or "Pending" in the ACCOUNTS RECEIVABLE (#430) file.
6. Debt that is on a repayment plan in VistA.
7. Debt that is in *Suspended* status in the AR system (this includes, but is not limited to, the following: waiver, disputes, bankruptcy).

<b>NOTE:</b>
--------------

Bills that are placed in a <i>Suspended</i> status continue to age and gather interest and administrative charges in VistA. If a bill has been suspended and is <u>unsuspended</u> on or after Day 120 of the delinquency (and meets all of the other Cross-Servicing criteria), it will be referred to Cross-Servicing in the next weekly transmission.
--

8. The Debtor is an entity or institution (a non-individual).
9. The Debt is less than \$25.00.
10. A third collection letter has not been sent.

## 2.7 Cross-Servicing Fees

The debtor is responsible for paying any and all of the Cross-Servicing offset processing fee(s) from Treasury. Treasury will automatically withhold the offset fee prior to sending the money to VHA. VHA will receive the net amount of the offset. In addition, if a debtor has more than one offset processed on a given day, there will be a fee associated with each offset.

For debt that is continuing to be collected through TOP, the flat fee remains in effect. For all debt referred to Cross-Servicing, Treasury applies an offset fee. Additional fees may be applied if debt is collected through Administrative Wage Garnishment (AWG) or a Private Collection Agency (PCA).

For all questions related to debt that has been referred to Cross-Servicing, please refer the debtor to a Treasury Customer Service Representative at (888) 826-3127.

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## 3. Cross-Servicing Fields & Messages

This section provides an overview of the various messages, symbols, and fields that indicate whether or not a bill has been referred to Cross-Servicing, recalled from Cross-Servicing, or rejected (by AITC, DMC, or Treasury).

The AR profile screens will display the following Cross-Servicing information (click the links below to be taken to the appropriate sub-section):

- [Debt Referred to Cross-Servicing](#)
- [Debt / Debtor Recalled from Cross-Servicing](#)
- [Debt Rejected by Cross-Servicing](#)

The following sub-sections outline the location of the Cross-Servicing information on the AR screens.

### 3.1 Debt Referred to Cross-Servicing

This section describes the text, fields, and symbols that display on the various AR screens when a debt has been referred to Cross-Servicing.

#### 3.1.1 Brief Account Profile Screen

From the **Brief Account Profile** screen, a user is able to identify the bills on a debtor's account that have been referred to Cross-Servicing by the following displays:

If a debtor has at least one bill referred to Cross-Servicing, the following text displays in the header of the screen: “x Debt Referred to Cross-Servicing” and “Total CS Debt” (

1. Figure 3).

In the list of bills that display on a debtor's account profile, an "x" will display before the Station Number in the *Bill #* column (

2. Figure 3).

**Figure 3: Brief Account Profile – Debt Referred to Cross-Servicing**

```

===== Account Profile =====
DCSANDON,TSTGG NHIONALD (777-44-0256)      Statement Day: 5
Statement Account #: 631-00000-33590942-DCSAN  Last Statement: 01/05/2012
2 Massachusetts Ave NE                      Activity as of: 01/01/2012
222TestStreetAddress11Ave
333TestStreetAddress11Ave
WASHINGTON, DC 200029997
Phone #: 5555555555
Amount Owed: 931.60
RX Copay Exempt: NO
CV Status: NO
x Debt Referred to Cross-Servicing          Total CS Debt: 762.79

UNDELIVERABLE 12/19/11...431 N MAIN ST

#   Bill #   Est   Type   Paid   Prin  Int  Adm  Balance
-----
1   x631-K000MJD 12/02/2009 RX CO-P 0.00   40.00 2.39 1.87 44.26
2   x631-K000XTU 01/04/2010 RX CO-P 0.00  104.00 2.05 0.00 106.05
3   631-K001BF2 02/09/2010 RX CO-P 0.00   24.00 0.44 0.00 24.44
4   631-K00250E 05/11/2010 RX CO-P 0.00    8.00 0.18 0.00  8.18
5   %631-K002FSZ 06/28/2010 REIMBUR 0.00   11.86 0.00 0.00 11.86

Select 1-5 or return to continue:
  
```

- Once the bill has been selected from the **Brief Account Profile** screen, the user is directed to the subscreen for that bill. If the bill has been referred to Cross-Servicing, the *CS Referred Date* will display on the sub-screen for that bill below “x Debt Referred to Cross-Servicing” (Figure 4). Note that the *Total CS Debt* in the below figure refers to the total amount of debt referred to Cross-Servicing.

**Figure 4: Brief Account Profile – Bill Subscreen – CS Referred Date**

```

===== Account Profile =====
DCSANDON,TSTGG NHIONALD (777-44-0256)      Statement Day: 5
Statement Account #: 631-00000-33590942-DCSAN  Last Statement: 01/05/2012
2 Massachusetts Ave NE                      Activity as of: 01/01/2012
222TestStreetAddress11Ave
333TestStreetAddress11Ave
WASHINGTON, DC 200029997
Phone #: 5555555555
Amount Owed: 931.60
RX Copay Exempt: NO
CV Status: NO
x Debt Referred to Cross-Servicing          Total CS Debt: 762.79

CS Referred Date: SEP 04, 2014
Bill #: 631-K000XTU

#   Tr #   Type   Date   Amount
-----
33  5794221 INTEREST/ADM. CHARGE 11/02/2011 0.09
34  5840775 INTEREST/ADM. CHARGE 12/02/2011 0.09
35  5889347 INTEREST/ADM. CHARGE 01/02/2012 0.09
                                     -----
                                     $    106.05
  
```

### 3.1.2 Full Account Profile Screen

From the **Full Account Profile** screen, a user is able to identify which bills on a debtor's account have been referred to Cross-Servicing by the same displays as the **Brief Account Profile** screen (refer to *Section 3.1.1 Brief Account Profile Screen*). After a REJECT, the "X" indicator is removed from the bill on the Full Account Profile Screen, Brief Account Profile Screen, and any other screen as appropriate.

### 3.1.3 Account Profile – Agent Cashiers Menu

On the **Account Profile (AP)** screen, accessed from the **Agent Cashiers Menu**, if a debtor has one or more bills referred to Cross-Servicing, *Debt Referred to Cross-Servicing* and *Total CS Debt* will display immediately after the *TOTAL BALANCE OWED FOR ALL BILLS DISPLAYED* line of the profile indicating that one or more debts has been forwarded to Cross-Servicing (Figure 5).

**NOTE:**

The *Total CS Debt* amount refers to the total amount of debt that has been referred to Cross-Servicing, not the total balance owed for all bills.

**Figure 5: Account Profile (AP) – Debt Referred to Cross-Servicing**

<b>Account Profile</b>		Sep 23, 2014@16:27:27		Page: 2 of 2				
Account: DCSANDON,TSTGG NHIONALD(777440256)			DOB: DEC 11, 1950					
Addr: 2 Massachusetts Ave NE, WASHINGTON, DC 200029997			Phone: 5555555555					
RX Copay Exempt: NO								
ACCOUNT BALANCE: 931.60			Pending Payments: 0.00		C			
+	BillNum	CareDate	Stat	Bill Type	Principal	Interest	Admin	
	15	K001BF2	02/09/10	ACTI	RX CO-PAYMENT/NSC VET	24.00	0.44	0.00
	16	K000XTU	01/04/10	ACTI	RX CO-PAYMENT/NSC VET	104.00	2.05	0.00
	17	K000MJD	12/02/09	ACTI	RX CO-PAYMENT/NSC VET	40.00	2.39	1.87
TOTAL BALANCE OWED FOR ALL BILLS DISPLAYED						921.37	8.36	1.87
<b>Debt Referred to Cross-Servicing</b>				<b>Total CS Debt:</b>		<b>762.79</b>		

### 3.1.4 Bill Profile

On the **Bill Profile (BP)** screen, the *Debt Referred to Cross-Servicing* text displays *before the listing of the charges* on the bill. Below is an example of a Bill Profile screen using the last bill (K000MJD) listed on the Account Profile screen in Figure 5.

Figure 6: Bill Profile (BP) – Debt Referred to Cross-Servicing

Bill Profile		Sep 23, 2014@16:48:15		Page: 2 of 4	
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 631-K000MJD *****					
±					
<u>Bill Balances</u>	<u>Billed</u>	<u>Paid</u>		<u>Original Amt:</u>	
Principal:	40.00	0.00		0.00	
Interest:	2.39	0.00			
<u>Administrative:</u>	<u>1.87</u>	<u>0.00</u>			
Current:	44.26	0.00			
<u>Accounting Data</u>	<u>Fiscal Year</u>	<u>Approp Code</u>		<u>Amount</u>	
	10	528701		40.00	
Rev Srce Code: 8CZZ					
<u>Collection Follow up Data</u>					
Letter1: JAN 05, 2010					
Letter2: FEB 05, 2010					
Letter3: MAR 05, 2010					
Letter4: JAN 05, 2012					
<b>Debt Referred to Cross-Servicing</b>			<b>CS Referred Date: SEP 04, 2014</b>		
+ [% EEOB   Enter ?? for more actions					
BT Bill Transactions		NB Select New Bill		EA Exit Action	
Select Action: Next Screen//					

### 3.1.5 Profile of Accounts Receivable

On the **Profile of Accounts Receivable** screen, *Debt Referred to Cross-Servicing* will display in the header when one or more bills have been referred to Cross-Servicing.

Figure 7: Profile of Accounts Receivable – Debt Referred to Cross-Servicing

SEP 23,2014 16:56 ACCOUNTS RECEIVABLE PROFILE			
=====			
NAME: DCSANDON,TSTGG NHIONALD	BILL #: 631-K000MJD		
2 Massachusetts Ave NE	SOC.SEC.NO.: 777-44-0256		
222TestStreetAddress11Ave			
WASHINGTON, DC 200029997	DATE OF BIRTH: 12/11/1950		
PHONE NO.: 5555555555	DATE POSTED: DEC 02, 2009 08:45:25		
<b>***Debt Referred To Cross-Servicing***</b>			
CURRENT STATUS: ACTIVE	CATEGORY: RX CO-PAYMENT/NSC VET		
CP:	DATE BILL PREPARED: DEC 2,2009		
INTEREST EFFECTIVE RATE DATE: JAN 1,2009	ANNUAL INTEREST RATE: .03		
ADMIN EFFECTIVE RATE DATE: JAN 1,2009	MONTHLY ADMIN RATE: 1.76		
ORIGINAL AMOUNT: 0.00			
<u>FISCAL YEAR</u>	<u>APPROP. CODE</u>	<u>PAT REFERENCE #</u>	<u>AMOUNT</u>
-----	-----	-----	-----
10	528701		40.00
ENTER '^' TO HALT:			

If the selected bill has been referred to Cross-Servicing, the *CS Referred Date* will display below the *CURRENT* balance of the bill and above the *TRANSACTIONS*.

**Figure 8: Profile of Accounts Receivable – CS Referred Date**

BALANCES	PAID				
PRINCIPAL:	40.00	0.00	LETTER1/ICD:	01/05/2010	
INTEREST:	2.39	0.00	LETTER2:	02/05/2010	
ADMINISTRATIVE:	1.87	0.00	LETTER3:	03/05/2010	
CURRENT:	44.26	0.00	IRS LETTER:		
			DC/DOJ REF.DATE:		
<b>CS Referred Date: SEP 04, 2014</b>					
TRANSACTIONS:					
4857745	1	INCREASE ADJUSTMENT	12/02/09	8.00	
4863356	2	INCREASE ADJUSTMENT	12/08/09	8.00	
4871501	3	INCREASE ADJUSTMENT	12/15/09	8.00	
4882494	4	INCREASE ADJUSTMENT	12/28/09	8.00	
4883352	5	INCREASE ADJUSTMENT	12/29/09	8.00	
4975720		INTEREST/ADM. CHARGE	03/02/10	0.19	
5016812		INTEREST/ADM. CHARGE	04/02/10	0.10	
ENTER '^' TO HALT:					

## 3.2 Debt / Debtor Recalled from Cross-Servicing

This section describes the text and fields that display on the various AR screens when a debt has been recalled from Cross-Servicing.

### 3.2.1 Brief Account Profile Screen

From the **Brief Account Profile** screen, a user is able to identify the bills that have been either automatically recalled from Cross-Servicing (due to the debt balance dropping below \$25 and where there has been no activity in 365 days or more) or manually recalled from Cross-Servicing. Note that VistA automatically applies the Recall Reason, “Agency is Forgiving Debt”, to all of the automatically recalled bills.

Once a bill or debtor has been recalled, the Cross-Servicing referred information is deleted from the bill, as described below:

- Once the bill has been recalled from Cross-Servicing, and only if the debtor has no other bills referred to Cross-Servicing, the “x Debt Referred to Cross-Servicing” and “Total CS Debt” will no longer display.
- In the list of bills that display on a debtor’s account profile, the “x” will no longer display before the Station Number in the *Bill #* column.

Also, the *CS Recall Reason* and *CS Recall Date* will display on Page 2 of the **Brief Account Profile** screen above the Bill # (Figure 9).

**NOTE:**

If a debtor has more than one bill referred to Cross-Servicing, and only one of the bills has been recalled, the *x Debt Referred to Cross-Servicing* and the *Total CS Debt* will continue to display in the header on the Brief and Full Account Profile screens. The *Total CS Debt* refers to the total amount of all debt referred to Cross-Servicing.

**Figure 9: Brief Account Profile – CS Recall Reason & CS Recall Date**

```
===== Account Profile =====
HCSKHAM,TSTNTIN NHIJLS (777-77-0053)          Statement Day: 5
Statement Account #: 631-00000-33589369-HCSKH  Last Statement: 01/05/2012
2 Massachusetts Ave NE                        Activity as of: 01/01/2012
222TestStreetAddress11Ave
333TestStreetAddress11Ave
WASHINGTON, DC 200029997
Phone #: 5555555555                            Amount Owed:      815.04
                                                RX Copay Exempt: NO
                                                CV Status: NO
CS Recall Reason: BANKRUPTCY                  CS Recall Date: AUG 01, 2014
Bill #: 631-K102LPR

#      Tr #      Type      Date      Amount
-----
                Original Amount      07/08/2011      0.00
1      5637271  INCREASE ADJUSTMENT      07/08/2011     24.00
2      5649804  INCREASE ADJUSTMENT      07/20/2011      8.00
3      5652411  INCREASE ADJUSTMENT      07/22/2011     24.00
4      5652412  INCREASE ADJUSTMENT      07/22/2011     24.00
5      5657431  INCREASE ADJUSTMENT      07/26/2011     24.00

Select 1-5 or 'P' to Print or return to continue:
```

### 3.2.2 Full Account Profile Screen

From the **Full Account Profile** screen, a user is able to identify which bills on a debtor’s account have been recalled from Cross-Servicing by the same displays as the **Brief Account Profile** screen (refer to the previous section).

### 3.2.3 Bill Profile

On the **Bill Profile** (BP) screen, the *CS Recall Reason and CS Recall Date* displays on Page 2 after the *Collection Follow up Data* on the bill.



**Figure 10: Bill Profile (BP) – Debt Recalled from Cross-Servicing**

```

***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 631-K102LPR *****
+
Bill Balances           Billed           Paid
Principal:                152.00           0.00           Original Amt:      0.00
Interest:                  0.63            0.00
Administrative:            0.00            0.00
Current:                   152.63           0.00

Accounting Data   Fiscal Year   Approp Code   Amount
                  11             528701        152.00

Rev Srce Code: 8CZZ

Collection Follow up Data
Letter1: AUG 05, 2011
Letter2: SEP 05, 2011
Letter3: OCT 05, 2011
Letter4: JAN 05, 2012

CS Recall Reason: BANKRUPTCY           CS Recall Date: AUG 01, 2014
+   |% EEOB | Enter ?? for more actions|
BT Bill Transactions   NB Select New Bill           EA Exit Action
Select Action: Next Screen//
    
```

### 3.2.4 Profile of Accounts Receivable

On the **Profile of Accounts Receivable** screen, the *CS Recall Reason* and *CS Recall Date* will display in the header when a bill or debtor has been recalled from Cross-Servicing.

**Figure 11: Profile of Accounts Receivable – Debtor Recalled from Cross-Servicing**

```

AUG 13,2014  09:15  ACCOUNTS RECEIVABLE PROFILE
=====
NAME: HCSKHAM,TSTNTIN NHIJLS           BILL #: 631-K102LPR

2 Massachusetts Ave NE                 SOC.SEC.NO.: 777-77-0053
222TestStreetAddress11Ave
WASHINGTON, DC 200029997              DATE OF BIRTH: 02/11/1931
PHONE NO.: 5555555555                  DATE POSTED: JUL 08, 2011 15:44:08
CS Recall Reason: BANKRUPTCY           CS Recall Date: AUG 01, 2014

CURRENT STATUS: ACTIVE                  CATEGORY: RX CO-PAYMENT/NSC VET
CP:                                     DATE BILL PREPARED: JUL 8,2011
    
```

### 3.3 Debt Rejected by Cross-Servicing

Once a debt is rejected by Cross-Servicing, the referral information is deleted from the debt (refer to *Section 9 Cross-Servicing Rejects*). VistA maintains a historical record of the rejects by adding the reject code, reject reason, reject date, and reject source to the various profile screens.

**NOTE:**

The reject code, reason, date, and source remain on the screen even after the error is corrected.

This section describes the fields that display on the various AR screens when a debt has been rejected by Cross-Servicing.

### 3.3.1 Brief Account Profile Screen

Once a debt has been rejected, the Cross-Servicing referred information is deleted from the debt. The following information will display below the header on the **Brief Account Profile** screen: “CS Rejects” with the Reject Date, Reject Code, Source, (Source Codes: A=AITC; D=DMC; T=Treasury), and Reject Reason(s).

**Figure 12: Brief Account Profile – Debt Rejected by Cross-Servicing**

Account Profile				
CRKMLERIST,TSTTY NHMLIIR (777-70-6080)			Statement Day: 5	
Statement Account #: 631-000000-6855501-CRKML			Last Statement: 01/05/2012	
2 Massachusetts Ave NE			Activity as of: 01/01/2012	
222TESTSTREETADDRESS11AVE				
333TestStreetAddress11Ave				
WASHINGTON, DC 200029997			Amount Owed: 536.89	
Phone #: 5555555555			RX Copay Exempt: NO	
			CV Status: NO	
CS REJECTS: DATE: OCT 6, 2011 CODE(s): 50 SOURCE: T				
CS REJECT DATE: OCT 6, 2011 REJECT SOURCE: T				
REJECT REASON1: 50 Debt Origination Date-Date error (incorrect format) when adding or updating date Debt Originally Opened information				
Bill #: 631-K20019M				
#	Tr #	Type	Date	Amount
		Original Amount	10/03/2011	0.00
1	5756923	INCREASE ADJUSTMENT	10/03/2011	8.00
2	5777359	INCREASE ADJUSTMENT	10/21/2011	8.00
3	5777360	INCREASE ADJUSTMENT	10/21/2011	24.00
4	5779337	INCREASE ADJUSTMENT	10/24/2011	24.00
Select 1-4 or 'P' to Print or return to continue:				

### 3.3.2 Full Account Profile Screen

From the **Full Account Profile** screen, a user is able to identify which bills on a debtor’s account have been rejected by Cross-Servicing by the same displays as the **Brief Account Profile** screen (refer to the previous section). The “x” indicator is removed from the bill.

### 3.3.3 Bill Profile

On the **Bill Profile** (BP) screen, the reject information displays on Page 2 after the *Collection Follow up Data* on the bill (Figure 13).

Figure 13: Bill Profile (BP) – Debt Rejected by Cross-Servicing

Bill Profile		Jul 10, 2014@10:37:03		Page: 2 of 3	
***** ACCOUNTS RECEIVABLE BILL PROFILE FOR 631-K1033GE *****					
+					
<u>Bill Balances</u>	<u>Billed</u>	<u>Paid</u>		<u>Original Amt:</u>	
Principal:	120.00	0.00		0.00	
Interest:	0.29	0.00			
<u>Administrative:</u>	<u>0.00</u>	<u>0.00</u>			
Current:	120.29	0.00			
<u>Accounting Data</u>	<u>Fiscal Year</u>	<u>Approp Code</u>		<u>Amount</u>	
	11	528701		120.00	
Rev Srce Code: 8CZZ					
<u>Collection Follow up Data</u>					
Letter1: OCT 05, 2011					
Letter2: NOV 05, 2011					
Letter3: DEC 05, 2011					
Letter4: JAN 05, 2012					
CS REJECTS: DATE: MAR 29, 2013 CODE(s): 09-17-21-50-68-69-1W-2R-4W SOURCE: A					
DATE: APR 05, 2013 CODE(s): 50-69-4W SOURCE: D					
DATE: APR 15, 2013 CODE(s): 50 SOURCE: T					
CS REJECT DATE: MAR 29, 2013 REJECT SOURCE: A					
REJECT REASON1: 09 Debtor TIN-Invalid TIN for a RT 2 Action Code Add record.					
CS REJECT DATE: APR 05, 2013 REJECT SOURCE: D					
REJECT REASON1: 50 Debt Origination Date-Date error (incorrect format) when adding or updating date Debt Originally Opened information.					
CS REJECT DATE: APR 15, 2013 REJECT SOURCE: T					
REJECT REASON1: 50 Debt Origination Date-Date error (incorrect format) when adding or updating date Debt Originally Opened information.					
+  % EEOB   Enter ?? for more actions					

### 3.3.4 Profile of Accounts Receivable

On the **Profile of Accounts Receivable** screen, the reject information displays below the header.

