



RESOURCE AND PATIENT MANAGEMENT SYSTEM

# **Accounts Receivable**

(BAR)

## **Addendum to User Manual**

Version 1.8 Patch 22  
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Office of Information Technology (OIT)  
Division of Information Resource Management  
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## Preface

The IHS Accounts Receivable application is a financial management system developed by the Indian Health Service (IHS) used to track and manage all billing invoices created by the IHS Third Party Billing (ABM) application. Users of the Accounts Receivable system have the ability to track check data by creating collection batches, post payments manually or electronically via the 835 Electronic Remittance Advice (ERA), print statements and reports and reconcile all posting activity.

Please review and distribute this addendum to your Accounts Receivable staff prior to installation of the patch. Be aware that there is new functionality in this patch that is required to be completed before using any new options.

## 1.0 Introduction

### 1.1 Summary of Changes

Patch 22 provides enhancements and minor corrections to Version 1.8 of the Accounts Receivable application.

#### 1.1.1 Patch 22

Patch 22 includes the following enhancements and modifications:

- A new option was created in the Account Management Menu that allows for printing debt collection letters in four cycles for overdue bills. This option is called Debt Management.
- The Adjustment and Refund Report was modified so that the Adjustment IEN (internal entry number) and the Adjustment Type are in separate columns.
- A correction was made to cashiering to display the correct messages when changing from one division to another within RPMS and also to display the correct cashiering session status.
- A correction was made to the View Cashiering Sessions option (CSH – SUP – VON) to allow for viewing sessions as far back as 10/1/08. Prior to this change, the VON option was only allowing for viewing sessions back to 10/1/10.
- A correction was made to the Electronic Remittance Advice (ERA) to allow for up to 20 digits for the check number.
- Standard Reason Adjustment Codes have been updated

Fixes for reported issues logged at the RPMS Helpdesk:

- HEAT46421 – Non-IHS facilities reported that the option to add comments to a batch item during Collections Entry was no longer available. The comments field has been restored.
- HEAT51432 – A correction was made to the View Session File option (aka, Grand Totals Report) to prevent amounts in the Delayed Sent column from doubling.
- HEAT56117 – A routine was added to allow OIT to re-queue transactions, sessions, or files
- HEAT56444 – The A/R EDI IMPORT file was modified to allow for ERA filenames that are more than 30 characters long. Previously, when an ERA filename contained more than 30 characters, the system was unable to match the file and gave the user a message stating that the batch associated with the file had been locked down and was unavailable.

- HEAT58513 – A correction was made to the ERA bill matching process so that POS bills would correctly match to ERA claims.
- HEAT62479 –An issue was reported when the TDN is NONPAYMENT, all ERA claims were being set to NOT TO POST. This has been corrected.

## 2.0 Patch 22

The following section details the changes made in Patch 22.

### 2.1 Debt Letters

BAR > ACM > DBT

The Debt Management Menu allows for printing dunning letters for overdue bills in the Accounts Receivable system and then mailing them to the debtor. The dunning letters are printed in four cycles. Each time a letter is printed for an overdue bill, the cycle is incremented until the 4th and final cycle is reached, or the bill balance is brought to zero.

**Note:** Debt letters must be run daily in order for the aging to be properly calculated and for the dunning letters to print in a timely manner.

Debt letters are dropped into the queue based on user-defined criteria that must be set up in the Debt Management Parameters. When setting up the parameters, there are a few things to be considered. Please refer to the Debt Letter Set-up Survey in Appendix A: of this addendum for more information regarding debt letter parameters. It is strongly recommended that the financial office be involved in the set up if they are responsible for reporting debt to an outside agency.

Below are the options that are located on the newly created Debt Management Menu. The options above the dotted line are used to set up and view the debt letter parameters. The options below the dotted line are used to print the letters, work letter errors, etc.

**Note:** In order to use the debt letter functionality, the following options must be completed: DMPS, DLPA and DMPL.

The following is an example of the newly added Debt Management Menu.

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p22          |
+-----+-----+-----+-----+-----+-----+-----+
|          Debt Management Menu                             |
+-----+-----+-----+-----+-----+-----+-----+
|          INDIAN HEALTH HOSPITAL                           |
+-----+-----+-----+-----+-----+-----+-----+
User: LUJAN,ADRIAN M          BUSINESS OFFICE          26-SEP-2012 8:09 AM

DMPS  Debt Management Parameters
DLPA  Debt Letter Insurer Type/Accounts
DMPL  Debt Letter Signature/Address parameters
DMEL  Edit Letters
DMPI  Inquire to Debt Management Parameters
-----
    
