CMS Manual System	Department of Health & Human Services (DHHS)
Pub. 100-06 Medicare Financial Management	Centers for Medicare & Medicaid Services (CMS)
Transmittal 53	Date: AUGUST 27, 2004
	CHANGE REQUEST 3367

I. SUMMARY OF CHANGES: Change Request 3367 Debt Collection System (DCS), replaces Change Request 2952, Debt Collection System (DCS).

NEW/REVISED MATERIAL - EFFECTIVE DATE: September 27, 2004
                              ***IMPLEMENTATION DATE: September 27, 2004**

Disclaimer: 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 only receive the new/revised information, and not the entire table of contents.

II. SCHEDULE OF CHANGES (R = REVISED, N = NEW, D = DELETED)

R/N/D	CHAPTER/SECTION/SUBSECTION/TITLE
R	4/Table of Contents
N	4/70/70.12/Debt Collection System
N	4/70/Exhibit 4 / DCS User Guide

III. FUNDING: *Medicare contractors only:

These instructions should be implemented within your current operating budget.

IV. ATTACHMENTS:

X	**Business Requirements**
X	**Manual Instruction**
	Confidential Requirements
	One-Time Special Notification

Business Requirements

Pub. 100-06	Transmittal: 53	Date: August 27, 2004	Change Request 3367

SUBJECT: **Change Request 3367, Debt Collection System (DCS), replaces Change Request 2952, Debt Collection System (DCS)**

I. GENERAL INFORMATION

A. Background: Exhibit 4 is used to give instruction on the DCS system.

B. Policy: Per the Debt Collection Improvement Act of 1996

C. Provider Education: None.

II. BUSINESS REQUIREMENTS

"Shall" denotes a mandatory requirement
"Should" denotes an optional requirement

Requirement #	Requirements	Responsibility
3367.1	Contractors shall use the User Guide for DCS input	Contractors

II. SUPPORTING INFORMATION AND POSSIBLE DESIGN CONSIDERATIONS

A. Other Instructions: N/A

X-Ref Requirement #	Instructions

B. Design Considerations: N/A

X-Ref Requirement #	Recommendation for Medicare System Requirements

C. Interfaces: N/A

D. Contractor Financial Reporting /Workload Impact: N/A

E. Dependencies: N/A

F. Testing Considerations: N/A

IV. SCHEDULE, CONTACTS, AND FUNDING

Effective Date: September 27, 2004 **Implementation Date:** September 27, 2004 **Pre-Implementation Contact(s):** Jennifer Manley **Post-Implementation Contact(s):** Jennifer Manley, jmanley@cms.hhs.gov; (410) 786-8494	**These instructions should be implemented within your current operating budget.**

Medicare Financial Management
Chapter 4 - Debt Collection

Table of Contents

(Rev. 53, 08-27-04)

70.12 - Debt Collection System

(Rev.53, Issued 08-27-04, Effective: 09-27-04, Implementation: 09-27-04)

The Debt Collection System (DCS) is a CMS developed system used for debt referral to Treasury or a designated Debt Collection Center (DCC) in order to comply with the provisions of the Debt Collection Improvement Act of 1996 (DCIA). This system is comprised of a Data Entry Screen which houses detailed information regarding the debt, a Comments screen for users to add comments regarding the particulars of a debt, and Collection screens for posting collections to a debt once it has been transmitted to Treasury for cross servicing/Treasury Offset Program (TOP).

Detailed user instructions are included in Exhibit 4.

CMS developed reports are produced from this system, however, the system does not have user adhoc reporting capabilities.

Non-MSP users other than CMS CO do not have update access to the debt once it has been transmitted. MSP users have same security access as CMS CO users and will be responsible for all updates to the debt in DCS.

This system has no delete capabilities. The status code of the debt, which appears on the Data Entry screen, indicates the current action being taken on the date. Specific codes are included in Exhibit 4.

Exhibit 4 – Debt Collection System User Guide

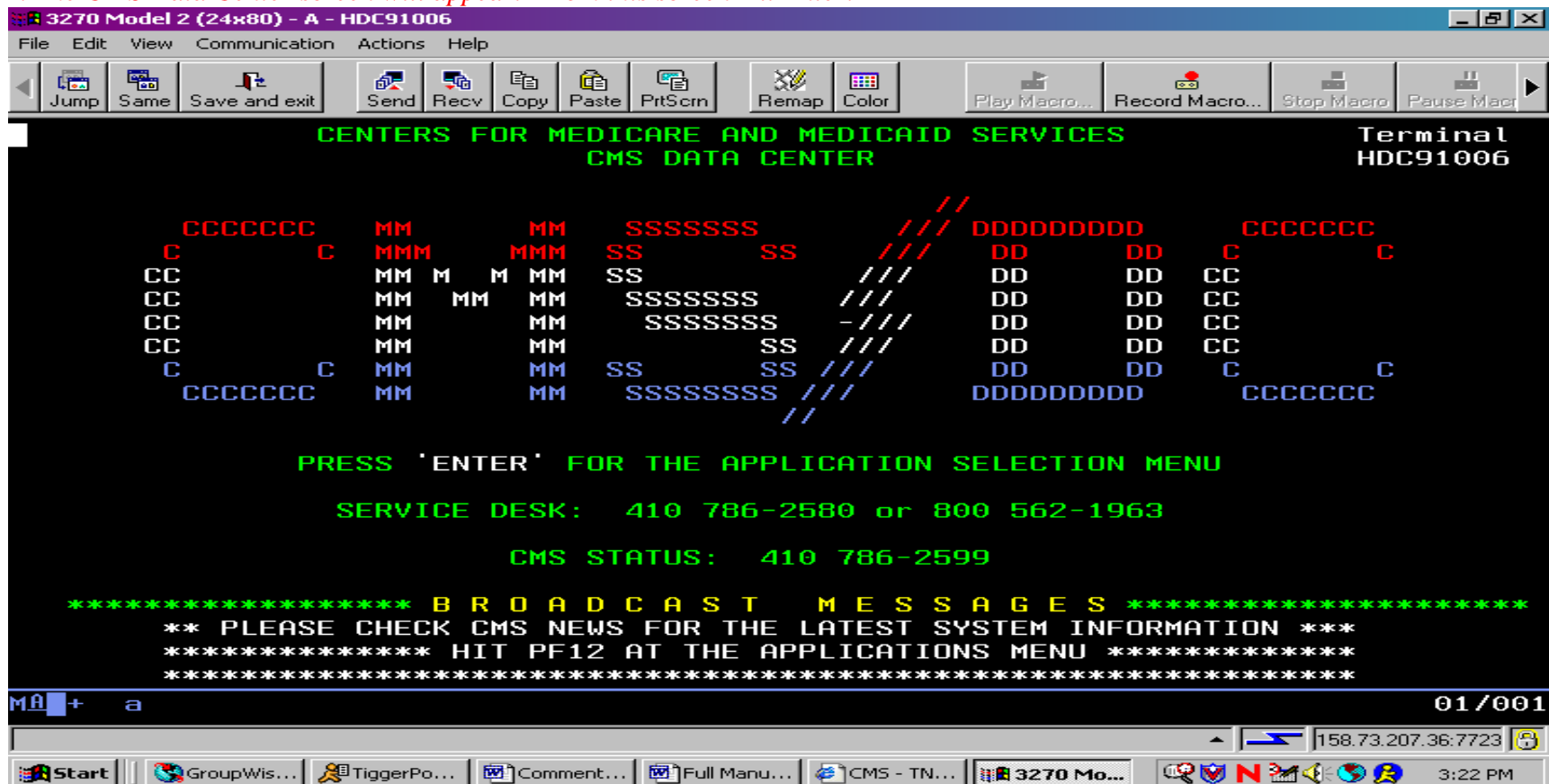*(Rev.53, Issued 08-27-04, Effective: 09-27-04, Implementation: 09-27-04)*

SECTION ONE:

ACCESSING DCS

USER INSTRUCTIONS FOR DEBT COLLECTION SYSTEM (DCS)

TO ACCESS DCS

1. Follow the same procedures used to access Provider Overpayment Recovery System (POR), Physicians Supplier Overpayment Recovery System (PSOR) or M-Parts. For additional information, contact your system administrator.