**Figure 14: Profile of Accounts Receivable – Debt Rejected by Cross-Servicing**

```

APR 24,2014 11:44 ACCOUNTS RECEIVABLE PROFILE
=====
NAME: PATIENT,LTC COPAY          BILL #: 500-KNNNN01
234 MAIN STREET ROAD CT         SOC.SEC.NO.: 123-12-3123
SAN FRANCISCO, CA 94114         DATE OF BIRTH: 11/12/1967
PHONE NO.: 9877899876          DATE POSTED: MAR 26, 2013 14:33:31

CS REJECTS: DATE: MAR 29, 2013  CODE(s): 09-17-21-50-68-69-1W-2R-4W  SOURCE: A
              DATE: APR 05, 2013  CODE(s): 50-69-4W                    SOURCE: D
              DATE: APR 15, 2013  CODE(s): 50                        SOURCE: T
CS REJECT DATE: MAR 29, 2013    REJECT SOURCE: A
REJECT REASON1: 09 Debtor TIN-Invalid TIN for a RT 2 Action Code Add record.
CS REJECT DATE: APR 05, 2013    REJECT SOURCE: D
REJECT REASON1: 50 Debt Origination Date-Date error (incorrect format) when
adding or updating date Debt Originally Opened information.
CS REJECT DATE: APR 15, 2013    REJECT SOURCE: T
REJECT REASON1: 50 Debt Origination Date-Date error (incorrect format) when
adding or updating date Debt Originally Opened information.

CURRENT STATUS: ACTIVE          CATEGORY: NURSING HOME CARE-LTC
CP:                             DATE BILL PREPARED: MAR 26,2013

INTEREST EFFECTIVE RATE DATE:  OCT 1,1999    ANNUAL INTEREST RATE: 0
ADMIN EFFECTIVE RATE DATE:     OCT 1,1999    MONTHLY ADMIN RATE: 0

ORIGINAL AMOUNT: 0.00

FISCAL YEAR   APPROP. CODE   PAT REFERENCE #   AMOUNT
-----
13            528709              -----
ENTER '^' TO HALT:

```

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## 4. Cross-Servicing Options

There are a number of VistA options that users can utilize related to Cross-Servicing activities, including five reports, the ability to recall a bill or debtor and to place a stop on a bill. Each option is listed below. All of the options are accessed from the **Cross-Servicing Menu**. For each option, detailed VistA steps are provided in this section.

- **[Cross-Servicing Bill Report \[RCTCSP BILL REPORT\]](#)**: For a selected debtor, all bills that have been referred to Cross-Servicing, and the date that each bill was referred.
- **[Cross-Servicing Recall Report \[RCTCSP RECALL REPORT\]](#)**: Bills that have been recalled from Cross-Servicing and the date each bill was recalled.
- **[Debt Referral Reject Report \[RCTCSP REJECT REPORT\]](#)**: Rejected bills from the Unprocessable files from AITC, DMC, and Treasury, and the date, error code, and reason(s) the bill was rejected.
  - 1) **[List IAI Error Codes \[RCTCSP IAI ERROR CODES LIST\]](#)**: Reference list of the Cross-Servicing error codes, the field name / action, the record type, and error message.
- **[Print Cross-Servicing Report \[RCTCSP REPORT\]](#)**: Current balance of all bills referred to Cross-Servicing and the date the bills were referred. This report provides the option to sort by bill number, debtor name, or the referral date.
- **[Print Reconciliation Report \[RCTCSP RECONCIL REPORT\]](#)**: Bills / debtors that have been returned by Treasury for reconciliation.
- **[Recall/Reactivate TCSP Referral for a Bill \[RCTCSP RECALLB\]](#)**: Recall a bill from being referred to Cross-Servicing or reactivate a bill (remove the recall flag) that has been recalled (before the Recall Batch Job runs).
- **[Recall/Reactivate TCSP Referral for a Debtor \[RCTCSP RECALLD\]](#)**: Recalls all bills referred to Cross-Servicing at the same time for the selected debtor.
- **[Stop/Reactivate a TCSP Referral for a Bill \[RCTCSP STOP\]](#)**: Stop a bill in VistA from being referred to Cross-Servicing or updates on the bill from being transmitted; also, use this functionality to remove the ‘Stop’ flag (reactivate).
- **[TCSP Flag Control \[RCDP TCSP FLAG CONTROL\]](#)**: The options included in this menu are used to correct the bill or debtor data attributes (or flags) as needed because of a variance in the bill or debtor data between the VistA system and the Treasury system. This menu option was introduced with Accounts Receivable patch, PRCA\*4.5\*325.

This option will allow TCSP flag control to the following options:

- 1) Set cross-service flag on BILL
- 2) Clear cross-service flag on BILL
- 3) Clear cross-service flag on DEBTOR (AND ALL BILLS)
- 4) Set cross-service flag on DEBTOR

5) Fully re-establish debtor/bill as cross-serviced

**NOTE:**

Refer to *Section 3 Cross-Servicing Fields & Messages* for a description of the various screens where Cross-Servicing referrals, recalls, and reject information displays.

## 4.1 Report Options

This sub-section describes the five Cross-Servicing reports accessed from the **Cross-Servicing Menu**.

### 4.1.1 Cross-Servicing Bill Report

The **Cross-Servicing Bill Report** lists all of the bills that have been referred to Cross-Servicing for a debtor. The report lists the bill number (*BILL NO.*), status code (*ST*), the original amount of the bill (*ORIG AMT*), the current amount of the bill (*CURR AMT*), the principle (*PRIN*), interest (*INT*), administrative fees (*ADMIN*), court fees (*COURT*), and the date the bill was referred to Cross-Servicing (*CS REF DATE*). Additionally, the header of the report contains the total amount of all debt referred to Cross-Servicing for the debtor (*CURRENT CS DEBT*).

1. At the **Select Cross-Servicing Menu Option:** prompt, enter the option: **Cross-Servicing Bill Report** or **RCTCSP BILL REPORT**.
2. Enter the debtor's name at the **Select AR Debtor:** prompt.
3. Press [Enter] to view the complete report.
4. The list of bills for the debtor will display in ascending order by bill number (Figure 15).

Figure 15: Cross-Servicing Bill Report

PAGE 1		CROSS-SERVICING BILL REPORT						AUG 25, 2014	
DEBTOR: ACSDGREN,TSTRY NHI		SSN: 777771598			CURRENT CS DEBT: 1150.00				
BILL NO.	ST	ORIG AMT	CURR AMT	PRIN	INT	ADMIN	COURT	CS REF DATE	
631-K002GZ5	A	50.00	50.00	50.00	0.00	0.00	0.00	JUL 31,2014	
631-K002LJH	A	1100.00	1100.00	1100.00	0.00	0.00	0.00	JUL 31,2014	
END OF REPORT...PRESS RETURN TO CONTINUE									

### 4.1.2 Cross-Servicing Recall Report

The **Cross-Servicing Recall Report** lists the bills that have been recalled from Cross-Servicing. The user has the option of sorting the report by bill number or debtor name. The report includes the bill number (*BILL NO.*), the debtor's name (*DEBTOR*), the Social Security Number (*SSN*), the amount recalled from Cross-Servicing (*RCLL AMT*), the date of the recall (*RECALL DATE*), and the reason for the recall (*RECALL RSN*).

1. At the **Select Cross-Servicing Menu Option:** prompt, enter: **Cross-Servicing Recall Report** or **RCTCSP RECALL REPORT**.
2. Choose to sort the report by bill number or debtor's name by entering 1 [Bill Number] or 2 [Debtor Name] at the **Select one of the following:** prompt.
3. Press [Enter] to view the complete report.
4. The list of bills recalled from Cross-Servicing at the time of the report output will display according to the sort option selected (Figure 16).



**NOTE:**

Once a debt has been manually flagged in VistA for recall from Cross-Servicing, the bill number, debtor's name, SSN, and recall reason will display in the Recall Report, however, the recall amount and recall date will not display until after the Recall Batch Job has run.

**Figure 16: Cross-Servicing Recall Report (Sorted by Bill Number)**

PAGE 1	CROSS-SERVICING RECALL REPORT (SORTED BY BILL NUMBER)				SEP 04, 2014	
BILL NO.	DEBTOR	SSN	RCLL AMT	RECALL DATE	RECALL RSN	
631-K000NM9	XCSKHAM, TSTAYNE NH	777771792	38.80	AUG 15, 2014	07-AGENCY IS	
631-K000NNT	ACSLOP, TSTRISON NH	777771810	63.09	AUG 15, 2014	15-DEBTOR WAS	
631-K002B1M	ACSDGREN, TSTRY NHI	777771598	30.00	AUG 15, 2014	15-DEBTOR WAS	
631-K002XJ7	HCSK, TSTRMAN NHIL	777770004	28.52	AUG 13, 2014	01-DEBT REFER	
631-K1023PM	HCSHEM, TSTOMON NHI	777770001	27.14	AUG 7, 2014	05-DEBTOR DIS	
631-K1023PU	HCSATT, TSTGG NHITT	777770035	54.74	SEP 4, 2014	01-DEBT REFER	
631-K102L8F	HCSHEM, TSTOMON NHI	777770001	27.10	AUG 7, 2014	05-DEBTOR DIS	
631-K102WJ2	HCSLBEE, TSTNOS NHI	777770040	50.03	AUG 13, 2014	06-DEBTOR DEC	
631-K10356N	HCSLBEE, TSTNOS NHI	777770040	48.12	AUG 13, 2014	06-DEBTOR DEC	
631-K2003FC	HCSLBEE, TSTNOS NHI	777770040	48.08	AUG 13, 2014	06-DEBTOR DEC	
631-K4023GT	HCSROSKY, TSTHONSO	777770000	125.99	AUG 7, 2014	07-AGENCY IS	
631-K4023GU	HCSHEM, TSTOMON NHI	777770001	138.99	AUG 7, 2014	05-DEBTOR DIS	
631-K4023GV	HCSING, TSTL NHIXAN	777770002	176.99	AUG 13, 2014	08-AGENCY CAN	

### 4.1.3 Print Cross-Servicing Report

The **Print Cross-Servicing Report** provides the current balance of all bills referred to Cross-Servicing. The report output contains the bill number (*BILL NO.*), the debtor's name (*DEBTOR*), the *SSN*, the original amount of the bill (*ORIG AMT*), the date the bill was referred to Cross-Servicing (*CS REF DT*), and the current amount of the bill (*CURR DEBT*).

1. At the **Select Cross-Servicing Menu Option:** prompt, enter: **Print Cross-Servicing Report** or **RCTCSP REPORT**.
2. Select to sort the report by bill number, debtor name, or the date the bill was referred to Cross-Servicing by entering **1** [Bill Number], **2** [Debtor Name], or **3** [CS Referred Date] at the **Select one of the following:** prompt.
3. Press [Enter] to view the complete report.
4. A list of all bills referred to Cross-Servicing at the time the report was run will display according to the sort option selected (Figure 17.)

**Figure 17: Print Cross-Servicing Report (Sorted by Bill Number)**

PAGE 1	BILLS AT CROSS-SERVICING (SORTED BY BILL NO.)				SEP 04, 2014	
BILL NO.	DEBTOR	SSN	ORIG AMT	CS REF DATE	CURR AMT	
631-K901P52	TCSCHENBACH, TSTEY	777220069	28.50	JUL 31, 2014	28.50	
631-K000KIN	XCSKARD, TSTIE NHIQ	777771821	35.75	JUL 31, 2014	35.75	
631-K000MJD	DCSANDON, TSTGG NHI	777440256	44.26	JUL 31, 2014	44.26	
631-K000MQQ	DCSUN, TSTY NHISOP	777440046	52.74	JUL 31, 2014	52.74	
631-K000MXK	DCSNEM, TSTFREDO NH	777440095	25.77	JUL 31, 2014	25.77	
631-K000N7A	DCSD, TSTL NHISEV	777440021	27.30	JUL 31, 2014	27.30	
631-K000NBR	DCSLI, TSTLPH NHIXT	777440175	129.04	JUL 31, 2014	129.04	
631-K000NBV	DCSGAND, TSTZALO NH	777440002	27.30	JUL 31, 2014	27.30	
631-K000NQY	ACSLOP, TSTRISON NH	777771810	63.59	JUL 31, 2014	63.59	
631-K000PD6	ICSCK, TSTLE NHIBKT	777110051	88.52	AUG 25, 2014	88.52	
631-K000PLR	XCSKOWSKI, TSTCK NH	777771808	51.09	JUL 31, 2014	51.09	
631-K000PSB	DCSDNESS, TSTCEL NH	777440193	33.77	JUL 31, 2014	33.77	
631-K000PU7	HCSTIE, TSTETT NHIE	777770031	50.87	JUL 31, 2014	50.87	

#### 4.1.4 Debt Referral Reject Report

The **Debt Referral Reject Report** lists the rejected bills by Debtor Name from the Unprocessable Files from AITC, DMC, and Treasury (where applicable). The report includes the bill number (*BILL #*), debtor's name (*DEBTOR*), SSN, the record type (*TYP*), action code (*ACTNCD*), reject date (*REJECT DATE*), the source of the reject (*SRC*), and the error codes (*ERROR CODES*) (refer to *Section 4.1.4.1 List of IAI Error Codes*). For the detailed report, the reject reasons associated with the error codes will also display.

1. From the Cross-Servicing Menu, enter: **Debt Referral Reject Report** or **RCTCSP REJECT REPORT**.

2. Enter the date range of the report at the following prompt:

**FROM: T-7//**

**TO: T//**

Dates can be in MMDDYYYY (10272014) or MMM DD, YYYY (OCT 27, 2014) format.

Note that the default date range is a one-week timeframe from the day the report is being run.

3. At the **Group Error Codes: Brief or Detail: (B/D):B//** prompt, choose between Brief and Detail. Note that the default is Brief. The descriptions of each are below:
  - If **(B)**rief, all error codes for a bill will be concatenated into one string and displayed with a single bill without error descriptions. One line per bill with a sum of all of the error codes.
  - If **(D)**etail, each error code will be accompanied by an error description. Thus, there may be multiple lines per bill.

4. Select how to sort the report at the **Sort by:1//** prompt, choosing one of the following. (The default is by Bill Number.)
  - 1 Bill Number**
  - 2 Debtor Name**
  - 3 CS Reject Date**
5. Once the primary sort is selected, an **Include Only: AITC, DMC, TREASURY or 'ALL': (A/D/T/ALL): ALL//** prompt displays for a secondary sort of the reject source. Choose from the following:
  - (A)ITC:** Rejects from AITC
  - (D)MC:** Rejects from DMC
  - (T)reasury:** Rejects from Treasury
  - (ALL):** Rejects from all sources (Default)
6. Next, choose the sort order of the report **(A)scending** or **(D)escending**. Note that the default is (A)scending.
7. Finally, a prompt displays asking to **CAPTURE report data to an Excel document?? NO//**

The default is (N)o.

If (Y)es is entered, the following message displays:

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., spoolname;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.

**NOTE:**

To avoid undesired wrapping of the data saved to the file, enter '0;256;999' at the 'DEVICE:' prompt.

8. The report will display based on the selected parameters in the previous steps (refer to the figures below for samples of the **Debt Referral Reject Report**).

**Figure 18: Debt Referral Reject Report (Brief – Treasury - Sorted by Bill Number)**

PAGE 1 DEBT REFERRAL REJECT REPORT (SORTED BY BILL NO. <ASC>) NOV 03, 2014							
BILL NO.	DEBTOR	SSN	TYP	ACTNCD	REJECT DATE	SRC	ERROR CODES
631-K000PD6	ICSCK,TSTLE NHIBKT	777110051	1	A	NOV 03,2014	T	3E
631-K000PD6	ICSCK,TSTLE NHIBKT	777110051	2	A	NOV 03,2014	T	5Y,1S
631-K000PD6	ICSCK,TSTLE NHIBKT	777110051	3	A	NOV 03,2014	T	3E
631-K000PD6	ICSCK,TSTLE NHIBKT	777110051	2A	A	NOV 03,2014	T	7V
631-K000PD6	ICSCK,TSTLE NHIBKT	777110051	2C	A	NOV 03,2014	T	3E
631-K000PD6	ICSCK,TSTLE NHIBKT	777110051	1	A	NOV 03,2014	T	ZZ
631-K000PD6	ICSCK,TSTLE NHIBKT	777110051	2	A	NOV 03,2014	T	ZZ
631-K000PD6	ICSCK,TSTLE NHIBKT	777110051	3	A	NOV 03,2014	T	41,3K
631-K000PD6	ICSCK,TSTLE NHIBKT	777110051	2A	A	NOV 03,2014	T	3E
631-K000PD6	ICSCK,TSTLE NHIBKT	777110051	2C	A	NOV 03,2014	T	3E
631-K000QCE	ICISIS,TSTESTE NHIHS	777110074	1	A	NOV 03,2014	T	ZZ
631-K000QCE	ICISIS,TSTESTE NHIHS	777110074	2	A	NOV 03,2014	T	7V
631-K000QCE	ICISIS,TSTESTE NHIHS	777110074	3	A	NOV 03,2014	T	3E
631-K000QCE	ICISIS,TSTESTE NHIHS	777110074	2A	A	NOV 03,2014	T	3E
631-K000QCE	ICISIS,TSTESTE NHIHS	777110074	2C	A	NOV 03,2014	T	7V
631-K000QCE	ICISIS,TSTESTE NHIHS	777110074	1	A	NOV 03,2014	T	1S
631-K000QCE	ICISIS,TSTESTE NHIHS	777110074	2	A	NOV 03,2014	T	ZZ
631-K000QCE	ICISIS,TSTESTE NHIHS	777110074	3	A	NOV 03,2014	T	ZZ

**4.1.4.1 List of IAI Error Codes**

To accompany the **Debt Referral Reject Report**, the **Cross-Servicing Menu** also contains the **List of IAI Error Codes** option. Selecting this option lists the various error codes that will display in the **Debt Referral Reject Report**. In addition to the error codes, the list contains the field name / action, record type, and error message (Figure 19).

Refer to *Appendix B. Cross-Servicing IAI Error Codes* for a complete list of the error codes.

**Figure 19: List of IAI Error Codes (Codes 10 – 17)**

TCS IAI ERROR CODES LIST				NOV 7,2014 12:13	PAGE 1
CD	FIELD NAME/ACTION	RECORD TYPE	ERROR MESSAGE		
10	Debtor TIN	2	Debtor already in debtor table.		
11	Debtor TIN	2	This is a Joint & Several debt.		
12	Debtor TIN	2	If Debtor TIN is provided, a valid TIN Type must be Entered.		
13	Debtor TIN	2,2C,4,6	Debtor TIN must be Numeric.		
14	Referred Debt Balance	1	Delinquent amount not numeric or amount < \$25 limit.		
15	Referred Debt Balance	1	For adjust action, amount cannot be zero.		
16	Referred Debt Balance	1	Cannot decrease a debt with existing current balance of zero.		
17	Referred Debt Balance	1	For refund record, there is no offset payment found for the offset year / date, or year / date is invalid.		

## 4.1.5 Print Reconciliation Report

The **Print Reconciliation Report [RCTCSP RECONCIL REPORT]** lists all of the debt that has been returned from Cross-Servicing by Treasury for reconciliation. The report columns include the debtor's name (*DEBTOR*), bill number (*BILL NO.*), and the returned and closed date. The report also includes the return reason description and any required supporting information required (refer to the following sub-sections).

**Figure 20: Print Reconciliation Report**

PAGE 1      BILLS RETURNED FROM CROSS SERVICING (SORTED BY DEBTOR)      NOV 12, 2014			
DEBTOR	BILL NO.	RETURNED DATE	CLOSED DATE
ACSB, TSTON NHISNX	631-K002IT6	OCT 24, 2014	OCT 8, 2014
COMPROMISE, PLEASE WRITE THIS BILL OFF BY THE MANUAL PROCESS. COMPROMISED AMOUNT(NOT COLLECTED):      28			
ACSDGREN, TSTRY NHIT	631-K002LJH	OCT 24, 2014	OCT 8, 2014
COMPROMISE, PLEASE WRITE THIS BILL OFF BY THE MANUAL PROCESS. COMPROMISED AMOUNT(NOT COLLECTED):      550			
XCSHERNE, TSTL NHIID	631-K000WPM	JUL 17, 2014	JUL 16, 2014
ADMINISTRATIVE RESOLUTION APPROVED FOR BANKRUPTCY BANKRUPTCY DATE: JUL 16, 2014			
XCSKHAM, TSTAYNE NHI	631-K000NM9	JUL 17, 2014	JUL 16, 2014
SATISFIED PA -PAID IN FULL OR COMPROMISED COMPROMISE, PLEASE WRITE THIS BILL OFF BY THE MANUAL PROCESS. COMPROMISED AMOUNT(NOT COLLECTED):      38.8			

### 4.1.5.1 Compromise Offer

If the Return Reason Code = 'P' and the Compromise Indicator = 'Y' is sent in the Reconciliation IAI file, then a Compromise Amount will also be included to identify the amount that is not collected. The Reconciliation Report will display the Return Reason Code as 'Satisfied PA – Paid in Full or Compromised', a secondary note stating 'Compromise, Please write this bill off by the manual process', and the compromise amount that has not been collected and is to be written off manually.

### 4.1.5.2 Bankruptcy

If the Return Reason Code = 'B' is sent, then the Bankruptcy Date will also be included. The Reconciliation Report will display the Return Reason Code as 'Administrative Resolution Approved for Bankruptcy' and the Bankruptcy Date.

### 4.1.5.3 Death

If the Return Reason Code = 'D' is sent, then the Date of Death will be included. The Reconciliation Report will display the Return Reason Code as 'Administrative Resolution Approved for Death' and the Date of Death.

#### 4.1.5.4 Other Returned Reasons

The following Return Reason Codes may also be returned in the Reconciliation file from Treasury.