```

DMVQ	Letters in the Queue
DMER	Letters that Contain Errors
DMTP	Print Test Letter for Alignment
DMLP	Print Letter
DMLR	Reprint Letter or Batch
DMED	Edit the Debt Management Bill Status
DMCP	Print the Debt Management Bill Status Comments
Select Debt Management Menu Option:	

Figure 2-1: Debt Management Menu

Rather than outlying the use of the system by menu, this section has been outlined based on the set up and use of the Debt Letters. Please follow each section closely before initiating the printing of the Debt Letters.

### 2.1.1 Debt Letter Setup

BAR > ACM > DBT > DMPS

There are several required parameters that must be populated in order for debt letters to run. The Debt Management Parameters option contains the fields shown below. All required fields are identified below.

- **Debt Letter Start Date – (Required)**

This date is based on the Approval Date on the bill located in the Third Party Billing system. Enter a date to indicate when the first debt letters will be printed based on the approval date. Bills with an open balance prior to the Debt Letter Start Date will not be printed in any cycle.

- **Maximum number of letters to print in each batch – (Required)**

Enter a value to indicate the number of letters to print in each batch. For example, if this number is set to 100 but there are 500 letters in your queue, the print option would need to be run five times in order to print all 500 letters.

- **Debt letter write off amount**

In a future patch, this field will be tied to a report that can be run for bills that have cycled through all four letters and have a remaining balance that is equal to or greater than the dollar amount populated in this field. When generated, the report can be provided to the facility director (or authorized personnel) for authorization to adjust to a zero balance.

- **Print facility NPI or provider NPI – (Required)**

This field determines if an NPI (National Provider Identifier) will be printed on the dunning letter. If selected, the user has the option to print the NPI of the Primary Provider or the NPI of the Location.

- **Print date of birth on letter – (Required)**

This field allows the user to print the patient's date of birth on the dunning letter.

- **Debt Letter Top Margin and Debt Letter Left Margin**

These two fields allow for moving the printed text on the letters down or to the left.

- **Debt Letter and Debt Letter Cycle – (Required)**

These fields determine when bills will fall into each cycle. In the example below, Cycle 1 letters will be generated 60 days after the Debt Letter Start Date, Cycle 2 letters will be generated 90 days after the Debt Letter Start Date, etc.

```

+-----+-----+-----+-----+-----+-----+-----+-----+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p22          |
+                   Debt Management Parameters                   +
|                   INDIAN HEALTH HOSPITAL                   |
+-----+-----+-----+-----+-----+-----+-----+-----+
User: SISNEROS,GINA          BUSINESS OFFICE          30-AUG-2012 9:53 AM

DEBT LETTER START DATE: JAN 1,2009//
Enter the Maximum number of letters to batch print: 250
//
DEBT LETTER WRITE OFF AMOUNT: 25//
PRINT FACILITY NPI OR PROVIDER NPI ON LETTER: PROVIDER
//
PRINT DATE OF BIRTH ON LETTER: YES//
DEBT LETTER TOP MARGIN: 4//
DEBT LETTER LEFT MARGIN: 4//
DEBT LETTER 1: DEBT MANAGEMENT LETTER 1//
DEBT LETTER 1 CYCLE: 60//
DEBT LETTER 2: DEBT MANAGEMENT LETTER 2//
DEBT LETTER 2 CYCLE: 90//
DEBT LETTER 3: DEBT MANAGEMENT LETTER 3//
DEBT LETTER 3 CYCLE: 120//
DEBT LETTER 4: DEBT MANAGEMENT LETTER 4//

```

Figure 2-2: Editing the Debt Management Parameters

## 2.1.2 Debt Letter Insurer Type/Accounts

BAR > ACM > DBT > DLPA

To use the debt letter function, Insurer Types or A/R Accounts must be identified to generate debt letters.

In the example below, the Insurer Type of *Private* has been added to the debt letter queue. This means that all Insurers that contain this Insurer Type will have a debt letter generate.

```

Select DEBT LETTER INSURER TYPE: ??
      You may enter a new DEBT LETTER INSURER TYPE, if you wish

Choose from:
3P LIABILITY                T
CHAMPUS                      C
CHIP (KIDSCARE)             K
FRATERNAL ORG               F
GUARANTOR                   G
HMO                          H
INDIAN PATIENT              I
MCR PART D                  MD
MEDICAID FI                 D
MEDICARE FI                 R
MEDICARE HMO                MH
MEDICARE SUPPL              M
NON-BEN (NON-INDIAN)        N
PRIVATE                      P
WORKMEN'S COMP              W

Select DEBT LETTER INSURER TYPE: PRIVATE      P
      ...OK? Yes// (Yes)

DEBT LETTER INSURER TYPE: PRIVATE//
Select DEBT LETTER INSURER TYPE:

```

Figure 2-3: Setting up the Debt Letter Queue by Insurer Type

To add a specific payer, type the name of the payer at the “Select A/R ACCOUNT/IHS” prompt or type ?? to return a list. This will allow the selected payer to print debt letters.

