

<b>CMS Manual System</b>	<b>Department of Health &amp; Human Services (DHHS)</b>
<b>Pub 100-20 One-Time Notification</b>	<b>Centers for Medicare &amp; Medicaid Services (CMS)</b>
<b>Transmittal 358</b>	<b>Date: July 11, 2008</b>
	<b>Change Request 6082</b>

**SUBJECT: Instructions for Non-MSP Debts Returned to Agency (RTA) from the Department of Treasury From Inception of RTA Process to Date of Implementation of this Change Request.**

**I. SUMMARY OF CHANGES:** This OTN outlines the Medicare contractor responsibilities for debts RTA. The DCS User Guide has been revised to add new status codes and a new function key, instructions were developed for processing and reporting debts RTA.

**NEW / REVISED MATERIAL**

**EFFECTIVE DATE: \*August 11, 2008**

**IMPLEMENTATION DATE: August 11, 2008**

*Disclaimer for manual changes only: The revision date and transmittal number apply only to red italicized material. Any other material was previously published and remains unchanged. However, if this revision contains a table of contents, you will receive the new/revised information only, and not the entire table of contents.*

**II. CHANGES IN MANUAL INSTRUCTIONS:** (N/A if manual is not updated)

R=REVISED, N=NEW, D=DELETED-*Only One Per Row.*

R/N/D	Chapter / Section / Subsection / Title
N/A	

**III. FUNDING:**

**SECTION A:** For Fiscal Intermediaries and Carriers:

No additional funding will be provided by CMS; Contractor activities are to be carried out within their operating budgets.

**SECTION B:** For Medicare Administrative Contractors (MACs):

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

**IV. ATTACHMENTS:**

**One-Time Notification**

*\*Unless otherwise specified, the effective date is the date of service.*

# Attachment – One-Time Notification

Pub. 100-20	Transmittal: 358	Date: July 11, 2008	Change Request: 6082
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**SUBJECT: Instructions for Non-MSP Debts Returned to Agency (RTA) from the Department of Treasury From Inception of RTA Process to Date of Implementation of this Change Request.**

**EFFECTIVE DATE:** August 11, 2008

**IMPLEMENTATION DATE:** August 11, 2008

## I. GENERAL INFORMATION

### A. Background:

The Department of Treasury (Treasury) utilizes various tools to collect debts referred for cross-servicing. During the cross-servicing process, Treasury either collects the debt or makes a final determination as to the status of the debt and returns the debt to the creditor agency. Treasury uses the following reasons for debts returned to agency (RTA):

<u>Treasury Reason for RTA</u>	<u>Corresponding Debt Collection System (DCS) Status Code</u>
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Uncollectible	RU
Out of Business	RN
In Bankruptcy	RB
Paid in Full	RP
Satisfied through Payment Agreement	RP
Satisfied through Compromise	RC
Dispute Timer Expired	RX
Miscellaneous Dispute	RD
Complaint	RD
Manual Return to Agency	RD

These instructions outline the Medicare contractor responsibilities for debts RTA. The status codes in the DCS were updated to reflect the reasons the debts were RTA. **This One Time Notification addresses the debts RTA through the current date.**

The CMS anticipates sending RTA reports monthly as they are received from Treasury. **A separate Change Request will be issued to address the ongoing reports received from Treasury.**

These instructions relate to Non-Medicare Secondary Payer (Non-MSP) debt. A separate instruction will be issued for MSP debt.

### B. Policy: Debt Collection Improvement Act of 1996 (DCIA)

## II. BUSINESS REQUIREMENTS TABLE

*Use "Shall" to denote a mandatory requirement*

Number	Requirement	Responsibility (place an "X" in each applicable column)
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		A / B  M A C	D M A C	F I  E R	C A R R I E R	R H R I	Shared-System Maintainers				OTHER
							F I S S	M C S	V M S	C W F	
6082.1	Medicare contractors shall receive a cumulative RTA report and address all debts on the report.	X	X	X	X	X					HIGLAS
6082.2	Medicare contractors shall obtain bankruptcy documentation prior to updating their internal systems to a bankruptcy status.	X	X	X	X	X					HIGLAS
6082.2.1	Medicare contractors shall follow established bankruptcy procedures, including obtaining bankruptcy documents and updating their internal systems and properly reporting the status in quarterly financial reports to CMS and for debts on the report in RB status, and for those debts listed on the report that are already in a bankruptcy status in the Debt Collection System (DCS).	X	X	X	X	X					HIGLAS
6082.3	<p>Medicare contractors shall attempt to obtain bankruptcy documentation through established procedures, including contacting their regional office for assistance for debts in RB (RTA – Bankruptcy) status. If established procedures for procuring bankruptcy documentation are followed and documents cannot be obtained, Medicare contractors may contact Treasury for documentation. Treasury has provided the following contact names for these requests:  Huey Kennedy – <a href="mailto:Huey.Kennedy@fms.treas.gov">Huey.Kennedy@fms.treas.gov</a>, or  Jim Robinette – <a href="mailto:James.Robinette@fms.treas.gov">James.Robinette@fms.treas.gov</a>.</p> <p>If one or two documents are requested, Medicare contractors may send the request by email. If three or more provider documents are required, a listing shall be sent to Treasury, to the attention of one of the above contacts, via fax number 205-912-6353.</p>	X	X	X	X	X					HIGLAS
6082.4	Medicare contractors shall not change the status code of a debt in an RTA status code back to the status of “UJ” (Sent to Program Support Center (PSC) for Cross-Servicing). If you determine the debt is still eligible for referral, or later becomes eligible for referral, a new debt shall be entered to DCS. If this situation occurs, change the status code of the original RTA debt to “2R” (RTA Debt Re-entered to DCS.) Follow instructions in Business Requirements 21-22 of this document.	X	X	X	X	X					HIGLAS
6082.5	Medicare contractors shall research debts to determine current status or final disposition. Medicare contractors	X	X	X	X	X					HIGLAS

Number	Requirement	Responsibility (place an "X" in each applicable column)									
		A / B	D M E	F I	C A R R I E R	R H R I	Shared-System Maintainers				OTHER
		M A C	M A C				F I S S	M C S	V M S	C W F	
	shall determine if litigation is a viable option and if so, follow established procedures for referring the debt for litigation. (See Pub. 100-6, Chapter 3, section 120.) and for debts listed on the report in RU (RTA – Uncollectible) or RN (RTA - Out of Business) status, and for those debts listed on the report that are already in a recalled status (a status code in DCS beginning with the number 2) and returned by Treasury as Uncollectible or Out of Business,										
6082.6	Medicare contractors shall consider recommending the debt for write-off closed if litigation is not a viable option (the debts do not involve allegations of antitrust violations or fraud).	X	X	X	X	X					HIGLAS
6082.6.1	Medicare contractors shall sort the report for the following categories for write off for this recommendation:  Any debt over 10 years old (no collection in the past year) will be recommended for write off closed, regardless of dollar amount. Use the following reasons for recommending write off: "US cannot enforce collection of any significant sum" and "debt returned by Treasury as uncollectible."	X	X	X	X	X					HIGLAS
6082.6.2	Medicare contractors shall sort the report for the following categories for write off for this recommendation:  Any debt over 6 years old, but less than 10 years old, with no collections in the past two years, will be recommended for write off closed. Use the following reasons for recommendation: "US cannot enforce collection of any significant sum" and "debt returned by Treasury as uncollectible."	X	X	X	X	X					HIGLAS
6082.6.3	Medicare contractors shall sort the report for the following categories for write off for this recommendation:	X	X	X	X	X					HIGLAS

Number	Requirement	Responsibility (place an "X" in each applicable column)									
		A / B	D M E	F I	C A R R I E R	R H R I	Shared-System Maintainers				OTHER
		M A C	M A C				F I S S	M C S	V M S	C W F	
	<p>Debts less than 6 years old, with principal balances less than \$100,000 should be recommended for write off closed if there have been no collections in the past two years, and the Medicare contractor believes the possibility of any future collection is unlikely. These debts shall be recommended for write off closed using the reasons that the "cost of further collection action is likely to exceed any recovery," and "debt returned by Treasury as uncollectible."</p> <p>Debts recommended for write-off closed shall be submitted to the Regional Office using established procedures for recommending debts for write-off.</p>										
6082.7	Medicare contractors shall update the DCS to status code 2W (Write-Off) when debts are approved for write-off closed.	X	X	X	X	X					HIGLAS
6082.8	Medicare contractors shall report debts in RU and RN status codes, as well as debts approved for write-off closed, according to instructions in these business requirements and debts in RU and RN status codes that currently do not meet the criteria for litigation or write-off closed shall remain outstanding until meeting the criteria for write-off closed.	X	X	X	X	X					HIGLAS
6082.9	Medicare contractors shall determine if the debt is still valid and eligible for referral for debts listed on the report in status code RX (RTA – Dispute Timer Expired), If it is, Medicare contractors shall update the debt in DCS from status code RX to 2R and re-enter the debt to DCS as a new debt. Follow instructions in Business Requirements 21-22 of this document.	X	X	X	X	X					HIGLAS
6082.10	If Medicare contractors determine the debts in status code RX are not valid and eligible for referral, the DCS shall be updated from RX to the appropriate recalled status code. (See DCS User Guide, Exhibit 4 of IOM Pub. 100-6, Chapter 4, Section 70 for a list of status codes).	X	X	X	X	X					HIGLAS

Number	Requirement	Responsibility (place an "X" in each applicable column)									
		A / B  M A C	D M A C	F I  E R	C A R I  E R	R H R I  S S	Shared-System Maintainers				OTHER
						F I S S	M C S	V M S	C W F		
6082.11	Medicare contractors shall not update the status code of a debt in DCS if the debt is already in a recalled code beginning with the number 2. If a debt listed on the report is already in a recalled status (a status code in DCS beginning with the number 2) and returned by Treasury as Dispute Timer Expired, no further updates to DCS are necessary.	X	X	X	X	X					HIGLAS
6082.12	Medicare contractors shall report debts in status code RX according to instructions in these business requirements.	X	X	X	X	X					HIGLAS
6082.13	Medicare contractors shall consider the debt as paid in full for debts listed on the report in status codes RP (RTA- Paid in Full) or (RTA – Satisfied Payment Agreement) and RC (RTA – Compromise) AND the principal balance of the debt in DCS and in your internal system is \$100 or less, Medicare contractors, in these instances, shall change the DCS status code from RP to 2Q (Cross-Servicing Collection, Paid in Full) or 2C (Compromise), as appropriate, adjust the balance of the debt to zero in DCS and in your internal systems, and follow financial reporting instructions in these business requirements.	X	X	X	X	X					HIGLAS
6082.14	Debts listed on the report in status codes RP or RC where the principal balance of the debt in DCS and in your internal system are NOT \$100 or less, shall remain outstanding pending future instructions. These debts shall remain in DCS status codes RP or RC until further instructions are received or the status of the debt changes. Debts in status codes RP and RC that remain outstanding shall be reported following the instructions in these business requirements.	X	X	X	X	X					HIGLAS
6082.15	Medicare contractors shall follow instructions for debts in RX status, and either re-enter the debt as a new debt in DCS and update the status code of the original debt to 2R or enter the appropriate recalled status code to the original debt in DCS. Medicare contractors shall follow instructions in Business Requirements 21-22 of this document for debts in RD (RTA – Miscellaneous Dispute, Manual RTA, Complaint, or Recall Approved) status.	X	X	X	X	X					HIGLAS

Number	Requirement	Responsibility (place an "X" in each applicable column)									
		A / B  M A C	D M E  M A C	F I  M A C	C A R R I  I E R	R H R I  S S S	Shared-System Maintainers				OTHER
						F I S S	M C S	V M S	C W F		
6082.16	Medicare Contractors shall report debts RTA for Bankruptcy reported in Bankruptcy status as soon as Medicare contractor has bankruptcy documentation to support the bankruptcy status. For CMS Form C751 (C751) Reporting, use Section D, line (B) (1) In Bankruptcy; for CMS Form H751 (H751) Reporting, use Section B, line (4) (B) (1) In Bankruptcy. For Treasury Report of Receivables and Debt Collection Activities (TROR) Reporting, use Section B, line (1) (D).	X	X	X	X	X					HIGLAS
6082.17	Medicare Contractors shall report Debts RTA for the following reasons: uncollectible, out of business, miscellaneous dispute, dispute timer expired, recall approved, complaint, and manual RTA, as follows: For C751 Reporting, use Section D, line (B) (9) Pending Request Waiver/Compromise – for those debts waiting write off approval. Use Section D, line (B) (11) Other Exclusions – for those debts not yet eligible for write off due to age or past collections. For those debts approved for Write off Closed, use Section A, Line 4.D. Written-Off Closed.	X	X	X	X	X					HIGLAS
6082.17.1	For H751 Reporting, use Section B, Line 4 (B) (9) Pending Request Waiver/Compromise – for those debts waiting write off approval. Use Section B, line (4) (B) (11) Other Exclusions – for those debts not yet eligible for write off due to age or past collections. For those debts approved for Write off Closed, use Section A, Line 6.A. Amounts Written-Off (Bad Debts).	X	X	X	X	X					HIGLAS
6082.17.2	For TROR Reporting, use Section B, Line (3) (G) Debt Returned from Cross-Servicing for those debts waiting write off approval and for those debts not yet eligible for write off due to age or past collections. The HIGLAS Accounts Receivable status code DR-RTN-CS (Debts returned from Cross Servicing) is mapped to line 3(g). The receivable balance detail extract can be used to validate the detail of debts reported to this line.	X	X	X	X	X					HIGLAS