- Z** Uncollectable
- W** Administrative Resolution Approved for Inability to Pay
- E** Administrative Resolution Approved for Entity out of Business
- T** CA Agrees – Complaint – Stop Collection Activity
- Y** CA Agrees – Debt amount is incorrect – Stop Collection Activity
- C** CA Agrees – Congressional Dispute – Stop Collection Activity
- M** CA Agrees – Miscellaneous Dispute – Stop Collection Activity
- G** CA Agrees – Wrong Debtor – Stop Collection Activity
- V** CA Agrees – Previously Paid – Stop Collection Activity
- H** CA Agrees – Previously Resolved – Stop Collection Activity
- X** Dispute Timer Expired
- F** Paid in Full (Outside of a Payment Agreement)
- S** System Compromised (balance below \$25)
- R** Recalled (Note: Once a bill is recalled from Cross-Servicing, it cannot be re-referred.)
- A** Manually Returned to Agency
- N** Proof of Debt documentation not provided – Stop Collection Activity
- Q** Proof of Debt Timer Expired

## 4.2 Recall/Reactivate TCSP Referrals

The **Recall/Reactivate TCSP Referral** options are used to recall a debt or debtor (all debt for the debtor) from Cross-Servicing. Once a bill is recalled from Cross-Servicing, the bill will no longer be eligible for re-referral. This is due to Treasury’s technical inability to handle re-referred debt, following the recall.

<b>NOTE:</b>
Once a bill is flagged to be recalled from Cross-Servicing <u>and the Recall Batch Job has run</u> , the bill will no longer be eligible for re-referral to Cross-Servicing. A message will display indicating that reactivation (removing the recall flag) is not available.

The table below provides the scenarios for when the recall debt / debtor functionality should be used for debt referred to Cross-Servicing, the recall reason, and the action in VistA.

The following sub-sections outline the steps for recalling a debt / debtor from Cross-Servicing.

**Table 1: Recall Scenarios for Cross-Serviced Debt**

Scenario	Recall Reason To Use	VistA Action
Bankruptcy	03 – Bankruptcy with Automatic Stay	Cancel Copayment (Suspend Copayment)
Debtor Deceased	06 – Debtor is Deceased	Termination of debt when reclamation requirements are met
Debtor Disabled / Inability to Pay	05 – Debtor is Disabled with the Inability to Pay	Termination of debt or write-off when it’s deemed that further collection activity will not be

Scenario	Recall Reason To Use	VistA Action
		successful or not cost effective
Hardship / Waiver determined in favor of debtor	07 – Agency is Forgiving Debt	Cancel Copayment (Waive Debt)
If DMC sets up an offset of VA benefits after a debt has been referred to Cross-Servicing, and the Veteran requests to be removed from the Cross-Servicing process, and VA can collect the full debt within three years through internal offset.	08 – Agency can collect through internal offset	Enter DMC LESSER AMOUNT
Other	01 – Debt Referred in Error	Add Debtor Comment Explanation
Service-Connected Determination or Adjudication	01 – Debt Referred in Error	Reset Pharmacy or Cancel Copayment

### 4.2.1 Recall TCSP Referral for a Bill

Once a week, VistA automatically recalls bills that are less than \$25 and have had no payment activity in 365 days or more or have been Cancelled. When bills are automatically recalled, the Recall Reason of “07 - Agency is Forgiving Debt” is automatically added as the Recall Reason.

In addition to the automatic recalls, the Cross-Servicing functionality allows for the manual recall of bills referred to Cross-Servicing. Manual recalls are performed using the **Recall/Reactivate TCSP Referral For A Bill** option. This option is a toggle that flags the bill to be recalled the next time the Recall Batch Job runs. Once the Recall Batch Job runs, the Cross-Servicing referred information on the profile screens for that bill is deleted, and the bill is no longer eligible for re-referral to Cross-Servicing. Where required, and before the Recall Batch Job runs, use the option again to delete the “recall flag”.

#### NOTE:

Once a bill is manually recalled, VistA automatically calculates and applies all administrative fees and interest to the recalled bill, from the CS Referred Date to the CS Recall Date. This does NOT apply to those bills that have been automatically recalled due to no payment activity in 365 days or more and if a bill is less than \$25.

The steps below outline the prompts for manually recalling a bill from Cross-Servicing:

1. From the **Cross-Servicing Menu**, enter: **RECALL/REACTIVATE TCSP REFERRAL FOR A BILL** or **RCTCSP RECALLB**.
2. Enter the bill number at the **ACCOUNTS RECEIVABLE BILL NO.** prompt.
3. The following confirmation message will display: **Are you sure you want to set this bill to be recalled from Cross-Servicing?**
4. Enter: **Y** for “Yes”.
5. The next step is to enter the reason for the recall at the **TCSP Recall Reason** prompt.

The available reasons for recalling a bill include the following:

- 01 DEBT REFERRED IN ERROR
- 07 AGENCY IS FORGIVING DEBT
- 08 AGENCY CAN COLLECT THROUGH INTERNAL OFFSET

6. After you have entered the reason for recall, the following confirmation displays:  
**Setting this bill for Recall from Cross-Servicing is complete.**
7. Using this functionality flags the bill to be recalled from Cross-Servicing when the next Recall Batch Job runs.
8. When the Recall Batch Job runs, a confirmation message will be transmitted through MailMan with the Subject line: **CS RECALLS SENT ON [MM/DD/YYYY]**
9. Once the batch process is complete, the Cross-Servicing-referred information for this bill will be deleted from the profile screens. Also, the Recall Reason and Recall Date will display on the following screens (refer to *Section 3 Cross-Servicing Fields & Messages* for the location of the Recall Reason and Recall Date on the following screens):
  - Full Account Profile (bill sub-screen for the recalled bill)
  - Brief Account Profile (bill sub-screen for the recalled bill)
  - Profile of Accounts Receivable
  - Bill Profile
  - Account Profile (from **Agent Cashiers Menu**)

**NOTE:**

Recalling all of the bills referred to Cross-Servicing (for a given debtor) also recalls the debtor. The informational display, “x Debt Referred to Cross-Servicing” and the “Total CS Debt” on the above screens will remain on the debtor’s account until all of the bills are recalled from Cross-Servicing (refer to *Section 4.2.2 Recall TCSP Referral for a Debtor*).

## 4.2.2 Recall TCSP Referral for a Debtor

Use the **Recall/Reactivate TCSP Referral For A Debtor** option to recall a debtor from being referred to Cross-Servicing. By recalling a debtor, all debt on a debtor’s account that has been referred to Cross-Servicing is recalled. Future debts for that same Debtor meeting the Cross-Servicing criteria will be Cross-Serviced.

The steps below outline the prompts for recalling a Cross-Servicing referral for a debtor:

1. From the **Cross-Servicing Menu**, enter: **RECALL/REACTIVATE TCSP REFERRAL FOR A DEBTOR** or **RCTCSP RECALLD**.
2. Enter the debtor’s name at the **Select AR Debtor** prompt.
3. The following confirmation message will display: **Are you sure you want to recall this debtor and bills from Cross-Servicing?**
4. Enter: **Y** for “Yes”.



5. The next step is to enter the reason for the recall at the **TCSP Recall Reason** prompt. The available reasons include the following:

**03    BANKRUPTCY WITH AUTOMATIC STAY**  
**05    DEBTOR IS DISABLED WITH INABILITY TO PAY**  
**06    DEBTOR IS DECEASED**

6. After you have entered the reason for recall, the following confirmation displays:  
**Setting this debtor for Recall from Cross-Servicing is complete.**
7. Using this functionality flags the debtor to be recalled from Cross-Servicing when the next Recall Batch Job runs.
8. When the recall batch process is run, a confirmation message will be transmitted through MailMan with the Subject line: **CS RECALLS SENT ON [MM/DD/YYYY]**
9. Once the batch process is complete, the Cross-Servicing referred information will be deleted on all bills for this debtor. The Recall Reason and Recall Date will display on the following screens (refer to *Section 3.2 Debt / Debtor Recalled from Cross-Servicing*) for the location of the Recall Reason and Recall Date on the various screens):
  - a. Full Account Profile (bill sub-screen for the recalled bill)
  - b. Brief Account Profile (bill sub-screen for the recalled bill)
  - c. Profile of Accounts Receivable
  - d. Bill Profile
  - e. Account Profile (from **Agent Cashiers Menu**)

### 4.2.3 Reactivate Referral After Recall

Once a debt or debtor has been set to be recalled from Cross-Servicing and the Recall Batch Job has run, no debt on a debtor's account that was previously referred to Cross-Servicing can be re-referred. If the recall flag has been set and the Recall Batch Job has NOT run, the recall flag can be removed by completing the steps in the following sub-sections.

#### 4.2.3.1 Reactivate Bill (Remove Recall Flag)

1. Enter the option name: **Recall/Reactivate TCSP Referral For a Bill**
2. Press [Enter].
3. Enter the Bill Number at the **Select ACCOUNTS RECEIVABLE BILL NO.:** prompt.
4. The following message will display if the bill has been set for recall:  
**This bill has already been set for recall from Cross-Servicing.  
Do you wish to delete the Cross-Servicing Recall for this bill?  
NO//**
5. Enter: **YES**
6. The following message will display if the recall flag was removed successfully:  
**Recall from Cross-Servicing has been deleted for this bill.**
7. If the Recall Flag has been set on a bill and the Recall Batch Job HAS run, a message displays indicating that Recall Reactivation is not available. Any bills on a debtor's account that have been previously referred to Cross-Servicing and then recalled will NOT be able to be referred to Cross-Servicing (see message below).

**Not Available for Reactivation. The Recall Request Has Already Been Processed.**

#### **4.2.3.2 Reactivate Debtor (Remove Recall Flag)**

1. Enter the option name: **Recall/Reactivate TCSP Referral For a Debtor**
2. Press [Enter].
3. Enter the Debtor's Name or SSN.
4. The following message will display if the debtor (and all Cross-Serviced bills) has been set for recall:  
**This debtor has already been set for recall from Cross-Servicing. Do you wish to delete the Cross-Servicing Recall for this debtor? NO//**
5. Enter: **YES**
6. The following message will display if the recall flag was removed successfully:  
**Recall from Cross-Servicing has been deleted for this debtor.**
7. If the Recall Flag has been set for the debtor and the Recall Batch Job HAS run, a message displays indicating that Recall Reactivation is not available, as indicated in the previous sub-section.

### **4.3 Stop/Reactivate TCSP Referral for a Bill**

The **Stop/Reactivate TCSP Referral for a Bill [RCTCSP STOP]** option is used to stop a bill from being referred to Cross-Servicing, and also to stop updates from being transmitted on the Cross-Serviced bill (e.g., changes to debtor's address, phone number, etc.). This 'Stop' toggle indicates to VistA to not send Cross-Servicing records to Treasury regarding this bill. Once the stop is set, the option can be run again to delete the 'Stop' flag. Removing the stop allows this bill to be processed again as a referral to Cross-Servicing and to allow updates to be sent on the bill / debtor's account.

#### **4.3.1 Stop TCSP Referral for a Bill**

Below are various reasons for stopping a Cross-Servicing referral and when these reasons should be used:

1. **Bankruptcy:** Debtor has included VA in their bankruptcy petition and has provided proof of bankruptcy.

**NOTE:**

Review the date on the debtor's account for the bankruptcy petition. Only bills that originated after the bankruptcy date can be marked with a stop reason of "Bankruptcy".

2. **Waiver:** VA has granted waiver on outstanding bills not yet referred to Cross-Servicing. Or a waiver was received in a timely manner, and a decision has not yet been made.
3. **Other:** Stop the referral in order to research and verify the status of the referrals. (Stop the referral while awaiting bankruptcy paperwork, granting of waiver, etc.)
4. **Rejected by Cross-Servicing:** Reason automatically added to all debt rejected by Cross-Servicing from any source (Treasury, DMC, or AITC).

If Bankruptcy, Waiver, or Other is selected as the Stop Cross-Servicing Referral Reason, the user is required to enter an effective date. Below are the steps for setting the ‘Stop’ flag on a Cross-Servicing referral:

1. From the **Cross-Servicing Menu**, select the option, **Stop/Reactivate TCSP Referral for a Bill**.
2. At the **Select ACCOUNTS RECEIVABLE BILL NO.:** prompt, enter the bill number to be stopped from being referred to Cross-Servicing.
3. The system will display the bill information to help identify the correct bill, including the debtor’s name, the status of the bill, and the debt amount.
4. Additionally, the system will indicate whether or not the stop flag is set: **Stop flag for Cross-Servicing Referral set? : NO**
5. At the **Are You Sure You Want To Stop the Cross-Servicing Referral for this bill?:** prompt, type **Y** or **YES** and press the [Enter] key.
6. At the **Enter Stop Cross-Servicing Reason:** prompt, the following reasons are available. Enter the reason code and press the [Enter] key.
  - B**     **BANKRUPTCY**
  - W**     **WAIVER**
  - O**     **OTHER** (If Other is entered, you will be prompted to enter a comment at the **Stop Reason Comment** prompt.)
  - R**     **REJECTED BY CROSS-SERVICING** (automatically applied to debt rejected by Cross-Servicing)
7. At the **Enter Effective Date:** prompt, enter the effective date in MM/DD/YYYY format (if appropriate) or enter “T” (for Today) and press [Enter].
8. A **Stop Cross-Servicing Referral complete** message will display when the stop is completed.

**NOTE:**

Timing is critical. A request to stop a Cross-Servicing referral may NOT be honored because the referral has already occurred.

### 4.3.2 Reactivate TCSP Referral for a Bill (Remove ‘Stop’ Flag)

The **Stop/Reactivate TCSP Referral for a Bill** functionality is also used to reactivate a Cross-Servicing referral for a bill that was previously stopped (remove the ‘Stop’ flag) (refer to the steps below):

1. From the **Cross-Servicing Menu**, enter the option: **Stop/Reactivate TCSP Referral for a Bill**.
2. At the **Select ACCOUNTS RECEIVABLE BILL NO.:** prompt, enter the bill number to be re-referred to Cross-Servicing.
3. The system will display the bill information to help identify the correct bill, including the debtor’s name, the status of the bill, and the debt amount.



#### 4.4.2 Clear Cross-Service Flag on Bill

The **Clear Cross-Service Flag on Bill** functionality is used to clear a bill from being Cross-Serviced in the system and on the Bill Profile screens.

**Figure 23: Clear Cross-Service Flag on Bill**

```
Select Number: 2  Clear cross-service flag on BILL

Select BILL: 552-K967332      C (MEANS TEST)      07-09-99      JXYHT,TSLYAHN Z
ACTIVE $113.61                                     8904
File CS Bill Flag Removal (Y/N): N// YES <DONE>

Select BILL:
```

#### 4.4.3 Clear Cross-Service Flag on Debtor (and all Bills)

The **Clear Cross-Service Flag on Debtor (and all Bills)** functionality is used to clear a Debtor and all of their bills from being Cross-Serviced in the system and on the Bill Profile screens

**Figure 24: Clear Cross-Service Flag on Debtor (and all bills)**

```
Select Number: 3  Clear cross-service flag on DEBTOR (AND ALL BILLS)

Select BILL: 552-K967332      C (MEANS TEST)      07-09-99      JXYHT,TSLYAHN Z
ACTIVE $113.61                                     8904
File CS Debtor/Bills Flag Removal (Y/N): N// YES <DONE>
552-K967332  Cleared

Select BILL:
```

#### 4.4.4 Set Cross-Service Flag on Debtor

The **Set Cross-Service Flag on Debtor** functionality is used to set a Debtor as Cross-Serviced in the system and on the Bill Profile screens.

**Figure 19: Set Cross-Service Flag on Debtor**

```
Select Number: 4  Set cross-service flag on DEBTOR

Select BILL: 552-K967332      C (MEANS TEST)      07-09-99      JXYHT,TSLYAHN Z
ACTIVE $113.61                                     8904
Enter Debtor Cross-Service Date: T
File CS Debtor Change (Y/N): N// YES <DONE>

Select BILL:
```

#### 4.4.5 Fully Re-establish Debtor/Bill as Cross-Serviced

The **Fully Re-Establish Debtor/Bill as Cross-Serviced** functionality is used to re-set a debtor and his/her bill as Cross-Serviced in the system and on the Bill Profile screens.

**Figure 26: Fully re-establish debtor/bill as cross-serviced**

```
Select Number: 5 Fully re-establish debtor/bill as cross-serviced
Select BILL: 552-K967332 C (MEANS TEST) 07-09-99 JXYHT,TSLYAHN Z
ACTIVE $113.61 8904
Enter Debtor Cross-Service Date: T
File CS Debtor/Bill Change (Y/N): N// YES <DONE>
>>> Bill Updating for CS info... fully re-established as Cross-Serviced >
Select BILL:
```

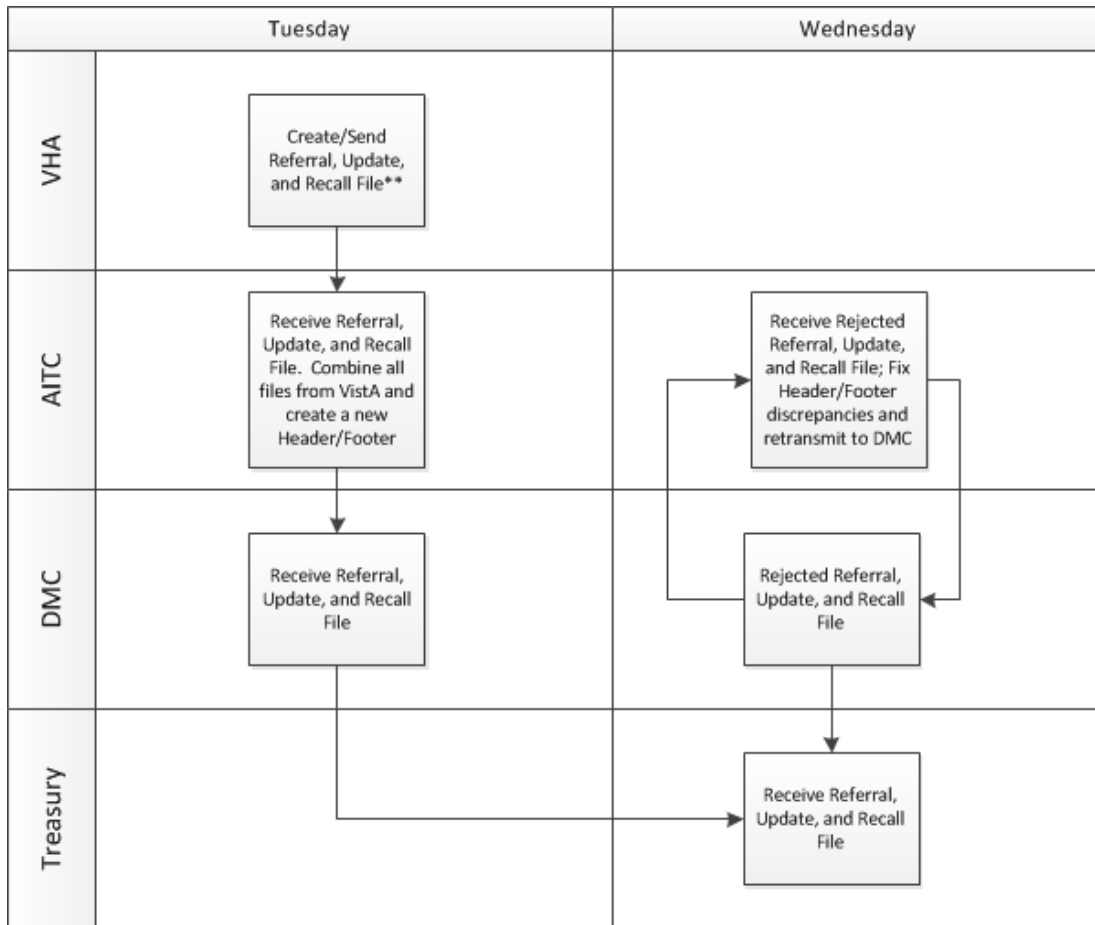
## 5. Cross-Servicing Batch Jobs

The PRCA Nightly Process is a set of AR routines scheduled to run at the same time every night. These routines update all actions completed through the VistA AR software, and initiate all weekly Cross-Servicing messages transmitted to AITC. Cross-Servicing Weekly Messages are transmitted every Tuesday at 1:00 AM ET to AITC and the local VistA mail groups (G.TCSP).

The Cross-Servicing routines that run as part of the PRCA Nightly Process update the following Cross-Servicing actions. These actions are described in more detail in this section.

- **Referral Batch Job**: Transmits new debt to Cross-Servicing that meets all of the required criteria.
- **Update Batch Job**: For those debtors referred to Cross-Servicing, transmits updates to the name (e.g., marriage, etc.), mailing address, phone number, Tax Identification Number (TIN) (Social Security Number [SSN]), and date of birth. Additionally, the Update File contains decrease adjustments.
- **Recall Batch Job**: Recalls all debts and debtors that have been flagged in VistA for recall from Cross-Servicing.

**Figure 21: Referral, Update & Recall Files Transfer Schedule for Cross-Servicing**



\*\* If the files from VistA to AITC are corrupted or error out, AITC will return them back to VistA.

## 5.1 Referral Batch Job

The Cross-Servicing Referral batch job runs weekly on Tuesday. For a debt to be automatically referred to Cross-Servicing, the following criteria must be true:

- The bill must be delinquent 120 days or more.
- The Debtor Type must be a First Party bill.
- The bill status must be *Active*.
- The Site Deletion Referral Flag for a debtor must be set to 'blank' or 'NO' in the AR Debtor File (#340).
- The DMC Referral Flag must be removed from the bill. *DATE SENT TO DMC* (File 430,121) must be Null and *DMC Debt Valid* (File 430,125) must be No or Pending.
- An individual bill must be equal to or greater than \$25.00.
- The *Letter3* field is populated with a Collection Follow-up Date.

When the Cross-Servicing Referral batch job runs, VistA generates bulletins (MailMan messages), which lists all of the new debt / debtors referred to Cross-Servicing. The bulletins are described in the following sub-sections.