```

Select A/R ACCOUNTS/IHS: ??

Choose from:
1          DEMO,PATIENT
2          DEMO,PATRICIA E
3          UN-ALLOCATED
4          NEW MEXICO BC/BS INC
5          NM BC/BS DENTAL CLASSIC

```

Figure 2-4: Setting up the Debt Letter Queue by A/R Account

### 2.1.3 Debt Letter Signature/Address Parameters

BAR > ACM > DBT > DMPL

This option allows facility contact information to appear on the printed letters. The fields in this option must be populated with information that is specific to your facility. Populate the address where payments will be received or mailed to. If you receive payments at a lockbox, you will want to populate your lockbox address here. Keep in mind that any insurance correspondence resulting from sending the debt letter may be mailed to this address.

```

+-----+-----+-----+-----+-----+-----+-----+-----+-----+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p22          |
+          Debt Letter Signature/Address parameters          +
|                   INDIAN HEALTH HOSPITAL                   |
+-----+-----+-----+-----+-----+-----+-----+-----+
User: SISNEROS,GINA          BUSINESS OFFICE          10-AUG-2012 2:11 PM

DEBT LETTER SIG NAME: CONNIE COLLECTIONS
DEBT LETTER SIG LINE 2: FINANCE OFFICE
DEBT LETTER SIG LINE 3:
DEBT LETTER STREET 1: 1234 COLLECTIONS LANE
DEBT LETTER STREET 2:
DEBT LETTER ADD-CITY: ALBUQUERQUE
DEBT LETTER ADD-ST: NM NEW MEXICO
DEBT LETTER ADD-ZIP: 87111
DEBT LETTER PHONE NO: 505 999 9999

```

Figure 2-5: Editing the Debt Letter Signature/Address Parameters

The only fields not required are the *DEBT LETTER SIG LINE 3* and *DEBT LETTER STREET 2*.

## 2.1.4 Edit Letters

BAR > ACM > DBT > DMEL

Patch 22 installs the new debt letters which are pre-populated with general text that is intended to serve as a demand for payment (see below for an example). The DMEL option allows you to edit the body of the letters, if desired.

In the option, the user may select from one of four letters. Each letter entry may be customized. New letter entries may not be added.

```

Select A/R LETTERS & TEXT NAME: ??

Choose from:
DEBT MANAGEMENT LETTER 1
DEBT MANAGEMENT LETTER 2
DEBT MANAGEMENT LETTER 3
DEBT MANAGEMENT LETTER 4

Select A/R LETTERS & TEXT NAME:

```

Figure 2-6: Displaying Available Letters to Edit

Review the verbiage of the letters with the local or Area Finance Office, Legal Department, or OGC regional office to ensure the letter content is appropriate and falls within the guidelines of the Indian Health Service Internal Revenue Control Policy or policies set forth by your organization. The letter may be edited by typing **Yes** at the “Edit? NO//” prompt and edit the letter as appropriate.

Certain fields in the letters should never be edited under any circumstances. Those fields are: *TODAY*, *BARINS*, *BARFAC*, *BARSTF*, *BARPH* and *BARSIG*.

First Notice	
Date: AUG 10,2012	
TEST INSURANCE 1234 STREET Portland, OR 97204 TIN:	
Re: Policy Holder:	Policy #:
Patient: TEST PATIENT	Date of Service:
Bill Number: 1234	Bill Amount: 0
Patient DOB:	
Facility NPI: 1234567890	
To the Guardian of TEST INSURANCE:	
This letter is to inform you that the above described account is overdue. Our records show that you are indebted to the United States Government and this account is seriously delinquent.	
This notice is to inform you of our intent to refer this debt to Department of Treasury for the purpose of administrative offset under the Debt Collection Improvement Act of 1996, Public Law 104-134. Should the offset process occur, interest and administrative fees will also be applied to the outstanding debt.	
You have the right to inspect and copy the Agency's records relating to the debt. You also have the right to present evidence that all or part of the debt is not past due or legally enforceable. If applicable, you may have the opportunity to enter into a re-payment agreement. In order to exercise these rights, the Agency must receive in writing, at the address below, the request of intent and evidence within 30 days from the date of this letter.	
Payment in full will terminate administrative offset action.	
Please submit payment in full to the following address:	
NOT-A-REAL FACILITY PO BOX 123 NEW YORK, NY 80001	
If you have any questions, you may contact SUSAN B MANAGER at 512-123-4567.	
Sincerely,	
SUSAN B MANAGER BUSINESS OFFICE MANAGER	

Figure 2-7: Viewing a Printed Copy of the Debt Letter

## 2.1.5 Inquire to Debt Management Parameters

BAR > ACM > DBT > DMPI

This option allows for the viewing of the debt letter parameters. This is only a viewing option. Changes to the parameters must be made in the Debt Management Parameters (DMPS), Debt Letter Insurer Type/Accounts (DLPA), and/or Debt Letter Signature/Address Parameters (DMPL) options.