Number	Requirement	Responsibility (place an "X" in each applicable column)										
		A / B	D M E	F I	C A R R I E R	R H R I	Shared- System Maintaine rs				OTHER	
		M A C	M A C				F I S S	M C S	V M S	C W F		
6082.17.3	For those debts approved for Write off Closed that are not in CNC Status use Section A, Line (6) (B) Written Off and Closed Out. For debts approved for write off closed already in CNC status, use Section D, Line (2) CNC Debts Closed Out During the Current FY.	X	X	X	X	X						HIGLAS
6082.18	Medicare Contractors shall report Debts to be re-referred to Treasury as Referred to Treasury. For C751 Reporting, use Section D, line (A) Referred for Cross Servicing or Section D, lines (B) (1) - (11) as appropriate.  For H751 reporting, use Section B, line 4 (A) Referred for Cross Servicing or Section B, lines (4) (B) (1) - (11) as appropriate.  For TROR Reporting, for those debts re-referred, use Section B, Line (3) (J) Debt Referred to Treasury or a Designated Debt Collection Center for Cross-Servicing. Debts ineligible for referral shall be reported in the appropriate line as an exclusion to debt referral.	X	X	X	X	X						HIGLAS
6082.19	Medicare Contractors shall report debts in RP or RC status codes with a principal balance greater than \$100 as follows until further instructions are issued: For C751 Reporting, use Section D, line (B) (11) Other Exclusions. For H751 Reporting, use Section B, line (4) (B) (11) Other Exclusions. For TROR Reporting, use Section B, Line (3) (G) Debt Returned from Cross-Servicing.	X	X	X	X	X						HIGLAS
6082.20	Medicare Contractors shall report debts in RP or RC status codes with a principal balance less than \$100, where Medicare contractors adjust the principal balance to zero, the adjustment shall be reported on Line 4E, Other of Form CMS C751.	X	X	X	X	X						HIGLAS
6082.20.1	Contractors shall document within the Remarks section of the Form CMS C751 the total amount adjusted	X	X	X	X	X						HIGLAS
6082.20.2	For H751 reporting, Contractors shall adjust amounts to bring the principal balance to zero and adjustments shall	X	X	X	X	X						HIGLAS

Number	Requirement	Responsibility (place an "X" in each applicable column)									
		A / B  M A C	D M E  M A C	F I  M A C	C A R R I E R	R H R I	Shared-System Maintainers				OTHER
						F I S S	M C S	V M S	C W F		
	be reported on Line 5a, Adjusted Amounts, Internal Adjustments.										
6082.20.3	Contractors shall document within the Remarks section of the Form CMS H751 the total amount adjusted. For TROR reporting, Medicare contractors shall use the "Adjust CNC Amount +/-," accounts receivable activity code to adjust the principal and interest balances to zero, since it is presumed the debts are already reported in a CNC status. This will reduce the amounts reported in the Treasury Report on Receivables Due from the Public (TROR) Part II, Section B, Debt Eligible for Referral to Treasury for Offset and Cross-Servicing, and Section D, Debt Disposition. The adjusted amounts shall be annotated in Part III, Footnotes.	X	X	X	X	X				HIGLAS	
6082.21	Medicare contractors shall use the F10 function key in DCS for debts that are to be resubmitted to Treasury. To begin this process, the status code of the original debt to be resubmitted to Treasury shall be updated to 2R. After the status code has been updated to 2R, the F10 function key is depressed and a new Data Entry Screen will appear, with most fields from the original debt pre-filled on the new screen.	X	X	X	X	X				HIGLAS	
6082.22	Medicare contractors shall enter data into the fields highlighted in red as well as other fields that are blank. Enter "UU" in the Status Code field and hit the Enter key. The data in the "RO/Contr Name" field from the original debt is transferred to this field on the new debt. The transfer of this data allows contractors on HIGLAS to continue sending updates to the debt. This field on the original debt will be automatically filled with an internal "timestamp."	X	X	X	X	X				HIGLAS	
6082.23	Medicare contractors shall address all debts on the RTA report and return the report to CMS Central Office within 90 days of receipt.	X	X	X	X	X				HIGLAS	

### III. PROVIDER EDUCATION TABLE

Number	Requirement	Responsibility (place an "X" in each applicable column)									
		A / B  M A C	D M E  M A C	F I  I E R	C A R R I E R	R H I  I E R	Shared-System Maintainers				OTH ER
						F I S S	M C S	V M S	C W F		
	None.										

### IV. SUPPORTING INFORMATION

**Section A: For any recommendations and supporting information associated with listed requirements, use the box below:**

*Use "Should" to denote a recommendation.*

X-Ref Requirement Number	Recommendations or other supporting information:
6082.1-23 6082.3 6082.5	Medicare contractors shall follow financial reporting instructions outlined in Pub. 100-6, Chapter 5, Section 270. Medicare contractors shall follow bankruptcy procedures in Pub. 100-6, Chapter 3, Section 140. Medicare contractors shall follow instructions related to referral to Department of Justice in Pub. 100-6, Chapter 3, Section 120.

**Section B: For all other recommendations and supporting information, use this space:**

### V. CONTACTS

**Pre-Implementation Contact(s):** Debbie Parzynski, [Deborah.parzynski@cms.hhs.gov](mailto:Deborah.parzynski@cms.hhs.gov)

**Post-Implementation Contact(s):** Debbie Parzynski, [Deborah.parzynski@cms.hhs.gov](mailto:Deborah.parzynski@cms.hhs.gov)

## **VI. FUNDING**

### **Section A: For *Fiscal Intermediaries (FIs), Carriers, and Regional Home Health Carriers (RHHs)*:**

No additional funding will be provided by CMS; contractor activities are to be carried out within their operating budgets.

### **Section B: For *Medicare Administrative Contractors (MACs)*:**

The Medicare Administrative Contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the MAC Statement of Work. The contractor is not obligated to incur costs in excess of the amounts allotted in your contract unless and until specifically authorized by the Contracting Officer. If the contractor considers anything provided, as described above, to be outside the current scope of work, the contractor shall withhold performance on the part(s) in question and immediately notify the Contracting Officer, in writing or by e-mail, and request formal directions regarding continued performance requirements.

Attachments

## Attachment 1

To assist Medicare contractors in understanding the process for Returned to Agency (RTA), the following Questions and Answers were developed:

1. The debt is listed on the spreadsheet as “Recall Approved” but the status code is 2A. What do I need to do?

*If the debt is still in the appeal status, there is nothing to do, as long as the debt is reported properly in your internal system. If the debt later becomes eligible for referral, a new entry to Debt Collection System (DCS) will be required. Once a debt has been recalled or returned from Treasury, it cannot be re-transmitted by updating the status code on the original debt.*

2. I cannot obtain bankruptcy documentation on the debt that Treasury returned due to bankruptcy. What shall I do?

*Treasury provided contact information for those instances when the creditor agency cannot obtain bankruptcy documentation.*

3. If the report shows the debt as Paid in Full, but the principal balance in my internal system is over \$100, what should I do?

*First, check the DCS to see if the collections posted there are also posted in your internal system and resolve any discrepancies. If the balances in DCS and in your internal system agree, and the balance (principal) is over \$100, continue to report the debt as outstanding. Further instructions will be issued regarding these debts.*

4. A debt is listed as RX on the report; however, we already answered the dispute on this debt; it is still a valid debt and we had updated the DCS to UX. What should we do?

*Even though you responded to the dispute and updated the DCS, Treasury did not receive your response timely. If the debt is still valid, a new entry to DCS is required. Change the status in DCS from RX to 2R and then enter as a new debt using the instructions in Exhibit 4, the DCS User Guide, Section 2.1.*

5. We are on HIGLAS and our new debts are automatically uploaded to DCS. If a debt is in RX status and is still valid and we have already responded to the dispute saying the debt is still valid, our system will continue to update the old debt. How do we handle this?

*The original debt was returned by Treasury. No updates can be made to that debt. If the debt is still valid, a new debt must be entered to DCS. Follow the instructions in the DCS User Guide, Section 2.1 to resubmit the debt to*

*Treasury. Any future HIGLAS updates to the debt will update to the new debt in DCS.*

6. The debt listed as Uncollectible is over 6 years old and has not had any collections for three years. How do we report this on the Form 751?

*Until the debt is approved for write-off closed, you should report it on CMS Form C751, Section D, Line (B)(9) Pending Request Waiver/Compromise. Once approved for Write Off closed, you will report it in Section A, Line 4(D) Written Off Closed. For HIGLAS contractors, while the debt is still pending write off, you will report it on the TROR Line (3)(G) Debt Returned from Cross-Servicing. The HIGLAS Accounts Receivable status code DR-RTN-CS (Debts Returned from Cross-Servicing) is mapped to Line 3(g). Once it is approved for write off closed, you will report it on Line 6(B) Written Off and Closed Out.*

7. We had responded to a Treasury dispute saying the debt is no longer valid and we updated the debt in DCS to status code 2E. The debt is on the report with the Treasury RTA reason Dispute Timer Expired and DCS status code 2A. What should we do?

*In this case, there is nothing for you to do other than ensure that you report the debt in the proper appeal category on the Form CMS 751 or TROR.*

8. We would like to recommend some debts on the report for write off closed based on the information in the CR, but we think our Regional Office will disapprove them. What should we do?

*The regional offices will also receive this CR and will be expecting debts to be recommended for write off closed based on the Treasury RTA.*

9. What does Manual RTA mean? We have a debt on our report in status code RD and the Treasury reason is Manual RTA. What is this?

*For some reason, Treasury manually recalled this debt from cross-servicing. The CMS did not receive any additional information on the debt. For this reason we are asking that you research your files to determine if the debt is still eligible for referral. If it is, a new entry to DCS is required. If you enter a new debt to DCS, update the original debt from RD to 2R. Follow the instructions in the DCS User Guide, Section 2.1 to resubmit the debt.*

*Here is Treasury's explanation of some of the RTA return reasons:*

*“Miscellaneous Dispute, - This indicates the debt was returned because the debt was disputed by the debtor and the dispute was validated by the creditor agency. An example would be the debtor claims to have previously paid or otherwise resolved the debt with the agency and the agency concurs.*

Manual RTA, - This is used to return debts that are not returned systematically. Examples are system glitches or reasons not otherwise defined by the system, ie. "debtor incarcerated longer than 9 months".

Recall Approved, - This indicates a debt was recalled by the agency and approved by the system or the recall analyst.

Complaint, - This indicates a debt was returned because of a legitimate, validated complaint.

Uncollectible, - This indicates a debt was returned after all collection efforts have been exhausted with no success in collecting the debt. An example would be a debt has been returned from both PCA's uncollected and was either was removed from TOP because of the Agency Profile (reached Statute of Limitations date, no offset within prescribed time, etc.) or was not eligible for TOP (agency profile doesn't allow referral to TOP or no TIN provided).

Out of Business, - This indicates a debt was returned because the business is no longer in operation and has no assets available.”

10. How does Treasury determine that the debt is Uncollectible?

*Treasury or the Private Collection Agencies (PCAs) use various methods to contact the debtor and collect the debt. They receive no fee unless they receive a collection. If the debt is returned as uncollectible it is because all efforts to collect the debt have failed. If the debts meets the criteria outlined in the instructions, the debt should be recommended for write off closed.*

11. Will Treasury continue to return all debts that we refer?

*Treasury attempts to collect all debts that are referred for cross servicing. If a debt has a Taxpayer Identification Number (TIN), Treasury enters the debt into the Treasury Offset Program. Treasury sends a letter to the debtor, does skip-tracing if the address is not current, and forwards the debt to a PCA for collection. If the PCA is unsuccessful at collecting the debt, but does not resolve the debt (receive information that the debtor is in bankruptcy, out of business, deceased, etc.), Treasury forwards the debt to a second PCA for collection. If this PCA also is unsuccessful in collecting the debt, Treasury will determine if the debt should be referred to the Department of Justice (DOJ) for litigation. If Treasury thinks the debt is collectible through litigation, they will refer the case to DOJ. If they determine that litigation is not a viable option, they will return the debt as Uncollectible.*

12. If Treasury considers litigation before returning a debt, why are contractors instructed to determine if litigation is an option? And, under what circumstances is litigation to be considered?

*The Medicare contractor may have additional information regarding a debtor that would impact the decision to send the debt to DOJ. In most cases, litigation will not be an option and the debt should be recommended for write*

*off closed. However, if you have reason to suspect fraud on the part of the provider regarding the overpayment, you should contact your Regional Office for advice regarding the referral for litigation.*

*On the advice of the Office of General Counsel for the Department of Health & Human Services, an additional consideration before recommending the debt for write off and not referring for litigation is that the debt/debtor does not involve allegations of antitrust violations or fraud.*

13. We have several debts for a provider in DCS. Only some of them were RTA and others are still showing at Treasury. Should we recall all of the other debts?

*No. Treasury sends debts to different PCAs and debts for one provider may be at different PCAs or at different stages of the collection process.*

14. Section 2.1 of the DCS User Guide explains the process for resubmitting a debt to Treasury using a function key. What is the purpose of this when we could just change the status code of the returned debt back to UU?

*Once a debt has been returned by Treasury, the debt is considered closed by Treasury and cannot be reopened. We have to submit a new debt. By developing the F10 function, most information from the original debt is duplicated to a new Data Entry Screen. This will eliminate unnecessary data entry as well as typing errors on your part. In addition, if you are on HIGLAS, the HIGLAS number located in the RO/Contr Name field in DCS is transferred from the original debt to the new debt. This allows future updates from HIGLAS on this debt to automatically post to the newly created entry in DCS. A few fields must be manually entered to ensure that the proper debt type code is selected and the correct principal and interest amounts are referred.*

15. We received two separate instructions for review. One instruction allows contractors 90 days to work the debts and the other instruction allows only 30 days. Why the different time periods?