2. The CMS Data Center screen will appear. From this screen Hit Enter.

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

4. Next will be the HCFA Production CICS Environment screen. Type Your User ID and Password. This will be the same as what is used for POR/PSOR/M-Parts. For additional information, contact your system administrator.
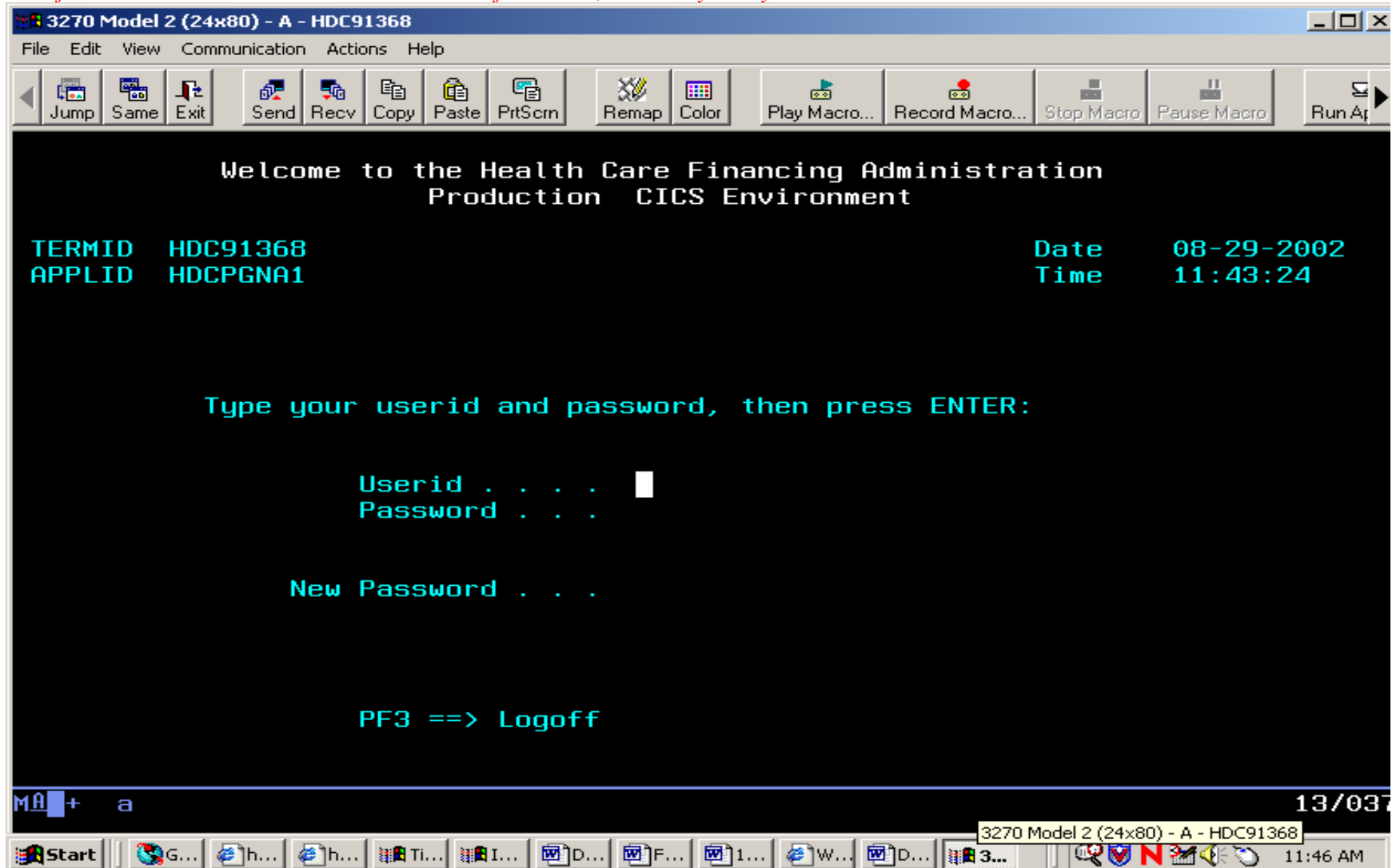
5. Next will be a menu option screen. Type in the corresponding number for DCS and Hit Enter.

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

```
            Welcome to the Health Care Financing Administration
                      Production  CICS Environment

 TERMID   HDC91368                                    Date    08-29-2002
 APPLID   HDCPGNA1                                    Time    11:45:31

                    1 Provider Overpayment Recovery
                    2 Physicians Supplier  Recovery
                    3 Debt Collection
                    4 POR Provider File Maintenance
                    5 Exit CICS




 Please enter an Option Number ===>  ▮            Hit F1 for Help
```

MA▮+   a   22/038

Start | G... | h... | h... | Ti... | I... | D... | F... | 1... | W... | D... | 3...   11:48 AM

SECTION TWO:

ENTERING DEBTS INTO DCS

TO ENTER A DEBT INTO DCS

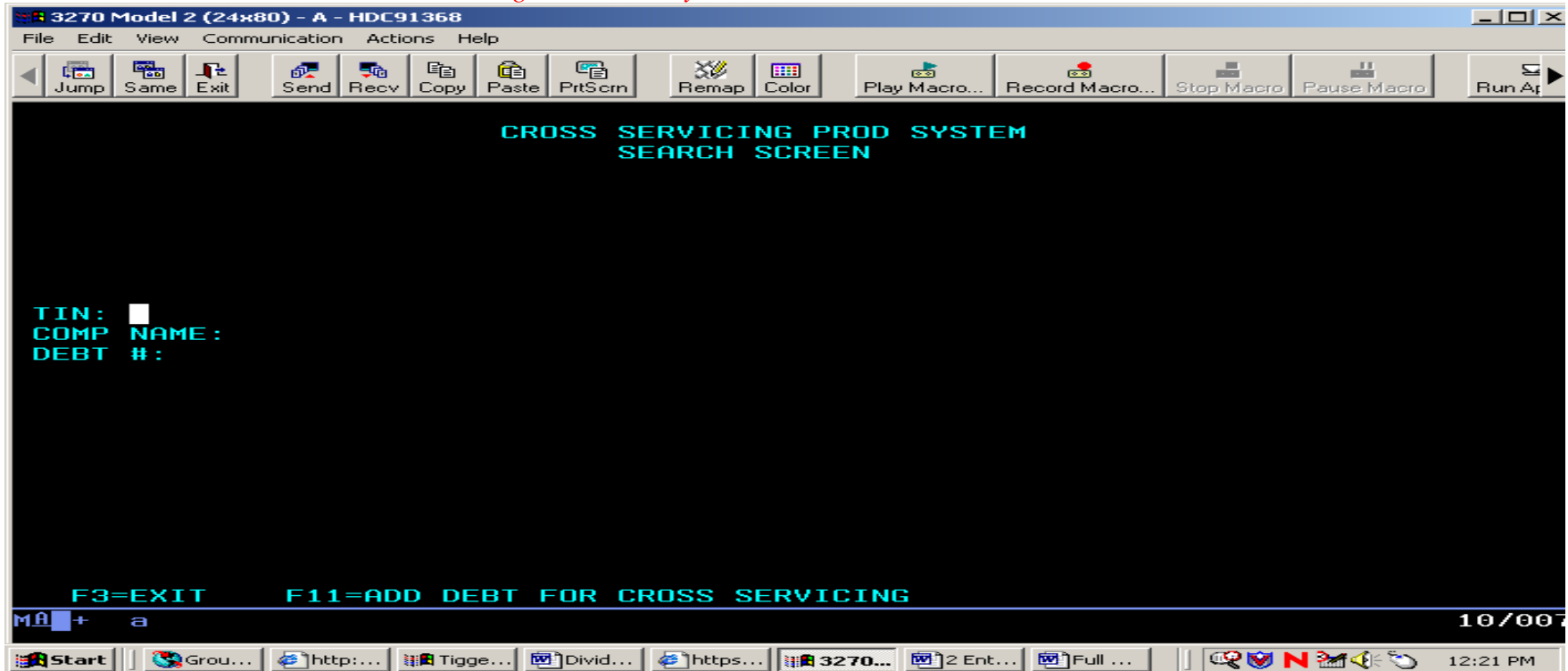*1. The next screen will be the Cross Servicing Production System Search Screen.*

From this screen you may query a particular debt by entering data into any of the three fields listed. If you do not have the complete TIN, the system will allow you to enter a minimum of five characters. If you do not have the complete 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. 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 should be used before entering a debt into the system so that you can check for a duplicate entry. Once you have determined that the debt is not currently in the system, Hit F11 to insert a new debt.

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

CROSS SERVICING TEST SYSTEM
DATA ENTRY SCREEN

DEBT #: ▮ [1]   DEBT TYPE [2]   TIN: [3]   SA CODE: [4]   RG CD: [5]
F NAME: [6]   L NAME: [7]
COMP NAME: [8]
CORPORATE OFFICER: [9]
STREET ADR: [10]
CITY: [11]   ST: [12]   ZIP: [13]   SUMM IND: [14]
PATIENT NAME: [15]
PRIN REFERRED AMT: [16]   INT REFERRED AMT: [17]
INT RATE: [18]   ACCR THRU DT: [19]   CNC IND [20] CNC DT: [21]
CONTR #: [22]   PR TY: [23]   POR OP [24] CLAIM: [25]   A/R LOC: [26]
COST REPORT DT: [27]   DET DATE [28]   CL PD DT: [29]
CERT BY [30]   PHONE: [31]
FAX NUMBER: [32]   RO/CONTR NAME: [33]
LTR [34] DT LTR: [35]   LT GEN DT [36]   STAT CD: [37] STAT DT: [38] 14/2003
OPER-ID: M145 LAST UPDATE DATE: 04/14/2003 TRANSMIT DATE:
     [39]   [40]   [41]

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. For debt types PTB/TPB use the PSOR Physician / Supplier number. For debt types PTA/TPA use the POR Provider number. For debt type MSP use the report ID for a data match case or HIC number for a non-data match case. For all other debts, use a specific identifying debtor number. When entering this number, enter from left to right, DO NOT use spaces and DO NOT use dashes.