```

A/R PARENT LOCATION: 2010 DEMO HOSPITAL
=====
EFFECTIVE DATE: JAN 01, 2010      NPI: FACILITY      DOB: YES
PRINT MAX#: 250                    TOP MARGIN: 4      LEFT MARGIN: 4
WRITE OFF AMOUNT: 25
-----
CYCLE 1      LETTER: DEBT MANAGEMENT LETTER 1      CYCLE PERIOD: 60
CYCLE 2      LETTER: DEBT MANAGEMENT LETTER 2      CYCLE PERIOD: 90
CYCLE 3      LETTER: DEBT MANAGEMENT LETTER 3      CYCLE PERIOD: 120
CYCLE 4      LETTER: DEBT MANAGEMENT LETTER 4      CYCLE PERIOD: 150
-----
INSURER TYPE:
PRIVATE
HMO
WORKMEN'S COMP
NON-BEN (NON-INDIAN)
3P LIABILITY
GUARANTOR
ACCOUNT:
HAZARD ACCIDENT INS CO      YES      LETTERS
Press RETURN To Continue ^ to Cancel...:

```

Figure 2-8: Viewing the Debt Letter Parameters

## 2.2 Debt Letter Process

The following section will detail the process of viewing, printing and monitoring the debt letter process. Monitoring debt letters does take some time but will allow for the site to collect in a more efficient manner.

Managing the debt letter process is a daily function. Consideration must be made to ensure letters are printed daily and mailed timely.

### 2.2.1 Letters in the Queue

BAR > ACM > DBT > DMVQ

Running this option is the first step in the debt letter process. This option serves two purposes.

- Provides a list of insurers that have letters in the queue in each cycle.
  - A *queue* is a list of bills placed into the RPMS debt letter management process. The criteria on how the bills are placed is based on the debt letter parameters set up.
  - A *cycle* is the amount of time from when one letter is printed and mailed until the next letter is printed and mailed. A typical cycle lasts 30 days.
- Calculates the aging on bills that are in the debt letter queue.

With that in mind, it is important to note that this option should be run daily so that the aging is calculated as accurately as possible.

Running the DMVQ option displays what is in the queue for all cycles. The user also has the ability to view letters for a specific cycle.

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p22          |
+-----+-----+
|          Letters in the Queue                             |
|          INDIAN HEALTH HOSPITAL                          |
+-----+-----+
User: SISNEROS,GINA          BUSINESS OFFICE          10-AUG-2012 5:23 PM

Select Cycle to View: All// ??

1 - CYCLE 1
2 - CYCLE 2
3 - CYCLE 3
4 - CYCLE 4
Enter 1, 2, 3, 4 or A to view or all cycles

Select Cycle to View: All//
    
```

Figure 2-9: Selecting the Cycles to View

After selecting a cycle, the system will begin calculating all overdue bills for each cycle category.

```

Searching for overdue bills.....
.....
.....
.....

Number of NEW overdue bills found: 93

Running calculations for report.
    
```

Figure 2-10: Display of the System Calculating the Number of Overdue Bills

A summary report will display. This report counts the bills and totals the dollar amount by cycle and insurer. Remember, the number of letters ready to print is determined in debt letter parameters. For example, the report below shows a total of 178 letters that are in the print queue for cycle 2. However, if the parameters are set to print 100 letters per batch, then letters would need to be printed twice to print the total of 178 letters.

SEQ	CYCLE	INS TYPE/INS-ACCOUNT	# OF BILLS	AMOUNT
1	CYCLE 1	PRIVATE/AETNA	1	45.00
2	CYCLE 1	PRIVATE/NEW MEXICO BC/BS INC	1	165.00
3	CYCLE 2	PRIVATE/AETNA	168	14266.33
4	CYCLE 2	PRIVATE/NEW MEXICO BC/BS INC	10	1,451.51

CYCLE 3 Does not contain any queued Letters  
Enter RETURN to Continue:

Figure 2-11: Summary Report Display by Cycle

Cycles may display with no data to print. This usually occurs upon the initial set up of the debt letters. If none of the cycles contain letters, it could be the parameters for debt letters have not been set up.

CYCLE 2 Does not contain any queued Letters Enter RETURN to Continue:
CYCLE 3 Does not contain any queued Letters Enter RETURN to Continue:

Figure 2-12: Cycles without Queued Letters

Once the summary report has been displayed, the detail may be viewed for any of the items listed in the summary report. To view the detail, type **Yes** at the “Show Detail?” prompt and select the line number to view. A detail report will display.