*CR 6082 addresses the cumulative “backlog” of debts RTA by Treasury and will take longer to complete. This report shall be returned in 90 days. CR 6083 addresses the ongoing monthly RTA debts that Treasury will send. Monthly reports shall be returned by the contractors in 30 days.*

Attachment 2

Exhibit 4 – Debt Collection System User Guide

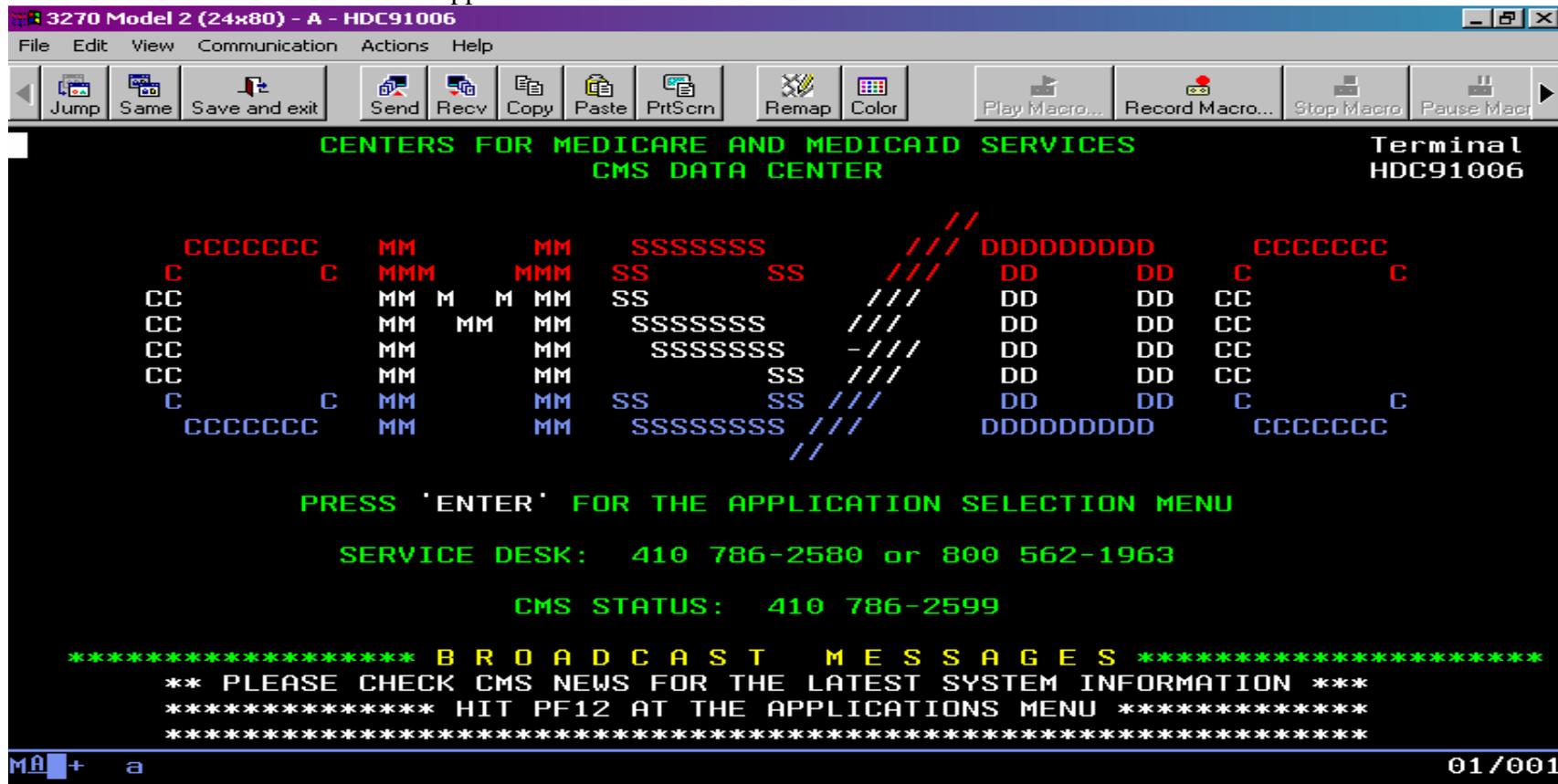
## SECTION ONE:

# ACCESSING DCS

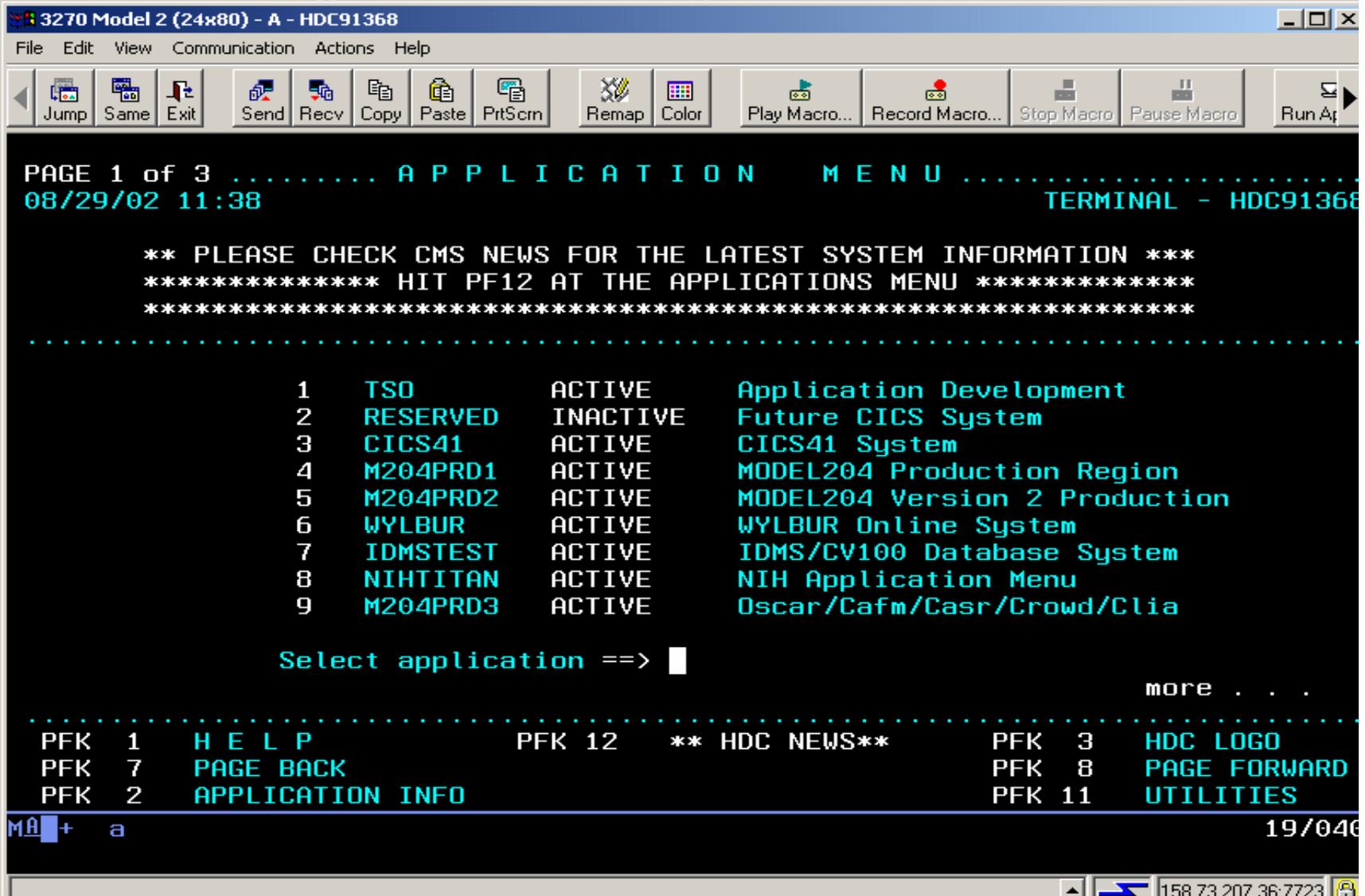
# USER INSTRUCTIONS FOR DEBT COLLECTION SYSTEM (DCS)

## TO ACCESS DCS

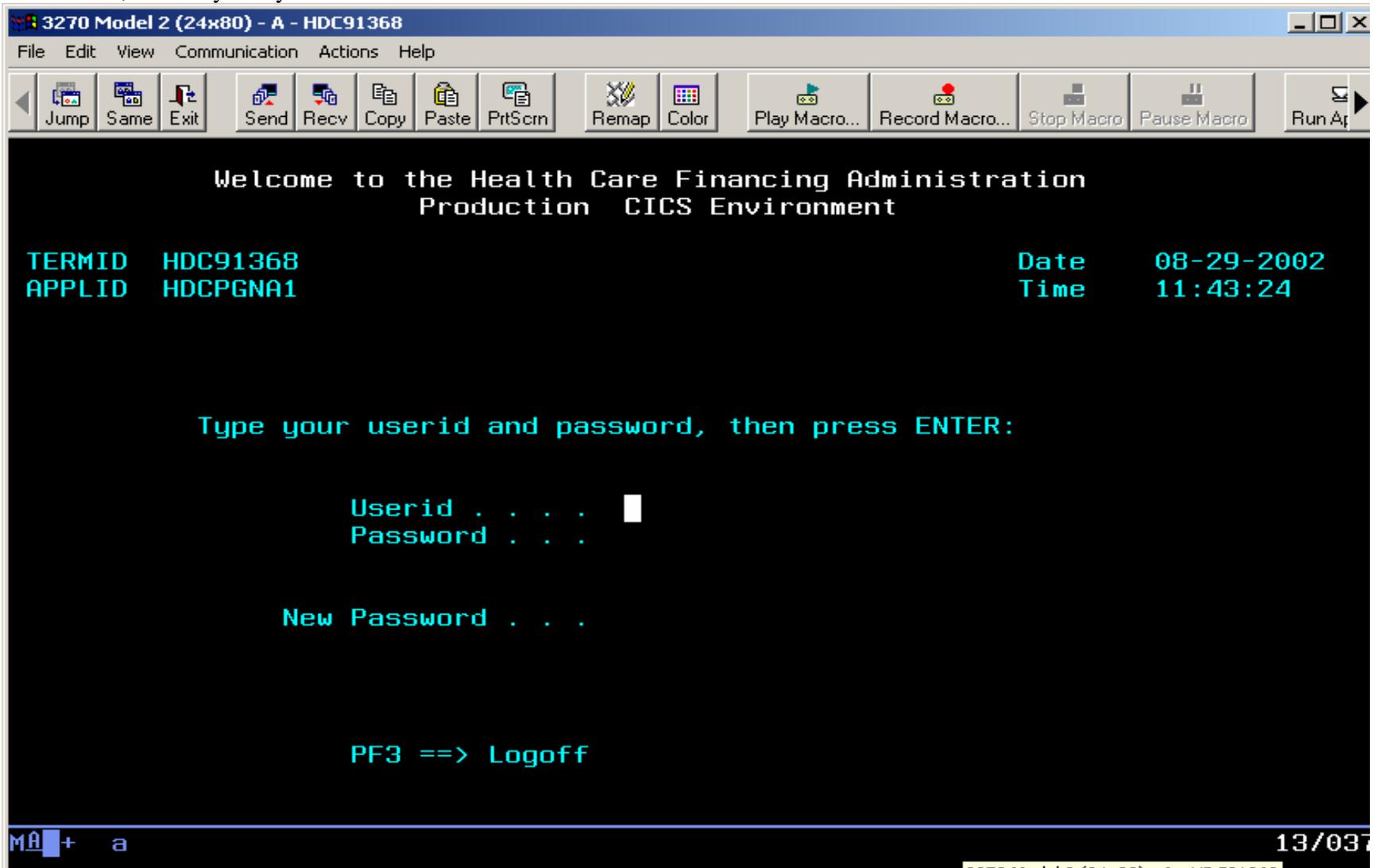
1. The DCS is housed within the Customer Information Control System (CICS) region of the CMS Data Center. Users must have a CMS User ID for system access. For additional information, contact your system administrator.
2. The CMS Data Center screen will appear. From this screen Hit Enter.



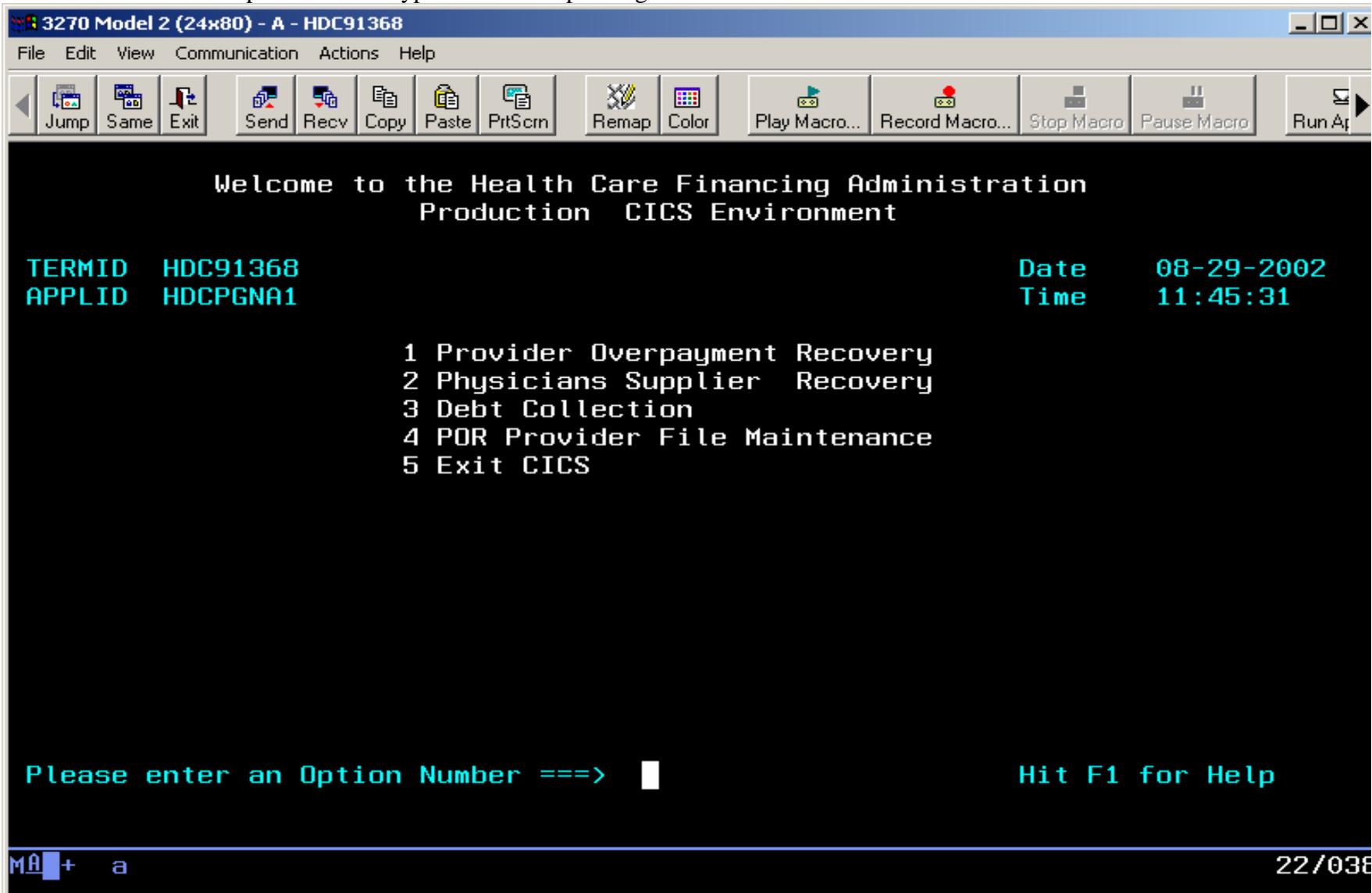
3. The next screen will be the application menu. From this screen Type "3" and Hit Enter.