2.   **DEBT TYPE** - Enter the appropriate debt type. Debt types are as follows:
       PTA (Part A, POR system, referred to a Private Collection Agency (PCA) and the Treasury Offset Program (TOP));
       PTB (Part B, PSOR system, referred to PCA and TOP); **TPA** (Part A, POR system, referred to TOP only, will not be referred to a PCA); **TPB** (Part B. PSOR system, referred 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); **PAO** (Part A Other, not on POR, , referred to PCA and TOP); **TAO** (Part A Other, not in POR, referred to TOP only); **PBO** (Part B Other, not on PSOR, , referred to PCA and TOP); **TBO** (Part B Other, not in PSOR, referred to TOP only)
       Debt types PUB, LTC, OIG and CBC are used by Central Office only.

3.   **TIN (Taxpayer Identification Number)** - Enter the TIN (SSN or 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 debtor or **COR** for a corporate debtor or a partnership. This code is used for the Treasury Offset Program.

5.   **RG CD (Regional Code)** - Enter the Regional Office number (i.e. 01).

6.   **F NAME (First Name)** - Enter the first name of the debtor. This field should not be used for corporate debtors.

7.   **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.

8. **COMP NAME (Company Name)** - *Enter the corporate name of the debtor. This field is required when the SA Code is COR.*

9. **CORPORATE OFFICER** - *This is an optional field. Enter the corporate officer for the company.*

10. **STREET ADR (Street Address)** - *Enter the street address of the debtor.*

11. **CITY** - *Enter the city of the debtor.*

12. **ST (State)** - *Enter the state of the debtor.*

13. **ZIP** - *Enter the zip code of the debtor. This field must be at least five numeric digits. DO NOT MAKE THIS FIELD ALL ZEROS.*

14. **SUMM IND –** *This field is required for debt types PTB/TPB. Enter an S if the debt is included in a summary entry on PSOR. Enter an N if it is not part of a summary entry on PSOR.*

15. **PATIENT NAME** - *This field is ONLY for MSP debts. Enter the beneficiary's first and last name.*

16. **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. This figure must be entered in as dollars and cents (xxx.xx). For debt types PTA/PTB/TPA/TPB this amount must agree to the principal amount in POR / PSOR.*

17. **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). For debt types PTA/TPA, this amount must agree to the interest amount in POR. If there is no interest due at the time of referral enter .01 in this field.*

18. **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.*

19. **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 is <u>not</u> the date of the last interest accrual. (ex. If your internal system accrues interest on 10/1 for the period of 10/1-10/30 the interest accrued thru date should be 10/30)*

20. **CNC IND (CNC Indicator)** - *Enter **Y** if the debt is an approved CNC debt or **N** if it is not an approved CNC debt.*

21. **CNC DT (CNC Date)** - *This field is required for both Non MSP and MSP debts if the CNC IND field is **Y**. This field is also required for MSP debts even when the CNC IND is N. For MSP, enter the date on which the debt is eligible to become a CNC debt. For Non MSP, enter the date the debt was approved as CNC. This must be entered as MM/DD/YYYY (slashes must be included).*

22. **CONTR #(Contractor Number)**- *Enter the Medicare contractor number. This field must be five numeric digits.*

23. **PR TY (Provider Type) -** *This field is required for debt types PTA/TPA/MSP/CLA/TAO/PAO. For debt types PTA/TPA enter the provider type from POR. For debt types CLA/TAO/PAO enter the appropriate provider type for the debt. For MSP debts 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. **POR OP (POR Overpayment) -** *This field is required for debt types PTA/TPA. Enter the POR overpayment type. For Part A MSP debts this field will always be A. This is a one-character field (i.e H).*

25. **CLAIM (Claim Number)** - *This field is required for debt types PTB/TPB/TBO/PBO/CLA. For debt types PTB/TPB enter the fifteen-digit number used in the PSOR claim number field. For debt types TBO/PBO/CLA enter the fifteen-digit claim number or document control number. This is not required for MSP. This field is fifteen digits entered from left to right.*

26. **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).*

27. **COST REPORT DT (Cost Report Date)** - *This field is required for Part A debts. For debt types PTA/TPA enter the date of the cost report from the POR. For debt types PAO/TAO/CLA enter the date of the cost report if applicable. 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.*

28. **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.*

29. **CL PD DT (Claim Paid Date)** - *This field is required for debt types PTB/TPB/TBO/PBO. For debt types PTB/TPB enter the claim paid date from the PSOR system. For debt types TBO/PBO enter the claim paid date for the debt. 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.*

30. **CERT BY (Certified By)** - *Enter the name of the contact person certifying the debt as valid and legally enforceable.*

31. **PHONE** - *Enter the phone number of the certifying/contact person. If possible, please use direct line numbers.*

32. **FAX NUMBER** - *Enter the fax number of the certifying/contact person.*

33. **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 name (i.e. Dallas Regional Office) or the Contractor name (i.e. Trailblazers).*

34. **LTR (Letter)** - *Enter **Y** to indicate that the intent to refer letter containing the DCIA language has been sent to the debtor.*

35. **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.*

36. **LT GEN DT (Letter Generated Date)** - *This field is system generated and is for Central Office use only.*

37. **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. If the debt is not transferred due to an error it will be placed in a TT (transmittal hold) status until the error is corrected.*

38. **STAT DT (Status Date)** - *This is a system-generated field. It will update each time the status code changes.*

39. **OPER-ID (Operator ID)** - *This field is system generated and shows the User ID.*

40. **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*

41. **TRANSMIT DATE -** *This field is system generated when the debt is transferred to Treasury.*

SECTION THREE:

UPDATING A DEBT
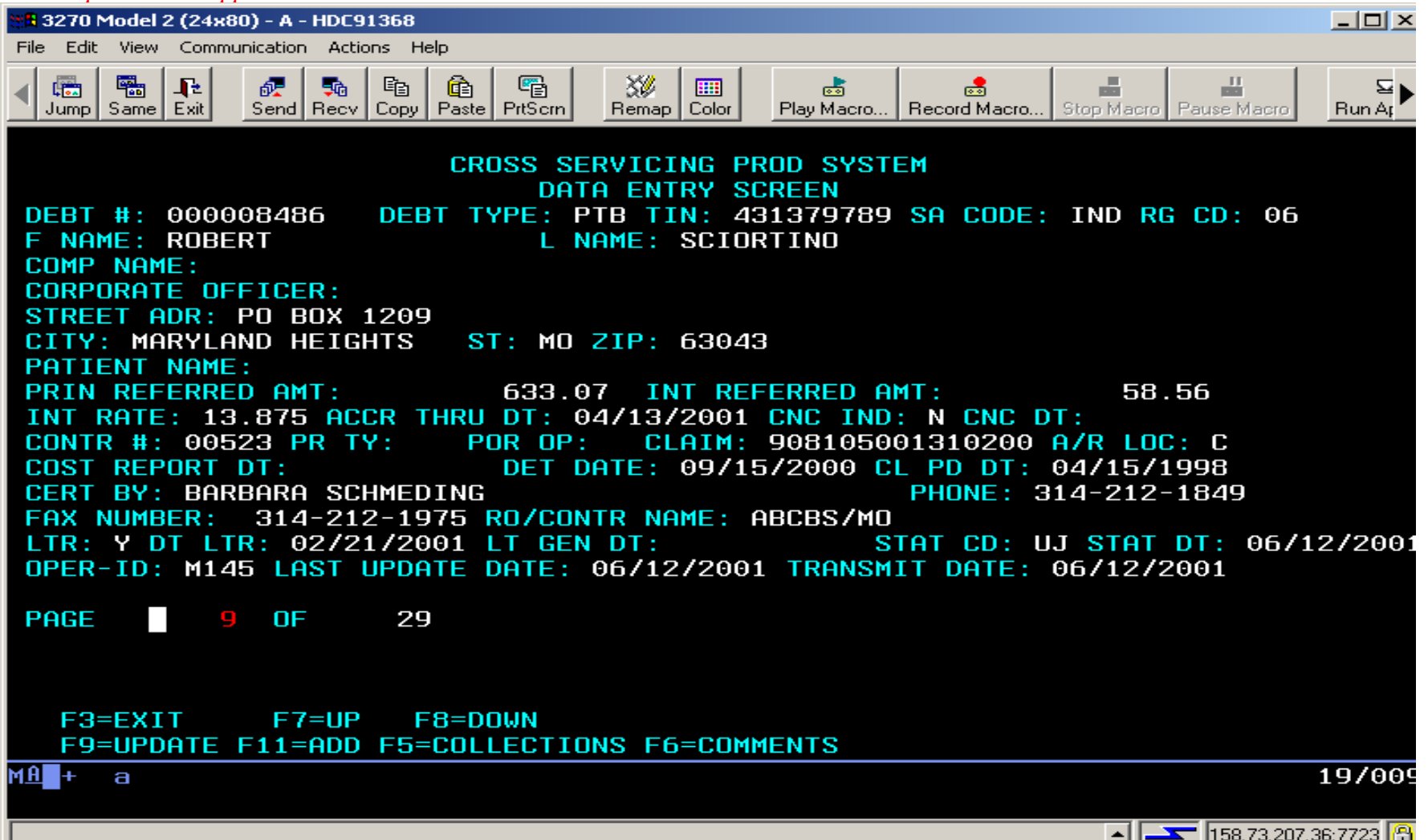
UPDATING A DEBT
NOTE: Once a debt has been transmitted, only Central Office and MSP Contractors will have access to update information with the exception of the CNC Ind & CNC Date fields.