Show Detail? N// YES						
What sequence number: (1-4): 1						
SEP 18, 2012		LETTERS IN THE QUEUE READY TO PRINT			PAGE: 1	
A/R PARENT LOCATION: NOT-A-REAL FACILITY				CYCLE 1		
A/R ACCOUNT: AETNA				PERIOD: 60 Days		
=====						
HRN	BILL #	PATIENT	SERVICE DATE	BILLED DATE	BILLED AMOUNT	BALANCE
-----						
654356	3268	JONES,CHIP	04/20/10	02/10/11	45.00	45.00
TOTAL					1 Bill(s)	45.00

Figure 2-13: Display of Letters in the Queue Ready to Print

**Note:** Letters with errors (discussed in greater detail) are included in the totals. The print option will allow you to either print letters that have errors, or exclude letters with errors from being printed. This will have an effect on the total number of letters that print.

## 2.2.2 Letters that Contain Errors

BAR > ACM > DBT > DMER

The second step in the debt letter process, the DMER option, provides a list of bills that are in the queue but contain errors that need to be corrected.

A bill that contains an error can still be printed. Regardless, the errors on the report should be corrected.

AUG 10, 2012		DEBT MANAGEMENT LETTER ERROR REPORT		PAGE: 1
A/R PARENT LOCATION: 2010 DEMO DB				
HRN	BILL NUMBER	A/R ACCOUNT	ERROR	
107595	1283992A-CH	MVAWC LAW OFFICES LEE & SMITH	Tax ID	
107595	1300946A-CH	MVAWC LAW OFFICES LEE & SMITH	POLICYHOLDER DOB	
146420	1415399A-CH	CIGNA-HEALTHCARE	MEMBER NUMBER	
103266	1426332A-CH-1529	MAILHANDLERS PLAN	DATE OF SERVICE	
175518	1441993A-CH-1755	FIRST SERVICE ADMINISTRATORS	BILL INSURER DET	
175518	1441868A-CH-1755	FIRST SERVICE ADMINISTRATORS	POLICY NUMBER	

Figure 2-14: Display of the Debt Management Error Report

There are nine possible errors that can show up in the debt letter queue.

### Policy Holder Name Missing

The Policy Holder field from Page 4 of the Registration Editor is blank or in an invalid format.

### Policy Number Missing

The Policy or SSN field from Page 4 of the Registration Editor is blank.

### Policy Holder DOB Missing

The Policy Holder's Date of Birth is blank on Page 4 of the Registration Editor.

### Member Number Missing

The Member Number is missing on Page 4 of the Private Insurance Eligible screen in Patient Registration. The Member Number is added by policy number in the Registration Editor.

**Date of Service Missing**

The Date of Service for the bill is missing and needs to be populated. Please contact the Helpdesk (via the tiered system of support) for further assistance.

**Tax ID**

The Federal Tax ID field of the insurer on the report must be added into the Insurer file. Edit the insurer in Third Party Billing's Table Maintenance.

**Bill Insurer Detail**

The insurer information that's on the bill does not match what's in Patient Registration. Verify that the information on Page 4 of the Patient Registration Editor is the same as what's on the bill.

**Accounts/Ins Mismatch**

The insurer on the bill is not found in Patient Registration. Check Page 4 of the Patient Registration Editor to make sure the insurer has not been deleted. If it has been deleted, it will need to be added back onto the patient's account. If the patient was never eligible under that insurer, you might need to cancel and reapprove the bill under the correct insurer.

**3P Bill Missing**

This means that the 3P bill is missing from the 3P Bill file. Please contact the Helpdesk (via the tiered system of support) for further assistance.

Once errors are corrected, the report may be re-run to verify entries have been corrected.

**2.2.3 Print Letter**

BAR > ACM > DBT > DMLP

This option allows the debt letters to print on paper to be mailed to debtors. Letters can be printed on pre-printed letterhead or the letter content may be edited to display the facility name. A test letter should be printed to allow for alignment prior to printing.

<p><b>Note:</b> Adjustments to the top margin and/or to the left margin may be made in <i>Debt Management Parameters</i>, if needed.</p>
--

Test letters may also be printed using the *Print Test Letter for Alignment* option in the *Debt Management Menu*.

Type **Yes** and press Enter to print a test letter.

```
Do you wish to print a test letter? N// YES
```

Figure 2-15: Prompt to Allow a Test Letter to Print

Next, the system will look for bills that are ready to be printed. If there are no bills ready to be printed and no bills in the queue that contain errors, the following will be displayed. Typing a caret (^) will return the user to the Debt Management Menu.

```
Searching for overdue bills...
Number of NEW overdue bills found: 0
-----
                SUMMARY OF DEBT LETTERS SELECTED FOR PRINTING
-----
# of letters in queue :           0
# of letters that will be printed : 0
-----
There is nothing to print. Enter ^ to quit:
```

Figure 2-16: Searching for Overdue Bills prior to Printing Letters

If bills containing errors exist in the print queue, the error report will be displayed. The system will then ask if letters should be printed with and without errors. Answering No will only print letters that do not have errors. Answering Yes will print all letters in the print queue--even those letters that contain errors. Keep in mind that the number of letters that print in each batch is determined in the Debt Management Parameters.