4. Next will be the HCFA Production CICS Environment screen. Type in your CMS User ID and Password. For additional information, contact your system administrator.



5. Next will be a menu option screen. Type in the corresponding number for Debt Collection and Hit Enter.

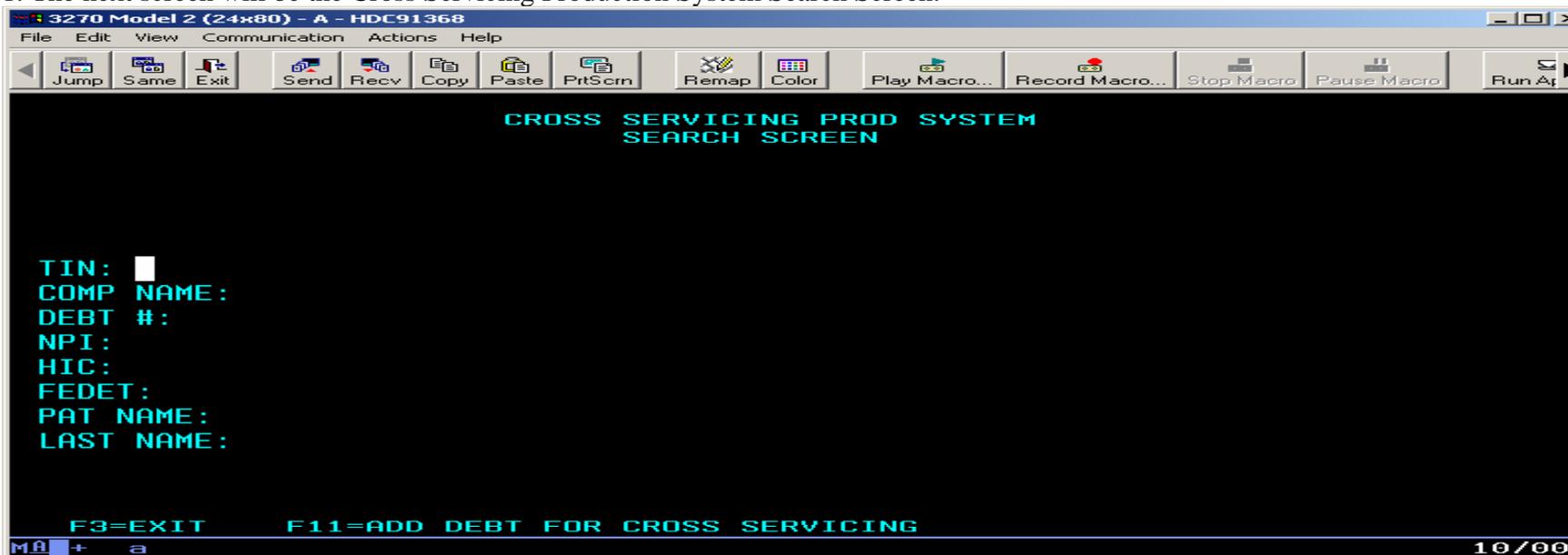


## SECTION TWO:

# ENTERING DEBTS INTO DCS

## TO ENTER A DEBT INTO DCS

1. The next screen will be the Cross Servicing Production System Search Screen.



From this screen you may query a particular debt by entering data into any of the fields listed. If you do not have the complete TIN (Taxpayer Identification Number), the system will allow you to enter a minimum of five characters. If you do not have the complete COMP NAME (Company Name), the system will allow you to enter a minimum of six characters. If you do not have the complete Debt #, the system will allow you to enter a minimum of four characters. *If you do not have the complete NPI (National Provider Identifier), the system will allow you to enter a minimum of six characters. If you do not have the complete HIC (Health Insurance Claim) Number, the system will allow you to enter a minimum of four characters. If you do not have the complete FEDET (FedDebt Number), the system will allow you to enter a minimum of five characters. If you do not have the complete PAT NAME (Patient Name), the system will allow you to enter a minimum of six characters. If you do not have the complete LAST NAME, the system will allow you to enter a minimum of four characters.* The system will then bring up all debts related to the information provided. You may then select the correct debt by using the F8 key to scroll forward through the debts.

**IMPORTANT:** This query shall be used before entering a debt into the system so that you can check for a duplicate entry. Once you have determined that the debt is not currently in the system, Hit F11 to insert a new debt.

2. If you chose F11 to insert a new debt, the next screen to appear will be the Cross Servicing Production System Data Entry Screen. At this screen, you may begin data entry. Once all information has been entered Hit Enter to save.

**CROSS SERVICING TEST SYSTEM  
DATA ENTRY SCREEN**

DEBT # 1 DEBT TYPE: 2 TIN: 3 SA CODE: 4  
 F NAME: 5 L NAME: 6 RG CD: 7  
 COMP NAME: 8  
 FED DEBT 9 NPI 10 HIC 11  
 STREET ADR. 12  
 CITY 13 ST 14 ZIP 15  
 PATIENT NAME: 16  
 PRIN REFERRED AMT: 17 INT REFERRED AMT 18  
 INT RATE: 19 ACCR THRU DT 20  
 CONTR #: 21 BSI: 22 PR TY 23 CLAIM: 24 A/R LOC 25  
 COST REI 21 DT 26 DE 23 TE: 27 CL PD DT: 28  
 CERT BY 29 PHONE: 30  
 FAX NUMBER 31 RO/CONTR NAME: 32  
 LTR: 34 DT 31 STAT CD: 32 S 37 DT: 38 /22/2007  
 OPE 33 ): M145 34 LAST UPDATE DATE 35 /22/2007 36 INSMIT DATE: 39  
 37 38 39

ENTER AMOUNTS AS DOLLARS AND CENTS

F3=EXIT F7=UP F8=DOWN  
 F9=UPDATE F11=ADD F5=COLLECTIONS F6=COMMENTS

## FIELD SPECIFIC INSTRUCTIONS FOR DATA ENTRY SCREEN

- | <u>Field #</u> | <u>Description/Instruction</u>   |
|----------------|--|
| 1.             | DEBT NUMBER - Enter the associated debtor number. <i>This number will be to provide updates to the debt or to query the debt.</i> For Part B debt types use the Physician/Supplier number. For Part A debt types use the Provider number. For MSP debt type use the report ID for a data match case or HIC number for a non-data match case. For all other debts, use a specific identifying debtor number. When entering this number, enter from left to right, DO NOT use spaces and DO NOT use dashes.  |
| 2.             | DEBT TYPE - Enter the appropriate debt type. Debt types are as follows:<br>PTA (Part A, includes referral to a Private Collection Agency (PCA) and the Treasury Offset Program (TOP)); PTB (Part B, includes referral to PCA and TOP); TPA (Part A, includes referral to TOP only, will not be referred to a PCA); TPB (Part B, includes referral to TOP only, will not be referred to a PCA); MSP (Medicare Secondary Payer); HMO; FOI (Freedom of Information Act); RRB (Railroad Retirement Board); OTH (other); PUB (Public Invoices); LTC (Long Term Care); OIG (Office of the Inspector General); CBC (Centers for Beneficiary Choice) ; CLA (Intermediary Claims A/R); HAT (Part A HIGLAS, includes referral to a PCA and TOP); HBT (Part B HIGLAS, includes referral to PCA and TOP); HMS (HIGLAS Medicare Secondary Payer); HPA (Part A HIGLAS, includes referral to TOP only, will not be referred to a PCA); HPB (Part B HIGLAS, includes referral to TOP only, will not be referred to a PCA) Debt types PUB, OIG and CBC are used by Central Office only.<br><i>*It is important that the appropriate debt type be used. If the debt is expected to be recouped in full within three years through internal offset, the debt should not be referred to a PCA.</i> |
| 3.             | TIN (Taxpayer Identification Number) - Enter the TIN (Social Security Number (SSN) or Employer Identification Number (EIN). Do not use dashes between numbers. This field is required for all Non MSP debts and must be entered on MSP debts if available. For MSP debts, use the beneficiary SSN as the TIN when the beneficiary is the debtor. Use the EIN for company debt. Do not enter a pseudo TIN.  |
| 4.             | SA CODE - Enter IND for an individual or COR for a corporate debtor or a partnership. This code is used for TOP referral. <i>The debt will be rejected if the SA Code and name of the debtor are not in agreement.</i>   |
| 5.             | F NAME (First Name) - Enter the first name of the debtor. This field should not be used for corporate debtors.   |
| 6.             | L NAME (Last Name) - Enter the last name of the debtor. This field is required when the SA Code is IND. This field should not be used for corporate debtors.   |

7. RG CD (Regional Code) - Enter the Regional Office number (i.e. 01).
8. COMP NAME (Company Name) - Enter the corporate name of the debtor. *For debt type LTC this will be the name on the provider agreement.* This field is required when the SA Code is COR.
9. *FED DEBT - This field will be entered by Central Office. It will contain the FedDebt number once it is supplied by the Department of Treasury.*
10. *NPI – Enter the National Provider Identifier (NPI) number for the debt. This is a 10 character alpha numeric field.*
11. *HIC – Enter the Health Insurance Claim (HIC) number for the debt. This field is for MSP debt only. This is a 14 character alpha numeric field.*
12. STREET ADR (Street Address) - Enter the street address of the debtor.
13. CITY - Enter the city of the debtor.
14. ST (State) - Enter the state of the debtor.
15. ZIP - Enter the five numeric digit zip code of the debtor. DO NOT MAKE THIS FIELD ALL ZEROS.
16. PATIENT NAME - This field is ONLY for MSP debts. Enter the beneficiary's first and last name.
17. PRIN REFERRED AMT (Principal Referred Amount) - Enter the amount of the principal that is outstanding and is to be referred. This will be the principal amount due as stated in the intent letter minus any adjustments, reductions due to a valid documented defense, partial payments, etc which are made before the debt is referred. *If this is an interest only MSP debt, enter 1.01.* This figure must be entered in as dollars and cents (xxx.xx).
18. INT REFERRED AMT (Interest Referred Amount) - Enter the amount of interest due as of the date entered into field 19 (interest accrued thru date). This figure must be entered in as dollars and cents (xxx.xx). If there is no interest due at the time of referral enter .01 in this field.

19. INT RATE (Interest Rate) - Enter the interest rate for the debt. It must be entered as a whole number and be three decimal places (13 1/2% would be 13.500). This field is required if there is an interest referred amount. If the debt will not accrue interest this field must be 00.000.
20. *ACCR THRU DT (Interest Accrued Thru Date) - Enter the date the interest is accrued through. This must be entered as MM/DD/YYYY (slashes must be included). This can not be a future date.*
21. CONTR # (Contractor Number) - Enter the Medicare contractor number. This field must be five numeric digits.
22. *BSI – This is to be used for the future implementation of the Business Segment Identifier.*
23. PR TY (Provider Type) - Enter the appropriate provider type for the debt. This field is required for debt types PTA/TPA/MSP/CLA/TAO/PAO. For MSP debt this field will correlate to the type of MSP case being entered into the system. MSP case codes are as follows: 12 (Working Aged); 13 (ESRD – End Stage Renal Disease); 14 (Auto / No Fault); 15 (Workers' Compensation); 41 (Black Lung); 42 (VA – Veterans); 43 (Disability); 47 (Liability). This is a two digit numeric field (i.e. 10).
24. CLAIM (Claim Number) - Enter the fifteen-digit claim number or document control number. This field is required for debt types PTB/TPB/TBO/PBO/CLA. This is not required for MSP. This field is fifteen digits entered from left to right. *For debt type LTC, this will be the twelve digit LTC number.*
25. A/R LOC (Accounts Receivable Location) - Enter the appropriate location of the receivable. H - Central Office, R – Regional Office or C - Contractor. This field represents the reporting responsibility for financial statements (Form CMS-751).
26. COST REPORT DT (Cost Report Date) - This field is required for Part A debts. For MSP debts enter the date of the intent letter. This must be entered as MM/DD/YYYY (slashes must be included). This field cannot be greater than today's date.
27. DET DATE (Determination Date) - Enter the overpayment determination date for the debt. If it is an MSP debt, enter the date of the demand letter to the identified debtor. This must be entered as MM/DD/YYYY (slashes must be included). This field cannot be greater than today's date.

28. CL PD DT (Claim Paid Date) - This field is required for debt types PTB/TPB/TBO/PBO. This must be entered as MM/DD/YYYY (slashes must be included). This field cannot be greater than today's date. This is not required for MSP.
29. CERT BY (Certified By) - Enter the name of the contact person certifying the debt as valid and legally enforceable.
30. PHONE - Enter the phone number of the certifying/contact person. If possible, please use direct line numbers.
31. FAX NUMBER - Enter the fax number of the certifying/contact person.
32. RO/CONTR NAME (Regional Office/Contractor Name) - Enter the location of the certifying office of the debt prior to referral. This will be the Regional Office (i.e. Dallas Regional Office) or the Contractor name (i.e. Trailblazers).  
**For HIGLAS contractors this will be: transaction number – workload number – customer number**
33. LTR (Letter) - Enter Y to indicate that the intent to refer letter containing the DCIA language has been sent.
34. DT LTR (Date of Letter) - Enter the date the intent to refer letter was sent. This date is used to calculate the 60 days' notice the debtor is given prior to referral. This must be entered as MM/DD/YYYY (slashes must be included). This field cannot be greater than today's date.
35. STAT CD (Status Code) - Enter UU to indicate initial input. If the intent to refer letter was returned undeliverable use the status code UN instead of UU. When the debt is sent to Treasury, the status code will be changed by Central Office to UJ to indicate that the debt was referred for cross servicing.
36. STAT DT (Status Date) - This is a system-generated field. It will update each time the status code changes.
37. OPER-ID (Operator ID) - This field is system generated and shows the User ID.
38. LAST UPDATE DATE - This field is system generated and shows the date of the last change made to the data entry screen of the debt
39. TRANSMIT DATE - This field is system generated when the debt is transferred to Treasury.

