

CMS Manual System	Department of Health & Human Services (DHHS)
Pub 100-05 Medicare Secondary Payer	Centers for Medicare & Medicaid Services (CMS)
Transmittal 58	Date: JANUARY 4, 2008
	Change Request 5817

Subject: Insertion of the Debt Collection System (DCS) User Guide into the Medicare Secondary Payer (MSP) Section of the Manual and Associated Revisions/Updates to the DCS User Guide

I. SUMMARY OF CHANGES: This Change Request (CR) inserts the Debt Collection System (DCS) User Guide into the MSP section of the manual for the first time. (Pub.100-05, Chapter 7, Section 60-Medicare Secondary Payer (MSP) Debt Collection and Referral Activities) In addition, this CR revises/updates portions of the DCS User Guide. Specifically, the Search Screen and the Data Entry Screen on the DCS have been revamped slightly to increase the ability to locate a debt in the DCS, the expansion of the Debt Number field to 20 characters, the deletion of some of the fields that were no longer needed on the DCS and the addition/defining of some of the new DCS fields. Also a few minor revisions/updates have been made to the following sections within the DCS User Guide: Updating a Debt, General Collections Information, Definitions, and Examples, the Reports Section, the DCS Status Codes Section, the MSP and Non-MSP General Help Information Sections, and the addition of a HIGLAS General Help Information Section.

New / Revised Material

Effective Date: February 4, 2008

Implementation Date: February 4, 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
R	7/Table of Contents
R	7/60.5/60.5.1-DCS
N	7/60/60.9.3- Exhibit 3-DCS User Guide

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:

Business Requirements

Manual Instruction

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

Attachment - Business Requirements

Pub. 100-05	Transmittal: 58	Date: January 4, 2008	Change Request: 5817
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SUBJECT: Insertion of the Debt Collection System (DCS) User Guide into the Medicare Secondary Payer (MSP) Section of the Manual and Associated Revisions/Updates to the DCS User Guide

Effective Date: February 4, 2008

Implementation Date: February 4, 2008

I. GENERAL INFORMATION

A. Background: As part of ongoing operations, changes and revisions have been made to certain aspects of the debt referral process and contractor business practices. This Change Request (CR) inserts the Debt Collection System (DCS) User Guide into the MSP section of the manual for the first time. (Pub.100-05, Chapter 7, Section 60 – Medicare Secondary Payer (MSP) Debt Collection and Referral Activities) In addition, this CR revises/updates portions of the DCS User Guide. Specifically, the Search Screen and the Data Entry Screen on the DCS have been revamped slightly to increase the ability to locate a debt in the DCS, the expansion of the Debt Number field to 20 characters, the deletion of some of the fields that were no longer needed on the DCS and the addition/defining of some of the new DCS fields. Also a few minor revisions/updates have been made to the following sections within the DCS User Guide: Updating a Debt, General Collections Information, Definitions, and Examples, the Reports Section, the DCS Status Codes Section, the MSP and Non-MSP General Help Information Sections, and the addition of a HIGLAS General Help Information Section to the User Guide. Please note that these revisions/updates here to the DCS User Guide will occur under a future/separate CR for Non-MSP Debt Referral which is contained within Pub.100-06, Chapter 4, Section 70/Exhibit 4.

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

II. BUSINESS REQUIREMENTS TABLE

Use "Shall" to denote a mandatory requirement

Use "Should" to denote a recommendation.