### 5.1.1 Add New Debt Referral

For new debt being referred to Cross-Servicing, where a debtor has NOT been previously referred, the “CS Add Referral” bulletin is generated, which includes the Bill Number, SSN (TIN) of the debtor, the action code (TYPE), “A”, which refers to “Add New Debt” (refer to Appendix A. Cross-Servicing Record Types & Action Codes), and the amount of the debt referred to Cross-Servicing (AMOUNT) (Figure 22). Cross-Servicing referred text will also display on the various AR profile and bill screens (refer to Section 3 Cross-Servicing Fields & Messages). The new debt and debtor are included in the Referral File.

**Figure 22: Bulletin: ‘CS Add Referral’ (New Cross-Servicing Referral Debt)**

```

Subj: CS ADD REFERRAL SENT ON 08/25/14 BATCH ID: 08250002 [#246092]
08/25/14@17:45 27 lines
From: AR PACKAGE In 'IN' basket. Page 1 *New*
-----
Bill#                TIN                TYPE                AMOUNT
-----
631-K001CDK         777110070         A                   26.31
631-K001IIM         777110070         A                   50.84
631-K001T91         777110070         A                   81.39
631-K0027MG         777110070         A                   50.76
631-K0031VC         777110070         A                   36.48
631-K1003J7         777110070         A                   45.55
  
```

For all newly referred debt, where a debtor has NOT been previously referred, additional transmission messages will also be generated, along with the CS ADD REFERRAL bulletin. Using Bill # 631-K001CDK from the above figure, the following figures represent example transmission messages that are also generated.

**Figure 23: Record Type 1 – Action Code A – Add New Debt**

```

C1 A3636001200DM1D 631K001CDK0000000000001331904 I A MSCC2010021120100211000
00000000000000000000000002631 N
00000000000240000000000000004400000000001870000000000000
  
```

**Figure 24: Record Type 2 – Action Code A – Add New Debtor**

```

C2 A3636001200DM1D 631K001CDK0000000000001331904631000000004829777110070SSNICS
ALLI                TSTTON                NHIFSA
                    I                    ^
  
```

**Figure 25: Record Type 2A – Action Code A – Add New Individual Debtor**

```

C2AA3636001200DM1D 631K001CDK0000000000001331904631000000004829 M19540426
  
```



**Figure 26: Record Type 2C – Action Code A – Add New Debtor Contact Information**

```

C2CA3636001200DM1D 631K001CDK00000000000001331904631000000004829777110070SLFIND
Y2 Massachusetts Ave NE                222TestStreetAddress11Ave
WASHINGTON DC200029997USYP5555555555 Y
    
```

**Figure 27: Record Type 3 – Action Code A – Add Case Information**

```

C3 A3636001200DM1D 631K001CDK00000000000001331904631000000004829 SLF 00
000000000000 SLFIND
    
```

### 5.1.2 New Debt for Existing Debtor

For new debt being referred to Cross-Servicing, where a debtor has been previously referred to Cross-Servicing, VistA generates the “CS Add Referral” bulletin, as in Figure 22, and a “CS Existing Debtor” bulletin (Figure 28), which includes the Bill Number, SSN (*TIN*) of the debtor, and the action code (*TYPE*), “B” (for Add New Debt to Existing Debtor) (refer to *Appendix A. Cross-Servicing Record Types & Action Codes*).

**Figure 28: Bulletin: 'CS Existing Debtor' (New Debt for Existing Debtor)**

```

Subj: CS EXISTING DEBTOR SENT ON 01/21/15 BATCH ID: 50210011 [#320299]
01/21/15@22:50 83 lines
From: AR PACKAGE In 'IN' basket. Page 1
-----
Bill#                TIN                TYPE                AMOUNT
-----
442-K601WD2         777660063         B
442-K601XB6         777660063         B
    
```

The bill will be marked as referred to Cross-Servicing in the various account profile screens (refer to *Section 3 Cross-Servicing Fields & Messages*). The new debt is included in the Referral File.

Using Bill #442-K601WD2 from Figure 28, Figure 29 illustrates the IAI record types, action codes, and data that are transmitted to Treasury when new debt is added to a previously referred debtor. This transmission message is generated by VistA, along with the ‘CS Add Referral’ and ‘CS Existing Debtor’ bulletins.



**Figure 31: Transmission Message: 'CS Updates' (Updates to Debtor's Patient File)**

```

Subj: 631/CS TRANSMISSION/BATCH#: 43170002 [#257602] 11/13/14@21:42 10 lines
From: AR PACKAGE In 'IN' basket. Page 1
-----
H43170002          3636001200

C2 U3636001200DM1D 631K102BDE0000000000001515914631000000013464777220047SSNTCS
WSTEPSIX          TSTOSTEPSIX          NHIJSI
                    I                    ^

C2 U3636001200DM1D 631K102NPD0000000000001531204631000000021857777220040SSNTCS
SVSTEPSIX          TSTONSTEPSIX          NHSI
                    I                    ^

C2 U3636001200DM1D 631K20062Q0000000000001565765631000000030773777220042SSNTCS
-----
ZERSTEPSIX          TCSCESTEPSIX          NHI
                    I                    ^

Z0000000300000000000000043170002          3636001200

```

## 5.2.2 Decrease Adjustments

Additionally, the Update File may include decrease adjustments to the debtor's account. Once a bill has been referred to Cross-Servicing, VistA will continue to allow the following decrease adjustments:

1. DMC offsets.
2. Adjustments that occur when one or more charges under a bill number are canceled.
3. Manual decreases for third party payments via the claims-matching process.

Both manual and automatic decrease adjustments will produce individual, IAI, 5B records with the "Trans Type" field name (position 66-74) in the 5B record as follows:

1. Trans Type = "AIO" (Agency Internal Offset) for automatic decreases via Lockbox.
2. Trans Type = "ABAL" (Agency Balance Adjustment) for manual decreases (via VistA).

A 5B record type will be generated by VistA when the Offset Type begins with "168" (DMC / C&P Originated), when an Overpayment is applied to other Cross-Serviced bills not in Treasury's Collection File, or a manual decrease adjustment (via VistA AR's adjustment feature) is applied to a bill (refer to the following figures). If there are any 5B transactions that take the balance of the bill to zero putting the bill into a collected/closed status, then the bill will no longer be flagged as being Cross-Serviced.

As required by the IAI specifications, the 5B records will include the Signed Principal Amount, Signed Interest Amount, Signed Admin Cost Amount, and Signed Penalty Amount (includes the Marshall Fee and Court Costs amounts in VistA). Note that the Signed Principal Amount is the amount by which the transaction amount changes the principal, not the amount of the principal. There will no positive amounts in these fields because Cross-Servicing does not allow increase adjustments (see *Section 5.2.3 Blocked Increase Adjustments*).

**Figure 32: Transmission Message: Manual Decrease Adjustment - ABAL**

```

Subj: 500/CS TRANSMISSION/BATCH#: 50290001 [#109833] 01/29/15@19:45 6 lines
From: AR PACKAGE In 'IN' basket. Page 1 *New*
-----
H50290001          3636001200

C5BU3636001200DM1D L500K40000900000000000000000950000000000011ABAL 0000
00128201501295000000000000128 -0000000000250000000000000000000000000000
00000000000000-0000000000250

Z0000000100000000000025050290001          3636001200
  
```

**Figure 33: Bulletin: Manual Decrease Adjustment - ABAL**

```

Subj: CS UPDATES SENT ON 01/29/15 BATCH ID: 50290001 [#109834] 01/29/15@19:45
4 lines
From: AR PACKAGE In 'IN' basket. Page 1 *New*
-----
Bill#              TIN          TYPE          AMOUNT
-----
500-K400009       666051572    U             -2.50
Total Bills: 1

Enter message action (in IN basket): Ignore//
  
```

**Figure 34: Transmission Message: Automatic Decrease Adjustment - AIO**

```

Subj: 442/CS TRANSMISSION/BATCH#: 51600001 [#332505] 06/09/15@12:26 16 lines
From: AR PACKAGE In 'IN' basket. Page 1 *New*
-----
H51600001          3636001200

                                     ^
                                     ~

C5BU3636001200DM1D L442K002FRF0000000000001389800442000000025041AIO      00056
1161720150609442000005611617          -0000000008800-0000000000042000000000000000
00000000000000-00000000008842          ^

                                     ~

C5BU3636001200DM1D L442K002FRI0000000000001389803442000000025041AIO      00056
1161820150609442000005611618          -0000000003000-0000000000017000000000000000
00000000000000-00000000003017          ^

                                     ~

C5BU3636001200DM1D L442K002N9R0000000000001399015442000000028207AIO      00056
1162320150609442000005611623          -0000000009845-0000000000044000000000000000
00000000000000-00000000009889          ^

                                     ~

Z000000060000000011639851600001          3636001200
    
```

**Figure 35: Bulletin: Automatic Decrease Adjustment – AIO**

```

Subj: CS UPDATES SENT ON 06/09/15 BATCH ID: 51600001 [#332506] 06/09/15@12:26
9 lines
From: AR PACKAGE In 'IN' basket. Page 1
-----
Bill#                TIN            TYPE            AMOUNT
-----
442-K002FRF          777440134      U               -88.42
442-K002FRI          777440134      U               -30.17
442-K002N9R          777440237      U               -98.89

Total Bills: 3
    
```

### 5.2.3 Blocked Increase Adjustments

Once a bill is referred to Cross-Servicing VistA blocks the ability to apply manual increase adjustments. The following message displays if a user attempts to apply an increase adjustment on a Cross-Serviced bill: *Bill Referred to Cross-Servicing. No Manual Increase Adjustments Are Allowed.*





## 6. Debts / Debtors Returned by Treasury for Reconciliation

Following the referral of a debt to Cross-Servicing, there are various reasons why a debt may be returned by Treasury for reconciliation, including, but not limited to, the following: (1) Compromise Offer, (2) Uncollectable, (3) Administrative Resolution Approved for Bankruptcy, and (4) Administrative Resolution Approved for Death. These returned debts are sent from Treasury to VistA in the form of a Reconciliation File on the first day of every month. A bulletin is generated in MailMan listing those debts returned. The bulletin contains the debtor's name, bill number, returned date, closed date, and return reason (Figure 40). Another Cross-Servicing option that can be used to manage returned debt by Treasury for reconciliation is the **Print Reconciliation Report** (refer to *Section 4.1.5 Print Reconciliation Report*).

When a debt / debtor is returned by Treasury, VistA automatically places a 'Stop' on the debt, with a Stop reason of 'Other' and a comment of 'By Reconciliation'. The effective date of the stop referral is also added to the debt. Additionally, the 'Debt Referred to Cross-Servicing' flag is removed from the debt (the "x"). Note that the message "Debt Referred to Cross-Servicing" and "Total CS Debt" will remain on the debtor's account until all debt on the debtor's account is no longer referred to Cross-Servicing. Refer to the following table for sample reconciliation scenarios and the action to take in VistA. For all other scenarios, please follow the business rules implemented for debts / debtors returned by Treasury for reconciliation.

**Table 2: Reconciliation Scenarios & VistA Actions**

Reconciliation Scenario	VistA Action
Compromise Offer	Cancel Copayment (Waive Debt)
Uncollectable	Cancel Copayment (Waive Debt)
Bankruptcy	Cancel Copayment (Suspend Copayment)
Debtor Deceased	Termination of Debt when Reclamation Requirements are Met

**Figure 40: Bulletin: CS Qualified / Returned Debts**

```

Subj: CS QUALIFIED/RETURNED DEBTS 11/10/14 [#257578] 11/10/14@16:05 22 lines
From: AR PACKAGE In 'IN' basket. Page 1 *New*
-----
The following Debtors and Debts were Returned by Reconciliation.

Name                               Bill #    Returned Date    Closed Date
----                               -
CRKMLERIST TSTTY NHMLIIR           K102TYD  OCT 24, 2014    OCT 23, 2014
    RECALLED

ACSB TSTON NHISX                   K002IT6  OCT 24, 2014    OCT 08, 2014
    COMPROMISE, PLEASE WRITE THIS BILL OFF BY THE MANUAL PROCESS.
    COMPROMISED AMOUNT(NOT COLLECTED):    28.00

DCSEMORE TSTDFORD NHIEGI           K2003UW  OCT 24, 2014    OCT 23, 2014
    RECALLED
  
```



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## 7. Due Process Notification Letter

Upon implementation of Cross-Servicing, a one-time-only process will generate an Initial Due Process Notification (DPN) File that identifies bills that comply with all of the Cross-Servicing rules, but are less than \$25. On a weekly basis, the Initial DPN File will be checked by VistA for any bills that had been identified previously as less than \$25 and have increased (due to fees and charges) to \$25 or more. VistA will send this file (Figure 41) to AITC on Tuesdays. AITC will process through each record and determine if the record is valid. AITC will then generate a printed DPN letter (Figure 44), or determine if it is in error and is to be returned to VistA, identifying the two digit IAI error code(s) (see *Section 7.1 Due Process Notification Rejects*).

VistA receives the DPN Letter Printed & Error IAI File from AITC and logs the date the letter was printed or errors found. When AITC successfully prints the letter, AITC will send an IAI-formatted type file back to VistA with the 'Date Letter Sent from AITC'. VistA displays this information in a MailMan bulletin (Figure 42).

After a 60-day wait period, the debt / bill associated with the DPN process will be processed by VistA according to the standard, Cross-Servicing, referral criteria.

**Figure 41: Bulletins: Due Process Notification (DPN)**

```

Subj: 500/DPN TRANSMISSION/BATCH#: 50960001 [#134300] 04/06/15@09:15 3 lines
From: AR PACKAGE In 'IN' basket. Page 1 *New*
-----
H50960001          3636001200

-
C0000000009666051572PRCAPATIENT, ONE TEN          212 AR ADDRESS ST
                TALLEYVILLE
DE19888    US          20140530500K400009000003000
-
Z000000010000000000300050960001          3636001200

                00010001

-

Subj: CS DUE PROCESS SENT ON 04/06/15 BATCH ID: 50960001 [#134301]
04/06/15@09:15 4 lines
From: AR PACKAGE In 'IN' basket. Page 1 *New*
-----
Bill#                TIN                TYPE                AMOUNT
-----                -                -                -----
500-K400009          666051572          DPN                30.00
Total Bills: 1

```

**Figure 42: Bulletin: Due Process Notification Letter Print Date**

```

Subj: CS DUE PROCESS NOTIFICATION LETTERS 03/25/15  [#134108] 03/25/15@14:50
6 lines
From: AR PACKAGE In 'IN' basket. Page 1 *New*
-----
The following Debt Due Process Notification letters have been printed.

Name                               Bill #   DPN File Date   Letter Print Date
-----
PRCAPATIENT,ONE TEN                K400009   Mar 05, 2015    Mar 15, 2015
Total records: 1
    
```

## 7.1 Due Process Notification Rejects

AITC will process through each DPN record and determine if the record(s) are valid and can generate a printed letter, or determine if the record is in error and is to be returned to VistA. This reject file identifies the errors with the corresponding error codes (refer to *Appendix B. Cross-Servicing IAI Error Codes*).

**NOTE:**

Error code, "37", is transmitted back by AITC for any issues with a debtor's address related to the DPN transmission, including a blank Address Line 1, Address Line 2, City, State, and Foreign Code.

The Unprocessable / Reject File for DPN, transmitted from AITC, will generate the DPN Unprocessable Reject Bulletin (Figure 43) in MailMan notifying end users that there is an error, and that a correction needs to take place in order for the DPN processing data to be sent in a future Cross-Servicing batch run.

**Figure 43: Bulletin: Due Process Notification Reject Records**




```

Subj: CS DUE PROCESS NOTIFICATION REJECT RECORDS 03/27/15  [#134142]
03/27/15@13:32 6 lines
From: AR PACKAGE In 'IN' basket. Page 1 *New*
-----
The following Debt Due Process Notification file records have been rejected.

Name                               Bill #   DPN File Date   Reject Error Codes
-----
PRCAPATIENT,ONE TEN                K400009   Mar 22, 2015    1P,2L,2N,44,55,66,77,88,99
Total records: 1


Enter message action (in IN basket): Ignore//
    
```

Figure 44: Sample Due Process Notification Letter

 <p>NORTHAMPTON VA MEDICAL CENTER (631) 421 N MAIN ST LEEDS MA 01053-9764</p>			<p>U.S. Department of Veterans Affairs</p>
--	---	--	--

DATE: 11/20/2014

1oz 005597 00 0000003 0000004



ACSL0WAY,TSTFRY NHIUEA  
222TestStreetAddress11Ave  
2 MASSACHUSETTS AVE NE  
WASHINGTON DC 20002-4945

You have a delinquent debt with the Department of Veterans Affairs for medical care and/or prescription copayment. The balance of your delinquent debt is \$84.24 which may include interest and administrative costs, if applicable. Your monthly statements have notified you of your delinquent debt and communicated your options for satisfying it. The balance of your delinquent debt consists of the following bills:

DATE OF BILL:	BILL NUMBER:	BILL AMOUNT:
04/28/2011	631K1020EZ	15.08
04/28/2011	631K1020EZ	15.08
04/28/2011	631K1020EZ	15.08
09/03/2010	631K0037Y7	13.00
09/03/2010	631K0037Y7	13.00
09/03/2010	631K0037Y7	13.00

What will happen if you ignore this letter?

The U.S. Department of Veterans Affairs (VA) is required to collect debts owed to the government. Action must be taken within thirty (30) days to pay your debt in full or establish a payment plan for any delinquent balance sixty (60) days or older, or your account may be referred for further collection action. Collection action includes referring your delinquent balance to the Department of Treasury Cross-Servicing Program and Treasury Offset Program, which will include offset of any federal and state payments to which you are entitled. This includes tax refunds, social security benefits and salary or retirement benefits. In addition, the Department of Treasury may refer your account to private collection agencies, which will result in additional fees and interest being added to your account. You may also be subject to garnishment of non-federal wages under Treasury Administrative Wage Garnishment Program. Other collection actions include offset of any current or future VA benefits to which you may become entitled. We may also report your delinquent account to credit reporting agencies sixty (60) days from the date the charges become delinquent.

How to avoid this action?

Pay the debt in full. You have the right to inspect and copy the records relating to the debt. You have the right to establish a payment plan as well as the right to dispute the existence and/or the amount of debt. You have the right to request a waiver and/or a compromise. You have the right to request a personal hearing. Information for these requests can be found at: <http://www.va.gov/healthresourcecenter>. Contact the Health Resource Center (HRC) at 1-866-400-1238 for further assistance.

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## 8. Collections: Payment Processing

This section provides a brief overview on the payments and offsets on debt referred to Cross-Servicing. All payments and offsets on Cross-Serviced debt will be transmitted to VistA via AITC's Lockbox application. No other payments other than those specified below will be allowed for Cross-Serviced bills.

### 8.1 What is Lockbox?

AITC's Lockbox application is a centralized, collection point for processing and depositing large volumes of payments and deposits.

For more information on the Lockbox process, refer to *Lockbox Training Guide*.

### 8.2 No Manual Payments on Cross-Serviced Bills

Once a bill is referred to Cross-Servicing, no manual payments can be applied to the bill. If a debtor's account has bills referred to Cross-Servicing, VistA will apply any manual payments posted to a debtor's account to the oldest bill that is not Cross-Serviced. Any overpayments on a debtor's account (where all Non-Cross-Serviced bills are paid off) will NOT be applied to a Cross-Serviced bill and will be placed in a suspense fund. If a user attempts to post a manual payment by Bill Number to a Cross-Serviced bill, the following message will display:

**Figure 45: Bill Referred to Cross-Servicing - No Manual Payments Allowed**

```
Select (B)ILL or (E)CME#: B// BILL NUMBER
Select BILL: 631-K000SAE  RX CO-PAYMENT/N  12/14/09  DCSERA,TST  ACTIVE
BILL HAS BEEN REFERRED TO CROSS-SERVICING.
NO MANUAL PAYMENTS ARE ALLOWED.
```

### 8.3 Lockbox Payment Types

For payments / DMC offsets transmitted to VistA via Lockbox, the first three numbers of the deposit ticket # will indicate the type of offset / payment, as indicated in the table below.

**Table 3: Offset / Payment Types**

	DMC (C&P) Offset	TOP Payments	Treasury (Cross-Servicing) Payments
Deposit Ticket Number begins with (1 <sup>st</sup> 3 digits)	168	169	170

#### 8.3.1 DMC Offset (168)

DMC Agency Internal Offsets occur around the 25th day of each month, although it varies a few days from month-to-month. When VistA receives an offset from DMC, it applies the payment to the oldest bill in VistA first, no matter if it is a TOP or Cross-Serviced bill. If the oldest bill is a bill that has been referred to Cross-Servicing, then an IAI record type 5B (Financial Adjustment) is created and sent to Treasury (refer to *Section 5.2.2 Decrease Adjustments*).

DMC does not store and will not transmit a Bill Number in the 168 Collections File, as C&P offset is at the account level, not the bill level. The following is the format of the file received by

Vista. The file contains the: SSN of debtor, payment amount, deposit number, date of deposit, and a payment type of “2”.