# *SECTION 2.1*

## *RESUBMITTING A RECALLED/RETURNED DEBT*

*This section explains the process for sending a debt back to Treasury that has previously been Returned to Agency (RTA) by Treasury or recalled. A separate function key will be used for this process.*

*To begin this process, the original debt to be re-submitted to Treasury must be in a recalled or RTA status code. At the Data Entry Screen of the original debt, depress the F10 function key. A new Data Entry Screen will appear, and most fields from the original debt will be pre-filled on the new screen. You will be prompted to enter fields highlighted in red. These fields are: Debt Type, Principal Referred, Interest Referred, Interest Accrued Through Date, Certified By Name, Phone and Fax numbers, and Status Code. Enter status code "UU." After entering these fields, hit the Enter key to accept the new record. The following comment will automatically be posted to the Comment Screen: "RTA RESUBMITTED TO TREASURY." The "RO/Contractor Name" field will be automatically deleted from the original debt and transferred to the new debt in order to allow contractors on HIGLAS to continue sending updates to the debt. This field on the original debt will be automatically filled with an internal "timestamp."*

*If the debt to be resubmitted is not in a recalled or RTA status code or the Transmit Date field is blank, the user will receive the following error message: "NO TRANSMIT DATE OR STATCD = X OR U."*





**SECTION THREE:**  
**UPDATING A DEBT**

## UPDATING A DEBT

Updates to a debt are made on the Data Entry Screen. Debts already added to DCS cannot be deleted. However, the system will allow users to update/edit information.

The status code for Non MSP debts that require a status change prior to being transferred to Treasury begin with the number "1". The status code for Non MSP debts that require a status change after being transferred begin with the number "2". The status code for MSP debts that require a status change prior to being transferred to Treasury begin with the number "3". The status code for MSP debts that require a status change after being transferred begin with the number "4".

**For debts transmitted to Treasury, do not update principal and interest amounts on the data entry screen.** Medicare Contractors should post all changes on the collection screen. Be advised that the amounts on the data entry screen will not change once these updates are made. These fields must stay in their original amounts so that Central Office can keep track of the dollar amount of debt referred to Treasury. To see the balance of the debt, press F5 to go to the collection screen.

The Contractor may make any necessary changes to the Data Entry Screen as long as the status code is UU, UN, or UJ and the transmit date field is blank. If an error is discovered in one of these fields after the status code is UJ and the transmit date field is filled, the Contractor will need to recall the debt with the incorrect information and re-enter a new debt with the corrected information. *Only the status code field should be changed on the data entry screen after the debt has been transmitted.* If the principal or interest referred amounts need to be adjusted downward, make the necessary changes on the collection screen. If the principal or interest referred amounts need to be adjusted upward, these debts shall be recalled and re-entered with the correct information.

*Once a debt has been recalled using a 2 or 4 code it shall not be updated back to UJ. If the debt needs to go back to Treasury it must be entered and referred as a new debt.*

To change information for a debt, you must first query the debt and be at the Data Entry Screen. If there is more than one debt for the queried information, use F8 to scroll to the correct debt. Once on the Data Entry Screen, Hit F9. At this point all information that can be updated will appear in red.

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3270 Model 2 (24x80) - A - CMS13450
File Edit View Communication Actions Help

Jump Same Save and exit Send Recv Copy Paste PrtScrn Remap Color Play Macro... Record Macro... Stop Macro Pause Macro Run Apl

CROSS SERVICING TEST SYSTEM
DATA ENTRY SCREEN
DEBT #: 000056754 DEBT TYPE: PTB TIN: 631029219 SA CODE: COR
F NAME: L NAME: RG CD: 04
COMP NAME: M M ST CLAIR AMBULANCE CARE DEKALB
FED DEBT: NPI: HIC:
STREET ADR: 1610 COGSWELL AVE
CITY: PELL CITY ST: AL ZIP: 35125-1671
PATIENT NAME: CLARENCE PATTON
PRIN REFERRED AMT: 162.82 INT REFERRED AMT: 6.80
INT RATE: 12.500 ACCR THRU DT: 05/31/2007
CONTR #: 00510 BSI: PR TY: CLAIM: 007507025143127 A/R LOC: C
COST REPORT DT: DET DATE: 01/25/2007 CL PD DT: 10/10/2003
CERT BY: PAT GIBSON PHONE: 205-220-1304
FAX NUMBER: 205-220-1268 RO/CONTR NAME: CAHABA GBA AL
LTR: Y DT LTR: 05/25/2007 STAT CD: UJ STAT DT: 06/08/2007
OPER-ID: NE12 LAST UPDATE DATE: 06/08/2007 TRANSMIT DATE: 06/08/2007

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F3=EXIT F7=UP F8=DOWN
F9=UPDATE F11=ADD F5=COLLECTIONS F6=COMMENTS
```

**NOTE: Any changes to this screen after transmission other than a status code change will not be sent to Treasury. Therefore, the debt must be recalled and re-entered with the correct information for it to be sent to Treasury.**

If the debt has not yet been transmitted to Treasury, and a change to one or several fields is necessary, tab to the field to be updated and insert the correct information. Once all corrections have been made, hit Enter. A message will appear at the bottom of the screen stating that the record has been updated.

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3270 Model 2 (24x80) - A - CMS13450
File Edit View Communication Actions Help

Jump Same Save and exit Send Recv Copy Paste PrtScrn Remap Color Play Macro... Record Macro... Stop Macro Pause Macro Run Apj

CROSS SERVICING TEST SYSTEM
DATA ENTRY SCREEN
DEBT #: 000056754 DEBT TYPE: PTB TIN: 631029219 SA CODE: COR
F NAME: L NAME: RG CD: 04
COMP NAME: M M ST CLAIR AMBULANCE CARE DEKALB
FED DEBT: NPI: HIC:
STREET ADR: 1610 COGSWELL AVE
CITY: PELL CITY ST: AL ZIP: 35125-1671
PATIENT NAME: CLARENCE PATTON
PRIN REFERRED AMT: 162.82 INT REFERRED AMT: 6.80
INT RATE: 12.500 ACCR THRU DT: 05/31/2007
CONTR #: 00510 BSI: PR TY: CLAIM: 007507025143127 A/R LOC: C
COST REPORT DT: DET DATE: 01/25/2007 CL PD DT: 10/10/2003
CERT BY: PAT GIBSON PHONE: 205-220-1304
FAX NUMBER: 205-220-1268 RO/CONTR NAME: CAHABA GBA-AL
LTR: Y DT LTR: 05/25/2007 STAT CD: UJ STAT DT: 06/08/2007
OPER-ID: M145 LAST UPDATE DATE: 06/22/2007 TRANSMIT DATE: 06/08/2007

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RECORD UPDATED

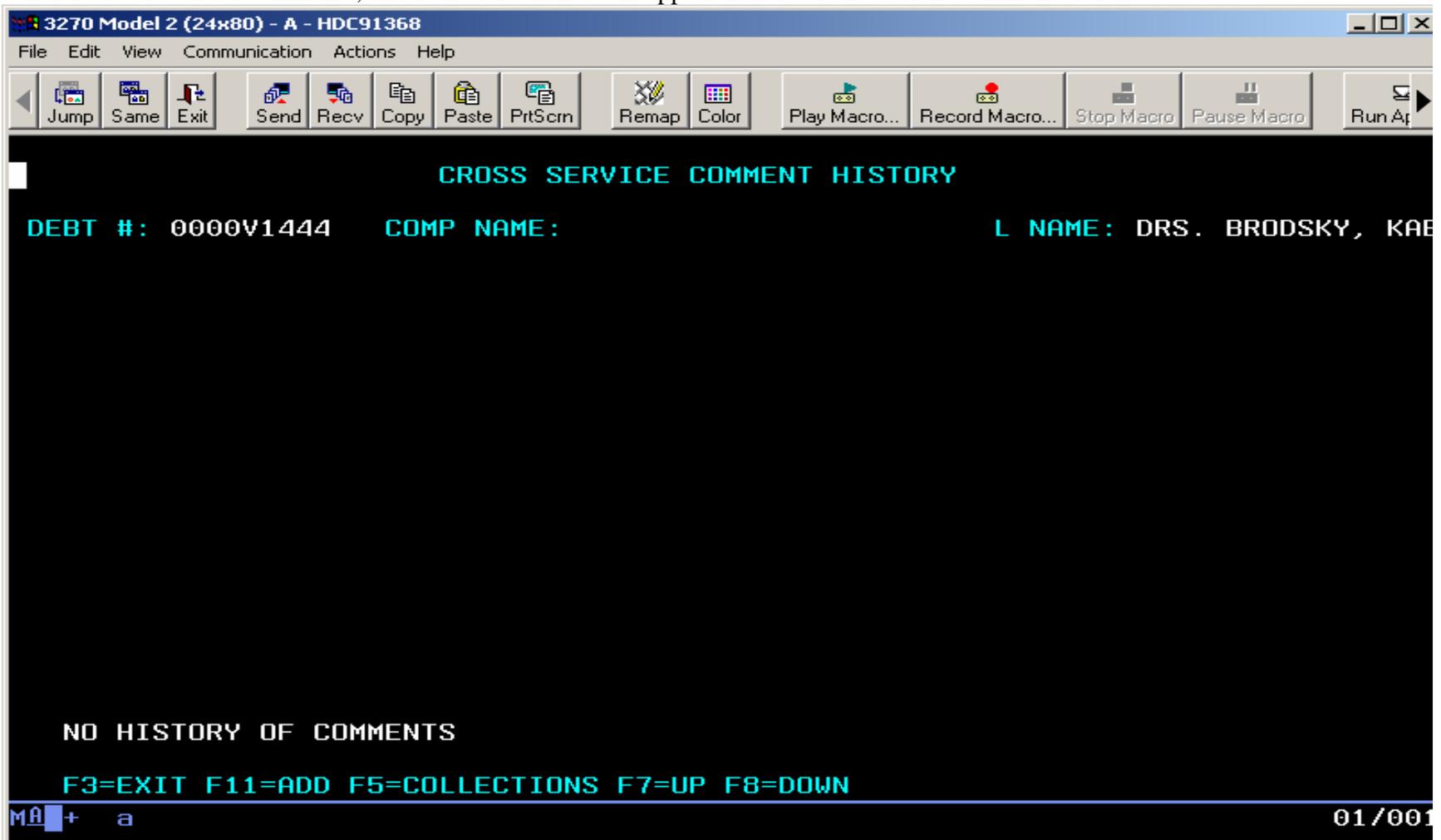
F3=EXIT F7=UP F8=DOWN
F9=UPDATE F11=ADD F5=COLLECTIONS F6=COMMENTS
```

NOTE: A change to one field may require changes to other fields, based on system edits. For example, changing the Debt Type from PTA to PTB will require changes to fields required for Part B debts. The Status Date, Operator ID, Last Update Date, and Transmit Date fields are system protected and cannot be updated.

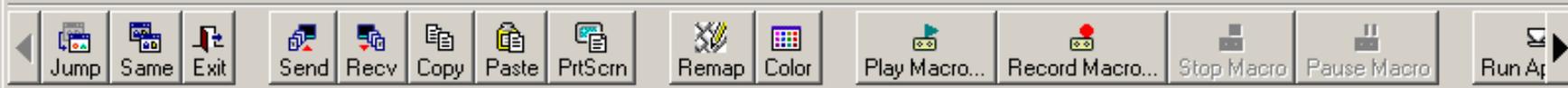
**SECTION FOUR:**  
**COMMENTS SCREEN**

## COMMENTS SCREEN

When F6 is chosen for comments, this is the screen that will appear if there are no current comments for that debt.



When F6 is chosen for comments, this is the screen that will appear if there are previous comments for that debt.



CROSS SERVICE COMMENT HISTORY

DEBT #: 000033443    COMP NAME: FAMILY PLUS MEDICAL CE L NAME: LAZO

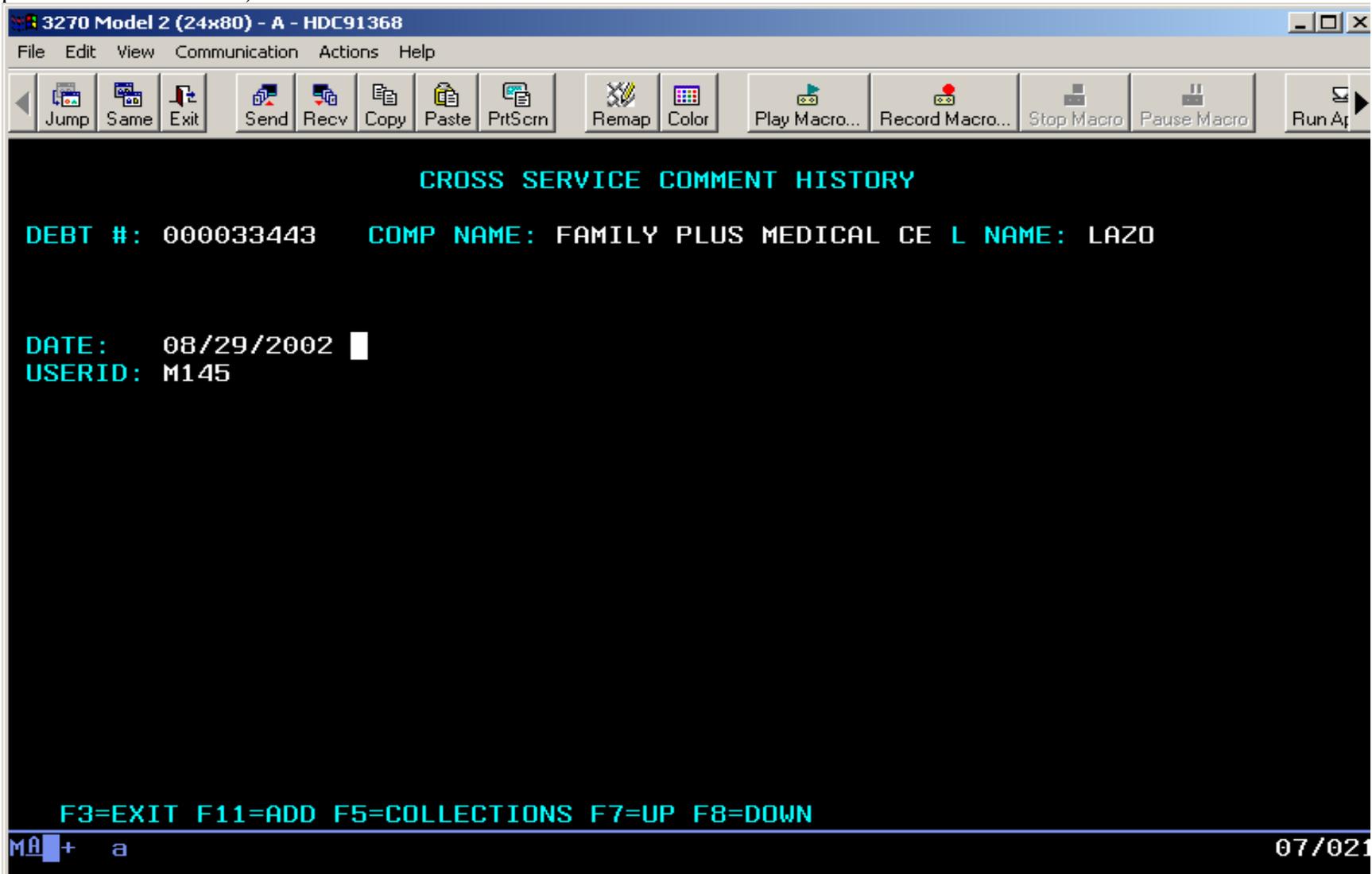
DATE: 05/29/2002    PREV STAT CD:                    UU  
USERID: GDS6            PREV STAT DT:                    05/23/2002