Number	Requirement	Responsibility (place an "X" in each applicable column)										
		A/B MA C	D M E M A C	F I	C A R R I E R	D M E R C	R E H I	Shared-System Maintainers				OTHER
								FI SS	M C S	V M S	C W F	
5817.1	Contractors shall follow the instructions in the Internet Only Manual, Pub. 100-05, Chapter 7, Section 60 for Medicare Secondary Payer (MSP) Debt Collection and Referral Activities.	X	X	X	X	X	X					HIGLAS, MSPRC
5817.2	Contractors shall insert the revised Debt Collection System (DCS) User Guide into the MSP section of the manual.	X	X	X	X	X	X					HIGLAS, MSPRC
5817.3	Contractors shall implement the complete revised	X	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	C A R R I E R	D M E R C	R H I	Shared-System Maintainers				OTHER	
								FI SS	M C S	V M S	C W F		
	DCS User Guide into day-to-day operations.												MSPRC
5817.4	HIGLAS Contractors shall use the HIGLAS General Help Information Section within the DCS User Guide as a reference for HIGLAS to DCS related issues.	X	X	X	X	X	X						HIGLAS
5817.5	Contractors shall note the revisions to the DCS User Guide and DCS Screen titled Cross Servicing Production System Search Screen. The DCS Search Screen has been updated with additional search capabilities for locating a debt within the DCS.	X	X	X	X	X	X						HIGLAS, MSPRC, DCS
5817.6	Contractors shall note the revisions to the DCS User Guide and DCS Screen titled Cross Servicing Production System Data Entry Screen. The DCS Data Entry Screen has been updated with some new fields, some fields have been eliminated, and the screen has been redesigned slightly to accommodate the changes/additions.	X	X	X	X	X	X						HIGLAS, MSPRC, DCS
5817.7	Contractors shall note and implement the revisions to the Field Specific Instructions for the DCS Data Entry Screen. Contractors shall use these revised instructions when inputting debt into the DCS.	X	X	X	X	X	X						HIGLAS, MSPRC
5817.8	Contractors shall note that any changes to the DCS Data Entry Screen after transmission other than a status code change will NOT be sent to Treasury. Therefore, the debt shall be recalled and re-entered with the correct information for it to be sent to Treasury.	X	X	X	X	X	X						HIGLAS, MSPRC
5817.9	Contractors shall note the clarification contained in the DCS User Guide that states the only updates that are transmitted (to Treasury) are changes to the status code and collections and adjustments.	X	X	X	X	X	X						HIGLAS, MSPRC
5817.10	Contractors shall NOT change the status code of a debt in a recalled status of a 2 or a 4 code in DCS back to the status of "UJ." If the debt again becomes eligible for referral, a new debt shall be entered.	X	X	X	X	X	X						HIGLAS, MSPRC
5817.11	Contractors shall use the collection type of RF to post all refunds and the collection type of AD to adjust negative balances in DCS.	X	X	X	X	X	X						HIGLAS, MSPRC
5817.12	Contractors shall note and implement the updates to the Field Specific Instructions for the Collection Screen. Contractors shall use these revised instructions when posting collections on a debt in the DCS.	X	X	X	X	X	X						HIGLAS, MSPRC
5817.13	Contractors shall use the DCS User Guide as a	X	X	X	X	X	X						HIGLAS

A. For Fiscal Intermediaries, Carriers, and the Durable Medical Equipment Regional Carrier (DMERC), use only one of the following statements:

No additional funding will be provided by CMS; contractor activities are to be carried out within their FY 2008 operating budgets.

B. For Medicare Administrative Contractors (MAC), use the following statement:

The contractor is hereby advised that this constitutes technical direction as defined in your contract. CMS does not construe this as a change to the Statement of Work (SOW). 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.

Medicare Secondary Payer (MSP) Manual

Chapter 7 - Contractor MSP Recovery Rules

Table of Contents
(Rev. 58, 01-04-08)

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[Crosswalk to Old Manuals](#)

60.9.3- Exhibit 3- DCS User Guide

60.5.1 – DCS

(Rev.58, Issued: 01-04-08, Effective: 02-04-08, Implementation: 02-04-08)

The DCS is used to refer debts to the PSC/Treasury for cross-servicing of individual debts, including TOP. It is also used to track debts pending action at the PSC/Treasury. Input into the DCS certifies the debt as valid, legally enforceable, and ready for referral to the PSC/Treasury. *(Refer to Section 60.9.3-Exhibit 3-DCS User Guide.)*

HIGLAS users will no longer manually update the DCS with initial referrals to Treasury for cross-servicing, or downward adjustments and collections received at the contractor subsequent to the initial referral. HIGLAS will systematically send these transactions to DCS.