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. Regional Offices and Contractors can edit information on the data entry screen until the debt has been transmitted. After transmittal, if a change needs to be made, Non MSP Regional Offices and Contractors must submit the appropriate forms to Central Office to have these updates processed.

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 MSP 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.

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.

CROSS SERVICING PROD SYSTEM
DATA ENTRY SCREEN

```
DEBT #: 000008486    DEBT TYPE: PTB TIN: 431379789 SA CODE: IND RG CD: 06
F NAME: ROBERT                L NAME: SCIORTINO
COMP NAME:
CORPORATE OFFICER:
STREET ADR: PO BOX 1209
CITY: MARYLAND HEIGHTS    ST: MO ZIP: 63043
PATIENT NAME:
PRIN REFERRED AMT:          633.07   INT REFERRED AMT:          58.56
INT RATE: 13.875 ACCR THRU DT: 04/13/2001 CNC IND: N CNC DT:
CONTR #: 00523 PR TY:      POR OP:    CLAIM: 908105001310200 A/R LOC: C
COST REPORT DT:           DET DATE: 09/15/2000 CL PD DT: 04/15/1998
CERT BY: BARBARA SCHMEDING                  PHONE: 314-212-1849
FAX NUMBER:   314-212-1975 RO/CONTR NAME: ABCBS/MO
LTR: Y DT LTR: 02/21/2001 LT GEN DT:           STAT CD: UJ STAT DT: 06/12/2001
OPER-ID: M145 LAST UPDATE DATE: 06/12/2001 TRANSMIT DATE: 06/12/2001

PAGE   ▮   9  OF      29




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

Note: Once a debt has been transmitted to Treasury, this screen can only be updated by CMS central office for Non MSP debts except for the CNC IND & CNC DT fields or by the MSP contractor for MSP Debt.

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.

```
3270 Model 2 (24x80) - A - HDC91368                                    _ |□| X
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 SERVICING PROD SYSTEM
                        DATA ENTRY SCREEN
DEBT #: 000008486    DEBT TYPE: PTB TIN: 431379789 SA CODE: IND RG CD: 06
F NAME: ROBERT                   L NAME: SCIORTINO
COMP NAME:
CORPORATE OFFICER:
STREET ADR: PO BOX 1209
CITY: MARYLAND HEIGHTS    ST: MO ZIP: 63043
PATIENT NAME:
PRIN REFERRED AMT:            633.07   INT REFERRED AMT:            58.56
INT RATE: 13.875 ACCR THRU DT: 04/13/2001 CNC IND: N CNC DT:
CONTR #: 00523 PR TY:    POR OP:    CLAIM: 908105001310200 A/R LOC: C
COST REPORT DT:           DET DATE: 09/15/2000 CL PD DT: 04/15/1998
CERT BY: BARBARA SCHMEDING                    PHONE: 314-212-1849
FAX NUMBER:   314-212-1975 RO/CONTR NAME: ABCBS\MO
LTR: Y DT LTR: 02/21/2001 LT GEN DT:          STAT CD: UJ STAT DT: 06/12/2001
OPER-ID: M145 LAST UPDATE DATE: 08/29/2002 TRANSMIT DATE: 06/12/2001

PAGE      9  OF       29

   RECORD UPDATED


   F3=EXIT        F7=UP     F8=DOWN
   F9=UPDATE F11=ADD F5=COLLECTIONS F6=COMMENTS
MA + a                                                            03/01◖

                                        ▲ | ─ |158.73.207.36:7723|
```

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 User ID field, Transmit Date, and Letter Generated Date fields are system protected and cannot be updated.
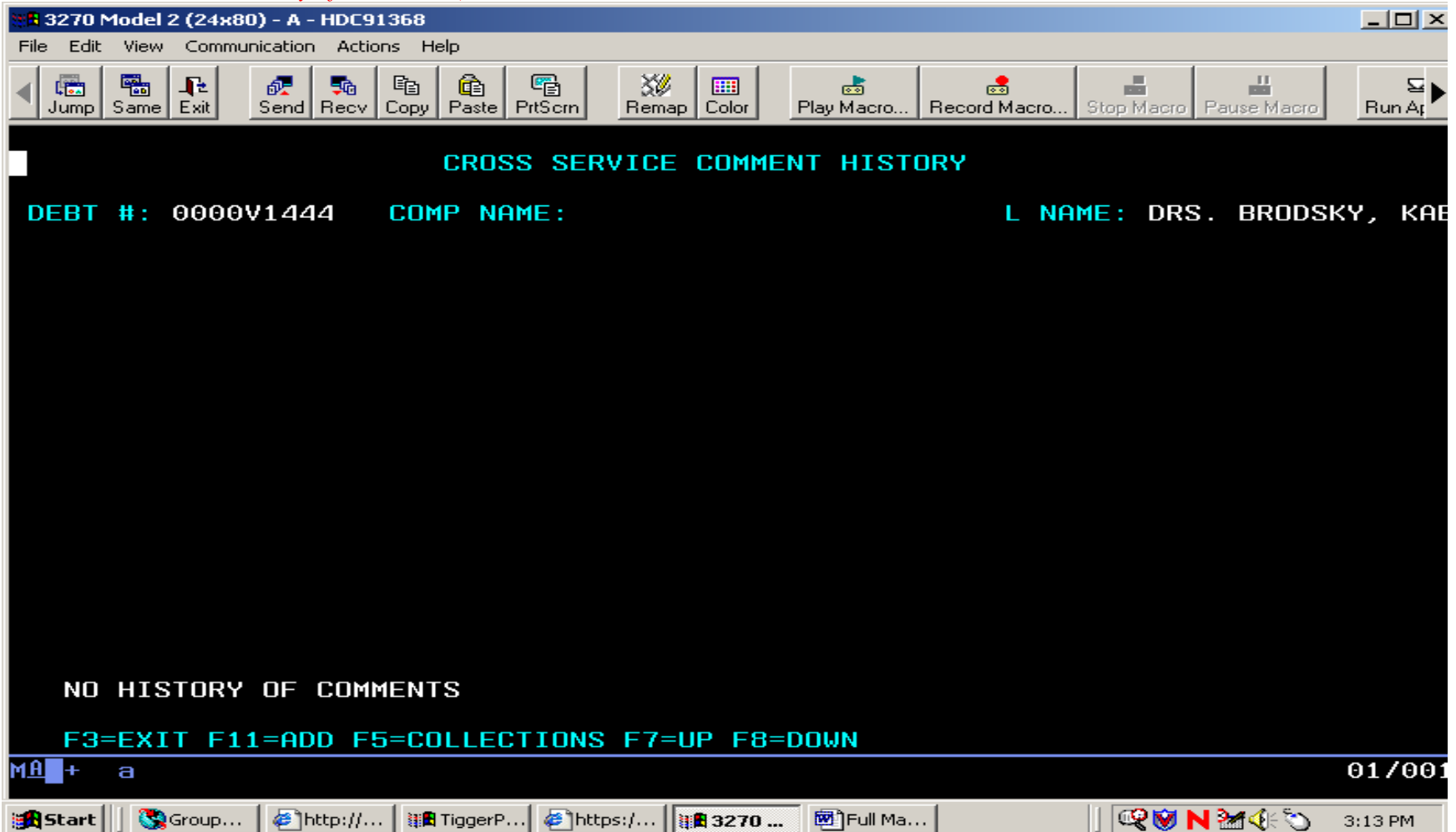
SECTION FOUR:

COMMENTS SCREEN

COMMENTS SCREEN
(NOTE: Regional Offices and Contractors may still use the comments screen after a debt has been transmitted.)

When F6 is chosen for comments, this is the screen that will appear if there are no current comments for that debt. (Note: The system states that there is no history of comments.)

Screen showing:

```
CROSS SERVICE COMMENT HISTORY

DEBT #: 0000V1444    COMP NAME:            L NAME: DRS. BRODSKY, KAE




















NO HISTORY OF COMMENTS

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

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


```
                      CROSS  SERVICE  COMMENT  HISTORY

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



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




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




  PAGE    ▮    1   OF        2




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

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

CROSS SERVICE COMMENT HISTORY

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

DATE: 08/29/2002
USERID: M145

F3=EXIT F11=ADD F5=COLLECTIONS F7=UP F8=DOWN
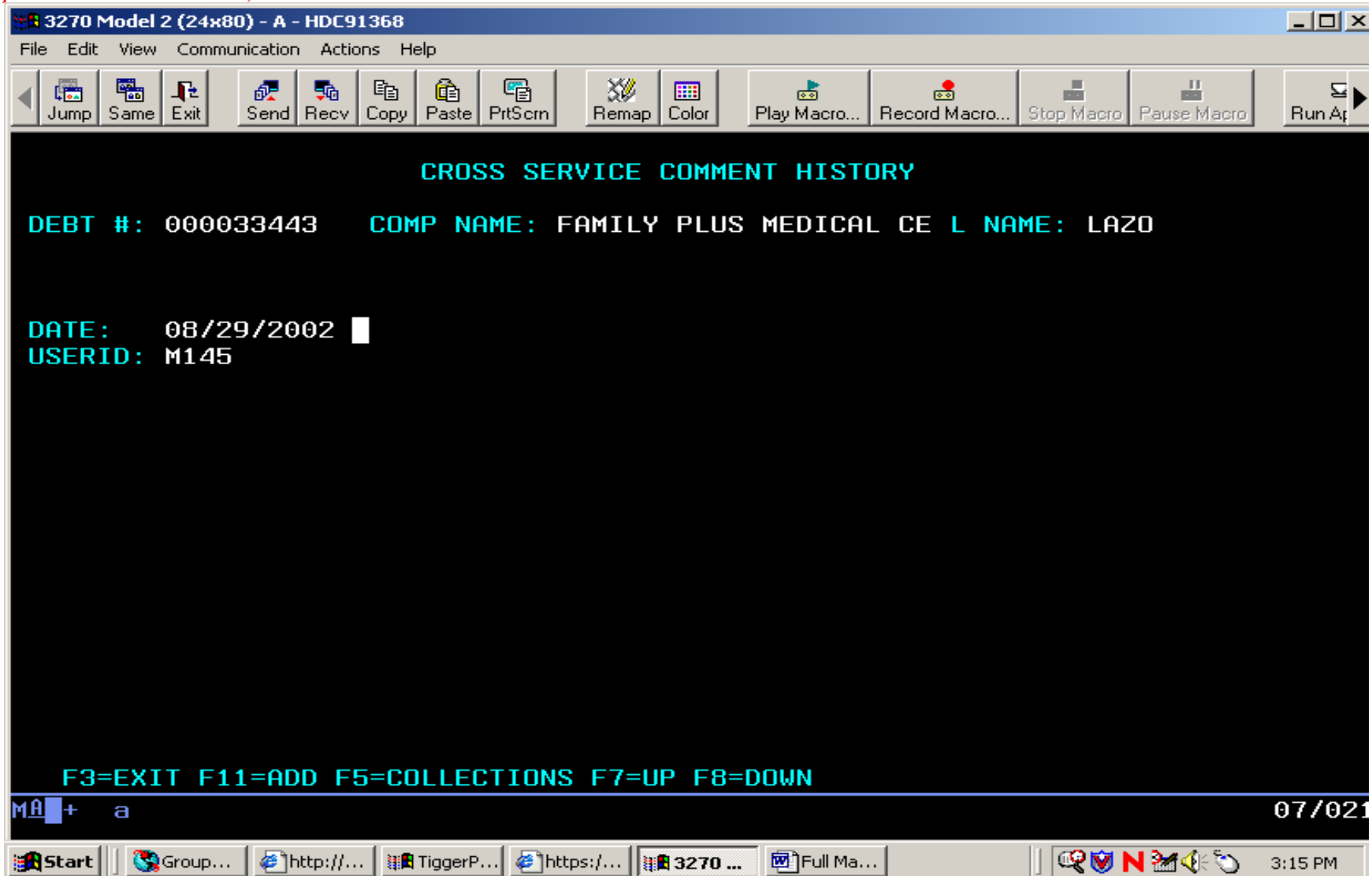
Once all new comment information has been entered, Press Enter. The system will provide a message to Hit F9 to add the comment.

```
                    CROSS SERVICE COMMENT HISTORY

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



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














      HIT F9 TO ADD A COMMENT

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

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

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 A |

```
                    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

| Start | Group... | http://... | TiggerP... | https:/... | 3270 ... | Full Ma... | | 3:17 PM |

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 or contractor transitions.

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:

Only Central Office staff, MSP Regions and MSP 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. If a debt is collected in full the status code should be changed to the appropriate code. However, Treasury must be notified of the reduction in amount to be collected. (See Section 10 for Recalls / Adjustments)

For Non MSP debts, Central Office will receive collections as a result of DCIA intent to refer letters or through Treasury collection efforts. Central Office will update the DCS as well as notify the Regional Office or Contractor as appropriate. If the Region or Contractor receives a collection or offset, Central Office must be notified immediately using the Collection Reconciliation Acknowledgement Form. It is the responsibility of Central Office to update DCS with all collection information as well as notify PSC/Treasury.

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

COLLECTIONS SCREEN
NOTE: Only Central Office and MSP Contractors will have access to enter collection information.

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

```
3270 Model 2 (24x80) - A - HDC91008                                    _ | 8 | X
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 COLLECTIONS HISTORY
 DEBT #:  000033443    COMP NAME: FAMILY PLUS MEDICAL CE L NAME: LAZO

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




 NO HISTORY OF PAYMENTS
 F11=ADD F3=EXIT F6=COMMENTS F7=UP F8=DOWN
MA  +   a                                                                01/001
                                                   158.73.207.36:7723
```

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

```
3270 Model 2 (24x80) - A - HDC91008                                    _ |&| X|
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 A]

                    CROSS SERVICE COLLECTIONS HISTORY
DEBT #: 0000V1841     COMP NAME: DIAGNOSTIC CARDIOLINE   L NAME: TURTURO

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
```

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 Ap]

                    CROSS SERVICE COLLECTIONS HISTORY
DEBT #  [1] 000V1841   COMP NAME [2] IAGNOSTIC CARDIOLINE   L NAME [3] URTURO

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]   ,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] 1145                       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
```

```
[Start] | [Full Manual.doc - Microsof...] [Welcome to CMS - Micros...] [3270 Model 2 (24x80) ...] | [icons]  4:57 PM
```