The Summary of Debt Letters Selected for Printing is displayed before printing begins. The summary report provides a total number of letters sent to the printer. The number displayed is the number of pre-printed letterhead that needs to be added to the printer.

```
AUG 10, 2012                DEBT MANAGEMENT LETTER ERROR REPORT                PAGE: 1
A/R PARENT LOCATION: NOT-A-REAL F
=====
  HRN   BILL NUMBER           A/R ACCOUNT           ERROR
-----
654356  3268A                       AETNA                 MEMBER NUMBER MISSING

Enter RETURN to Continue:

There are letters with Errors, print Letters with and without Errors? No//YES

-----
                SUMMARY OF DEBT LETTERS SELECTED FOR PRINTING
-----
# of letters in queue :           4
# of letters that will be printed : 4 incl. 1 letter(s) with errors.
-----
Hit ENTER to continue printing, or ^ to quit (no printing):
```

```
DEVICE: HOME// PRINTERDEMO           Right Margin: 80//
```

Figure 2-17: Displaying the Number of Letters and Errors Prior to Printing the Letters

Select the Device to send the letters to. The preferred device should be a laser printer to allow pre-printed letterhead to be loaded.

Once the letters have been printed, the user will be given the opportunity to display a Print Report by summary or by detail. At this time, there is not an option to print this report on paper. It is only viewable on your screen.

If Yes is typed at the Print Report prompt, the user has the option to display the print report for one of the four cycles, or the report may be displayed for all cycles. Regardless, the user is provided the option to choose to display the report for a specific insurer type or for a specific Account.

```
Do you wish to display the print report? Y// YES
Select Cycle to View: All// ??

  1 - CYCLE 1
  2 - CYCLE 2
  3 - CYCLE 3
  4 - CYCLE 4
Enter 1, 2, 3, 4 or A to view or all cycles

Select Cycle to View: All// 1  CYCLE 1
View by Insurer Type: ??

  Choose from:
  3P LIABILITY
  HMO
  NON-BEN (NON-INDIAN)
  PRIVATE
  WORKMEN'S COMP

View by Account:

SEQ    CYCLE  INS TYPE/INS-ACCOUNT                # OF BILLS    AMOUNT
-----
  1     CYCLE 1 PRIVATE/AETNA                    1             $45.00
  2     CYCLE 1 PRIVATE/BCBS OF NM              2            $256.00
```

Figure 2-18: Display of Report Options after Letters have been Printed

A summary of cycles by sequence number will be displayed. After the summary is displayed, select a number to display any of the summary items by detail.

```
Show Detail? N// Y  YES
What sequence number:  (1-4): 1

SEP 19, 2012           Debt Letter Print Report           PAGE: 1

A/R PARENT LOCATION: NOT-A-REAL FACILITY           CYCLE 1
```

A/R ACCOUNT: AETNA			PERIOD: 60 Days			
HRN	BILL #	PATIENT	SERVICE DATE	BILLED DATE	BILLED AMOUNT	BALANCE
654356	3268	JONES,CHIP	04/20/10	02/10/11	45.00	45.00
TOTAL			1 Bill(s)		45.00	45.00

Figure 2-19: Displaying the Debt Letter Print Report

If possible, the report should be saved either by screen shot or by setting your telnet software to capture your screen. This can be saved for future reference.

## 2.2.4 Print Test Letter for Alignment

BAR > ACM > DBT > DMTP

Printing a test letter ensures the letter is properly aligned on the pre-printed letterhead.

**Note:** Adjustments to the top margin and/or to the left margin may be made in Debt Management Parameters, if needed.

If desired a test letter may be printed in the in the Print Letter (DMLP) option.

## 2.2.5 Reprint Letter or Batch

BAR > ACM > DBT > DMLR

Use this option to reprint an individual debt letter by cycle or an entire batch of debt letters. Select one of the following two options:

### Reprinting a Batch

Type **B** to reprint by a batch of bills. If the date of the batch is unknown, type ?? at “Enter the Debt Management Batch Date” prompt to return a list of batch dates. The summary report will not be displayed but a count will be given of the total number of letters in each batch. This is helpful to determine the number of pre-printed letterhead to feed into the printer.

```

Do you wish to print a test letter? N// O

      Select one of the following:

          L          LETTER
          B          BATCH

Enter response: BATCH
Enter the Debt Management Batch Date: ??

Choose from:
SEP 06, 2012@14:58:22