Exhibit 3 – Debt Collection System (DCS) User Guide

(Rev.58, Issued: 01-04-08, Effective: 02-04-08, Implementation: 02-04-08)

SECTION ONE:

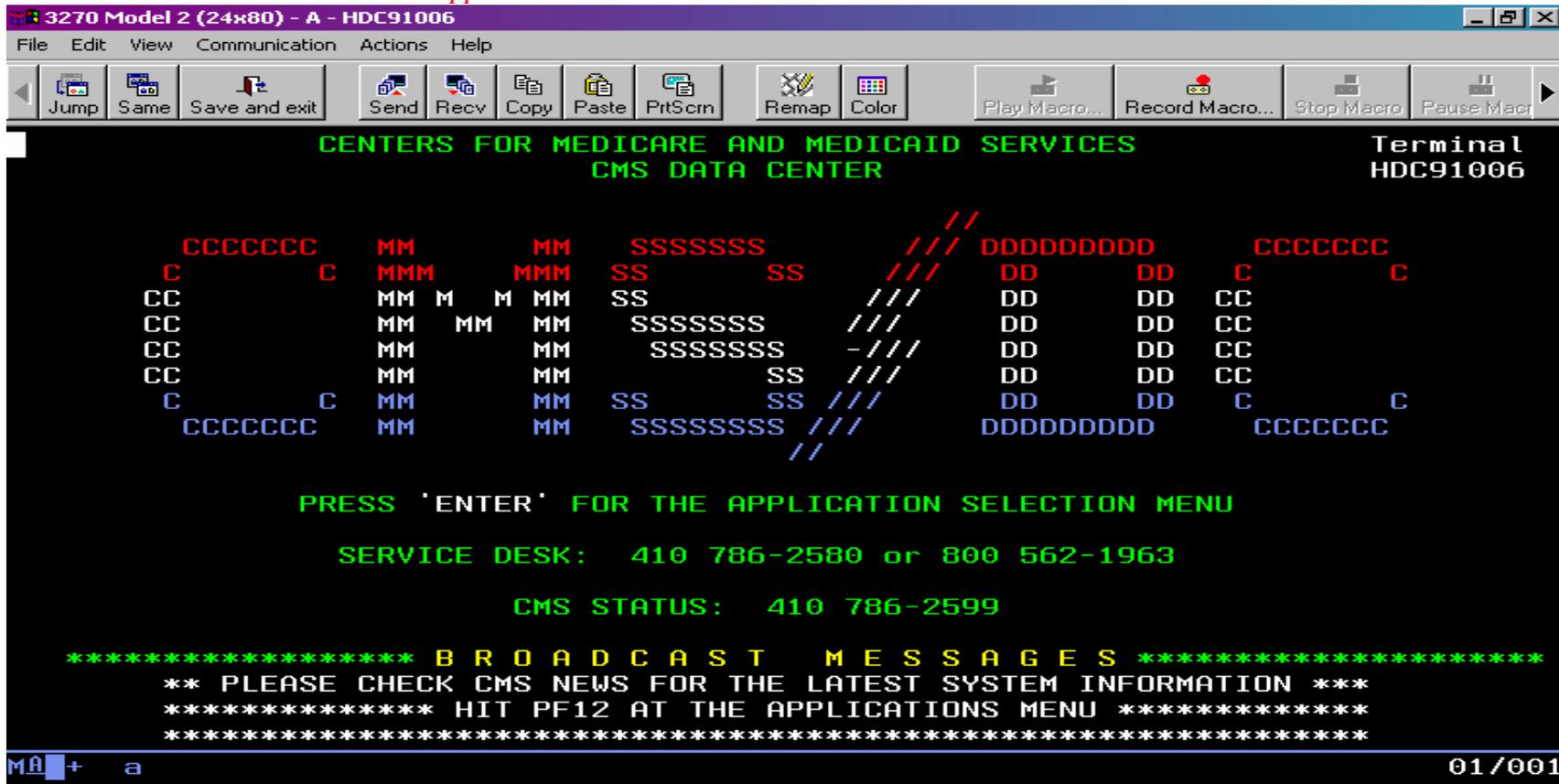
ACCESSING DCS

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.