DATE: 05/23/2002    PREV COMP NAME:                    FAMILY PLUS MEDICAL CETNE  
USERID: GDS6

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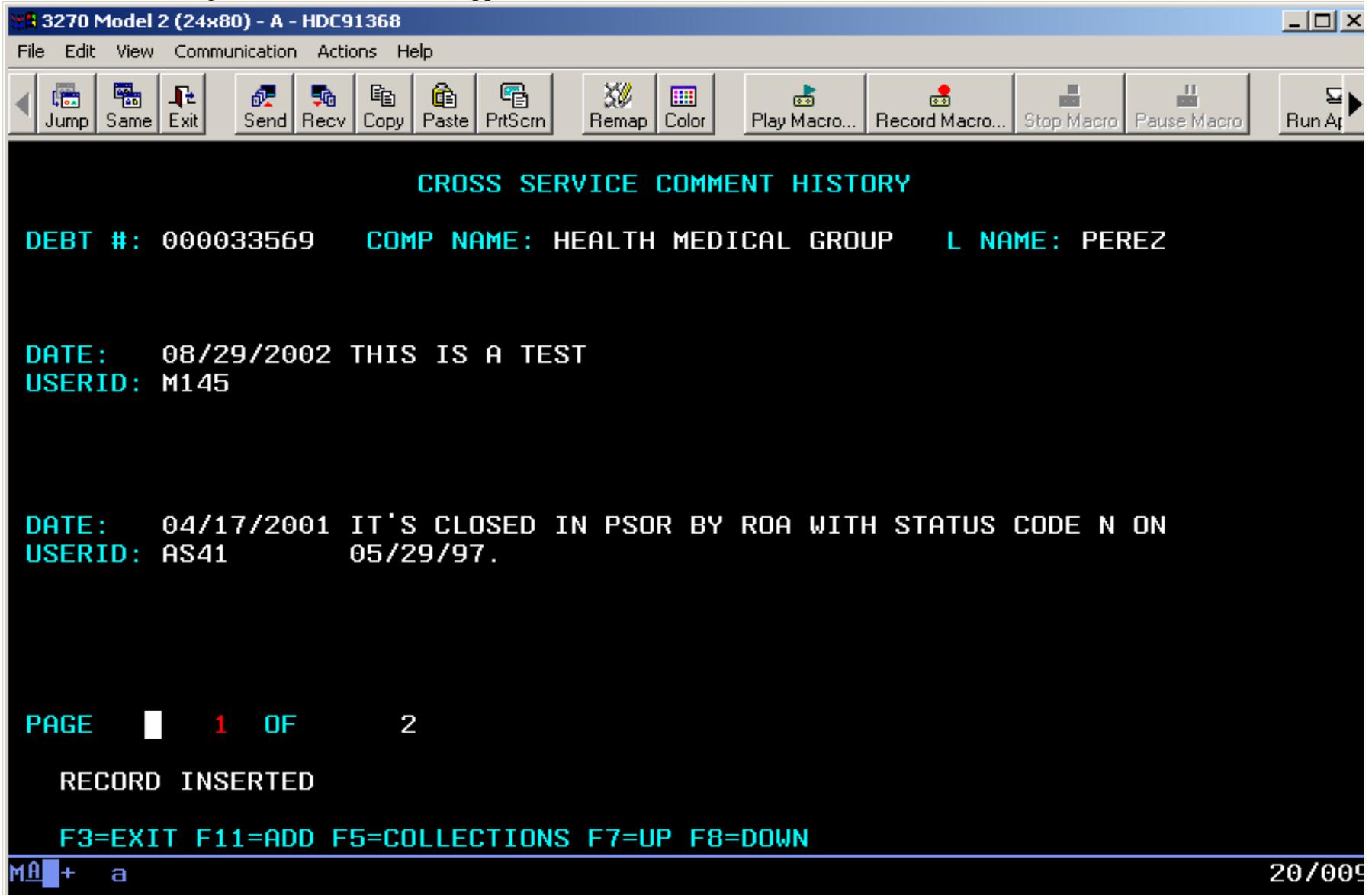
F3=EXIT F11=ADD F5=COLLECTIONS F7=UP F8=DOWN

When F11 is chosen to add a new comment, the comment screen will appear as below. (NOTE: The new comment screen will only allow for four lines of text. Also, the text does not wrap from line to line. Once you near the end of the text line you must hit tab to proceed to the next line.)





Hit F9 and the message "Record Inserted" will appear.



The comments section may be used for two purposes.

First, the comments area is used as an update log. Each time the debt is updated a system generated entry is made in the comments screen. The entry will show the date of the change, user ID of the person making the change and the previous information that has now been updated. (NOTE: To have a history of all changes made to a debt, limit them to four at a time. This is because the system will only note the first four updates made on a record.)

Second, it can be used to enter important information that may clarify issues concerning the debt. Some examples of this type of information could include items not on the data entry screen, changes in company ownership, contractor transitions or dispute resolution.

**NOTE: All users must enter a comment whenever there is an update or additional information on a debt.**

**SECTION FIVE:**  
**COLLECTIONS SCREEN**

### General Collections Information:

Central Office staff, Regions and Contractors will use the Collection Screen to enter all types of collections and offsets applied to a debt.

The status code of a debt may or may not change, based on a collection. If a debt is offset at the contractor location, but is not paid in full, and that debt is already at Treasury, the debt will remain there for further collection and the status code will remain UJ *or UX*. If a debt is collected in full the status code should be changed to the appropriate code. Treasury will be notified of this reduction in the amount to be collected by an electronic file sent by CO.

Central Office, Regional Offices, and Contractors will use the Comments Screen in conjunction with the Collections Screen to add any particular information regarding the collection.

*If a debt has a negative balance that is being refunded, use collection type RF to adjust DCS to a zero balance. If a debt has a negative balance that is being applied to another debt, use collection type AD to adjust the negative balance to zero and to post the collection to another debt.*

*The only updates that are transmitted to Treasury are status code changes, collections, and adjustments.*

## COLLECTIONS SCREEN

When F5 is chosen for Collections, this is the screen that will appear if there is no current payment history for that debt. (Note: The system states that there is no history of payments.)

3270 Model 2 (24x80) - A - HDC91008

File Edit View Communication Actions Help

Jump Same Exit Send Recv Copy Paste PrtScrn Remap Color Play Macro... Record Macro... Stop Macro Pause Macro Run At

**CROSS SERVICE COLLECTIONS HISTORY**

DEBT #: 000033443    COMP NAME: FAMILY PLUS MEDICAL CE    L NAME: LAZO

TOTAL DEBT AMOUNT:	520,111.41	TOTAL NET CASH:	.00
TOTAL AMT REFERRED:	520,111.41	TOT BALANCE OUTSTANDING:	520,111.41
AMT REFERRED(PRIN):	292,814.37	TOT BALANCE (PRIN):	292,814.37
AMT REFERRED(INT):	227,297.04	TOT BALANCE (INT):	227,297.04
ADDTL INT AMOUNT:	.00	AMT COLLECTED(PRIN):	.00
TOT FEE AMT:	.00	AMT COLLECTED(INT):	.00

NO HISTORY OF PAYMENTS  
F11=ADD F3=EXIT F6=COMMENTS F7=UP F8=DOWN

MA + a    01/001

158.73.207.36:7723

When F5 is chosen for Collections, this is the screen that will appear if there are previous payments for that debt.

**3270 Model 2 (24x80) - A - HDC91008**

File Edit View Communication Actions Help

Jump Same Exit Send Recv Copy Paste PrtScrn Remap Color Play Macro... Record Macro... Stop Macro Pause Macro Run At

**CROSS SERVICE COLLECTIONS HISTORY**

**DEBT #:** 0000V1841      **COMP NAME:** DIAGNOSTIC CARDIOLINE      **L NAME:** TURTURO

<b>TOTAL DEBT AMOUNT:</b>	1,616,932.00	<b>TOTAL NET CASH:</b>	99,733.00
<b>TOTAL AMT REFERRED:</b>	1,616,932.00	<b>TOT BALANCE OUTSTANDING:</b>	1,517,199.00
<b>AMT REFERRED(PRIN):</b>	1,616,932.00	<b>TOT BALANCE (PRIN):</b>	1,517,199.00
<b>AMT REFERRED(INT):</b>	.00	<b>TOT BALANCE (INT):</b>	.00
<b>ADDTL INT AMOUNT:</b>	.00	<b>AMT COLLECTED(PRIN):</b>	99,733.00
<b>TOT FEE AMT:</b>	.00	<b>AMT COLLECTED(INT):</b>	.00
<b>DATE:</b> 04/17/2001		<b>AMT COLLECTED(PRIN):</b>	99,733.00
<b>USERID:</b> AS41		<b>AMT COLLECTED(INT):</b>	.00
<b>COLL TYP:</b> AD		<b>FEE AMT:</b>	.00
<b>ACCT DATE:</b> 04/17/2001		<b>NET CASH RECEIVED:</b>	99,733.00

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**F11=ADD F3=EXIT F6=COMMENTS F7=UP F8=DOWN**

MA + a      21/009

158.73.207.36:7723

When F11 is chosen to add a payment entry, this is how the screen will appear. (See attached collection screen field specific instructions)

**3270 Model 2 (24x80) - A - HDC91008**

File Edit View Communication Actions Help

Jump Same Exit Send Recv Copy Paste PrtScrn Remap Color Play Macro... Record Macro... Stop Macro Pause Macro Run At

**CROSS SERVICE COLLECTIONS HISTORY**

DEBT #: 1 00V1841    COMP NAME: 2 GNOSTIC CARDIOLINE    L NAME: 3 RTURO

TOTAL DEBT AMOUNT	4	1,616,932.00	TOTAL NET CASH:	5	99,733.00
TOTAL AMT REFERRED	6	1,616,932.00	TOT BALANCE OUTSTANDING:	7	1,517,199.00
AMT REFERRED(PRIN):	8	1,616,932.00	TOT BALANCE (PRIN):	9	1,517,199.00
AMT REFERRED(INT)	10	.00	TOT BALANCE(INT)	11	.00
ADDTL INT AMOUNT	12	.00	AMT COLLECTED(PRIN):	13	99,733.00
TOT FEE AMT:	14	.00	AMT COLLECTED(INT)	15	.00
DATE:	16	08/29/2002	AMT COLLECTED(PRIN):	17	
USERID:	18	M145	AMT COLLECTED(INT)	19	
COLL TYP:	20		FEE AMT:	21	
ACCT DATE:	22		NET CASH RECEIVED:	23	

ENTER AMOUNTS AS DOLLARS AND CENTS  
F11=ADD F3=EXIT F6=COMMENTS F7=UP F8=DOWN

MA + a 11/064

After all collection information has been added, Hit Enter. The system will provide a message to Hit F9 to add the collection.

3270 Model 2 (24x80) - A - HDC91008

File Edit View Communication Actions Help

Jump Same Exit Send Recv Copy Paste PrtScrn Remap Color Play Macro... Record Macro... Stop Macro Pause Macro Run At

**CROSS SERVICE COLLECTIONS HISTORY**

DEBT #: 000000718    COMP NAME: GALITZ WEISS & ASSOC.    L NAME: GALITZ

TOTAL DEBT AMOUNT:	979.00	TOTAL NET CASH:	.00
TOTAL AMT REFERRED:	979.00	TOT BALANCE OUTSTANDING:	979.00
AMT REFERRED(PRIN):	979.00	TOT BALANCE (PRIN):	979.00
AMT REFERRED(INT):	.00	TOT BALANCE(INT):	.00
ADDTL INT AMOUNT:	.00	AMT COLLECTED(PRIN):	.00
TOT FEE AMT:	.00	AMT COLLECTED(INT):	.00

DATE:	08/29/2002	AMT COLLECTED(PRIN):	103.35
USERID:	M145	AMT COLLECTED(INT):	21.79
COLL TYP:	CO	FEE AMT:	.00
ACCT DATE:	05/21/2002	NET CASH RECEIVED:	

HIT F9 TO ADD A PAYMENT  
F11=ADD F3=EXIT F6=COMMENTS F7=UP F8=DOWN

Mâ + a 11/064

Depress F9 and the message "Record Inserted" will appear.