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

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 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
```

MA +   a   11/064

Start | Full Manual.doc - Microsof... | Welcome to CMS - Micros... | 3270 Model 2 (24x80) ...   4:58 PM

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

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 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

Start | Full Manual.doc - Microsof... | Welcome to CMS - Micros... | 3270 Model 2 (24x80) ...   4:59 PM

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 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 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 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 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).*

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 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. 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. 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. For MSP, Central Office will supply this number.

22. ***ACCT DATE (Accounting Date)*** *- This is a data entry field. Enter the date the IPAC or collection was received. For MSP IPAC payments, use the date of receipt specified by Central Office. 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 envelop 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, then the Fee Amount must be blank.

COLLECTION TYPE CODES

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

MSP Collections

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 fee amount
- the collection type status code
- and the accounting date

If additional interest has accrued on a debt by the time a collection is received, add the additional accrued interest to the amount of the existing DCS interest amount. This additional interest will automatically post to the additional interest amount field. The total of the existing interest and additional accrued interest entered <u>cannot</u> exceed the amount of the collection received. Interest shown in DCS is only updated to the extent that additional interest has also been collected. (Example: Where the existing interest = $50, new accrued interest = $20 and payment = $60, enter $60 in the interest collected field.)

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.)

If an incorrect figure is entered on the Collection Screen, it can be backed out. This is accomplished by going back into the debt on the collection screen and entering the incorrect figure along with a negative (minus) sign. (ex: 100.00 -)

MSP Examples:

1) If a contractor receives a partial payment or a valid documented defense prior to entering the debt into DCS, the contractor must adjust the debt before entering it into the system. For a valid documented defense, the contractor must adjust both the principal amount and any associated interest. 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. In both instances, the remaining balance is the amount entered into DCS. The contractor must also annotate the Comments Screen in both situations. The annotation must show: how much the debt was prior to the valid documented defense and/or partial payment, the amount of any payment or the amount of reduction due to a valid documented defense and the basis of any valid documented defense. 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. If the collection is for a full recovery the DCS status code on the data entry screen is changed to 4O. (Debt is in the DCS, with a UJ status code and a transmit date with a collection at the contractor site.)

3) If the contractor receives a valid documented defense, 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 valid defense closes the case, update the Collection screen with an AD status code and update the DCS data entry screen with a status code of 4F. If the valid defense 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 (initial entry), 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.

6) If the contractor receives a valid documented defense 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 valid defense 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 a status code of 4Z. . If there is a remaining balance, the status code on the data entry screen would stay UJ so PSC can continue recovery of the debt.

7) If the contractor receives a collection on a debt in the DCS, with a status code of UJ and no transmission date listed on the data entry screen, notify Central Office of the situation and supply the new principal and interest amounts after collection. This will allow Central Office to catch the debt before it is transmitted to the PSC.

Collection Type Codes Defined:
The term "Collection Codes" is being used generically to cover both actual collections as well as adjustments and write off closed.

CC - Contractor Collection*: Contractor receives a check or cash from the debtor.*

PC - PSC Collection*: Program Support Center, HHS receives a collection from the debtor. The contractor would use this code when posting a collection that was recovered by PSC efforts.*

AD - Adjustment*: This code would be used for a valid documented defense that was received which would eliminate or lower the principal amount due Medicare. This also can be used for write off - closed or a provider adjustment. Adjustment is being used generically for this section to cover changes to the debt other than actual collections.*

SECTION SIX:

REPORTS

REPORTS

The Central Office will be responsible for generating reports and sending them to the Regional Offices. All Non MSP reports will be sent to both Regions and Contractors. MSP reports will be sent to the Regions 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 six transmittal reports: two are for Part A debts, two are for Part B debts, one is for Claims A/R debts and one is for MSP debts.*

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.

TT Report – This is a Non MSP report only. It lists all Non MSP debts in a transmittal hold status. These are eligible debts but are in a hold status due to some type of matching error between DCS and POR/PSOR.

SECTION SEVEN:

ERROR MESSAGES

ERROR MESSAGES

COLLECTION SCREEN

- **Amount must be entered for payment** - *Amount collected (either principal or interest) cannot be left blank when entering a payment.*

- **Acct Dt is an invalid date** - *The date is not entered in mm/dd/yyyy format or the date is not a true date (i.e. 06/31/2000).*

- **CO, CC, CU, RC, HC, MO, TO, TC, PC, JC, AO, SS, AD, XT, XP, XC, XR, XH are valid** - *The collection code can not be something other than the codes listed.*

- **Date cannot be future date** - *The accounting date cannot be greater than today's date.*

- **Fee amt must be greater than zero** - *If the Collection Type is TO, TC, PC, JC, AO or SS then the fee amount has to be greater than zero.*

- **Fee amt must be equal to zero** - *If the Collection Type is CO, CC, CU, RC, HC, MO, AD, XT, XP, XC, XR or XH then the fee amount has to be zero.*

- **Hit F9 to add a payment** - *Once payment information has been entered F9 must be hit to add it to the system.*

COMMENTS SCREEN

- **Comment must be entered for history -** *When F11 is hit to add a new comment, it cannot be left blank. A comment has to be added.*

- **Hit F9 to add a comment** - *Once comment information has been entered F9 must be hit to add it to the system.*

DATA ENTRY SCREEN

- **CNC dt must be blank when CNC ind = n -** *If the debt type is PTA, TPA, PTB or TPB and the CNC indicator is N, the CNC date must be left blank.*

- **MSP, HMO, FOI, PTA, RRB, CBC, LTC, OIG, PUB, PTB, TPA, TPB, OTH, CLA, PAO, TAO, PBO, TBO are valid values -** *The Debt Type cannot be something other than the codes listed.*

- **Debt # must be 6 digits for Part A -** *If the debt is a Part A debt, the debt number cannot be less than six digits.*

- **TIN must be 9 digit numeric -** *The TIN number has to be 9 characters and numeric.*

- **COR or IND are valid -** *The SA Code cannot be something other than the codes listed.*

- **RG CD must be 2 digit numeric -** *The Region Code has to be 2 characters and numeric.*

- **F name must be alphabetic -** *The first name must be alphabetic.*

- **L name must be alphabetic -** *The last name must be alphabetic.*

- **Certified name must be alphabetic -** *The certified by name must be alphabetic.*

- **City must be alphabetic -** *The city must be alphabetic.*

- **State must be alphabetic -** *The state must be alphabetic.*

- **Patient name must be alphabetic -** *The patient name must be alphabetic.*

- **Corporate officer must be alphabetic -** *The corporate officer name must be alphabetic.*

- **L name is required -** *If the SA Code is IND, last name cannot be left blank.*

- **Comp name is required -** *If the SA Code is COR, company name cannot be left blank.*

- **Street address is required -** *Street cannot be left blank.*

- **City is required -** *City cannot be left blank.*

- **State is required -** *State cannot be left blank.*

- **Zip is required -** *Zip cannot be left blank.*

- **First 5 digits of zip must be numeric -** *The first 5 characters of the zip code must be numeric.*

- **Patient name is required for MSP debt -** *If the debt is an MSP Debt, a patient name must be entered.*

- **Interest amount required -** *The interest amount is required for all MSP debts, all PTB / TPB debts and all PTA / TPA debts except H or J.*

- **Interest rate required –** *The interest rate cannot be left blank.*

- **Enter % as xx.xxx -** *The interest rate must be entered as two whole numbers and three decimal places.*

- **Accr thru dt must be entered -** *Interest accrued thru date can not be left blank.*

- **Accr thru dt invalid mm/dd/yyyy -** *The Interest accrued thru date is not entered in mm/dd/yyyy format or the date is not a true date (i.e. 06/31/2000).*

- **Y or N or R are valid values -** *The CNC indicator can not be something other than the codes listed.*

- **CNC dt required when CNC ind = Y or R -** *If the CNC ind is Y or R then there must be a CNC date.*

- **Enter at least 4 digits -** *The Debt Number must be at least 4 digits in length.*

- **CNC dt invalid mm/dd/yyyy** *- The CNC date is not entered in mm/dd/yyyy format or the date is not a true date (i.e. 06/31/2000).*

- ***CNC dt required when debt typ = MSP*** *- If the debts is MSP then a CNC date is required.*

- ***Contr# must be 5 digit numeric*** *- The Contractor number must be 5 characters and numeric.*

- ***Pr ty must be numeric*** *- The Pr Ty must be two-digit numeric.*

- ***Por op must be alphabetic*** *- The Por op has to be alphabetic.*

- ***Claim must be 15 digit numeric*** *- The claim number must be 15 characters and numeric.*

- ***Det date must be entered*** *- Determination date cannot be left blank.*

- ***Det date invalid mm/dd/yyyy*** *- The determination date is not entered in mm/dd/yyyy format or the date is not a true date (i.e. 06/31/2000).*

- ***Cost report dt must be entered*** *- Cost report date is required on Part A debts.*

- ***Cost report dt invalid mm/dd/yyyy -*** *The Cost report date is not entered in mm/dd/yyyy format or the date is not a true date (i.e. 06/31/2000).*

- ***CL pd dt must be entered*** *- Claim paid date is required on Part B debts.*

- ***CL pd dt invalid mm/dd/yyyy -*** *The claim paid date is not entered in mm/dd/yyyy format or the date is not a true date (i.e. 06/31/2000).*

- ***Claim must equal spaces*** *- Claim number must be left blank for this debt.*

- ***CL pd dt must equal spaces*** *- Claim paid date must be left blank for this debt.*

- ***12, 13, 14, 15, 41, 42, 43, 47 valid for MSP -*** *These are the only valid values for field PR TY for MSP debts.*

- ***Pr ty must = spaces for debt typ = PTB –*** *This field must be left blank for this debt type.*

- ***Pr ty must = spaces for debt typ = TBO** – This field must be left blank for this debt type.*

- ***Pr ty must = spaces for debt typ = PBO** – This field must be left blank for this debt type.*

- ***Pr ty must = spaces for debt typ = TPB** – This field must be left blank for this debt type.*