3270 Model 2 (24x80) - A - HDC91368

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 Ap

PAGE 1 of 3 APPLICATION MENU
08/29/02 11:38 TERMINAL - HDC91368

** PLEASE CHECK CMS NEWS FOR THE LATEST SYSTEM INFORMATION **
***** HIT PF12 AT THE APPLICATIONS MENU *****

.....

1	TSO	ACTIVE	Application Development
2	RESERVED	INACTIVE	Future CICS System
3	CICS41	ACTIVE	CICS41 System
4	M204PRD1	ACTIVE	MODEL204 Production Region
5	M204PRD2	ACTIVE	MODEL204 Version 2 Production
6	WYLBUR	ACTIVE	WYLBUR Online System
7	IDMSTEST	ACTIVE	IDMS/CV100 Database System
8	NIHTITAN	ACTIVE	NIH Application Menu
9	M204PRD3	ACTIVE	Oscar/Cafm/Casr/Crowd/Clia

Select application ==> █

more . . .

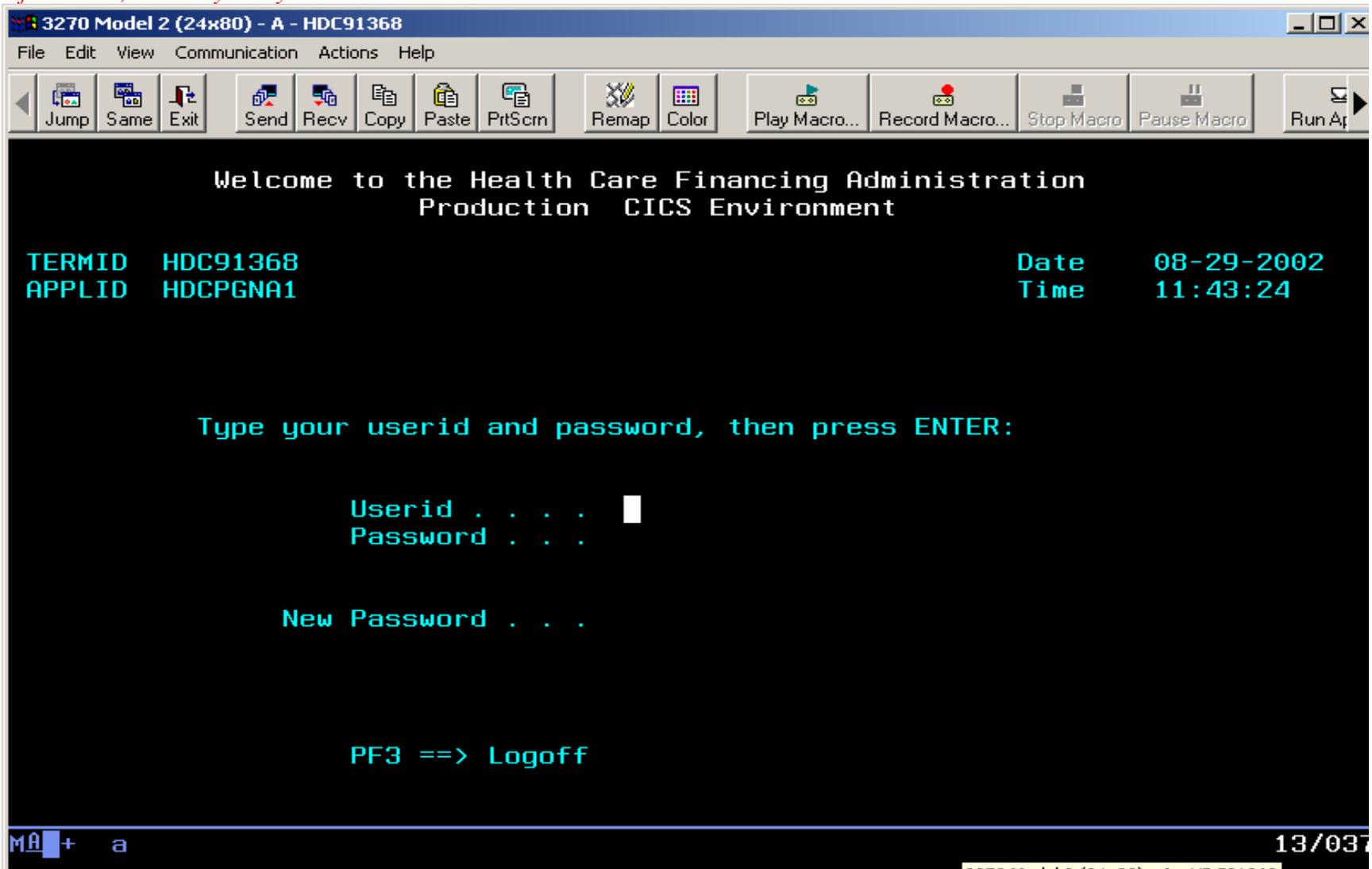
.....