```

```

SEP 17, 2012@13:44:39
SEP 18, 2012@11:36:22
SEP 18, 2012@12:16:32
SEP 18, 2012@17:25:17
SEP 19, 2012@12:28:48

Enter the Debt Management Batch Date: 9/17/2012   SEP 17, 2012
partial match to: SEP 17, 2012@13:44:39
...OK? Yes//   (Yes)

Select Cycle for Batch:
1. CYCLE 1 - Total Letters = 5
Enter a number (1-1): 1

DEVICE: HOME//   PRINTERDEMO   Right Margin: 80//

```

Figure 2-20: Example of Reprinting Letters by Batch

### Reprinting an Individual Letter

Type **L** to reprint a letter for one bill. Once a bill has been selected, choose one individual cycle letter to print. All cycles may be printed if an individual cycle is not selected. The only cycle letters that will be available for reprinting are those cycle letters that have already printed for a specified bill.

```

Do you wish to print a test letter? N// O

Select one of the following:

L          LETTER
B          BATCH

Enter response: LETTER
Enter the Debt Management Bill: 3694007A-NR-24345   OPEN   PATIENT, DEMO

Select Letter for Bill :
1. CYCLE 1 Letter
2. CYCLE 2 Letter
3. CYCLE 3 Letter
4. CYCLE 4 Letter
5. All Letters

Enter a number (1-5): 4

DEVICE: HOME//   Right Margin: 80//

```

Figure 2-21: Example of Reprinting a Letter Individually

## 2.2.6 Edit the Debt Management Bill Status

BAR > ACM > DBT > DMED

When a bill falls into the debt letter queue, it is automatically marked with a status of active and is placed into the A/R Debt Management Bill file. When payments and/or adjustment transactions are posted to the bill resulting in a zero balance, the bill's status is automatically changed from "Active" to "Paid". Paid bills are removed from the debt letter queue.

This option allows the status of a bill to manually be changed. Changing a status may be needed for certain situations where a letter does not need to be printed. The user making changes to the status is recorded for future reference.

To edit the status of a bill, enter the desired bill number. Selecting a status of *Suspended* requires a comment indicating why the bill is being Suspended.

```

+-----+
|          ACCOUNTS RECEIVABLE SYSTEM - VER 1.8p22          |
+-----+-----+-----+-----+-----+-----+-----+
|          Edit the Debt Management Bill Status              |
|          NOT-A-REAL FACILITY                               |
+-----+-----+-----+-----+-----+-----+-----+
User: SISNEROS,GINA          BUSINESS OFFICE          10-AUG-2012 3:02 PM

Edit status of Debt Management Bills for printing letters
If status changes to Suspended you must enter a comment.

Enter the Debt Management Bill: 3218A-NRF          OPEN          PATIENT,NATIVE
BILL STATUS: ACTIVE// ??

Choose from:
A          ACTIVE
P          PAID
S          SUSPENDED
BILL STATUS: ACTIVE// S SUSPENDED
COMMENTS:
  No existing text
  Edit? NO//

COMMENT REQUIRED FOR SUSPENDED BILLS

COMMENTS:
  No existing text
  Edit? NO// Y

THIS IS WHAT COMMENTS LOOK LIKE. GCS

```

Figure 2-22: Changing the Status of A Bill

### Viewing A Past Status

The A/R Debt Management Bill file may be viewed by accessing VA FileMan to inquire into the desired bill. Assistance from your RPMS Administrator may be needed to view the details of the bill.

```

OUTPUT FROM WHAT FILE: A/R DEBT MANAGEMENT BILLS//
Select A/R DEBT MANAGEMENT BILLS A/R BILL/IHS: 3264B-NRF OPEN PATIENT,DEMO

```

```

ANOTHER ONE:
STANDARD CAPTIONED OUTPUT? Yes// (Yes)
Include COMPUTED fields: (N/Y/R/B): NO// BOTH Computed Fields and Record
Number(IEN)

NUMBER: 14                                A/R BILL/IHS: 3264B-NRF
BILL STATUS: SUSPENDED
BILL STATUS COMMENT DATE: SEP 06, 2012  REVIEWER: SISNEROS,GINA
BILL STATUS: ACTIVE
BILL STATUS COMMENT DATE: SEP 18, 2012@14:48:59
REVIEWER: SISNEROS,GINA                    BILL STATUS: SUSPENDED
COMMENTS: THIS IS A TEST. GCS
LETTER CYCLE: CYCLE 1                       LETTER: DEBT MANAGEMENT LETTER 1
LETTER STATUS: PRINTED                      USER: SISNEROS,GINA
DATE PRINTED: SEP 18, 2012                 BILL AMOUNT: 89
LETTER CYCLE: CYCLE 2                       LETTER: DEBT MANAGEMENT LETTER 2
LETTER STATUS: NOT QUEUED                   BILL AMOUNT: 89