**Figure 46: Lockbox Payment Transmission Content - DMC Collections File (168)**

```

201 00000002LBP0000ACV
RT^001^001^631^7^48767^48767^12242014^|
RD^631777770117TNACS^7317^9001^6^16822631^12222014^2^000000DMCOFFSET22631 000000:000000000000^|
RD^631777770117TNACS^7296^9001^5^16822631^12222014^2^000000DMCOFFSET22631 000000:000000000000^|
RD^631777770117TNACS^7289^9001^4^16822631^12222014^2^000000DMCOFFSET22631 000000:000000000000^|
RD^631777770117TNACS^6509^9001^3^16822631^12222014^2^000000DMCOFFSET22631 000000:000000000000^|
RD^631777770117TNACS^5698^9001^2^16822631^12222014^2^000000DMCOFFSET22631 000000:000000000000^|
RD^631777770117TNACS^10544^9001^7^16822631^12222014^2^000000DMCOFFSET22631 000000:000000000000^|
RD^631777770117TNACS^4114^9001^1^16822631^12222014^2^000000DMCOFFSET22631 000000:000000000000^|~
  
```

Using the example above, for the deposit number of “16822631”, a search on this deposit using the **Deposit Processing** screen from the **Agent Cashiers Menu**, will display a screen that looks like the below figure. The *Deposit Date* will match the deposit date in the Collections File of “12222014”. The *Payment Type* will be *Administrative Offset*, with total number of records listed under *Count*. For example, the seven records in the above figure, matches the total count on the **Deposit Processing** screen. If you add the dollar amounts in each of the seven records above, this amount is in the *Total Paid* column.

**Figure 47: Deposit Processing (168)**

Deposit Processing		Jan 07, 2015@08:36:16		Page: 1 of 1				
Deposit #:	16822631	Deposit Status:		CONFIRMED				
Deposit Date:	DEC 22, 2014							
Opened By:	accounts receivable	Date/Time	Opened:	DEC 22, 2014	16:04			
Confirmed By:	GOREN,LARRY	Date/Time	Confirmed:	JAN 02, 2015	22:17			
Receipt	Payment Type	OpenDate	By	ProcDate	By	Count	Total Paid	
1	A14122200	ADMINISTRATIVE OFF	12/22/14	ar	12/22/14	ar	7	487.67
TOTAL DOLLARS FOR DEPOSIT							7	487.67
Bank:								
Bank Trace Number:								
Agency Location Code:								
Agency Title:								

A search on the Receipt # (using “A14122200” in the above figure), displays a **Receipt Profile** screen listing the seven records and the payment amount from each record in the Collections File (Figure 48).

Figure 48: Receipt Profile (168)

<b>Receipt Profile</b>		Jan 07, 2015@08:56:02	Page: 1 of 2			
Receipt #:	A14122400	Type of Payment:	ADMINISTRATIVE OFFSET			
Deposit #:	16822631	Receipt Status:	CLOSED			
FMS Document:	NOTSENT	FMS Doc Status:	ENTERED			
#	Account	Pay Date	Open By	Edit By	Pay Amt	Proc Amt
1	ACSHEFORT, TSTBEN NHIVSF	12/22/14	ar		73.17	0.00
2	ACSHEFORT, TSTBEN NHIVSF	12/22/14	ar		72.96	0.00
3	ACSHEFORT, TSTBEN NHIVSF	12/22/14	ar		72.89	0.00
4	ACSHEFORT, TSTBEN NHIVSF	12/22/14	ar		65.09	0.00
5	ACSHEFORT, TSTBEN NHIVSF	12/22/14	ar		56.98	0.00
6	ACSHEFORT, TSTBEN NHIVSF	12/22/14	ar		105.44	0.00
7	ACSHEFORT, TSTBEN NHIVSF	12/22/14	ar		41.14	0.00
TOTAL DOLLARS FOR RECEIPT					487.67	0.00
+ Receipt processed on JAN 02, 2015@23:02						
NP (New Payment)	AP Account Profile	PR Process Receipt				
EP (Edit Payment)	RR Reprint Receipt	21 215 Report				
CP (Cancel Payment)	WL Worklist (ERA)	EA Exit Action				
MP (Move Payment)	CU Customize	CR Entered Online				
	ER (Edit Receipt)					
Select Action: Next Screen//						

Using Transaction #1 in the above figure, the **Transaction Profile** screen will display the Transaction Date (*TransDate*) and Transaction Amount (*Trans Amt*) from the Collections File, as well as the Receipt Number. If only partial payment is received, the *Type* will read "PAYMENT (IN PART)". If full payment is received, the *Type* will read "PAYMENT (IN FULL)".

Figure 49: Transaction Profile (168)

<b>Transaction Profile</b>		Jan 08, 2015@12:41:55	Page: 1 of 2
Bill #:	631-K5025GZ	Account:	ACSHEFORT, TSTBEN NHIVSF (777770117)
Status:	OPEN	Addr:	2 Massachusetts Ave NE, WASHINGTON, DC 200029
Transaction:	5928940	Type:	PAYMENT (IN PART)
TransDate:	DEC 22, 2014	Receipt:	A14122400
Processed:	JAN 02, 2015@13:11:32	By:	GOREN, LARRY
Trans Amt:	73.17		
	<u>Fiscal Year</u>	<u>Principal Amount</u>	<u>FY Trans Amount</u>
	15	2883.57	73.17
	<u>Balances</u>	<u>Collections</u>	
Principal:	2883.57	73.17	
Interest:	0.00	0.00	
Administrative:	0.00	0.00	
Marshall Fee:	0.00	0.00	
Court Cost:	0.00	0.00	
Total:	2883.57	73.17	



### 8.3.2 TOP Payments (169)

For debt referred to TOP, the automatic payment process has not changed with the implementation of Cross-Servicing. DMC will continue to send the payments to AITC via the Lockbox Collections File, which triggers an update in VistA. VistA then sends an Update File to AITC where the files are bundled and transmitted to Treasury.

For payments received via a TOP (169) Collections File, payments will be applied to the oldest bill on those debts previously referred to TOP. The “Payment Type” description will be “TOP Payment”. A TOP payment will NOT be applied to a bill that has been referred to Cross-Servicing.

**Figure 50: Lockbox Payment Transmission Content - TOP Collections File (169)**

```
2LBP0000ACV
RT~001~001~442~1~8300~8300~06062014~|
RD~442~777706044CRKMT~8300~9300~ 1~169355428~06062014~2~00000T101931451:FEE001700:000355428~|
```

**Figure 51: Deposit Processing Screen (169)**

Deposit Processing		Jan 08, 2015@13:36:07		Page: 1 of 1			
Deposit #:	169355428	Deposit Status:		CONFIRMED			
Deposit Date:	JUN 06, 2014						
Opened By:	accounts receivable	Date/Time	Opened: JUN 11, 2014 10:55				
Confirmed By:	accounts receivable	Date/Time	Confirmed: JUN 11, 2014 10:55				
Receipt	Payment Type	OpenDate	By	ProcDate	By	Count	Total Paid
1	T14060600	TOP PAYMENT	06/06/14	ar	06/11/14	ar	1 83.00
TOTAL DOLLARS FOR DEPOSIT							1 83.00
Bank:							
Bank Trace Number:							
Agency Location Code:							
Agency Title:							

**Figure 52: Receipt Profile Screen (169)**

Receipt Profile		Jan 08, 2015@13:37:26		Page: 1 of 1		
Receipt #:	T14060600	Type of Payment:		TOP PAYMENT		
Deposit #:	169355428	Receipt Status:		CLOSED		
FMS Document:	NOTSENT		FMS Doc Status:		NOT ENTERED	
#	Account	Pay Date	Open By	Edit By	Pay Amt	Proc Amt
1	CRKMTCPAT,TSTFORTYFOUR CHE	06/06/14	ar		83.00	83.00
TOTAL DOLLARS FOR RECEIPT						83.00 83.00
<u>Receipt History</u>						
Opened By:		accounts receivable	Date/Time	Opened: JUN 06, 2014		
Last Edit By:			Date/Time	Last Edit:		
Processed By:		accounts receivable	Date/Time	Processed: JUN 11, 2014 10:55		

### 8.3.3 Treasury Payments (170)

For debt referred to Cross-Servicing, VistA will receive automatic payments from Treasury via Lockbox. Every Monday, Treasury transmits a Collections File to DMC containing payments on all Cross-Serviced debt. Following receipt of the file, DMC converts the file to a Lockbox format before transmitting to AITC. AITC then transmits the file to VistA where payments are applied automatically by Bill Number (Figure 53). Note that VistA will not generate a 5B record when a payment originates from Treasury (170) unless there is money left over from the payment which can be applied to other Cross Serviced bills. Take note that a 170 offset payment that is applied to the Cross-Serviced bill for which it was explicitly meant to be applied, if the bill is paid off taking the balance to zero and applying a collected/closed status to the bill, then the bill will no longer be flagged as being Cross-Serviced. Notifications will be transmitted via MailMan when the Treasury Collections File is received by VistA (Figure 54).

#### NOTE: OVERPAYMENTS

VistA will apply any overpayments on a Cross-Serviced bill to other Cross-Serviced bills (where applicable) on a debtor's account, starting with the oldest, Cross-Serviced bill first. Any remaining balance will first be applied to other bills, starting with the oldest, then, if there are still monies left over, this amount will be placed in suspense, to be reviewed by the Accounting staff to determine whether those funds will be refunded to the debtor or applied to additional Cross-Serviced bills. Funds will be distributed within 60 days of receipt; however, the Veteran may request the refund sooner.

**Figure 53: Lockbox Payment Transmission Content - Treasury Collections File (170)**

```
-----
2LBP0000 ACU.
RT^001^001^631^13^183269^183269^12032014^|
RD^631777220076TCSIS^50707^9001^1^17002631^12022014^2^631K101BSG0000000000000014
74533:FEE00011702^|
```

The following figures illustrate the various components of payment processing using the example 170 Collections File in Figure 53. When the 170 Collections File is processed by VistA, a bulletin is generated indicating that the payment processing is complete, with the Deposit # from the original collections file (i.e., 17002631) and a VistA-generated Receipt # (i.e., P14120300). Also, the total amount of all payments received is included (Figure 54).

**Figure 54: Bulletin: Auto Payment Processing Completed (170)**

```
Subj: Auto Payment Processing Completed [#259194] 12/15/14@06:51 15 lines
From: AR PACKAGE In 'IN' basket. Page 1 *New*
```

```
-----
The following Automatic Payment(s) have been processed by the
Automatic Payment Processing Server.
Deposit#      Receipt#      FMS Document#      Total Amount      Unlinked Accts
-----
17002631      P14120300      -----            1832.69            0
```

On the **Deposit Processing** screen, the *Payment Type* will be "Private Collection Agency" (Figure 55), showing the number of payments under *Count* and the total dollar amount under *Total Paid*.

**Figure 55: Deposit Processing Screen (170)**

Deposit Processing		Dec 16, 2014@13:54:36		Page: 1 of 1			
Deposit #: 17002631		Deposit Status: CONFIRMED					
Deposit Date: DEC 02, 2014							
Opened By: accounts receivable		Date/Time	Opened: DEC 03, 2014 14:50				
Confirmed By: GOREN,LARRY		Date/Time	Confirmed: DEC 15, 2014 13:16				
Receipt	Payment Type	OpenDate	By	ProcDate	By	Count	Total Paid
1	P14120300	PRIVATE COLLECTION	12/03/14	ar	12/15/14	LG	13 1832.69
-----							-----
TOTAL DOLLARS FOR DEPOSIT							13 1832.69

Referring back to Figure 53, the highlighted payment of \$507.07 for the debtor with a SSN of 631-77-7220 (TCSISTINE, TSTEY NHIEKP) is reflected on the **Receipt Profile** screen with the same *Receipt #*, *Deposit #*, and *Type of Payment*.

**Figure 56: Receipt Profile Screen (170)**

<b>Receipt Profile</b>		Dec 16, 2014@13:59:10		Page: 1 of 2			
Receipt #: P14120300		Type of Payment: PRIVATE COLLECTION AGENCY					
Deposit #: 17002631		Receipt Status: CLOSED					
FMS Document: NOTSENT		FMS Doc Status: NOT ENTERED					
#	Account	Pay Date	Open By	Edit By	Pay Amt	Proc Amt	
1	TCSISTINE, TSTEY NHIEKP	12/02/14	ar		507.07	507.07	
2	TCSISTINE, TSTEY NHIEKP	12/02/14	ar		62.50	62.50	
3	DCSDAN, TSTPER NHITNX	12/02/14	ar		135.99	135.99	
4	DCSERA, TSTLPH NHIULN	12/02/14	ar		200.40	200.40	
5	DCSERA, TSTLPH NHIULN	12/02/14	ar		79.94	79.94	
6	DCSERA, TSTLPH NHIULN	12/02/14	ar		55.00	55.00	
7	DCSCINELLI, TSTT NHILCO JR	12/02/14	ar		55.00	55.00	
8	HCSGANIOUS, TSTETT NHIN	12/02/14	ar		90.20	90.20	
9	ACSN, TSTLEI NHIXXW	12/02/14	ar		171.39	171.39	
10	XCSKARD, TSTIE NHIQVK	12/02/14	ar		46.48	46.48	
11	BCSES, TSTLEY NHISON	12/02/14	ar		224.29	224.29	
+ Receipt processed on DEC 15, 2014@13:16							
NP (New Payment)	AP Account Profile	PR Process Receipt					
EP (Edit Payment)	RR Reprint Receipt	21 215 Report					
CP (Cancel Payment)	WL Worklist (ERA)	EA Exit Action					
MP (Move Payment)	CU Customize	CR Entered Online					
		ER (Edit Receipt)					
Select Action: Next Screen//							
Receipt Profile		Dec 16, 2014@13:59:41		Page: 2 of 2			
Receipt #: P14120300		Type of Payment: PRIVATE COLLECTION AGENCY					
Deposit #: 17002631		Receipt Status: CLOSED					
FMS Document: NOTSENT		FMS Doc Status: NOT ENTERED					
+#	Account	Pay Date	Open By	Edit By	Pay Amt	Proc Amt	
12	BCSES, TSTLEY NHISON	12/02/14	ar		84.95	84.95	
13	BCSRGALT, TSTETRIUS NHIYRA	12/02/14	ar		119.48	119.48	
-----							
TOTAL DOLLARS FOR RECEIPT							1832.69 1832.69

Finally, on the **Transaction Profile** screen, using the same Bill # and payment highlighted in Figure 53 (631-K101BSG for a payment of \$507.07), the following figure illustrates that the payment was applied (In Full) to the Cross-Serviced Bill from the 170 Collections File.

**Figure 57: Transaction Profile Screen (170)**

<b>Transaction Profile</b>		Jan 08, 2015@12:41:55	Page: 1 of 2
Bill #: 631-K101BSG	Account: TCSISTINE, TSTEY NHIEKP (631777220)		
Status: OPEN	Addr: 2 Massachusetts Ave NE, WASHINGTON, DC 200029		
Transaction: 5928940	Type: PAYMENT (IN FULL)		
TransDate: DEC 02, 2014	Receipt: P14120300		
Processed: JAN 02, 2015@13:11:32	By: GOREN, LARRY		
Trans Amt: 507.07			
	<u>Fiscal Year</u>	<u>Principal Amount</u>	<u>FY Trans Amount</u>
	15	507.07	507.07
	<u>Balances</u>	<u>Collections</u>	
Principal:	507.07	507.07	
Interest:	0.00	0.00	
Administrative:	0.00	0.00	
Marshall Fee:	0.00	0.00	
Court Cost:	0.00	0.00	
Total:	507.07	507.07	

## 8.4 Other Blocked Options on Cross-Serviced Bills

The options described in this sub-section are now blocked on all bills referred to Cross-Servicing. Note that once a bill is referred to Cross-Servicing, VHA can no longer service the debt.

### 8.4.1 Set Up Repayment Plan

For all bills referred to Cross-Servicing, the **Set Up Repayment Plan** [PRCAC SET REPAYMENT] option cannot be performed. A repayment plan must be set up by Treasury and not implemented by VHA in VistA. The following message will display if a user attempts to set up a repayment plan on a Cross-Serviced bill.

**Figure 58: Repayment Plan Option Blocked on Cross-Serviced Bills**

Select ACCOUNTS RECEIVABLE BILL NO.: 631-K502565	C (MEANS TEST)	06-23-
95 HCSERKSEN, TSTCE NHINCIS	ACTIVE \$418.96	
BILL HAS BEEN REFERRED TO CROSS-SERVICING.		
A REPAYMENT PLAN FOR THIS BILL MUST BE ESTABLISHED WITH TREASURY.		

### 8.4.2 Administrative Cost Adjustment

The **Administrative Cost Adjustment** [PRCAF ADJ ADMIN] option is blocked on all bills referred to Cross-Servicing. The following message will display if a user performs this option on a Cross-Serviced bill.

**Figure 59: Administrative Cost Adjustment Option Blocked on Cross-Serviced Bills**

```
Select ACCOUNTS RECEIVABLE BILL NO.: 631-K502565      C (MEANS TEST)      06-23-
95  HCSERKSEN,TSTCE NHINCIS      ACTIVE  $418.96
BILL HAS BEEN REFERRED TO CROSS-SERVICING.
NO MANUAL COST ADJUSTMENTS ARE ALLOWED.
```

### 8.4.3 Fiscal Officer Terminated

Before a user can perform the **Fiscal Offer Terminated** [PRCAC TR TERM-FISCAL] option on a Cross-Serviced bill, the bill must be first recalled from Cross-Servicing. Use the **Recall/Reactivate TCSP Referral for a Bill** option on the **Cross-Servicing Menu** to recall the bill from Treasury (refer to *Section 4.2.1 Recall TCSP Referral for a Bill*).

The following message will display if a user attempts this option on a Cross-Serviced bill:

**Figure 60: Fiscal Officer Terminated Option Blocked on Cross-Serviced Bills**

```
Select (B)ILL or (E)CME#: B// BILL NUMBER
Select BILL: 631-K502565      C (MEANS TEST)      06/23/95  HCSERKSEN,      ACTIVE
BILL HAS BEEN REFERRED TO CROSS-SERVICING.
NO TRANSACTIONS ARE ALLOWED.
** THE RECALL PROCESS MUST BE UTILIZED PRIOR TO PERFORMING THIS FUNCTION **
```

### 8.4.4 Compromise Termination

As with the above option, the bill must be recalled from Cross-Servicing before performing the **Compromise Termination** [PRCAC TR TERM-COMPROMISE] option on a Cross-Serviced bill. The same message will display as in Figure .

### 8.4.5 Suspend an AR Bill

For all bills referred to Cross-Servicing, the **Suspend an AR Bill** [PRCAC TR SUSPENDED] option cannot be performed until the bill is recalled from Cross-Servicing. A message will display indicating that the recall process must utilized prior to suspending the bill (refer to Figure ).

### 8.4.6 Partial /Full Waiver

The **Partial Waiver** [PRCAC WAIVED PART] and **Full Waiver** [PRCAC WAIVED FULL] options will also be blocked on Cross-Serviced bills until the bill is recalled from Cross-Servicing (refer to Figure ).

## 9. Cross-Servicing Rejects

Once a debt has been rejected by Cross-Servicing, the debt will no longer be considered referred to Cross-Servicing. Reject messages can come from Treasury, DMC or AITC. These messages / files are sent to the VAMC via MailMan on a weekly basis (where applicable).

If a bill that has been referred by Cross-Servicing is rejected by any source, a bulletin (MailMan message) will display in the user's MailMan inbox. A 'Stop' flag is automatically set on the bill with a reason of "Rejected by Cross-Servicing". Additionally, the Reject Code, Reason, and Date will display on the profile screens (see *Section 3.3 Debt Rejected by Cross-Servicing*). The "x" indicator is removed from the bill on the Full Account Profile screen.

VistA prevents the re-referral of any rejected bills until the 'Stop' flag is removed. For all bills rejected, the technician is required to research and correct the error(s), and then remove the 'Stop' flag from the bill, where applicable (see *Section 4.3.2 Reactivate TCSP Referral for a Bill (Remove 'Stop' Flag)*). When correcting an error, follow the business rules implemented for Cross-Servicing. The Cross-Servicing functionality provides the following two options for manually working these rejects, which are found on the main **Cross-Servicing Menu**:

- **Debt Referral Reject Report** (refer to *Section 4.1.4 Debt Referral Reject Report*).
- **List IAI Error Codes** (refer to *Appendix B. Cross-Servicing IAI Error Codes*).

Once the error is corrected and the 'Stop' flag is removed, the account will follow the appropriate processing sequence. Depending on the status of the account, this may include referral to Cross-Servicing with the next weekly transmission. Note that the reject information will remain on the profile screen even after the error has been corrected.

### 9.1 Reject Messages

Users must belong to the G.TCSP mail group to receive reject messages. The subject of the CS Reject message will identify the source of the reject. The body of the reject bulletin will include the Debtor's name (*NAME*), SSN, Bill Number, Record Type (*TYPE*), Action Code (*ACTN*), and all of the Error Codes associated with the referral (Figure 62 & Figure 63).

#### NOTE:

For additional information on Error Codes, refer to *Appendix B. Cross-Servicing IAI Error Codes*. For information on Cross-Servicing Record Types and Action Codes, reference *Appendix A. Cross-Servicing Record Types & Action Codes*.

Once the error is corrected, remove the 'Stop' flag on the bill by using the **Stop/Reactivate TCSP Referral for a Bill** option (refer to *Section 4.3.2 Reactivate TCSP Referral for a Bill (Remove 'Stop' Flag)*).

### 9.2 Recall Debtor Rejects

For a reject on debtor recalls using the *Recall TCSP Referral for a Debtor* option, **note that a stop is placed on the first Cross-Serviced bill available for that debtor**. After the error(s) is corrected, the stop will need to be removed from the debt in order for the recall debtor retransmission to occur. Utilize the *Debt Referral Reject Report* to locate the Bill No. on the

rejected debtor recall (Type="2"; Action Code="L") where the 'Stop' needs to be removed (refer to Figure 61 for a sample report of a reject on a debtor recall).

**Figure 61: Sample Debt Referral Reject Report (Rejects on a Debtor Recall)**

PAGE 1 DEBT REFERRAL REJECT REPORT (SORTED BY BILL NO. <ASC>) JUN 03, 2015						
BILL NO.	DEBTOR	SSN	TYP ACTNCD	REJECT DATE	SRC	ERROR CODES
631-K2000CD	HCSLEYRKM,TSTANTRKM	777770061	2 L	JUN 03,2015	A	1A-2B-3C-4D 5E-6F-7G-8A 9J

### 9.3 ZZ Error Code

The 'ZZ' Error Code has been introduced as a 'catch-all' for errors that do not match up to the list of errors already defined by Treasury. A 'ZZ' error code does not indicate what the error is, meaning it will require manual intervention to review the record in Vista in order to locate and correct the error. The definition of Error Code 'ZZ' is "Manual Intervention Required".