3270 Model 2 (24x80) - A - HDC91008

File Edit View Communication Actions Help

Jump Same Exit Send Recv Copy Paste PrtScrn Remap Color Play Macro... Record Macro... Stop Macro Pause Macro Run At

**CROSS SERVICE COLLECTIONS HISTORY**

DEBT #: 000000718    COMP NAME: GALITZ WEISS & ASSOC.    L NAME: GALITZ

TOTAL DEBT AMOUNT:	1,000.79	TOTAL NET CASH:	125.14
TOTAL AMT REFERRED:	979.00	TOT BALANCE OUTSTANDING:	875.65
AMT REFERRED(PRIN):	979.00	TOT BALANCE (PRIN):	875.65
AMT REFERRED(INT):	.00	TOT BALANCE(INT):	.00
ADDTL INT AMOUNT:	21.79	AMT COLLECTED(PRIN):	103.35
TOT FEE AMT:	.00	AMT COLLECTED(INT):	21.79

DATE:	08/29/2002	AMT COLLECTED(PRIN):	103.35
USERID:	M145	AMT COLLECTED(INT):	21.79
COLL TYP:	CO	FEE AMT:	.00
ACCT DATE:	05/21/2002	NET CASH RECEIVED:	125.14

PAGE 1 OF 1

RECORD INSERTED  
F11=ADD F3=EXIT F6=COMMENTS F7=UP F8=DOWN

MA + a 21/009

## FIELD SPECIFIC INSTRUCTIONS FOR COLLECTION SCREEN

<u>Field #</u>	<u>Description/Instruction</u>
1.	DEBT # (Debt Number) - This field is carried over from the Data Entry Screen.
2.	COMP NAME (Company Name) - This field is carried over from the Data Entry Screen
3.	L NAME (Last Name) - This field is carried over from the Data Entry Screen. For MSP this field will be blank.
4.	TOTAL DEBT AMOUNT - This is a system calculated field and is principal referred + interest referred + any additional interest.
5.	TOTAL NET CASH - This is a system calculated field and is total principal collected + total interest collected - total fees collected.
6.	TOTAL AMT REFERRED (Total Amount Referred) - This is a system calculated field and is principal referred + interest referred.
7.	TOT BALANCE OUTSTANDING (Total Balance Outstanding) - This is a system calculated field and is principal balance + interest balance.
8.	AMT REFERRED PRIN (Principal Amount Referred) - This field is carried over from the Data Entry Screen and is the principal amount referred to PSC/Treasury.
9.	TOT BALANCE PRIN (Total Principal Balance) - This is a system calculated field and is the remaining unpaid principal after posted collections and adjustments. (Amount Referred Principal - Total Principal Collected)
10.	AMT REFERRED INT (Interest Amount Referred) - This field is carried over from the Data Entry Screen and is the interest amount referred to PSC/Treasury.

11. TOT BALANCE INT (Total Interest Balance) - This is a system calculated field and is the remaining unpaid interest *referred* after posted collections and adjustments.
12. ADDTL INT AMOUNT (Additional Interest Amount) - This is a system calculated field and is for any additional interest collected *or adjusted* over the initial referred interest amount.
13. AMT COLLECTED PRIN (Principal Amount Collected) - This is a system calculated field and is the total principal amounts that have been collected *or adjusted* to date.
14. TOT FEE AMT (Total Fee Amount) - This is a system calculated field and is the total fee amounts that have been paid to PSC/Treasury to date.
15. AMT COLLECTED INT (Interest Amount Collected) - This is a system calculated field and is the total interest amounts that have been collected *or adjusted* to date.
16. DATE - This field is system generated and shows the date of the entry.
17. AMT COLLECTED PRIN (Principal Amount Collected) - This is a data entry field. Enter the amount of the collection received that is being applied to principal. This figure must be entered as dollars and cents (xxx.xx). *If the amount is a negative, the minus sign must be entered after the amount (100.00-).*
18. USER ID - This field is system generated and shows the User ID of the user posting the collection.
19. AMT COLLECTED INT (Interest Amount Collected) - This is a data entry field. Enter the amount of the collection received that is being applied to interest. This figure must be entered as dollars and cents (xxx.xx). *If the amount is a negative, the minus sign must be entered after the amount (100.00-).* If the collected interest amount is greater than the interest referred amount, the system will calculate the difference and apply it to the additional interest field.
20. COLL TYP (Collection Type) - This is a data entry field. Enter the appropriate collection type code for the payment that was received. Collection type codes will be used for recording all collections *and adjustments including reversals for previous collections or refunds.* For MSP, the contractor could use any one of these codes but CC, AD, or PC will be used in most instances. (Refer to the end of this section for collection type codes.)

21. FEE AMT (Fee Amount) - This is a data entry field based on the IPAC. Enter the fee charged by PSC or Treasury to process the debt. This amount will be stated on the Intergovernmental Online Payment and Collection (IPAC) Report. This field is used by Central Office only.
22. ACCT DATE (Accounting Date) - This is a data entry field. Enter the date the collection was received. For MSP Contractor collections by check, use the date of the postmark on the envelope if available or the date of the check if the envelope is not available. (Contractors should routinely retain the envelope for all checks.)
23. NET CASH RECEIVED - This is a system generated field. This amount is principal collected plus interest collected minus any fees that apply.

Rules for Edits:

If Collection Type = TO, TC, PC, JC, AO, SS, then the Fee Amount must be Greater than Zero.

If Collection Type = CO, CC, CU, RC, HC, MO, AD, XT, XP, XC, XR, XH, RF then the Fee Amount must be blank.

## COLLECTION TYPES

AD	Adjustments
AO	HHS Administrative Offset
CC	Contractor Collection
CO	Contractor Offset
CU	Contractor Underpayment (Underpayment Applied to Overpayment)
HC	Central Office Collection
JC	Dept of Justice Collection
MO	Medicaid Offset
PC	PSC Collection (includes collections by any entity under contract to the PSC)
RC	Regional Office Collection
RF	Refund
SS	SSA Offset
TC	Treasury Collection
TO	TOP Offset
XH	Central Office Compromise
XP	PSC Compromise
XR	Region Compromise
XT	Treasury Compromise

Certain fields on the Collection Screen are automatically system generated. When the debt is entered into the Data Entry Screen and the Amount Referred Principal and Amount Referred Interest fields are completed, this will automatically fill in on the collection screen and the system will automatically total the amount of the debt being referred. Total Amount Referred, Total Debt Amount, Total Balance Outstanding, Total Principal Balance and Total Interest Balance fields are system generated.

When the contractor enters a collection the following fields on the Collection Screen must be entered:

- the amount collected principal
- the amount collected interest
- the collection type status code
- and the accounting date

When reviewing a debt for a current balance, always check the total balance principal, total balance interest and total balance outstanding fields on the collection screen. (NOTE: Interest balance will not reflect actual current accrued interest as reflected in the contractor's system.)

Examples:

- 1) If a contractor receives a partial payment or documentation such as a valid documented defense to reduce the debt prior to entering it into DCS, the contractor must make these adjustments before entering it into the system. Where there is partial payment, the contractor must adjust the interest amount and the principal amount to reflect the amount of payment applied to interest and principal. The remaining balance is the amount entered into DCS. The contractor must also annotate the Comments Screen. The annotation must show: how much the debt was prior to the reduction and/or partial payment, the amount of any payment or the amount of reduction and the basis of any reduction. These figures must reflect the principal amount and interest amount separately.
- 2) If the debt has been referred to the PSC and the contractor receives a check (full or partial payment), this information must be entered onto the DCS Collection Screen. In addition, the contractor will note this on the DCS Comments Screen. If the collection is for a partial recovery the DCS status code on the data entry screen stays as a UJ *or UX*. If the collection is for a full recovery the DCS status code on the data entry screen must be changed to the appropriate code.
- 3) If the contractor receives documentation which will reduce the amount due Medicare and/or close the case after it has been referred to PSC, this information should be entered onto the DCS Collection Screen. If the documentation closes the case, update the Collection screen with an AD status code and update the DCS data entry screen with the appropriate status code. If the documentation reduces the amount due Medicare leaving a balance on the case, update the Collection Screen with a status code of AD but do not change the status code on the data entry screen.
- 4) If the contractor receives notification that the debtor is in bankruptcy, appeals, etc, and the debt has already been sent to PSC, enter the appropriate DCS status code on the data entry screen in order to pull back (recall) the debt from PSC.
- 5) If the contractor receives a collection on a debt in the DCS, which has a status code of UU or UJ with no transmission date, update the data entry screen with the new principal referred amount and interest referred amount (old amount – collection = new amount that is entered into the DCS). In this situation, the collection would not need to be posted to the Collection Screen. *A comment should be added to the comment screen.*
- 6) If the contractor reduces a debt for part of the debt and a check for all or part of the remaining debt that has already been sent to the PSC, the information would be entered on the collection screen as follows:
  - 1<sup>st</sup> the reduction amount and appropriate collection code.
  - 2<sup>nd</sup> the collections/check received and/or fee amt if applicable with the appropriate collection code.If the debt is paid in full, update the data entry screen with the appropriate status code. . If there is a remaining balance, the status code on the data entry screen would stay UJ *or UX* so PSC can continue recovery of the debt.

*7) If the contractor has a Non MSP debt with a negative principal balance, the debt will require your research to determine if it has been over collected. If there is another debt that the excess collection can be applied to, adjust the negative balance on the over collected debt by using the collection type of AD. (Reminder: the negative sign always goes after the dollar amount). If the debt the excess collection is being applied to is also in the DCS, post this collection using the collection type of AD. If a refund will be issued, post the refund to the DCS using the collection type of RF. Remember to post a comment to the comments screen explaining your adjustment or refund.*

**SECTION SIX:**

**REPORTS**

# REPORTS

The Central Office will be responsible for generating reports and sending them to the Regional Offices. Non MSP reports will be sent to Regional Offices and Contractors. MSP reports will be sent to the Regional Offices or the Central Office MSP Project Officer and it will be their responsibility to forward these reports to the appropriate Contractors.

Last Debts Transmitted to PSC - This report lists all debts that were sent to PSC during the last transmittal. Each Region and Contractor will receive reports for their area. *There are a total of 12 transmittal reports: two are for Non MSP Part A Non HIGLAS debts, two are for Non MSP Part B Non HIGLAS debts, one is for Claims A/R debts, one is for MSP Non HIGLAS debts, two are for Non MSP Part A HIGLAS debts, two are for Non MSP Part B HIGLAS debts, one is for MSP HIGLAS debts, and one is for Long Term Care.*

MSP/DCS Snapshot – This is a MSP report only. It lists all referred MSP debts in DCS by Contractor. It is used by the MSP Contractors to reconcile their internal systems with DCS.

*Dispute Report – This report lists all debts with an “X” status code, which represents an outstanding dispute. It is sent to the Regional Offices and Central Office MSP Project Officer to use as a monitoring tool for all disputes that have not been answered in a timely manner.*

*TT Report – This report lists all debts with a TT status, which represents a transmittal hold. A transmittal hold is the result of a debt not meeting referral standards. These debts should be corrected in order to be transmitted on the following weeks report. This report is sent out on a weekly basis to the regional offices whose contractors have debts listed on the report.*

**SECTION SEVEN:**

**CODES/FUNCTION COMMANDS**

## DCS STATUS CODES - Non MSP

UN - Undeliverable Letter  
UU - Initial Entry  
UJ - Sent to PSC for Cross Servicing  
UR - Extended Repayment Plan  
XX - Dispute  
UX - Dispute resolved, debt to stay at Treasury

*RF* - Refund Issued by CO  
RT - Returned from Treasury

### NOT TRANSFERRED TO DCC

1A Appeal  
1B Bankruptcy  
1C Compromise  
1D Deceased  
1E Error  
1F Cost Report Filed  
1G Fraud  
1L Litigation  
1O Contractor Offset  
1P Voluntary Payment  
1R Repayment Agreement  
1T Under \$600  
1W Write Off

### RETURNED TO AGENCY BY TREASURY

*RB* - In Bankruptcy  
*RU* - Uncollectible  
*RN* - Out of Business  
*RX* - Dispute Timer Expired  
*RD* - Miscellaneous Dispute or  
- Manual RTA, or  
- Complaint, or  
- Recall Approved  
*RP* - Paid in Full, or  
- Satisfied Payment Agreement  
*RC* - Compromise

### RECALLED FROM DCC

2A Appeal  
2B Bankruptcy  
2C Compromise  
2D Deceased  
2E Error  
2F Cost Report Filed  
2G Fraud  
2L Litigation  
2O Contractor Offset/Paid in Full  
2P Voluntary Payment  
2Q Cross Servicing Collection/Paid in Full  
2R Reconciliation Issue *or RTA-Debt Re-entered to DCS*  
2T Treasury Offset / Paid in Full  
2W Write Off

## DCS STATUS CODES - MSP

UN	Undeliverable Letter	XV	Dispute/Valid Defense
UU	Initial Entry	XB	Dispute/Bankruptcy
UJ	Sent to PSC for Cross Servicing	XW	Dispute/Wrong debtor
UR	Extended Repayment Plan	XD	Dispute/Additional documentation requested
XA	Dispute/Amount of Debt	XS	Dispute/Statue of Limitations
XP	Dispute/Paid in Full (excludes Treasury/PSC/PCA Collections)	XO	Dispute/Other
XG	Dispute/Part of Global Settlement	<i>RF</i>	<i>Refund Issued by CO</i>
<i>RT</i>	<i>Returned from Treasury</i>	<i>UX</i>	<i>Dispute resolved, debt to stay at Treasury</i>

### NOT TRANSFERRED TO DCC

3A	Appeal
3B	Bankruptcy
3C	Compromise
3D	Deceased
3E	Error
3F	Full Valid Documented Defense
3L	Litigation/Negotiation
3O	Contractor Offset/Paid in Full
3P	Voluntary Payment
3R	Repayment Agreement
3W	Write Off - Closed

### RECALLED FROM DCC

4A	Appeal
4B	Bankruptcy
4C	Compromise
4D	Deceased
4E	Error
4F	Full Valid Documented Defense
4L	Litigation/Negotiation
4O	Contractor Offset/Paid in Full
4P	Voluntary Payment
4Q	Cross Servicing Collection/Paid in Full
4R	Repayment Agreement
<i>4V</i>	<i>1870 Waiver of Recovery</i>
4W	Write Off-Closed
<i>4X</i>	<i>Closed Backlog Collections</i>

4Z Valid Defense & Check/Paid in Full

## FUNCTION KEY COMMANDS

F3 Exit - If you are in one of the DCS screens, this will exit you out of the current screen and take you back to the previous screen. If you are at the search screen, it will exit you completely out of the system.

F5 Collections - This will take you to the Collections screen.

F6 Comments - This will take you to the comments screen.

F7 Up - This will allow you to scroll backwards through the screens when there is more than one page to a debt or more than one debt.

F8 Down - This will allow you to scroll forward through the screens when there is more than one page to a debt or more than one debt.

F9 Update - This will allow you to make changes to debt information on the data entry screen.

F9 Add - This confirms the addition of a comment or collection when in the comments or collection screens.

*F10 Resubmit – This function key duplicates certain fields from the original debt to a new Data Entry Screen so the debt may be resubmitted to Treasury. This function is activated only for debts in a recalled or RTA status code. Specific instructions are outlined in Section 2.1 of this User Guide.*

F11 Add - This will allow you to add a new blank entry screen to a debt.