- ***A/R loc must = H or R or C** – This field can only be H, R or C.*

- ***Claim must = spaces for debt typ = PTA** - This field must be left blank for this debt type.*

- ***Claim must = spaces for debt typ = TPA** - This field must be left blank for this debt type.*

- ***Cl pd dt must = spaces for debt typ = PTA** - This field must be left blank for this debt type.*

- ***Cl pd dt must = spaces for debt typ = TPA** - This field must be left blank for this debt type.*

- ***Por op must = spaces for debt typ PTB** - This field must be left blank for this debt type.*

- ***Por op must = spaces for debt typ TBO** - This field must be left blank for this debt type.*

- ***Por op must = spaces for debt typ PBO** - This field must be left blank for this debt type.*

- ***Por op must = spaces for debt typ TAO** - This field must be left blank for this debt type.*

- ***Por op must = spaces for debt typ PAO** - This field must be left blank for this debt type.*

- ***Por op must = spaces for debt typ CLA** - This field must be left blank for this debt type.*

- ***Por op must = spaces for debt typ TPB** - This field must be left blank for this debt type.*

- ***Cost report dt must = spaces for debtyp =PTB** - This field must be left blank for this debt type.*

- ***Cost report dt must = spaces for debtyp =TBO** - This field must be left blank for this debt type.*

- ***Cost report dt must = spaces for debtyp =PBO -*** *This field must be left blank for this debt type.*

- ***Cost report dt must = spaces for debtyp =TPB -*** *This field must be left blank for this debt type.*

- ***Principal + interest must not be less than 25.00 -*** *Principal and interest combined can not be less than $25.00 for MSP debts.*

- ***Principal amt must not be less than 25.00*** *– Principal cannot be less than $25.00 for Non MSP debts.*

- ***Summary debt must be less than 600.00*** *– Summary entry debts must have a principal amount no less than $25.00 and no more than $599.99.*

- ***Summ ind required for PTB or TPB debt*** *– This is a required field for these debt types.*

- ***Summ ind must = spaces for non B debt*** *– This field must be left blank for all Part A debt types.*

- ***Summ ind must = S or N for PTB or TPB debt*** *– This field can only be S or N for these debt types.*

- ***Pr ty must equal spaces*** *- Pr ty must be left blank for this debt.*

- ***Por op must equal spaces*** *- POR op must be left blank for this debt.*

- ***Cost report dt must equal spaces*** *- Cost report date must be left blank for this debt.*

- ***Cert by is required*** *- Certified by can not be left blank.*

- ***Phone must be in 999-999-9999 format*** *- The phone number must be entered with dashes.*

- ***Fax number must be in 999-999-9999 format*** *- The fax number must be entered with dashes.*

- ***Loc contact must be entered*** *- The regional office / contractor name cannot be left blank.*

- ***Ltr must be Y or N*** *- Intent to refer letter cannot be something other than the codes listed.*

- ***Dt ltr not valid for ltr=N*** - *Date of intent to refer letter must be left blank if Ltr is N.*

- ***Dt ltr must be entered*** - *Date of intent to refer letter is required if Ltr is Y.*

- ***Dt ltr invalid mm/dd/yyyy*** - *The date of intent to refer letter is not entered in mm/dd/yyyy format or the date is not a true date (i.e. 06/31/2000).*

- ***Stat cd must be entered*** -*Status code cannot be left blank.*

- ***Date can not be future date*** - *The date can not be greater than today's date for the following 6 fields: Interest Accrued Thru Date, Determination Date, Cost Report Date, Claim Paid Date or Date of letter.*

- ***Duplicate debt exists on DCS*** - *There is another debt in DCS that matches. If it is a Part A debt then the Debt Number, Principal Amount, POR Overpayment Type and Cost Report Date are the same. If it is a Part B debt then the Debt Number, Principal Amount, Claim Paid Date and Claim # are the same. If it is a MSP debt then the Debt Number, Principal Amount, Determination Date and Cost Report Date are the same.*

SECTION EIGHT:

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 - *Suspense / Needs Action/ Waiting for Documentation*
TT - *Transmittal Hold*

NOT TRANSFERRED TO DCC		RECALLED FROM DCC	
1A	*Appeal*	**2A**	*Appeal*
1B	*Bankruptcy*	**2B**	*Bankruptcy*
1C	*Compromise*	**2C**	*Compromise*
1D	*Deceased*	**2D**	*Deceased*
1E	*Error*	**2E**	*Error*
1F	*Cost Report Filed*	**2F**	*Cost Report Filed*
1G	*Fraud*	**2G**	*Fraud*
1L	*Litigation*	**2L**	*Litigation*
1O	*Contractor Offset*	**2O**	*Contractor Offset/Paid in Full*
1P	*Voluntary Payment*	**2P**	*Voluntary Payment*
1R	*Repayment Agreement*	**2Q**	*Cross Servicing Collection/Paid in Full*
1T	*Under $600*	**2R**	*Reconciliation Issue*
1W	*Write Off*	**2T**	*Paid in Full/Treasury Offset*
		2W	*Write Off*

DCS STATUS CODES - MSP

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

NOT TRANSFERRED TO DCC

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

RECALLED FROM DCC

4A	Appeal
4B	Bankruptcy
4C	Compromise
4D	Deceased
4E	Error
4F	Full Valid Documented Defense
4L	Litigation/Negotiation
4O	Contractor Offset/Paid in Full
4P	Voluntary Payment
4Q	Cross Servicing Collection/Paid in Full
4R	Repayment Agreement
4W	Write Off-Closed
4Z	Valid Defense & Check/Paid in Full

FUNCTION KEY COMMANDS

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

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

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

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

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

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

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

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

SECTION NINE:

NON MSP GENERAL HELP INFORMATION

NON MSP GENERAL HELP INFORMATION

Treasury Requests

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

Treasury forwards debts to Private Collection Agencies as part of their cross servicing procedures. As the private collection agencies work the debts and contact 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". This status code will be used as a "Suspense" status 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 this status and used for follow up action. When Central Office receives the appropriate response, the status code will be changed back to UJ or to an appropriate status to reflect the final action taken on the debt.

Explanation of Debt Types

PTA *– is used for intermediary Part A debts on the POR system 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 on the PSOR system 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 on the POR system 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 on the PSOR system 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 not on the POR system 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.

PAO *- is used for intermediary Part A debts not on the POR system 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 - i*s used for carrier Part B debts not on the PSOR system 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 Part A debts not on the POR system 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 Part B debts not on the PSOR system 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 TEN:

RECALLS / ADJUSTMENTS

RECALLS / ADJUSTMENTS

Recall/Adjustment Process for Non MSP debt
1. The Region / Contractor must notify Central Office of the debt to be recalled/adjusted using the appropriate
      recall/adjustment/collection form. (See following pages for forms and instructions)
2. Central Office will update DCS to reflect all necessary changes.
3. Central Office will transmit a weekly report of all collections, recalls and adjustments to PSC.

Recall/Adjustment Process for MSP debt
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.)

Recall/Adjustment Form:
(Circle Appropriate Action)
Recall/Adjustment Initiated by: Contractor_____RO_____ CO_____

Section 1. Debt Information
Location of A/R: _____(Contractor, RO or CO where debt is reported for financial statements)

PART A

RO _____ Contr #_____
Debt # _____
Transmit Date: _____
DCS Prin Amt. Referred: _____
DCS Int Amt. Referred: _____
CNC? Yes _____No_____
Cost Report Date: _____
O/P Determination Date: _____
O/P Type:_____

PART B

RO _____Contr #_____
Debt #_____
Transmit Date: _____
DCS Prin Amt. Referred:_____
DCS Int Amt. Referred: _____
CNC? Yes _____No _____
Claim #_____
Claim Pd Date: _____
O/P Determination Date: _____

Section 2. Reason for Recall/Adjustment:

A. _____New Status

Bankruptcy_____Appeal_____Litigation_____
Treasury Notification that Debt is Paid in Full _____(Any remaining Principal and Interest Balance will be Adjusted Off using Line 5(a) of CMS Form 751)
Treasury Notification that Debt has been Compromised _____(Any remaining Principal and Interest Balance will be Written Off Closed, per CMS, using Line 6 of CMS Form 751)_
Other (explain)_____
Amount to Recall: Principal $_____ Interest $_____
New Status of A/R Reported in Quarter Ending:_____
Comments: _____
_____

B. _____Other Adjustment
Type of Adjustment:_____
Principal Bal. After Adjustment $_____Interest Balance after Adjustment $_____
Adjustment to A/R Reported in Quarter Ending: _____
Comments: _____
_____
_____

If applicable, POR/PSOR Updated to: _____by:_____

Section 3. CO Actions:

DCS Updated to:_____ Principal $_____Interest $_____
DCC Notified (Date):_____by _____Recall / Adjust
Comments:_____

Section 4. Notification/Acknowledgement/Acceptance

Recall/Adjustment Initiated by: Recall/Adjustment Accepted by:
_____   _____

_____   _____
Title/Location/Date   Title/Location/Date
                                             Phone _____

Fax #_____
Phone #_____Fax #__
Phone #_____   Phone #_____

Instructions for Completing Recall/Adjustment Form:

This form must be completed whenever there is a change to a Non MSP debt that has been input in DCS. Changes include data entry items, such as address of debtor, etc., adjustments to balance due to errors, etc., and changes in status code. (Collections will be reported on the Collection Reconciliation/Acknowledgement Form.)

Either CO, RO, or Medicare Contractors initiate the form.

Section 1. Debt Information, must be filled out for all debts.
Section 2. Reason for Recall/Adjustment,

A.   New Status is completed whenever a status change to a debt occurs.
B.   Other Adjustment is completed for all other debt adjustments/recalls.
Section 3., CO Actions will be completed by CO.
Section 4., Notification/Acknowledgement/Acceptance, is completed by the initiating location and the accepting location.
To complete the form: Circle either "Recall" or "Adjustment" on the form title.
Indicate the location of the initiator of the form. Either RO or CO or Contractor.

In Section 1. Debt Information, enter the Location of A/R: (where the debt is reported for 751 purposes)
Section 1 is divided into Part A and Part B. Complete the appropriate information.
RO – Indicate the RO number for the contractor servicing the debt
Contr # - Indicate the contractor number
Debt # - Enter the POR or PSOR number
Transmit Date: Enter the date the debt was transmitted to DCC.
DCS Principal Amt. Referred – Enter this amount from the DCS Data Entry Screen
DCS Interest Amt. Referred – Enter this amount from the DCS Data Entry Screen
CNC: Indicate if this debt was approved and reported as CNC
Enter specific information for either: POR overpayments: Cost Report Date, Overpayment Determination Date and, or PSOR overpayments: Claim Number, Claim Paid Date, O/P Determination Date.

Section 2, Reason for Recall/Adjustment, will be completed to document the reason for the Recall or Adjustment.

Subsection A, New Status, is for recalling debts due to a change in status. The debt is no longer eligible for cross servicing. Check the appropriate reason for the recall and enter the amount of principal and interest to be recalled. Enter the new status of the A/R and the quarter ending date that the new status will be identified for financial statement purposes. This section will be used when CMS receives Treasury notification that a debt has been paid in full or compromised.