**Figure 62: Bulletin: Cross-Servicing Rejects (AITC)**

```

Subj: CS REJECTS (AITC) [256823] 18 DEC 14 08:14 1394 lines [#259229]
12/18/14@08:14 1394 lines
From: AR PACKAGE In 'IN' basket. Page 1 *New*
-----
The following CS DEBT REFERRAL transmissions have been rejected
from Messages: 255864 to 256823 from Batch: 42960002

```

NAME	SSN	BILL NUMBER	TYPE	ACTN	ERROR CODES
ACSCO,TSTRMAN NHIYCD	777770930	631-K101WJ9	3	A	7N,6L
ACSCO,TSTRMAN NHIYCD	777770930	631-K1026AE	3	A	7N,6L
ACSCO,TSTRMAN NHIYCD	777770930	631-K102PFH	3	A	7N,6L
ACSD,TSTSNO NHIXFH	777770687	631-K102KJT	3	A	7N,6L
ACSD,TSTSNO NHIXFH	777770687	631-K2007ES	3	A	7N,6L
ACSFER,TSTCE NHIUEQ	777770136	631-K001CEB	3	A	7N,6L
ACSFER,TSTCE NHIUEQ	777770136	631-K001SPK	3	A	7N,6L
ACSFER,TSTCE NHIUEQ	777770136	631-K00233M	3	A	7N,6L
ACSFER,TSTCE NHIUEQ	777770136	631-K002DEX	3	A	7N,6L
ACSFER,TSTCE NHIUEQ	777770136	631-K002U8X	3	A	7N,6L
ACSFER,TSTCE NHIUEQ	777770136	631-K002WHG	3	A	7N,6L
ACSFER,TSTCE NHIUEQ	777770136	631-K1002QF	3	A	7N,6L
ACSFER,TSTCE NHIUEQ	777770136	631-K100CIQ	3	A	7N,6L

**Figure 63: Bulletin: Cross-Servicing Rejects (Treasury)**

Subj: CS REJECTS (TREASURY) [257522] 14 JAN 15 08:11 419 lines [#259228]  
01/14/15@08:11 419 lines  
From: AR PACKAGE In 'IN' basket. Page 1 \*New\*

---

The following CS DEBT REFERRAL transmissions have been rejected  
from Messagees: 257481 to 257522 from Batch: 43070002

NAME	SSN	BILL NUMBER	TYPE	ACTN	ERROR CODES
ICSALLI,TSTTON	NHIFS 777110070	631-K001IIM	2	B	3E
ICSALLI,TSTTON	NHIFS 777110070	631-K001T91	2	B	3E
ICSALLI,TSTTON	NHIFS 777110070	631-K0027MG	2	B	3E
ICSALLI,TSTTON	NHIFS 777110070	631-K0031VC	1	A	5Y,1S
ICSALLI,TSTTON	NHIFS 777110070	631-K0031VC	2	B	3E
ICSALLI,TSTTON	NHIFS 777110070	631-K1003J7	2	B	3E
ICSALLI,TSTTON	NHIFS 777110070	631-K10073E	2	B	3E
ICSALLI,TSTTON	NHIFS 777110070	631-K100ENX	1	A	7V



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## 10. Additional VistA Information

This section describes the mail group used for Cross-Servicing, the file transfer schedule for Cross-Servicing, and the Cross-Servicing fields (with file names) stored in VistA.

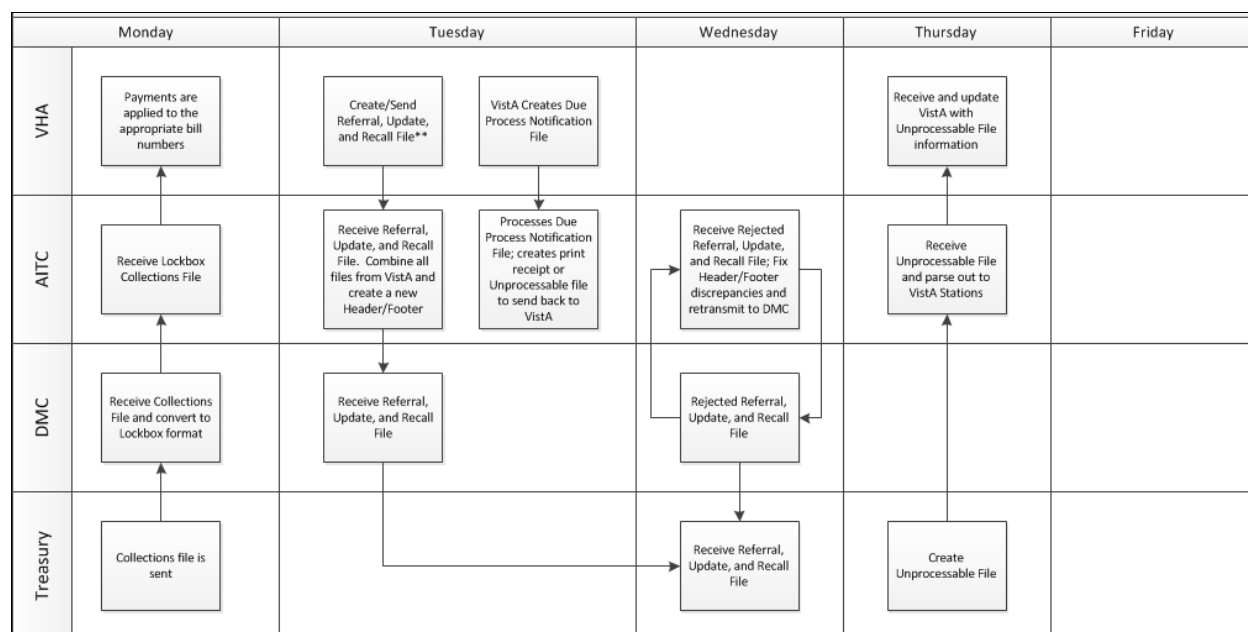
### 10.1 Cross-Servicing Mail Group

There is one mail group specifically for receiving Cross-Servicing messages – G.TCSP. This mail group must have members who are active VistA users.

### 10.2 Cross-Servicing File Transfer Schedule

Figure 64 illustrates the high-level, file transfer schedule between VHA, AITC, DMC, and Treasury for Cross-Servicing. The following files are referenced: Referral, Update, Recall, Collections, Due Process Notification, and Unprocessable.

**Figure 64: Cross-Servicing File Transfer Schedule**



### 10.3 Cross-Servicing Files & Fields

Cross-Servicing information is stored in the VistA files listed in this section. The following tables list the number, name, and description of each Cross-Servicing field.

**Table 4: Cross-Servicing Fields in AR Debtor File (#340)**

Field Number	Field Name	Description
7.02	TCSP RECALL FLAG	Flag set when debts or debtor recalled from Cross-Servicing.
7.03	TCSP RECALL DATE	Date the debt is recalled from Cross-Servicing.
7.04	TCSP RECALL REASON	Reason for recalling the debt.
7.05	DATE DEBTOR REFERRED TO TCSP	Date the debtor is recalled from Cross-Servicing.

**Table 5: Cross-Servicing Fields in AR Debtor File (#342)**

Field Number	Field Name	Description
100	CROSS-SERVICING START DATE	Used to automatically calculate when the DPN processing and weekly transmissions of the DPN file to AITC will be halted.

**Table 6: Cross-Servicing Fields in TCS IAI Error Codes File (#348.5)**

Field Number	Field Name	Description
0.01	ERROR CODE ID	Error code ID in the IAI error code file.
1	FIELD NAME/ACTION	Field name/action in the IAI error code file.
2	RECORD TYPE	Record type in the IAI error code file.
3	ERROR MESSAGE	Error message in the IAI error code file.

**Table 7: Cross-Servicing Fields in TCS IAI Action Code File (#348.6)**

Field Number	Field Name	Description
0.01	ACTION CODE	Action code in the IAI action code file.
1	ACTION DESCRIPTION	Description of the action code in the IAI action code file.
2	RECORD TYPE	Record type in the IAI action code file.

**Table 8: Cross-Servicing Fields in TCS IAI Record Types File (#348.7)**

Field Number	Field Name	Description
0.01	RECORD TYPE ID	Record Type ID of the IAI Record Type in transmission.
1	RECORD TYPE DESCRIPTION	Description of the Record Type in the IAI transmission.
2	DATA TYPE	Type of data in the IAI transmission.

**Table 9: Cross-Servicing Fields in Accounts Receivable File (#430)**

Field Number	Field Name	Description
151	DATE BILL REFERRED TO TCSP	Date the bill was first referred to Cross-Servicing.
152	TCSP RECALL FLAG	Set whenever a 'Recall CS Referral' is entered by the user through the Recall menu options.
153	TCSP RECALL EFF. DATE	Contains a date, for which bills generated after, are eligible for Cross-Servicing referral.

Field Number	Field Name	Description
154	TCSP RECALL REASON	Contains a code detailing the reason the referral to Cross-Servicing was recalled.
155	RECALL AMOUNT	The dollar amount of the debt recalled from Cross-Servicing.
157	STOP TCSP REFERRAL FLAG	Set whenever a 'Stop CS Referral' is entered by the user through the menu option.
158	STOP TCSP REFERRAL EFF. DATE	Contains a date, for which bills generated after, are eligible for Cross-Servicing referral.
159	STOP TCSP REFERRAL REASON	Contains a code detailing the reason the referral to Cross-Servicing was stopped.
159.1	STOP TCSP REFERRAL COMMENT	Comment field used to support the reason that a stop flag has been set for a debt. A comment is required in the case of 'Other' as a reason code.
159.2	TCSP CASE RECALL FLAG	Flag that marks this case for recall record creation from Cross-Servicing when the AR nightly background job is run.
159.3	TCSP CASE RECALL EFF DATE	Date that the recall flag is set for a case.
159.4	TCSP CASE RECALL REASON	Reason that the case is being recalled from Cross-Servicing.
159.5	TCSP GENDER	Gender of debtor referred to Cross-Servicing
161	ORIGINAL TCSP TIN	SSN sent to Cross-Servicing on the original referral document.
162	ORIGINAL TCSP DEBTOR NAME	Name as sent on the original Cross-Servicing referral document.
163	TCSP DELINQUENCY DATE	Date that the bill became active. The debt is referred to Cross-Servicing when the debt is 150 days old counted from the delinquency date.
164	TCSP DEBTOR ADDRESS, LINE 1	First line of the current debtor address transmitted to Cross-Servicing.
165	TCSP DEBTOR ADDRESS, LINE 2	Second line of the current debtor address transmitted to Cross-Servicing.
166	TCSP DEBTOR ADDRESS, CITY	City included in the debtor address transmitted to Cross-Servicing.
167	TCSP DEBTOR ADDRESS, STATE	State included in the debtor address transmitted to Cross-Servicing.
168	TCSP DEBTOR ZIP CODE	Zip code included in the debtor address transmitted

Field Number	Field Name	Description
		to Cross-Servicing.
169	ORIGINAL TCSP AMOUNT	Original amount referred to Cross-Servicing.
169.1	CURRENT TCSP AMOUNT	Current debt amount at Cross-Servicing.
169.2	TCSP DEBTOR PHONE	Residence phone number from the Patient file (#2).
171	CS DECREASE ADJ TRANS NUMBER 17	Transaction number in the AR Transaction file (#433) for transactions to be included in a 5B record to be sent to Cross-Servicing.
171.01	CS DECREASE ADJ TRANS NUMBER 0	Transaction number in the AR Transaction file (#433) for transactions to be included in a 5B record to be sent to Cross-Servicing.
171.1	SEND TCSP RECORD 5B	Flag that marks this transaction to be sent to Cross-Servicing in a 5B record when the AR nightly background job is run.
173	DUE PROCESS NOTIFICATION FLAG	Date that a bill is flagged for Due Process Notification (DPN)
174	DUE PROCESS REQUEST DATE	Date that the due process request is set
175	DUE PROCESS LETTER PRINT DATE	Print date of the due process letter.
176	DUE PROCESS REFERRAL DATE	Date that the bill is referred for due processing.
177	DUE PROCESS ERROR DATE	Date that the bill is rejected for due process.
178	DUE PROCESS ERROR CODES	Error codes related to the bill being rejected for due process.
191	SEND TCSP RECORD 1	Flag set by the unprocessable file to request that a record 1 be sent for this debt.
192	SEND TCSP RECORD 2	Flag set by the unprocessable file to request that a record 2 be sent for this debt.
193	SEND TCSP RECORD 2A	Flag set by the unprocessable file to request that a record 2A be sent for this debt.
194	SEND TCSP RECORD 2C	Flag set by the unprocessable file to request that a record 2C be sent for this debt.
196	SEND TCSP RECORD 5B	Flag set by the unprocessable file to request that a record 5B be sent for this debt.
197	5B PRINCIPLE	Principle amount to be set on the 5B record when the request for the 5B record is set.

Field Number	Field Name	Description
198	5B INTEREST	Interest amount to be set on the 5B record when the request for the 5B record is set.
199	5B ADMIN	Admin amount to be set on the 5B record when the request for the 5B record is set.
199.1	5B PENALTY	Penalty amount to be set on the 5B record when the request for the 5B record is set.
199.2	STOP INTEREST ADMIN CALC	Flag to stop interest and admin calculation for debts referred to Cross-Servicing.
301	RETURNED DATE	Returned date field on the reconciliation file for records returned by Treasury from Cross-Servicing.
302	RETURN REASON CODE	Returned reason code field on the reconciliation file for records returned by Treasury from Cross-Servicing.
303	COMPROMISED INDICATOR	Compromise indicator field on the reconciliation file for records returned by Treasury from Cross-Servicing.
304	COMPROMISE AMOUNT	Compromise amount field on the reconciliation file for records returned by Treasury from Cross-Servicing.
305	CLOSED DATE	Closed date field on the reconciliation file for records returned by Treasury from Cross-Servicing.
306	BANKRUPTCY DATE	Bankruptcy date field on the reconciliation file for records returned by Treasury from Cross-Servicing.
307	DATE OF DEATH	Date of death field on the reconciliation file for records returned by Treasury from Cross-Servicing.
308	DATE OF DISSOLUTION	Date of dissolution field on the reconciliation file for records returned by Treasury from Cross-Servicing.

**Table 10: Cross-Servicing Fields in Subfile CS Decrease Adj Trans Number (sub file of AR #430) (#430.0171)**

Field Number	Field Name	Description
.01	CS DECREASE ADJ TRANS NUMBER	Transaction number for the Cross-Servicing decrease adjustment

**Table 11: Cross-Servicing Fields in Reject Date (sub-file of AR #430) (#430.0172)**

Field Number	Field Name	Description
.01	REJECT DATE	Date that a Cross-Servicing referral / update was rejected
1	REJECT SOURCE	Source of the reject (AITC, DMC, Treasury)
2	REJECT REASON1	Reject Reason 1
3	REJECT REASON2	Reject Reason 2
4	REJECT REASON3	Reject Reason 3
5	REJECT REASON4	Reject Reason 4
6	REJECT REASON5	Reject Reason 5
7	REJECT REASON6	Reject Reason 6
8	REJECT REASON7	Reject Reason 7
9	REJECT REASON8	Reject Reason 8
10	REJECT REASON9	Reject Reason 9
11	RECORD TYPE	Record type of the reject
12	RECORD ACTION CODE	Action code of reject
13	REJECT BATCH ID	Batch ID # of the reject
14	REJECT MM MSG NO.	MailMan Message # of the reject

**Table 12: Cross-Servicing Fields in AR Return Reason Code File (#430.5)**

Field Number	Field Name	Description
.01	CODE	Code # in the return reason code file.
.1	DESCRIPTION	Description in the return reason code file.
2	CATEGORY	Category in the return reason code file.

## Appendix A. Cross-Servicing Record Types & Action Codes

The following table lists the record types and action codes used for Cross-Servicing from Treasury's IAI File Format specification (refer to *Appendix F. References*).

**Table 13: Cross-Servicing Record Types & Action Codes**

Record Type	Action Code	Description
<b>H – Header Record</b>	-	-
<b>1 – Debt Record</b>	A	Add New Debt
	U	Update Debt
	L	Debt Recall
<b>2 – Debtor Record</b>	A	Add new Debtor
	U	Update Debtor, Update Debtor TIN
	L	Debtor Recall
	B	Add New Debt to Existing Debtor
<b>2A – Individual Debtor Record</b>	A	Add New Individual Debtor
	U	Update Individual Debtor
<b>2C – Debtor Contact Information</b>	A	Add new Debtor Contact Info
<b>3 – Case Record</b>	A	Add Case Info
<b>5B - Creditor Agency Financial Transactions (Adjustments)</b>	U	CA Financial Transaction (Adjustment)
<b>Z – Trailer Record</b>	-	-



## Appendix B. Cross-Servicing IAI Error Codes

The below table is a list of the IAI error codes for Cross-Servicing. For all errors that cannot be fixed locally, please log a Remedy ticket.

**Table 14: Cross-Servicing IAI Error Codes**

ID	Field Name / Action	Record Type(s)	Error Message
01	FAST Code/ ALC/ Station	1,2,2A,2B,2C,2D,2E,3,4,5A,5B,6	Cannot be blank or is invalid.
02	ALC	1,2,2A,2B,2C,2D,2E,3,4,5A,5B,6	ALC of input record does not Match file ALC.
03	DMS Processing Code	1,2,2A,2B,2C,2D,2E,3,4,5A,5B,6	DMS Processing Code cannot be blank or is invalid.
04	Agency Debt ID	1,2,2A,2B,2C,2D,2E,3,4,5A,5B,6	Invalid agency debt id or agency debt id not specified.
05	Debt Type	1	Debt Type does not exist in Agency Profile or invalid Debt Type code.
06	Debt Type	1	Cannot reset debt type.
07	Debtor TIN	2, 2C,4,6	Invalid TIN number or TIN not specified.
08	Debtor TIN	1,2, 2A, 2B, 2C, 2D, 2E, 3, 4, 5A, 5B, 6	Cannot reset TIN, change TIN, or TIN does not match existing debt number.
09	Debtor TIN	2	Invalid TIN for a RT 2 Action Code Add record.
10	Debtor TIN	2	Debtor already in debtor table.
11	Debtor TIN	2	This is a Joint & Several debt.
12	Debtor TIN	2	If Debtor TIN is provided, a valid TIN Type must be Entered.
13	Debtor TIN	2, 2C, 4, 6	Debtor TIN must be Numeric.
14	Referred Debt Balance	1	Delinquent amount not numeric or amount < \$25 limit.
15	Referred Debt Balance	1	For adjust action, amount cannot be zero.
16	Referred Debt Balance	1	Cannot decrease a debt with existing current balance of zero.
17	Referred Debt Balance	1	For refund record, there is no offset payment found for the offset year / date, or year / date is invalid.
18	Referred Debt Balance	1	Refund record amount in excess of offset.
19	Referred Debt Balance	1	For refund reversal record, there is no offset payment found for the offset year / date, or year / date is invalid.
20	Referred Debt Balance	1	Amount of refund reversal record exceeds amount of previous refund.
21	Referred Debt Balance	1	Referred Debt Balance must be Equal to the Sum of Initial Principal, Initial Interest, Initial Admin Costs, and Initial Penalty.
22	Referred Debt Balance	1	Referred Debt Balance must be Numeric.
23	Referred Debt Balance	1	Referred Debt Balance is Required.

ID	Field Name / Action	Record Type(s)	Error Message
24	Debt Judgment	2	Invalid Judgment Debt value.
25	Delinquency Date	1	Invalid date for Delinquent Date, not numeric or not specified.
26	Delinquency Date	1	Cannot reset Delinquent Date.
27	Delinquency Date	1	Delinquent date cannot be > (later than) processing date.
28	Delinquency Date	1	Date error (incorrect format) when adding or updating debt record.
29	Delinquency Date	1	Date error when updating Debt record.
30	Delinquency Date	1	Date Delinquency Began is more than 10 years prior to current date
31	Individual or Business	2	Invalid Individual/Business Indicator or not specified.
32	Individual or Business	2	Cannot reset Business/individual indicator.
33	Debtor Name Last or Business	2	Debtor Last Name/Business cannot be blank.
35	Debtor Name Last or Business	2	Only present when changing last name.
36	Debtor Name Last or Business Debtor Name First Debtor Name Middle	2	The debtor is not in Debtor table.
37	Contact Address 1	2C	Contact address line 1 cannot be blank.
38	Contact Address 1	2C	Cannot reset Contact address line 1.
39	Contact City	2C	Contact city cannot be blank.
40	Contact City	2C	Cannot reset Contact city.
41	Contact Country Name, Contact State	2C	Invalid contact state code or cannot be blank unless country code field is completed and not 'US'.
42	Contact Country Name, Contact State	2C	If Country Code is xx (completed and not 'US' on debt record or this update record), State Code must be blank.
43	Contact State	2C	Contact state code can only be reset when country code field is completed.
44	Contact Country Name	2C	Invalid Contact Country Code or code is not valid since state code is completed on debt record or this update record and country code is not 'US'.
45	Contact Country Name	2C	Invalid Contact Country Code or code is not valid since state code is completed and country code is not 'US'.
46	Contact Country Name	2C	If Contact Country Code is xx (completed and not 'US'), Alias State Code must be blank.