```

Figure 2-23: Viewing the Bill Status History

## 2.2.7 Print the Debt Management Bill Status Comments

BAR > ACM > DBT > DMCP

Viewing the status change and/or comments on the bill can be done by using the Print the Debt Management Bill Status Comments option.

```

*****
Bill Number: 3210A-NRF                      Current Bill Status: ACTIVE
*****
Comment DT/TM: SEP 06, 2012                 Status: A  Changed by: SISNEROS,GINA
Comments:

Comment DT/TM: SEP 19, 2012@15:28:25      Status: S  Changed by: SISNEROS,GINA
Comments:
  THIS IS WHAT COMMENTS LOOK LIKE. GCS

Comment DT/TM: SEP 19, 2012@15:30:37      Status: A  Changed by: SISNEROS,GINA
Comments:

Press RETURN To Continue ^ to Cancel...:

```

Figure 2-24: Printing the Bill Status History

## 2.3 New Standard Adjustment Reason Codes

New standard adjustment reason codes were added to the A/R Table Entry file for posting as shown below.

Within the NON-PAYMENT category, the following codes were added:

- 966 – Proc/mod not comp, othr, NCCI

- 967 – Clm spans elig/inelg cov-PT
- 968 – Clm spans elig/inelg cov-OTH
- 969 – Clm spans elig/inelg cov-rebi

Within the PENALTY category, the following code was added:

- 975 – Regulatory Penalty

The following SAR codes were added for ERA posting:

- 236 – Proc/proc+mod comb not compat w/oth proc/proc+mod,  
same day per NCCI
- 237 – Legislated/Regulatory Penalty. Check Remark Codes
- 238 – Clm spans eligible, inelg periods of coverage, may be the patient's resp
- 239 – Clm spans eligible, inelg periods of coverage. Rebill separate clms

## Appendix A: Debt Letter Setup Survey

1. What date will you use as the DEBT LETTER START DATE?

This date is based on the third party bill's approval date. For example, if you choose a start date of 1/1/10, any bills that were approved on 1/1/10 or after will eventually be dropped into the queue if they have a remaining balance due greater than \$0. You will need to be aware of your aged receivables when deciding on this date.

2. What is the aging you will use for the different letters?

There are four letters in the debt letter cycle. You will need to be aware of how long it's taking to post a payment to a bill once it's been approved. For example, if it takes an average of 50 days to post a payment to a bill, you might want to set your cycle one letters to 60 days. In other words, you want to be sure you've had enough time to receive and post to a bill before it drops into the debt letter queue.

Letter two should be set to generate 30 days after letter one. Letter three should be set to generate 30 days after letter two, etc.

3. Which insurer types and/or A/R accounts do you want to generate letters for?

Things to consider: if you're an Urban program do you bill beneficiary patients, letters cannot be sent to Medicare or to Medicaid, etc.

4. Do you want the patient's date of birth to print on your letters?
5. Do you want the facility NPI to print, the provider's NPI, or neither?
6. Whose name and phone number will print at the bottom of the letter?

Your business office manager? Voucher examiner? A/R technician? Remember a title of the representative will need to be added to the letter.

7. What is the address where you will receive payments?

This will be the address where you want your payments to go. If you use a lockbox, that's the address you will want on your letters.

8. Is the content and verbiage of the letter appropriate?

Consider having your legal department or finance department review a test letter and make that determination.

## Appendix B: Daily Checklist for Working Debt Letters

1. Run the Letters in the Queue option (DMVQ)

This option provides a list of letters that in the queue, broken down by each of the four cycles. Running this option also triggers the debt letter aging on bills that are in the queue. It is important to run this option on a daily basis so that the aging on debt letter bills is properly calculated.

2. Run the Letters that Contain Errors option (DMER)

This option provides a list of bills in the debt management queue that contain errors. Although letters with errors can still be printed, it is recommended that these errors be corrected. The majority of these errors are generated by incomplete data on page four of the patient registration editor. You might consider working with your business office manager to discuss how these corrections will be made.

3. Run the Print Letters option (DMLP)

This is the option you will use to print the letters. Before choosing the printer, a summary will be displayed to let you know how many letters are going to print. Remember to load your printer with letterhead before printing.

## Acronym List

<b>A/R</b>	Accounts Receivable
<b>EDI</b>	Electronic Data Interchange
<b>ERA</b>	Electronic Remittance Advice
<b>IHS</b>	Indian Health Service
<b>NPI</b>	National Provider Identifier
<b>OIT</b>	Office of Information Technology
<b>POS</b>	Point of Sale
<b>RPMS</b>	Resource and Patient Management System
<b>TDN</b>	Treasury Deposit Number
<b>UFMS</b>	Unified Financial Management System

## Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

**Phone:** (505) 248-4371 or (888) 830-7280 (toll free)

**Fax:** (505) 248-4363

**Web:** <http://www.ihs.gov/GeneralWeb/HelpCenter/Helpdesk/index.cfm>

**Email:** [support@ihs.gov](mailto:support@ihs.gov)