PFK 1	H E L P	PFK 12	** HDC NEWS**	PFK 3	HDC LOGO
PFK 7	PAGE BACK			PFK 8	PAGE FORWARD
PFK 2	APPLICATION INFO			PFK 11	UTILITIES

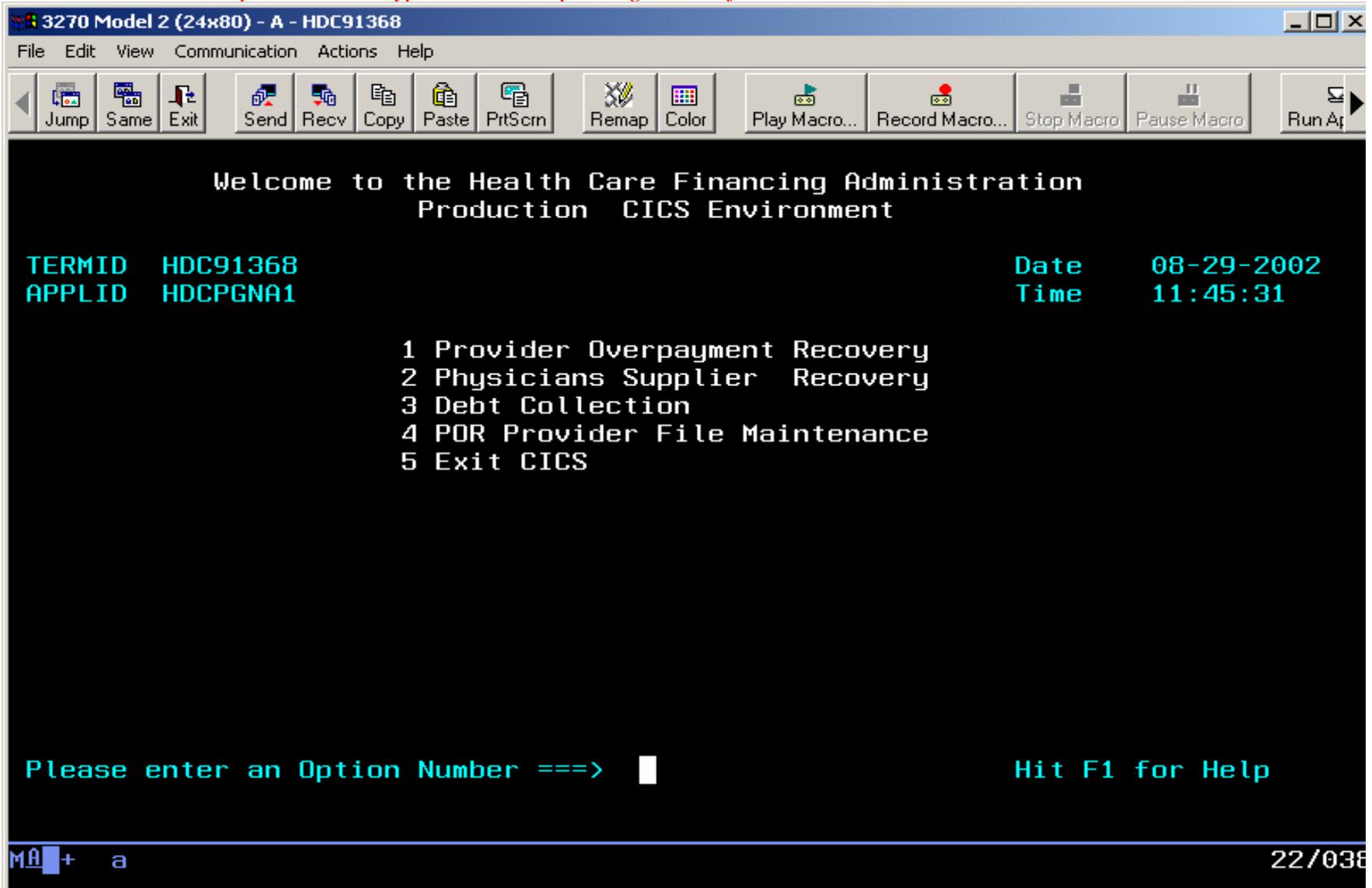
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4. Next will be the HCFA Production CICS Environment screen. Type in your CMS User ID and Password. For additional information, contact your system administrator.