ID	Field Name / Action	Record Type(s)	Error Message
47	Contact Zip Code	2C	The first 5 characters of zip code must be numeric if 'US' address or cannot be blank. If country code field is completed and not 'US' and state code field is blank, the first five characters must be completed or zeros.
48	Contact Zip Code	2C	Cannot reset contact Zip Code unless country code field is completed and not 'US'.
49	Debt Origination Date	1	Invalid date for Date Debt Originally Opened, not numeric or not specified.
50	Debt Origination Date	1	Date error (incorrect format) when adding or updating date Debt Originally Opened information.
57	Debtor Alias Last or Business Name	4	Alias Last name cannot be blank.
58	Debtor Alias Last or Business Name	4	Cannot reset Alias last name.
59	Record Type, Action Code	1,2,2A,2B,2C,2D,2E,3,4,5A,5B,6	Invalid record type/record action.
60	Record Type		Invalid record type for Add Action.
61	Record Type		Invalid record type for Update Action.
62	Record Type	2, 2A,2B,2C,2D,2E,3,4	Invalid record type for Delete Action.
63	Record Type	2,2A,2B,2C,2D,2E,3,4,6	Invalid record type for Adjust Action.
64	Entire Record Type 1	1	Duplicate Debt record found in database for 'Add'.
65	Entire Record Type 1	1	General error occurred when adding or updating debt record. Base debt record not found
66	Entire Record Type 2	2	Debt record not found for adding debtor information.
67	Entire Record Type 4	4	Duplicate Debt Alias found in database for 'Add'.
68	Entire Record Type 4	4	General error occurred when adding or updating debt record. Base debt record not found.
69	Entire Record Types 1,2,2A,2B,2C,2D,2E,3,4,5A,5B,6	1,2,2A,2B,2C,2D,2E,3,4,5A,5B,6	Debt record not found in database for update. Missing contact data for debtor
70	Entire Record Type 4	4	Debt Alias record not found in database for update.
76	Original Amt of Debt	1	Original Amount not numeric or amount < \$25 limit or not specified.
85	Debtor Name Middle	2	Middle initial not allowed for business debts.
88	Bypass Indicators	6	Bypass code is invalid or does not exist.
89	Bypass Indicators	6	Bypass code already in place for this debt.
90	Bypass Indicators	6	Bypass code not found for this debt.
91	Bypass Indicators	6	Bypass code indicator is full, cannot add another bypass.
92	Bypass Indicators	6	Default debt load bypass indicator exceed limit of 10.

ID	Field Name / Action	Record Type(s)	Error Message
93	Bypass Indicators	6	Similar or duplicate Bypass Indicator already exists for this debt.
1I	Individual/Joint Several Indicator	1	Individual/Joint Several status indicator is invalid.
1J	Individual/Joint Several Indicator	1	Cannot reset to a regular debt.
1K	Individual/Joint Several Indicator	1	This is the last debtor for this debt.
1L	Individual/Joint Several Indicator	1	Cannot add Debtor to non-active Joint & Several Debt.
1M	Individual/Joint Several Indicator	1	Individual/Joint Several Ind is Required.
1N	Admin Debt Class	1	Admin Debt Class is Required if Debt Type = "A".
1O	Admin Debt Class	1	Admin Debt Class must be Null if Debt Type = "L".
1P	Admin Debt Class	1	Invalid Admin Debt Classification Code.
1Q	Consumer or Commercial	1	Invalid Consumer/Commercial Code.
1R	Consumer or Commercial	1	Consumer/Commercial is Required.
1S	Initial Principal	1	Initial Principal must be Numeric.
1T	Initial Interest	1	Initial Interest must be Numeric.
1U	Initial Admin Costs	1	Initial Admin Costs must be Numeric.
1V	Initial Penalty	1	Initial Penalty must be Numeric.
1W	Initial Principal Initial Interest Initial Admin Costs Initial Penalty	1	One of these Referred Balance Components is Required.
1X	Initial Interest Type	1	Interest code is not allowed when agency program indicates FedDebt will not accrue interest
1Y	Interest Rate	1	Interest Rate is required if Initial Int Type = "A" / "F".
1Z	Interest Rate	1	Interest rate is not allowed when agency program indicates FedDebt will not accrue interest
2A	Interest Rate	1	Interest Rate must be Null if Initial Int Type = "C".
2B	Interest Rate	1	Interest Rate must be Between 0.00 And 100.00.
2C	Interest Rate	1	Interest Rate must be Numeric.
2D	Penalty Rate	1	Penalty Rate is Required if Penalty is Accrued.
2E	Penalty Rate	1	Penalty Rate must be Null if Penalty is not Accrued.
2F	Penalty Rate	1	Penalty Rate must be Between 0.00 And 100.00
2G	Penalty Rate	1	Penalty Rate must be Numeric.
2H	Last Interest Calc Date	1	Date is Required if Interest Rate is Entered or profile indicates required
2I	Last Interest Calc Date	1	Last Interest Calc Date must be Null if Interest Rate is Not

ID	Field Name / Action	Record Type(s)	Error Message
			Entered.
2J	Last Interest Calc Date	1	Last Interest Calc Date must be a Valid Date in YYYYMMDD Format.
2K	Last Interest Calc Date	1	Last Interest Calc Date must be less than or equal to the System Date.
2L	Last Penalty Calc Date	1	Date is Required if Pen Rate is Entered or profile indicates required
2M	Last Penalty Calc Date	1	Last Penalty Calc Date must be Null if Penalty Rate is Not Entered.
2N	Last Penalty Calc Date	1	Last Penalty Calc Date must be a Valid Date in YYYYMMDD Format.
2O	Last Penalty Calc Date	1	Last Penalty Calc Date must be less than or equal to the System Date.
2P	Last PMT Amt Prior to Ref	1	Last PMT Amt Prior to Ref must be Numeric.
2Q	Last PMT Date Prior to Ref	1	Last PMT Date Prior to Ref must be a Valid Date in YYYYMMDD Format.
2R	Last PMT Date Prior to Ref	1	Last PMT Date Prior to Ref must be less than or equal to the System Date.
2T	SOL Expiration Date	1	SOL Expiration Date must be a Valid Date in YYYYMMDD Format.
2U	Guarantor Exists	1	Invalid 'Guarantor Exists' Code.
2V	Foreclosure Indicator	1	Invalid Foreclosure Indicator Code.
2X	Written Off	1	Invalid Written Off Code.
2Y	Debtor TIN Type	2	If Debtor TIN Type is provided, a valid TIN must be Entered.
2Z	Debtor TIN Type	2	Invalid Debtor TIN Type Code.
3A	Debtor Generation	2A	Invalid Debtor Generation Code.
3B	Debtor Gender	2A	Invalid Debtor Gender Code.
3C	Date of Birth	2A	Date of Birth must be a Valid Date in YYYYMMDD Format.
3D	Date of Birth	2A	Date of Birth must be less than the System Date.
3E	Agency Debtor ID	2,2A, 2B, 2C, 2D,2E,3, 4, 5A,5B, 6	Agency Debtor ID is Required.
3F	Judgment Date	1	Judgment Date must be a Valid Date in YYYYMMDD Format.
3G	Relationship to Primary	3	Invalid Relationship to Primary Code.
3H	Relationship to Primary	3	Relationship to Primary is Required.
3I	Contact Type to Rcv DL	3	Invalid Contact Type to Receive Demand Letter Code.
3J	Contact Type to Rcv DL	3	Contact Type to Receive Demand Letter is Required.
3K	Contact Type	2C	Invalid Contact Type Code.

ID	Field Name / Action	Record Type(s)	Error Message
3L	Contact Type	2C	Contact Type is missing - see Error Code 3K.
3M	Contact Free Form Name	2C	Contact Free Form Name cannot be blank.
3N	Contact Title	2C	Invalid Contact Title
3O	Contact Primary Name	2C	Contact Primary Name cannot be blank
3P	Contact Phone Type	2C	Invalid Contact Phone Type Code.
3Q	Contact Phone	2C	Contact Phone must be Numeric.
3R	Contact Phone Ext	2C	Contact Phone Ext must be Numeric.
3S	Contact Primary Phone	2C	Invalid Contact Primary Phone Code.
3T	Contact Primary Address	2C	Invalid Contact Primary Address code
3U	Contact Email Address	2C	Invalid Contact Email Address
3V	Contact Primary Email Address	2C	Invalid Contact Primary Email Code.
3W	Salary	2E	Salary must be Numeric.
3X	Salary Cycle	2E	Invalid Salary Cycle Code.
3Y	Salary Gross or Net	2E	Invalid Salary Gross or Net Code.
3Z	Fed Civilian Employee	2A	Invalid Fed Civilian Employee Code.
4A	Fed Military Employee	2A	Invalid Fed Military Employee Code.
4B	Last Debtor Contact Date	3	Last Debtor Contact Date must be a Valid Date in YYYYMMDD Format.
4C	Last Debtor Contact Date	3	Last Debtor Contact Date must be less than or equal to the System Date.
4G	Business Debtor Type	2B	Invalid Business Debtor Type Code.
4H	Business Type	2B	Invalid Business Type Code.
4I	Date of Incorporation	2B	Date of Incorporation must be a Valid Date in YYYYMMDD Format.
4J	State of Incorporation	2B	Invalid State of Incorporation Code.
4K	Federal Contractor Indicator	2B	Invalid Federal Contractor Indicator Code.
4L	Date of Dissolution	2B	Date of Dissolution must be a Valid Date in YYYYMMDD Format.
4M	Property Type	2D	Invalid Property Type Code.
4N	Date Reported to CB	3	Date Reported to CB must be a Valid Date in YYYYMMDD Format.
4O	Debtor Alias Type	4	Invalid Debtor Alias Type Code.
4P	Debtor Alias First Name	4	Debtor Alias First Name cannot be blank.
4Q	Debtor Alias Generation	4	Invalid Debtor Alias Generation Code.

ID	Field Name / Action	Record Type(s)	Error Message
4R	Financial Transaction Type	5A,5B	Invalid Financial Transaction Type Code.
4S	Financial Transaction Type	5A,5B	Financial Transaction Type is Required.
4T	Trans Type	5A,5B	Invalid Trans Type Code.
4U	Trans Type	5A,5B	Trans Type is Required.
4V	Identification Date	5A,5B	Identification Date must be a Valid Date in YYYYMMDD Format.
4W	Identification Date	5A,5B	Identification Date must be less than or equal to the System Date.
4X	Identification Date	5A,5B	Identification Date is Required.
4Y	Agency Trans ID	5A,5B	Agency Trans ID is Required.
5A	Agency Trans ID	5A,5B	Agency Trans ID must be Unique; Agency Trans ID already exists within FedDebt.
5B	Trans Amount	5A,5B	Trans Amount must be greater than Zero.
5C	Trans Amount	5A,5B	Trans Amount must be Numeric.
5D	Trans Amount	5A,5B	Trans Amount is Required.
5E	SIGNED Principal Amount	5B	If Financial Type Code = L, the value of the adjustment cannot reduce the Principal Amount below zero.
5F	SIGNED Penalty Amount	5B	If Financial Type Code = L, the value of the adjustment cannot reduce the Penalty Amount below zero.
5G	SIGNED Principal Amount SIGNED Interest Amount SIGNED Admin Cost Amount SIGNED Penalty Amount	5B	If Financial Type Code = L, one of these debt balance components is required.
5H	Financial Instrument Type	5A	Invalid Financial Instrument Type Code.
5I	Financial Instrument Type	5A	Financial Instrument Type is Required.
5J	Financial Instrument Num	5A	Financial Instrument Num is Required.
5K	SIGNED Interest Amount	5B	If Financial Type Code = L, the value of the adjustment cannot reduce the Interest Amount below zero.
5N	Credit Card Authorization Number	5A	Credit Card Authorization Number is Required if Financial Instrument Type Code = C.
5O	Credit Card Authorization Number	5A	Credit Card Authorization Number must be Null if Financial Instrument Type Code <> C.
5P	SIGNED Admin Cost Amount	5B	If Financial Type Code = L, the value of the adjustment cannot reduce the Admin Cost Amount below zero.
5Q	Agency Debt ID and Agency Debtor ID	5A	Payment or Reversal is Unidentified
5R	Agency Debt ID	5B	Cannot increase adjustment in PA
5S	Agency Debt ID	5B	Cannot process an adjustment for a closed case

ID	Field Name / Action	Record Type(s)	Error Message
5T	Recall Request Reason for Debt	1	Invalid Recall Request Reason for Debt Code.
5U	Recall Request Reason for Debtor	2	Invalid Recall Request Reason for Debtor Code.
5V	Recall Request Reason for Case	3	Invalid Recall Request Reason for Case Code.
5W	Trans Sequence Number	5A,5B	Transaction's Sequence Number duplicates another transaction's number in the same file.
5X	Trans Sequence Number	5A,5B	Transaction's Sequence Number is Required.
5Y	Judgment/Non Judgment	1	Invalid Judgment Debt value.
5Z	Health Insurance Claim	1	Invalid Health Insurance Claim Code
6A	Debtor Last Name Update Reason	2	Invalid Debtor Last Name Update Reason code
6B	DUNS Num	2B	Invalid DUNS Num code
6C	Employer Name	2E	Employer Name cannot be blank
6D	Employer EIN	2E	Employer EIN cannot be blank
6E	Agency Match Original Trans ID	5A, 5B	Agency Match Original Trans ID does not match Agency Trans ID of the Original Payment
6F	SIGNED Trans Amt of Original Payment	5A	Trans Amt of Original Payment does not match corresponding payment
6G	Transaction Amt of Original Adjustment	5B	Trans Amt of Original Adjustment does not match corresponding adjustment
6H	Transaction Amt of Original Offset	5B	Trans Amt of Original Adjustment does not match corresponding TOP offset
6I	Debtor Name First	2	Debtor First Name cannot be blank for individual debtor.
6J	Property Description	2D	Property Description cannot be blank if adding a property.
6K	Override Action	6	Override Action cannot be blank.
6L	Referring a debt	1,2,2C,3	Must include all required record types in order to save debt.
6M	Referred Debt Balance	1	Debt Balance must be greater or equal to referral threshold
6N	Processing a debt	3	Only one case allowed when individual liability
6O	Processing a debt	2	At least one debtor must be assigned to the debt
6P	Processing a debt	3	Debt cannot have more than 26 cases assigned
6Q	Processing a debt	2	Only one debtor allowed when individual liability
6R	Processing a debt	1	At least one case must be assigned to the debt
6S	FAST Code/ ALC/ Station	1,2,2A,2B,2C,2D,2E,3,4,5A,5B,6	The agency program profile is inactive
6T	FAST Code/ ALC/ Station	1,2,2A,2B,2C,2D,2E,3,4,5A,5B,6	The agency program certification has expired



ID	Field Name / Action	Record Type(s)	Error Message
6U	Agency Debt ID Agency Debtor ID	1, 2, 2A, 2B, 2C, 2D, 2E, 3, 4, 5A, 5B, 6	Debt/Debtor Agency Code Conflict
6V	Agency Debt ID Agency Debtor ID	1, 2, 2A, 2B, 2C, 2D, 2E, 3, 4, 5A, 5B, 6	Debt/Debtor Bureau Code Conflict
6W	Agency Debt ID	1	Debt already exists
6X	Agency Debtor ID	2	Duplicate debtor for this debt
6Y	Agency Debtor ID	2	New debtors may only be added to JOS debts
6Z	Agency Debtor ID	2	A debtor already exists with this key
7A	Agency Debtor ID	2A	Debtor is not an individual debtor
7B	Agency Debtor ID	2B	Debtor is not a business debtor
7C	Agency Debtor ID	2	Debtor not found for agency debtor Id
7D	Individual or Business	2	Consumer debt type may not have business debtors
7E	Debtor TIN Type	2	Consumer debt may not have debtors with TIN type of EIN
7F	Debtor TIN	2	TIN cannot be blank due to debtor in TOP. Mark TIN invalid.
7G	Individual/Joint Several Indicator	1	New debtors may only be added to JOS debts
7H	Relationship to Primary	3	The Relationship to Primary must not be null
7I	Relationship to Primary	3	There can only be one primary debtor for this debt
7J	Relationship to Primary	3	There must be a primary debtor for this debt
7K	Admin Debt Class	1	Admin Debt Class is not allowed for loan debt type
7L	Penalty Rate	1	Penalty rate exceeds system threshold
7M	Penalty Rate	1	Not allowed when agency program indicates no accrual
7N	Contact Type to Rcv DL	3	Primary and Valid address required for contact to receive Demand Letter. When adding new IAI debt the SLFIND/SLFBUS contact primary name indicator must equal "Y".
7O	Agency Debtor ID	2, 3, 4	Agency Debtor ID does not match agency records
7R	Cannot add debtors to non J&S debt	2	Cannot add debtors to non Joint & Several debt.
7T	Override already exists	6	Override already exists
7U	Update fields cannot be blank	1	Update fields cannot be blank.
7V	The debt/debtor has no case data	3	Debt/Debtor has no Case Data – Record Type 3 is Required
7W	Individual Liability Debt May Only Have One Record Type 3	3	Individual Liability Debt May Only Have One Record Type 3
7X	Invalid Guarantor Exists	1	Invalid Guarantor Exists
7Y	Individual Debt Liability Invalid	3	Individual Debt Liability is invalid.

<b>ID</b>	<b>Field Name / Action</b>	<b>Record Type(s)</b>	<b>Error Message</b>
7Z	Liability Is Not 100%	3	Liability for debt does not equal 100%
8A	Invalid Agency Code – Verify Station Field	1,2,2A,2B,2C,2D,2E,3,4,6	Invalid Agency Code – Verify Station Field
8B	Invalid Bureau Code – Verify Station Field	1,2,2A,2B,2C,2D,2E,3,4,6	Invalid Bureau Code – Verify Station Field
8C	Invalid Office Code – Verify Station Field	1,2,2A,2B,2C,2D,2E,3,4,6	Invalid Office Code – Verify Station Field
8D	Invalid Program Code – Verify Station Field	1, 2, 2A, 2B, 2C, 2D, 2E, 3, 4, 6	Invalid Program Code – Verify Station Field
9A	Batch Control ID is Invalid	Header Record	Batch Control ID is invalid
9B	Invalid Beneficiary Name	1	Beneficiary Name is Invalid
9C	Invalid Payment Agreement Terms	1	Payment Agreement Terms is Invalid
9D	Invalid Job Title	2E	Job Title is Invalid
9E	Adjustment Information Only	5A	Full amount of adjustment could not be applied to the debt. Cannot reduce below zero.
9G	Action Code	5A 5B	Invalid Action Code (Syntax Validation)
9H	Debtor Closed due to Entity Out of Business	1, 2, 2A, 2B, 2C, 2D, 2E, 3, 4, 6	Debtor Closed due to Entity Out of Business
9I	Debtor Closed due to Death	1, 2, 2A, 2B, 2C, 2D, 2E, 3, 4, 6	Debtor Closed due to Death
9J	Transaction's Sequence Number should be between 1 and 999,999	5A, 5B	Transactions' Sequence Number should be between 1 and 999,999
9K	Trans Amt does not match the sum of components	5B	Trans Amt does not match the sum of components
9L	Trans ID has to be 15 chars long	5A, 5B	Trans ID has to be 15 chars long
9M	Cannot adjust the current case balance below ZERO	5B	Cannot adjust the current case balance below ZERO
ZZ	Manual intervention required	H,1,2,2A, 2B,2C,2D, 2E,3,4,5A, 5B,6	A Non-Disclosed error was detected which requires manual intervention to discern the type of error that was encountered.

# Appendix C. Patient Statement Updates for Cross-Servicing

When debt on a debtor’s account has been referred to Cross-Servicing, the debt will no longer be included on the debtor’s Patient Statement. Also, the debt amount referred to Cross-Servicing will not be included in the total balance due. Additionally, the “Notice of Rights and Responsibilities” section has been updated to include information on the Cross-Servicing Program.