# SECTION EIGHT:

## NON MSP GENERAL HELP INFORMATION

# NON MSP GENERAL HELP INFORMATION

## Treasury Requests/Debtor Disputes

All debts are transmitted through the Program Support Center (PSC) and are forwarded to the Department of Treasury for cross servicing. All debts *with a TIN* are sent to the Treasury Offset Program.

*Based on the debt type entered into DCS*, Treasury forwards debts to Private Collection Agencies (PCA) as part of their cross servicing procedures. As the PCA works the debts and contacts the debtors, questions arise or additional information may be needed.

Treasury sends a “Debt Management Services Action Form” to Central Office, which requests additional information and/or requires some type of action on the part of CMS. To maintain control over these requests, Central Office will update the debt in DCS with a status code of “XX” or (“XO” if the dispute is systematically updated in DCS). These status codes will be used as “Suspense” codes meaning “Treasury Request – Needs Action”. Central Office then forwards these forms to the individual who certified the debt. A report will be generated on debts with these status codes and used for follow up action. Contractors shall update the DCS appropriately when the dispute is resolved. (Status Code “UX” shall be used when the dispute has been resolved and the debt should remain at Treasury for collection.)

## General Information

The debt will reflect a DCS status code of UU or UN when the debt is initially entered. If a debt has been transmitted to Treasury the status code will be UJ (Debt sent for cross servicing) *or UX (Dispute resolved, debt to remain at Treasury)*. The Contractor may make any necessary changes to the Data Entry Screen as long as the status code is UU, UN, UJ or *UX* and the transmit date field is blank. If an error is discovered in one of these fields after the status code is UJ *or UX* and the transmit date field is filled, the Contractor will need to recall the debt with the incorrect information and re-enter a new debt with the corrected information. If the principal or interest referred amounts need to be adjusted downward, make the necessary changes on the collection screen. If the principal or interest referred amounts need to be adjusted upward, these debts shall be recalled and re-entered with the correct information.

If a change to a debt is a result of a partial or full payment, this must be documented by the contractor on the collection screen. Do not change the principal and interest amounts on the data entry screen. These shall stay at their original amounts so that Central Office can track amounts referred to Treasury. If the change is because of a valid documented defense, bankruptcy, appeal, etc., the contractor shall also make the appropriate changes to the DCS as part of the required activity to recall the debt.

Note: Contractors shall be aware of the current status code of a debt on the DCS before entering collections, adjustments, etc. The status code is important in identifying exactly where a debt is in the process of referral and/or collection. Knowing the status of a debt is critical in making a determination regarding what the next step will be.

Debts are transmitted weekly to PSC by Central Office.

## Explanation of Debt Types

PTA – is used for intermediary Part A debts where cross servicing will include referral to a Private Collection Agency (PCA) for further collection activity and the debt will continue to be referred to TOP.

If a debtor is no longer participating in Medicare, the contractor should use this status code. This code should also be used for a provider who is still participating in Medicare, but the contractor does not believe that future internal offsets/withholding will be sufficient to collect the debt in full within three years of the date that the debt became delinquent.

PTB – is used for carrier Part B debts where cross servicing will include referral to a PCA for further collection activity and the debt will continue to be referred to TOP.

If a debtor is no longer participating in Medicare, the contractor should use this status code. This code should also be used for a physician/supplier who is still participating in Medicare, but the contractor does not believe that future internal offsets/withholding will be sufficient to collect the debt in full within three years of the date that the debt became delinquent.

TPA – is used for intermediary Part A debts where cross servicing will not include referral to a PCA though they will continue to be referred to TOP.

If the debtor is currently participating in Medicare, is currently in offset/withhold status and the contractor believes the debt can be collected through internal offset within three years of the date that the debt became delinquent, the contractor should use this code.

TPB – is used for carrier Part B debts where cross servicing will not include referral to a PCA though they will continue to be referred to TOP.

If the debtor is currently participating in Medicare, is currently in offset/withhold status and the contractor believes the debt can be collected through internal offset within three years of the date that the debt became delinquent, the contractor should use this code.

CLA - is used for intermediary Claims A/R debts where cross servicing will include referral to a Private Collection Agency (PCA) for further collection activity and the debt will continue to be referred to TOP.

If a debtor is no longer participating in Medicare, the contractor should use this status code. This code should also be used for a provider who is still participating in Medicare, but the contractor does not believe that future internal offsets/withholding will be sufficient to collect the debt in full within three years of the date that the debt became delinquent.

**HAT** – is used for intermediary Part A debts on HIGLAS where cross servicing will include referral to a Private Collection Agency (PCA) for further collection activity and the debt will continue to be referred to TOP.

If a debtor is no longer participating in Medicare, the contractor should use this status code. This code should also be used for a provider who is still participating in Medicare, but the contractor does not believe that future internal offsets/withholding will be sufficient to collect the debt in full within three years of the date that the debt became delinquent.

**HBT** – is used for carrier Part B debts on HIGLAS where cross servicing will include referral to a PCA for further collection activity and the debt will continue to be referred to TOP.

If a debtor is no longer participating in Medicare, the contractor should use this status code. This code should also be used for a physician/supplier who is still participating in Medicare, but the contractor does not believe that future internal offsets/withholding will be sufficient to collect the debt in full within three years of the date that the debt became delinquent.

**HPA** – is used for intermediary Part A debts on HIGLAS where cross servicing will not include referral to a PCA though they will continue to be referred to TOP.

If the debtor is currently participating in Medicare, is currently in offset/withhold status and the contractor believes the debt can be collected through internal offset within three years of the date that the debt became delinquent, the contractor should use this code.

**HPB** – is used for carrier Part B debts on HIGLAS where cross servicing will not include referral to a PCA though they will continue to be referred to TOP.

If the debtor is currently participating in Medicare, is currently in offset/withhold status and the contractor believes the debt can be collected through internal offset within three years of the date that the debt became delinquent, the contractor should use this code.

*LTC – is used for Long Term Care debts on the Civil Monetary Penalties Tracking System where cross servicing will include referral to a PCA for further collection activity and the debt will continue to be referred to TOP.*

*The following debt types are no longer used, but are included here for reference purposes only.*

**PAO** - is used for intermediary other Part A debts where cross servicing will include referral to a Private Collection Agency (PCA) for further collection activity and the debt will continue to be referred to TOP.

If a debtor is no longer participating in Medicare, the contractor should use this status code. This code should also be used for a provider who is still participating in Medicare, but the contractor does not believe that future internal offsets/withholding will be sufficient to collect the debt in full within three years of the date that the debt became delinquent.

**PBO** - is used for carrier other Part B debts where cross servicing will include referral to a PCA for further collection activity and the debt will continue to be referred to TOP.

If a debtor is no longer participating in Medicare, the contractor should use this status code. This code should also be used for a physician/supplier who is still participating in Medicare, but the contractor does not believe that future internal offsets/withholding will be sufficient to collect the debt in full within three years of the date that the debt became delinquent.

**TAO** - is used for intermediary other Part A debts where cross servicing will not include referral to a PCA though they will continue to be referred to TOP.

If the debtor is currently participating in Medicare, is currently in offset/withhold status and the contractor believes the debt can be collected through internal offset within three years of the date that the debt became delinquent, the contractor should use this code.

**TBO** - is used for carrier other Part B debts where cross servicing will not include referral to a PCA though they will continue to be referred to TOP.

If the debtor is currently participating in Medicare, is currently in offset/withhold status and the contractor believes the debt can be collected through internal offset within three years of the date that the debt became delinquent, the contractor should use this code.

**SECTION NINE:**

**RECALLS / ADJUSTMENTS**

## RECALLS / ADJUSTMENTS

### Recall/Adjustment Process

1. The Contractor will update DCS with the appropriate recall codes & information.
2. Central Office will send a weekly report to PSC of all recalls, collections and adjustments.
3. PSC will then recall the debt.

### RULES FOR RECALLS OR ADJUSTMENTS

Example 1: If a debt was incorrectly transmitted at \$1000 but should have been \$100, do an adjustment for this debt.

Example 2: If a debt was incorrectly transmitted at \$100 but should have been \$1000, do a recall for this debt. (This is because Treasury will not allow the upward adjustment of debts.)

**SECTION TEN:**

**MSP GENERAL HELP  
INFORMATION**

## MSP General Information

The debt will reflect a DCS status code of UU or UN when the debt is initially entered. If a debt has been transmitted to Treasury the status code will be UJ (Debt sent for cross servicing) *or UX (Dispute resolved, debt to remain at Treasury)*. The Contractor may make any necessary changes to the Data Entry Screen as long as the status code is UU, UN, or UJ and the transmit date field is blank. If an error is discovered in one of these fields after the status code is UJ *or UX* and the transmit date field is filled, the Contractor will need to recall the debt with the incorrect information and re-enter a new debt with the corrected information. If the principal or interest referred amounts need to be adjusted downward, make the necessary changes on the collection screen. If the principal or interest referred amounts need to be adjusted upward, these debts shall be recalled and re-entered with the correct information.

If a change to a debt is a result of a partial or full payment, this shall be documented by the contractor on the collection screen. Do not change the principal and interest amounts on the data entry screen. These must stay at their original amounts so that Central Office can track amounts referred to Treasury. If the change is because of a valid documented defense, bankruptcy, appeal, etc., the contractor shall also make the appropriate changes to the DCS as part of the required activity to recall the debt.

Note: Contractors shall be aware of the current status code of a debt on the DCS before entering collections, adjustments, etc. The status code is important in identifying exactly where a debt is in the process of referral and/or collection. Knowing the status of a debt is critical in making a determination regarding what the next step will be.

Debts are transmitted weekly to PSC by Central Office. Debts to be transmitted are set to a UJ status on the data entry screen on Monday morning of each week. These debts are then transmitted to the PSC on Friday morning of the same week.

Contractors must use the appropriate interest rate as of the date of the original demand letter. This interest rate will not change for the life of the debt.

If the intent to refer letter was returned undeliverable and the contractor has been unsuccessful in identifying a more appropriate address, the contractor should immediately enter the debt into DCS with a status code of "UN".

## MSP STATUS CODES

Upon initial DCS entry, Contractors will, with one exception use the status code UU, which means initial entry. If any subsequent activity occurs on the debt, the status code must be updated. Where the intent letter is returned undeliverable, the contractor will proceed with the normal MSP research to obtain a better address in order to resend the intent letter. If no additional information is found or the intent letter is returned a second time after being issued with a new mailing address, enter the debt into the DCS with a status code of UN (undeliverable). Both UU and UN allow the debt to be transmitted to Treasury.

### Status Codes Defined:

There are two lists of DCS status codes: codes beginning with 3 are used for debts entered into DCS but not transmitted due to information received prior to Central Office transmission of the debt (debts can not be deleted from DCS) and codes beginning with 4 are for debts recalled from Treasury due to subsequent activity or information. In most cases Contractors will use the recall codes that begin with 4.

4E - Error: Duplicate, entered incorrectly or by mistake

4F - Full valid documented defense

4L - Litigation/Negotiation: Debt which was referred is in litigation/negotiations with CMS

4O - Contractor offset/Paid in full: This can mean two things: contractor offset has resulted in a payment in full or payment in full by check to the contractor from the debtor has occurred.

4Q - Cross Servicing Collection (PSC) / Paid in Full: Contractors will use this code when PSC has received full recovery on a debt.

4P - Voluntary Payment: This is a voluntary payment from the debtor

4W - Write Off: CMS has decided to write off the debt as write off closed, no longer pursuing debtor.

*4X – Closed Backlog Collections – This is a CMS Central Office status code used to indicate the debt shall be closed due to Treasury collections.*

4Z - Valid Defense & Check/Paid in Full: The contractor receives both a valid documented defense and a check that covers full payment of the debt.

*SECTION ELEVEN:*

*HIGLAS GENERAL  
HELP INFORMATION*

### **HIGLAS LOAD TO DCS**

*The process for transmitting data from HIGLAS to the Debt Collection System (DCS) is as follows:*

- 1) Each contractor sends a file to Central Office through their data center via the Network Data Mover (NDM).*
- 2) Each business day CMS checks to see if files were received from one of the HIGLAS contractors. If a file is received it is verified for proper format. A duplicate check is run for the file to be loaded by checking the first and last record in the file. If a duplicate exists the file is rejected and not loaded to DCS. A duplicate check is also run for each individual new debt in the file. If the first 20 characters of the HIGLAS A/R Reference Number (in DCS this is the RO/CONTR NAME field) of an individual debt matches one already in DCS or in the file to be loaded, the individual debt is rejected and not loaded to DCS.*
- 3) A job is run to process the file and update DCS.*
- 4) An NDM file is sent back to the contractor's data center. This file includes all debts accepted into DCS. It also includes all debts rejected and the reason for rejection. Debts rejected need to be verified by the contractor for validity and to ensure that they are not duplicates. If the debt is not a duplicate it will need to be manually entered into DCS. It is the contractor's responsibility to check that the file is returned from CMS.*

### **DEBTS SYSTEMATICALLY LOADED TO DCS**

*Contractors need to verify the following:*

- Manually enter ACCR THRU DT if it does not load with the debt (this is the last debit memo applied to the debt).*
- Manually enter PATIENT NAME for MSP if it does not load with the debt.*
- If the debt is under \$100 and has no TIN, update the status code (1E for Non MSP or 3E for MSP) so that the debt does not transmit.*
- If the debt is NON MSP and the principal is under \$25, update the status code so that the debt does not transmit.*
- If the debt is MSP and the principal plus interest is under \$25, update the status code so that the debt does not transmit.*
- All HIGLAS debts load as SA CODE COR. If it is an individual debtor, change the SA CODE to IND and update all appropriate fields based on system edits.*
- If the debt is NON MSP Part A and the debt should only go to the Treasury Offset Program (TOP), update the debt type from HAT to HPA.*
- If the debt is NON MSP Part B and the debt should only go to TOP, update the debt type from HBT to HPB.*
- Generally, recalls and collections are posted systematically to DCS from HIGLAS. If they are not, then they must be entered manually. An example of where this may occur is if there is only one debt in HIGLAS but two duplicate debts in DCS. Under these circumstances, one of the duplicate debts must be manually recalled from DCS in order to prevent over collection from Treasury.*

**MANUAL ENTRY OF HIGLAS DEBT TO DCS**

- *Contractors should follow the same process as manual entry for non HIGLAS debt (see Section Two: Entering Debts Into DCS).*
- *Be sure to use HIGLAS debt types (HAT, HBT, HPA, HPB, HMS).*
- *Use the enter key to go through fields, the debt type will prompt for the required fields.*