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

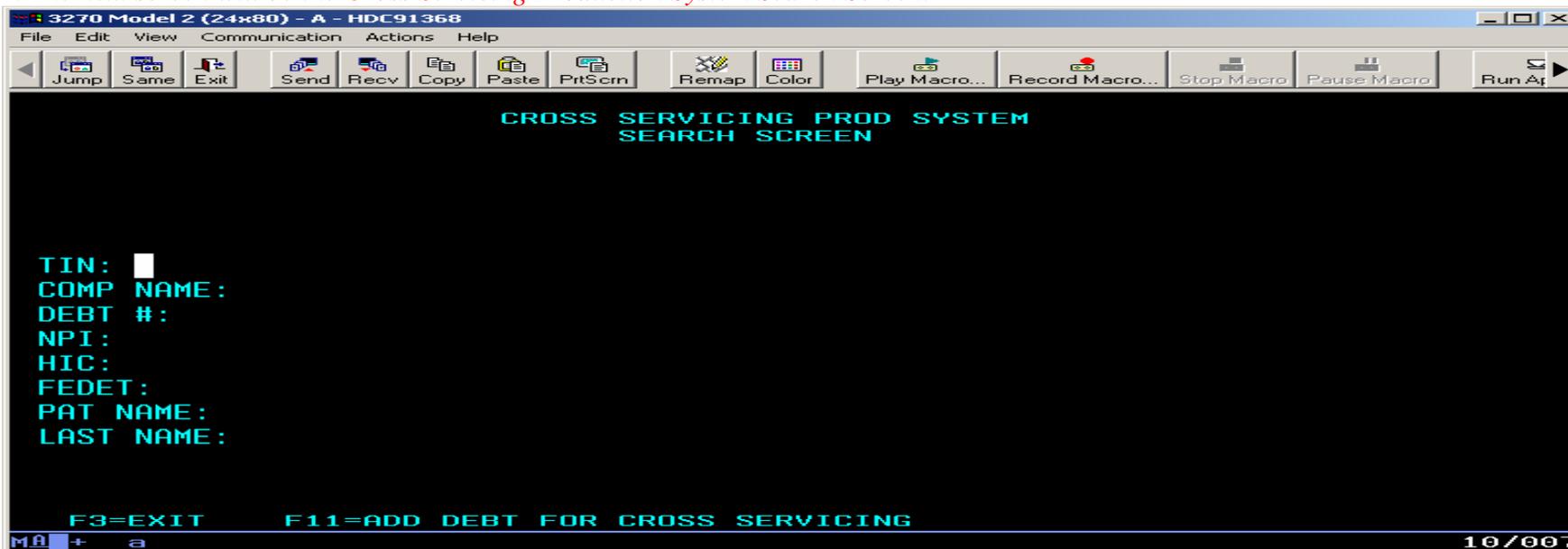


SECTION TWO:

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.