Figure 65: Notice of Rights and Responsibilities (Page 1)

<b>NOTICE OF RIGHTS AND RESPONSIBILITIES</b>
<p><b>COLLECTION:</b> The U.S. Department of Veterans Affairs (VA) is required to collect debts owed to the government. Action must be taken within sixty (60) days from the initial billing statement to pay your debt in full or establish a payment plan or your account may be referred for further collection action. You have the right to inspect and copy the records related to the debt. You also have the right to establish a payment plan. You have the right to submit a compromise offer. Collection action includes referring your delinquent balance to the Department of Treasury’s Cross-Servicing Program and Treasury Offset Program, which will include offset of any federal and state payments to which you are entitled. This includes tax refunds, social security benefits and salary or retirement benefits. In addition, the Department of Treasury may refer your account to private collection agencies, which will result in additional fees and interest being added to your account. You may also be subject to garnishment of non-federal wages under Treasury’s Administrative Wage Garnishment Program. Other collection actions include offset of any current or future VA benefits to which you may become entitled. We may also report your delinquent account to credit reporting agencies sixty (60) days from the date of the initial billing statement. Additional information can be found at: <a href="http://www.va.gov/healthbenefits/cost/">www.va.gov/healthbenefits/cost/</a>.</p>
<p><b>PAY YOUR BILL:</b> Pay the debt in full by the balance due date on the initial billing statement to avoid late charges and collection action:</p> <ul style="list-style-type: none"> <li>● <b>In Person:</b> At your local Veteran Affairs Medical Centers Agent Cashier’s Office</li> <li>● <b>By Phone:</b> Contact VA at 1-888-827-4817</li> <li>● <b>Online:</b> Pay by ACH withdrawal from your bank account, or by debit or credit card at <a href="http://www.pay.gov">www.pay.gov</a></li> <li>● <b>By Mail:</b> Make check or money order payable to "VA" and include account number and payment stub. Submit to: Department of Veterans Affairs, P.O. Box 530269, Atlanta, GA 30353-0269</li> </ul>
<p><b>LATE CHARGES:</b> The VA is required to assess late charges on balances which remain unpaid thirty (30) days after the statement date. These charges consist of interest and administrative fees at rates established each year. Interest will be charged from the date charges first appear on the statement. You can avoid these charges by making timely payments by the balance due date on the initial billing statement. A monthly administrative cost or collection fee will be added to your debt if, within thirty (30) days of the date of the statement on which charges first appear, full payment of the debt is not received or a repayment plan agreement is not approved. If an installment repayment plan is established and any installment is not received by the due date, the monthly administrative cost or collection fee will thereafter be charged until the debt is paid. Other collection costs may also be added to the debt if additional collection actions become necessary.</p>
<p><b>WAIVER:</b> You have the right to request a waiver of part or all of your debt. If the waiver is granted you will not be required to pay the amount waived. To do so, submit an explanation and a completed Financial Status Report (VA Form 5655) found at: <a href="http://www.va.gov/vaforms/va/pdf/VA5655.pdf">www.va.gov/vaforms/va/pdf/VA5655.pdf</a>. Your explanation should include why you are not responsible for the debt and any undue hardship the payment of the debt would cause you. You have the right to request a hearing in connection with your request for a waiver. To do so, submit a written request for hearing with your waiver request. VA will notify you of the date, time and place where the hearing will be held. Refer to the "Customer Service" and "Submitting Your Request" sections below for more information.</p>
<p><b>COMPROMISE OFFER:</b> You have the right to request a compromise. A compromise means you may propose a lesser amount as full settlement of the debt. To request a compromise, submit your request in writing to VA, specifying the dollar amount you are proposing VA should accept as payment in full, and a completed Financial Status Report (VA Form 5655) found at: <a href="http://www.va.gov/vaforms/va/pdf/VA5655.pdf">www.va.gov/vaforms/va/pdf/VA5655.pdf</a>. Refer to the "Customer Service" and "Submitting Your Request" sections below for more information.</p>
<p><b>REPAYMENT PLAN:</b> You have the right to establish a monthly repayment plan at any time during your enrollment in VA health care if you cannot pay your debt in full. To do so, submit a completed Agreement to Pay Indebtedness (VA Form 1100) found at: <a href="http://www.va.gov/vaforms/va/pdf/VA1100.pdf">www.va.gov/vaforms/va/pdf/VA1100.pdf</a>. Indicate your proposed monthly payment amount in paragraph 1A. Include your first payment with the completed form. Make check or money order payable to "VA" and include the account number and payment stub. Refer to the "Customer Service" and "Submitting Your Request" sections below for more information.</p>
<p><b>DISPUTE THE EXISTENCE OR AMOUNT OF THE DEBT:</b> You have the right to dispute the existence or amount of the debt. To do so, submit a letter explaining why you question the validity or amount of the debt. To avoid late charges, you must submit a dispute by the balance due date on the initial billing statement. VA will not initiate collection if your dispute is received within sixty (60) days from the initial billing statement. If VA receives your notice later than sixty (60) days and collection has been initiated, it will continue while the dispute is being reviewed. If the dispute is resolved in your favor, all late charges will be removed from your account, and any amounts withheld from your VA benefits, federal payments, or wages will be refunded to you. Refer to the "Customer Service" and "Submitting Your Request" sections below for more information.</p>

## Figure 66: Notice of Rights and Responsibilities (Page 2)

<p><b>HARDSHIP DETERMINATION:</b> You have the right to request a Hardship Determination which provides an exemption from future outpatient and inpatient copayments for the remaining calendar year. To do so, send a letter explaining any financial hardship these charges will cause you and a completed Request for Hardship Determination (VA Form 10-10HS) found at: <a href="http://www.va.gov/vaforms/medical/pdf/vha-10-10HS.pdf">www.va.gov/vaforms/medical/pdf/vha-10-10HS.pdf</a>. If your gross household income has decreased, you may be eligible for enrollment in a higher Priority Group which may qualify you for copayment exemption. Submit a completed Health Benefits Renewal (VA Form 10-10EZR) found at: <a href="http://www.1010ez.med.va.gov">www.1010ez.med.va.gov</a> to update your financial information. Refer to the "Customer Service" and "Submitting Your Request" sections below for more information.</p>
<p><b>CUSTOMER SERVICE:</b> For additional assistance or if you are unable to access the forms online:</p> <ul style="list-style-type: none"><li>• <b>In Person:</b> Contact your Patient Advocate or Enrollment Coordinator at your local Veteran Affairs Medical Center</li><li>• <b>By Phone:</b> Contact VA at 1-866-400-1238</li><li>• <b>Online Visit:</b> <a href="http://www.va.gov/healthbenefits/cost/">www.va.gov/healthbenefits/cost/</a> for additional information or <a href="http://www.va.gov/vaforms">www.va.gov/vaforms</a> to retrieve VA forms.</li></ul>
<p><b>SUBMITTING YOUR REQUEST:</b> Submit the required VA forms or documents to apply for one of VA's Financial Hardship Programs:</p> <ul style="list-style-type: none"><li>• <b>In Person:</b> At your local Veteran Affairs Medical Center's Business Office or Health Administration Service Office</li><li>• <b>By Mail:</b> Send completed forms and/or other required documentation to the VA address at the top left of your statement to the attention of the Business Office/Health Administration Service Office</li></ul> <p>For additional information, to request necessary forms or assistance in accessing forms online, contact VA at 1-866-400-1238.</p>
<p><b>REPRESENTATION:</b> An accredited representative of a Veteran Service Organization or other service organization recognized by the Secretary of Veterans Affairs may represent you without charge. You may employ an attorney or VA accredited agent to assist you. The services of an attorney or accredited agent representing you in adjudicative proceedings before VA are subject to a fee limitation as set forth in 38 U.S.C. 5904. If you desire representation and have not already designated a representative, contact VA at 1-866-400-1238 to request the necessary forms. If an attorney or accredited agent represents you before VA, a copy of any agreement between you and the attorney or accredited agent about the payment of the attorney's or agent's fees must be filed at the following address: Counsel to the Chairman (O1C3), Board of Veterans Appeals, 810 Vermont Avenue N.W., Washington D.C. 20420.</p>
<p><b>NOTICE TO CUSTOMERS MAKING PAYMENT BY CHECK:</b> When you provide a check as payment, you authorize VA to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When VA uses information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the day we process your payment, and you will not receive your check back from the financial institution. A Privacy Act Statement required by 5 U.S.C. &amp; 552a(e)(3) stating our authority for soliciting and collecting the information from your check, and explaining the purposes and routine uses which will be made of your check information, VA Notice of Privacy Practices, IB 10-163 is available online at <a href="http://www.va.gov/vhapublications">www.va.gov/vhapublications</a> or call toll free at 1-866-400-1238 to obtain a copy by mail. Furnishing the check information is voluntary, but a decision not to do so may require you to make payment by some other method.</p>
<p><b>QUESTIONS ABOUT PAYMENTS:</b> Payments made in the past ten (10) days may not have been applied to your account by the time your statement was prepared. If so, this payment will be reflected in your account on the next statement. For assistance in understanding your billing statement and assessed copayment charges contact VA at 1-866-400-1238.</p>
<p><b>VA PRIVACY:</b> The VA Notice of Privacy Practices, IB 10-163, which outlines your privacy rights, is available online at <a href="http://www.va.gov/vhapublications">www.va.gov/vhapublications</a>, or you may obtain a copy by writing the VHA Privacy Office (10P2C1) at 810 Vermont Avenue NW, Washington, DC 20420.</p>

## Appendix D. Acronyms

Acronym	Definition
ABAL	Agency Balance Adjustment
AIO	Agency Internal Offset
AITC	Austin Information Technology Center
AWG	Administrative Wage Garnishment
AR	Accounts Receivable
C&P	Compensation & Pension
CCPC	Consolidated Co-Payment Processing Center
CPAC	Consolidated Patient Account Center
CS	Cross-Servicing
DATA Act	Digital Accountability and Transparency Act of 2014
DCIA	Debt Collection Improvement Act
DMC	Debt Management Center
DMS	Debt Management Services
DOJ	Department of Justice
DPN	Due Process Notification
IAI	Integrated Agency Interface
IPAC	Intra-governmental Payments and Collections
PCA	Private Collection Agency
SSN	Social Security Number
TCSP	Treasury Cross-Servicing Program
TIN	Tax Identification Number
TOP	Treasury Offset Program
VA	Department of Veterans Affairs
VAMC	VA Medical Center
VistA	Veterans Health Information Systems and Technology Architecture
VHA	Veterans Health Administration

# Appendix E. Glossary

## A

**AR** – *See Accounts Receivable.*

**Account** – A record established for a debtor in the AR Debtor file (#340). The account can contain multiple bills for an individual debtor.

**Account Profile** – A screen display or printout showing an activity summary for an entire account. This profile shows if debt on a debtor’s account has been referred to Cross-Servicing with the message, “Debt Referred to Cross-Servicing”.

**Accounts Receivable (AR)** – (1) In the broadest sense, debts owed to VA are referred as Accounts Receivable. (2) Synonymous with the abbreviation ‘AR’. (3) In this document, AR also refers to VA’s automated system designed to process first party debt.

**Accounts Receivable Section** – The staff responsible, as a group, for the establishment and maintenance of debtor account records.

**Active Bill** – Bills that are in an “Active” status are available for collection. Bills must be in an “Active” status in order to be referred to Cross-Servicing.

**Address Unknown** – This field is set in the AR Debtor file (#340) to indicate that the site has not been able to obtain a correct address for the debtor. If this field is set to YES, the debtor’s account will NOT be forwarded to Cross-Servicing.

**Adjustment** – A transaction that makes an administrative change to the principal balance of a bill or an account.

**Admin Charge** – An administrative charge incurred during the debt collection process and added to an account's principal balance. Fees for locator searches, marshal fees, and court costs are administrative charges.

**Administrative Offset** – To withhold money that is either payable by the Government to, or held by the Government for, a person or entity to satisfy a debt the person or entity owes the Government.

**Administrative Wage Garnishment (AWG)** – Under Federal law, a Federal agency may, without first obtaining a court order, order an employer to withhold up to 15 percent of a debtor’s wages for payment to the Federal agency to satisfy a delinquent non-tax debt.

**Austin Information Technology Center (AITC)** – VA’s data center site located in Austin, Texas. The AITC receives the transmission files for referred debts and updates to existing referrals from the VistA AR system on a scheduled basis. The AITC compiles this information and forwards it to DMC. The AITC also transmits both confirmation and reject messages to the AR system at each VAMC via MailMan.

**AWG** – *See Administrative Wage Garnishment.*

## **B**

**Bill** – A receivable.

**Bulletin** – Electronic mail messages that are automatically delivered by MailMan under certain conditions. For example, a bulletin can be set up to fire when database changes occur, such as adding a record to the file of users.

**Bureau of the Fiscal Service** – Bureau of the Treasury Department formed from the consolidation of the Financial Management Service and the Bureau of the Public Debt.

## **C**

**CCPC** – *Refer to Consolidated Copayment Processing Center.*

**Consolidated Copayment Processing Center** – Each month, patient-billing information is transmitted to the Consolidated Copayment Processing Center (CCPC) system located at AITC. The CCPC prints and mails billing statements to patients.

**Consolidated Patient Account Centers** – A congressionally mandated program that enhanced billing and collections activities within VHA through the consolidation of traditional revenue program functions into regionalized centers of excellence. There are seven regional consolidated centers around the country: (1) Mid-Atlantic - Asheville, NC; (2) Mid-South - Smyrna, TN; (3) North Central - Middleton, WI; (4) Florida\Caribbean - Orlando, FL; (5) North East - Lebanon, PA; (6) Central Plains - Leavenworth, KS; and (7) West - Las Vegas, NV.

**CPAC** – *Refer to Consolidated Patient Account Centers.*

**Creditor Agency** – An agency which is owed money, requests Treasury's services in collecting the debt, and includes its own delinquent debtor records in Treasury's system for offset. Creditor agencies receive monies that have been offset on their behalf from payments due delinquent debtors.

**CS** – *Refer to Cross-Servicing.*

**Cross-Servicing** – The Cross-Servicing functionality, developed as part of the Cross-Servicing program, was delivered and integrated under the VistA AR 4.5 patch, PRCA\*4.5\*301. This new functionality will allow VHA to refer a debt that has been delinquent 120 days or more to Treasury for collection.

## D

**DATA Act of 2014** – *Refer to Digital Accountability and Transparency Act of 2014.*

**Debt** – An amount of money that has been determined by an appropriate Federal official to be owed to the United States (U.S.) from any person, organization, or entity other than another Federal agency. Included as debts are amounts due the U.S. from fees, duties, leases, rents, royalties, services, sales of real or personal property, overpayments, fines, penalties, damages, taxes, interest, forfeitures, loans, and other sources.

**Debt Collection** – This is the official name given to the process of sending out bills and collecting payments.

**Debt Management Center (DMC)** – The nationwide debt collection operation for VA located at the St. Paul VA Regional Office and Insurance Center.

**Debt Management Services (DMS)** – As part of the U.S. Department of the Treasury’s Bureau of the Fiscal Service, DMS works with Federal government agencies to provide a comprehensive debt management program. DMS also provides debt collection services to the states.

**Debtor** – A patient, person, vendor, insurance company, or institution that owes VA money.

**Default** – A suggested response provided by the system.

**Delinquent** – The failure of the debtor to pay an obligation or debt when due.

**Digital Accountability and Transparency Act of 2014 (DATA Act)** – Requires VA to notify Treasury of any legally enforceable, non-tax debt owed to VA that is over 120 days delinquent so that Treasury can offset such debt administratively.

**DMC** – *See Debt Management Center.*

**DMS** – *See Debt Management Services.*

**Due Process** – In the context of debt collection, the legal rights of a debtor to be informed of the adverse action and to challenge the propriety of the creditor agency’s decision (e.g., to obtain review within the agency of the indebtedness, etc.).

## F

**FedDebt** – A system that supports the Federal government’s delinquent, debt collection programs, by providing Debt Management Services (DMS) with a single platform for its business applications, a single entry portal for its business applications, online access for creditor agencies via a web-based customer interface, and a single database for reporting.

**FMS** – *See Treasury Financial Management Service.*



## G

**G.TCSP** – Mail group that receives all bulletins and transmission messages related to Cross-Servicing.

## I

**IAI** – See *Integrated Agency Interface*.

**Integrated Agency Interface** – The Integrated Agency Interface (IAI) was developed to provide agencies with a single file format to submit multiple record types to FedDebt. IAI can: (1) refer initial debts, (2) recall debts, (3) process collections, reversals, and make adjustments, and (4) modify debt and / or debtor information.

**Interest** – Amount charged to an account being paid on a repayment plan for carrying the account or on delinquent accounts.

## M

**Mail Groups** – List of e-mail recipients who can all be addressed at once by reference to a mail group name defined in VistA. Cross-Servicing messages are sent to the G.TCSP mail group.

## P

**Patient Statement of Account** – The monthly statement for patient type debtors, reflecting all activity (both charges and payments) recorded for that patient since his last statement was printed. Debt referred to Cross-Servicing will not display on the patient statement, nor will the amount of the Cross-Serviced debt be included in the Total Debt due.

**PCA** – See *Private Collection Agency*.

**PRCA Nightly Process** – Set of AR routines scheduled to run at the same time every night. These routines update all actions completed through the AR VistA software. In addition, this set of routines includes those that create, record, and transmit all Cross-Servicing Messages to AITC. Cross-Servicing information is sent to AITC and the local VistA mail groups: Cross-Servicing (G.TCSP).

**Private Collection Agency (PCA)** – Private sector companies with expertise in the area of debt collection, to assist the government in its debt collection efforts. Once Treasury has exhausted efforts to collect the debts internally, the debts are sent to the PCAs for collection activity. The activities of the PCAs are monitored by the personnel of the Receivables Management and Debt Services Division of Debt Management Services (DMS).

**Profile of Accounts Receivable** – Accounts Receivable option displays information on debtor accounts. This profile shows if debt on a debtor's account has been referred to Cross-Servicing with the message, "Debt Referred to Cross-Servicing".

## R

**RCDP TCSP FLAG** - This security key allows users that are assigned to edit the TCSP flag on Debtor and/or Bill. This Security Key, RCDP TCSP FLAG, should ONLY be allocated by CPAC IT and given ONLY to Veteran Services Supervisors and/or Veteran Services Leads (One, Two or Three). Security key introduced with routine, RCDPCSA, in Accounts Receivable patch, PRCA\*4.5\*325.

**Reconciliation** – Following the referral of a debt to Cross-Servicing, there are various reasons why a debt may be returned by Treasury for Reconciliation, including, but not limited to, the following: (1) Compromise Offer, (2) Uncollectable, (3) Administrative Resolution Approved for Bankruptcy, and (4) Administrative Resolution Approved for Death. These returned debts are sent from Treasury to VistA in the form of a Reconciliation File on the first day of every month.

## S

**Stop/Reactivate TCSP Referral For a Bill Option** – A menu option provided to stop a debt from being referred to Cross-Servicing. This option also is used to remove the ‘Stop’ flag.

## T

**Tasked Job** – A job, usually a printout, which has been scheduled to run at a predetermined time. Tasked jobs are set up to run without having a person watching over them.

**Taxpayer Identification Number (TIN)** – A nine-digit unique identifier assigned to all individuals and businesses that file tax returns in the United States. For individuals, the *Social Security Number (SSN)* serves as the TIN; for businesses, organizations, and non-profit entities the *Employer Identification Number (EIN)* assigned by IRS, serves as the TIN.

**TCSP** – Department of Treasury Cross-Servicing Program

**TCSP Flag Control** – This option is used to correct debtor/bill for Treasury Cross Service as seen when viewing the same debtor/bill on the Treasury System or from the monthly TCSP reconciliation report. Note that this option is only seen by and accessible to those users assigned to security key, RCDP TCSP FLAG. This option will allow TCSP flag control to the following options:

- 1) Set cross-service flag on BILL
- 2) Clear cross-service flag on BILL
- 3) Clear cross-service flag on DEBTOR (AND ALL BILLS)
- 4) Set cross-service flag on DEBTOR
- 5) Fully re-establish debtor/bill as cross-serviced

**TIN** – See *Taxpayer Identification Number*.

**TOP** – See *Treasury Offset Program*.

**Total CS Debt** – The total amount of debt referred to Cross-Servicing.

**Transaction** – Any action that affects a bill or an account. All transactions are numbered sequentially and can be examined individually.

**Transaction Number** – A number assigned by the computer for an activity against a debt (such as increase adjustment, decrease adjustment, payment, etc.)

**Transaction Profile** – A screen display or printout that shows a summary of a single transaction.

**Treasury Offset Program (TOP)** – Mandatory government wide delinquent debt matching and payment offset system. Debts that cannot be collected by the DMC must be forwarded to this collection program where delinquent debts may be recovered by offset of income tax refunds; Federal salary pay, including military pay; Federal retirement, including military retirement pay; Federal benefit payments; and other Federal payments. **NOTE: The Cross-Servicing Program will be used in replace of TOP for all new, First Party debts.**

## U

**Update** – An addition, deletion, or change to a debtor's record.

**Update File** – Each Tuesday, AR software reviews accounts currently referred to Cross-Servicing and sends updates for Cross-Servicing name, address changes, and decrease adjustments.

## V

**VistA** – Veterans Health Information Systems and Technology Architecture. The VA-developed computer system that supports day-to-day operations at local VA health care facilities.

## W

**Waiver** – Decision that conditions exist which, under the applicable statutes and regulations, preclude recovery by VA of the outstanding debt, including interest and other late payment charges. An example of a situation when a Veteran may request a waiver is for undue financial hardship.

## Appendix F. References

1. 31 USC § 3716 - Administrative offset:  
<http://www.gpo.gov/fdsys/granule/USCODE-2010-title31/USCODE-2010-title31-subtitleIII-chap37-subchapII-sec3716/content-detail.html>
2. Austin Information Technology Center (AITC). *Lockbox to AR Transmission Layout*.
3. Bureau of the Fiscal Services – Debt Management and Cross-Servicing:  
[http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/xservg/debt\\_crossserv.htm](http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/xservg/debt_crossserv.htm)
4. Bureau of the Fiscal Services – Guides, Policies, and Instructions:  
[http://fiscal.treasury.gov/fsservices/gov/debtColl/rsrsrcTools/debt\\_manuals.htm](http://fiscal.treasury.gov/fsservices/gov/debtColl/rsrsrcTools/debt_manuals.htm)
5. Bureau of the Fiscal Services – Legal Authorities Quick Reference Chart:  
[http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/top/legalAuthrtyQkRef/debt\\_dca\\_quickref\\_index.htm](http://fiscal.treasury.gov/fsservices/gov/debtColl/dms/top/legalAuthrtyQkRef/debt_dca_quickref_index.htm)
6. Bureau of the Fiscal Services – Public Laws, Statutes, Regulations & Guidance Managing Federal Receivables:  
[http://fiscal.treasury.gov/fsservices/gov/debtColl/rsrsrcTools/debt\\_guidance\\_mfr.htm](http://fiscal.treasury.gov/fsservices/gov/debtColl/rsrsrcTools/debt_guidance_mfr.htm)
7. Debt Collection Improvement Act (DCIA) of 1996:  
<http://www.fms.treas.gov/debt/dmdcia.txt>
8. Digital Accountability and Transparency Act (DATA Act):  
<http://www.gpo.gov/fdsys/pkg/PLAW-113publ101/html/PLAW-113publ101.htm>
9. FedDebt Q & A Site:  
[http://fiscal.treasury.gov/fsservices/gov/debtColl/faqs/debt\\_questions\\_feddebt.htm](http://fiscal.treasury.gov/fsservices/gov/debtColl/faqs/debt_questions_feddebt.htm)
10. Treasury Financial Manual:  
<http://www.fms.treas.gov/tfm/vol1/v1p4c400.pdf>
11. U.S. Department of Treasury. Debt Management Services. Financial Management Service. *Integrated Agency Interface File Format For Cross-Servicing*.

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