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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 Ap

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: CL PD DT: 28
CERT BY 29 27 PHONE: 30
FAX NUMBER 31 RO/CONTR NAME: 32
LTR: DT 31 STAT CD: S 32 DT: 22/2007
OPE 33): M145 34 LAST UPDATE DATE 35 6/22/2007 36 INSMIT DATE: 39
37 38

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

Field # Description/Instruction

1. *DEBT NUMBER - Enter the associated debtor number. This number will be used in the future to provide updates to the debt or to query the debt. 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. The MSPRC will use the SMART Case ID for MSP-GHP debts and a unique MARTI Case ID for MSP-Non-GHP debts. 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. This is a 20 character alpha numeric field.*

2. *DEBT TYPE - Enter the appropriate debt type. Debt types are as follows:
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.
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.

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. The debt will be rejected if the SA Code and name of the debtor are not in agreement.*

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 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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File Edit View Communication Actions Help

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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 Ap

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

PAGE 3666 OF 3676

RECORD UPDATED

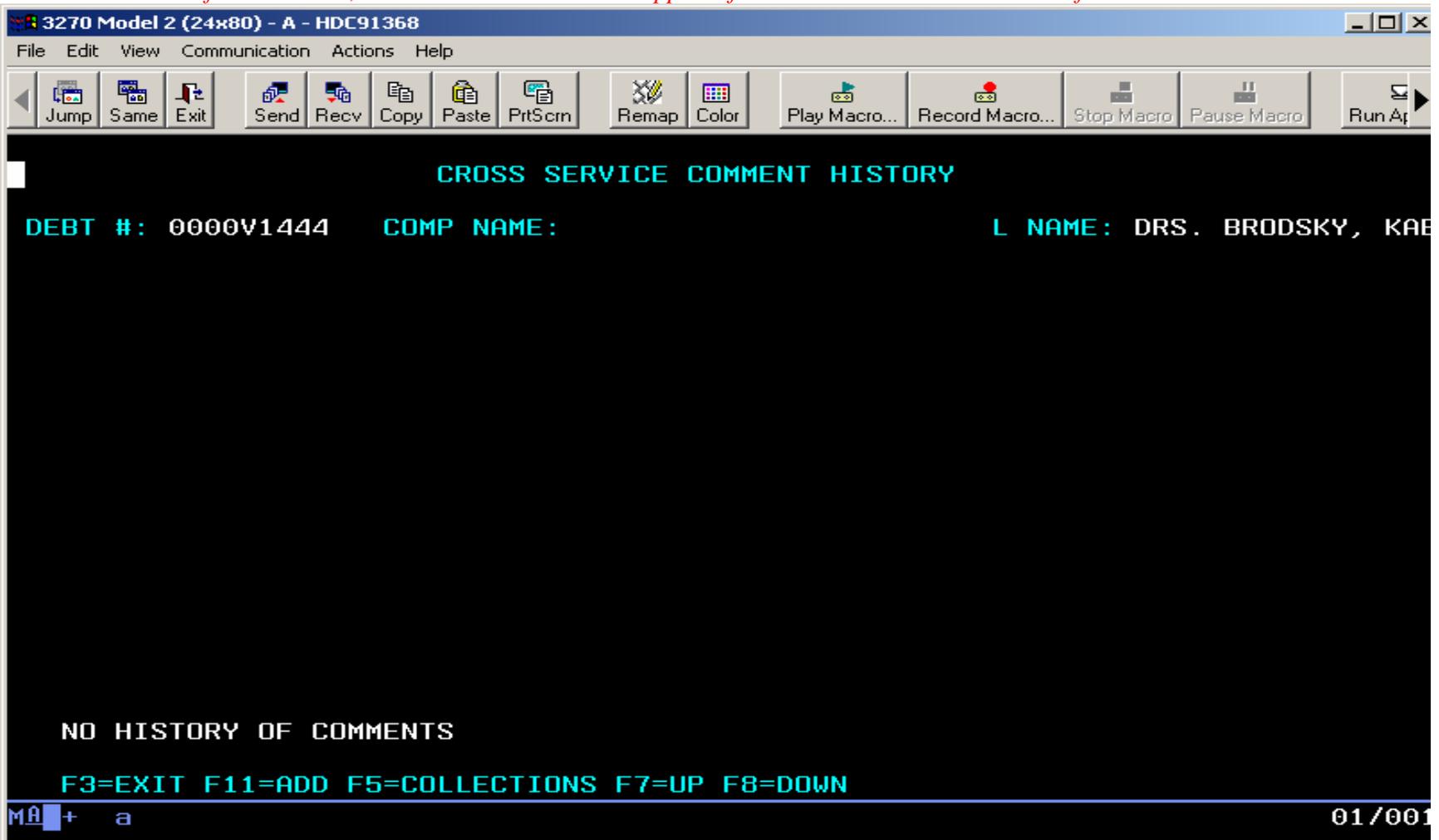
F3=EXIT F7=UP F8=DOWN
F9=UPDATE F11=ADD F5=COLLECTIONS F6=COMMENTS
```

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.

3270 Model 2 (24x80) - A - HDC91368

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 Ap

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

PAGE 1 OF 2

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

MA + a 20/009

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

3270 Model 2 (24x80) - A - HDC91368

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 Ap

CROSS SERVICE COMMENT HISTORY

DEBT #: 000033569 **COMP NAME:** HEALTH MEDICAL GROUP **L NAME:** PEREZ

DATE: 08/29/2002 THIS IS A TEST
USERID: M145

DATE: 04/17/2001 IT'S CLOSED IN PSOR BY ROA WITH STATUS CODE N ON
USERID: AS41 05/29/97.

PAGE **1** **OF** **2**

RECORD INSERTED

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

MA + a 20/009

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.

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: TURURO

TOTAL DEBT AMOUNT:	1,616,932.00	TOTAL NET CASH:	99,733.00
TOTAL AMT REFERRED:	1,616,932.00	TOT BALANCE OUTSTANDING:	1,517,199.00
AMT REFERRED(PRIN):	1,616,932.00	TOT BALANCE (PRIN):	1,517,199.00
AMT REFERRED(INT):	.00	TOT BALANCE (INT):	.00
ADDTL INT AMOUNT:	.00	AMT COLLECTED(PRIN):	99,733.00
TOT FEE AMT:	.00	AMT COLLECTED(INT):	.00

DATE:	04/17/2001	AMT COLLECTED(PRIN):	99,733.00
USERID:	AS41	AMT COLLECTED(INT):	.00
COLL TYP:	AD	FEE AMT:	.00
ACCT DATE:	04/17/2001	NET CASH RECEIVED:	99,733.00

PAGE 1 OF 1

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

M&+ 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

Field # Description/Instruction

- 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

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

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:

1st the reduction amount and appropriate collection code.

2nd 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

RD - 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

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

2T Treasury Offset / Paid in Full

2W Write Off

DCS STATUS CODES - MSP

<i>UN</i>	<i>Undeliverable Letter</i>	<i>XV</i>	<i>Dispute/Valid Defense</i>
<i>UU</i>	<i>Initial Entry</i>	<i>XB</i>	<i>Dispute/Bankruptcy</i>
<i>UJ</i>	<i>Sent to PSC for Cross Servicing</i>	<i>XW</i>	<i>Dispute/Wrong debtor</i>
<i>UR</i>	<i>Extended Repayment Plan</i>	<i>XD</i>	<i>Dispute/Additional documentation requested</i>
<i>XA</i>	<i>Dispute/Amount of Debt</i>	<i>XS</i>	<i>Dispute/Statue of Limitations</i>
<i>XP</i>	<i>Dispute/Paid in Full (excludes Treasury/PSC/PCA Collections)</i>	<i>XO</i>	<i>Dispute/Other</i>
<i>XG</i>	<i>Dispute/Part of Global Settlement</i>	<i>RD</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

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

RECALLED FROM DCC

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

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.

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, 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 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

Currently, 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 & 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 & the principal is under \$25, update the status code so that the debt does not transmit.*
- If the debt is MSP & 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.*