Subsection B, Other Adjustment, is for reporting all other adjustments to the debt that will require either recall from DCC or notification to DCC of new amount/information. If the adjustment/recall changes the debt amount, indicate the amount to be recalled/adjusted.
POR/PSOR Updated to: If applicable, appropriate entries will be made to the POR/PSOR.
Section 3. CO Actions, will be completed by CO to show that the DCS has been updated to reflect the change. If the contractor or RO initiates this form, Section 3. Will be left blank and sent to CO. CO will complete Section 3, sign the form and return to the originating office. If the form is originated by CO, Section 3 will be completed prior to sending the form to the contractor or CMS RO.

Section 4. Notification/Acknowledgement/Acceptance. The form must be signed by both the initiating office and the accepting office. The contractor CFO or designee must sign the form.

Collection Reconciliation /Acknowledgement Form

Location of A/R: _____

(1)   Location of Collection: _____

(2)   Region _____Contractor #_____

(3)   Non MSP Accounts Receivable Information:
Provider/Physician/Supplier Number _____
Provider/Physician/Supplier Number _____
Tax Identification Number_____
Overpayment Determination Date: _____
Claim Number: _____Claim Paid Date: _____
Overpayment Type: _____Cost Report Year: _____

MSP Accounts Receivable Information:
Debtor Name: _____
HIC # / Report ID_____
Determination Date: _____
Beneficiary Name: _____

(4)   Is debt in CNC status? _____(Yes/No)

(5)   Date of Collection (Postmark or Government Collection Date)_____

(6)   Type of Collection _____(check/cash/offset)
Check # or Government Collection Number _____
Amount of Collection $_
Amount Applied to Principal $_____   HI_____SMI   _____
Amount Applied to Interest $_____
Principal Balance After This Collection: $_____
Interest Balance After This Collection: $_____

(7)   Collection Reported in Quarter Ending:_____
A/R Adjusted in Quarter Ending: _____by: ___

(8)   For Contractor collections, is debt to Be Recalled from DCC? _____Yes/No If
Yes, DCC Notified:_____ Note: If Non MSP, CO will notify DCC.

(9) For DCIA debt only: Is collection part of an approved Extended Repayment Agreement? _____ Yes/No

(10) POR/PSOR Updated by: _____

(11) If debt at DCC: DCS Updated by _____ User ID: _____
Note: If Non MSP Debt at DCC – CO will update DCS

_____   _____
Signature of Official at Location Where   Signature of Official at Location
Collection is Reported   Where Reduction of A/R is Recorded
Location: _____   Location: _____
Date: _____   Date: _____
Phone: _____   Phone: _____
Fax: _____   Fax: _____

Instructions for Completing the Collection Reconciliation/Acknowledgement Form (CRAF)
*There are instances where one reporting entity has received and deposited cash/check/offset/electronic funds transfers (EFTs) for a receivable that is being reported by another entity. In this situation, **accounts receivable cases will not be transferred to the location where the deposit of the money is made**. To ensure proper matching and application of the collection of monies to the outstanding receivable, the "Collection Reconciliation/Acknowledgement" form (CRAF) must be completed. This form must be completed by the entity (Medicare contractor, CMS RO or CO) receiving a collection for an accounts receivable that is currently being reported on the financial reports (Forms CMS-751A/B) of another entity.*

Medicare Contractors are required to ensure that internal controls are in place over the cash/check receipts process to ensure adequate accounting, recording and custody of Medicare assets.

Treatment of Collections Made by a Medicare Contractor for an Account Receivable at Another Medicare Contractor Location (applies to Non-Medicare Secondary Payer (MSP) accounts receivables and MSP accounts receivables)

If a Medicare contractor collects a debt on behalf of another Medicare contractor, whether the receipt was solicited or unsolicited, then the collection must be forwarded to the Medicare contractor that has the accounts receivable. In these instances, the Medicare contractor receiving the collection would deposit the collection and re-issue that amount to the Medicare contractor that is reporting the accounts receivable. The Medicare contractor reissuing the check should ensure that proper segregation of duties exist over the check re-issuance (e.g., that the preparer is different from the check authorizer).

The re-issued check must be made payable to "Medicare." In addition, the check must be accompanied by a completed Collection Reconciliation/Acknowledgement Form (see MIM §1960.18 and MCM §4960.11), any correspondence received, and a copy of the original check including the postmark date. The CFO for Medicare Operations for the Medicare contractor reporting the accounts receivable should be contacted and informed of the pending check. A listing of CFO contacts has been issued to each Medicare contractor CFO. The deposit and re-issuance of the collection will only affect the CMS-H750A/B of the Medicare contractor that received the collection. The Collection Reconciliation/Acknowledgement Form will allow for tracking of the payment. Upon receipt of the check and Collection Reconciliation/Acknowledgement Form, the Medicare contractor reporting the receivable will apply its normal cash receipt procedures. However, a signed copy of the Collection Reconciliation/Acknowledgement Form must be returned to the Medicare contractor that sent the collection.

MSP additional information: *Medicare Contractors should follow the deposit and re-issue process whenever another Medicare contractor has the account receivable or another Medicare contractor is or should be the lead Medicare contractor. If there is no account receivable established but Medicare contractor X is the lead and Medicare contractor Y receives payment, Medicare contractor Y should follow the deposit/re-issue process. If there is no lead established and Medicare contractor Y receives payment, Medicare contractor Y should do an electronic referral via the Electronic Correspondence Referral System (ECRS) and follow the deposit/re-issue process if another Medicare contractor is assigned lead. This rule should be followed even if the non-lead Medicare contractor has an interest and/or has paid some of the claims at issue.*

Treatment of Collections Made by a Medicare Contractor for an Account Receivable at a CMS Regional Office Location (applies to Non MSP accounts receivables and MSP accounts receivables.)

If a Medicare contractor collects a debt on behalf of a CMS RO location, whether the receipt was solicited or unsolicited, then the account receivable balance must be transferred to the Medicare contractor that received the collection. In these instances, the Medicare contractor receiving the collection would initiate the process by completing the Collection Reconciliation/Acknowledgement Form and sending it to the CMS RO who is reporting the receivable to notify them of the collection. The Medicare contractor that received the collection would deposit any cash or checks received into unapplied receipts, which would be reported as a liability until the transfer is complete.

In turn, the CMS RO reporting the receivable will complete the Transfer Request and Notification of Acceptance

Form (TRNA) described in §1960.17 of the MIM and §4960.10 of the MCM. (The use of the TRNA is also discussed in question number 68.) Once both parties sign the TRNA, the transfer is considered complete and the collection would then be applied to the account receivable. The CMS RO transferring the receivable would record the account receivable on Line 5c, Transfer Out to other Medicare Contractors. The Medicare contractor receiving the account receivable would record it on Line 5d/5f, Transfers In from other CMS Locations POR/PSOR or Not on POR/PSOR and the applicable collection on either Line 4a, Cash/Check Collections or Line 4b, Offset Collections.

Only in the instance where a collection is made by offset for an account receivable at a CMS RO location can notification of the offset be e-mailed, as long as contents of the email ar in compliance with existing Privacy Act ad HIPAA regulations. Otherwise, the notification must be sent by FAX. The e-mail must be retained for audit trail purposes. The e-mail notification must be followed-up with the actual Collection Reconciliation/Acknowledgement Form and the Transfer Request and Notification of Acceptance form with all the appropriate signatures. Furthermore, since offsets may only be identified after being applied, the offset transaction must be moved manually on the Forms CMS-751A/B (i.e., the full amount of the accounts receivable prior to the offset must be shown as a transfer in and the amount of the offset must be captured on Line 4b, Offset Collection.) To assist in accounting for these offset transactions ONLY, Medicare Contractors can prepare the Collection Reconciliation/Acknowledgement Form(s) on a monthly basis.

Treatment of Collections Made by A Medicare Contractor for an Account Receivable at CO

Non MSP: If Medicare Contractors receive collections on debt that is at the Debt Collection Center (DCC), and that debt is being reported by CO, the Medicare contractor must notify the CO by submitting the Collection Reconciliation/Acknowledgement form (refer to §1960.18 of the MIM and §4960.11 of the MCM). In addition, the receipt should be deposited into unapplied receipts until the actual account receivable is transferred back to the Medicare contractor.

Once CO receives the Collection Reconciliation/Acknowledgement form, it will perform the necessary steps to update the collection information in the Debt Collection System (DCS) and the Provider Overpayment Reporting (POR) system or the Physician/Supplier Overpayment Reporting (PSOR) system. CO will change the accounts receivable location code in DCS from "H," which means CO is reporting the account receivable to "C," which means the Medicare contractor is reporting the account receivable. CO will also update the POR/PSOR with the appropriate location code of "IDC," which means the fiscal intermediary at debt collection or "CDC," which means the carrier at debt collection (i.e., the debt has been forwarded to debt collection but the debt is still on the books of the fiscal intermediary or carrier). If a balance is remaining after posting the collection, the debt will remain at DCC for cross servicing/TOP.

To allow the Medicare Contractors to properly apply the collection in their internal systems, CO will then transfer the receivable back to the Medicare contractor using the TRNA (refer to §1960.17 of the MIM and §4960.10 of the MCM). Upon CO receiving the signed TRNA from the Medicare contractor, CO will cease to report the receivable on its Form CMS-R751A/B. Once the TRNA has been signed and the receivable has been transferred, the Medicare contractor will record the transfer in of the receivable on Line 5d, Transfers In from other CMS Locations, POR/PSOR, or Line 5f, Transfers In from other CMS Locations, Not POR/PSOR. The receipt would then be applied to the account receivable and the collection would be recorded on Line 4a, Cash/Check Collections or Line 4b, Offset Collection on the appropriate Form CMS-H751A/B.

MSP: If Medicare contractor X has an account receivable other than a debt which has been referred to the Department of Health and Human Services (DHHS) Program Support Center (PSC) under the DCIA and the CO/RO receives payment, the Medicare contractor should use Line 4c, Collections Deposited at Another Location and footnote in the comments section of the Form CMS-M751A/B that the CO/RO received the payment. An example of this type of receipt would be coordination of benefits contractor misrouted checks.

Treatment of all Other Collections

In the instance where a Medicare contractor, RO or CO receives a collection (whether cash, checks, offset or EFT) the entity receiving the collection must complete lines 1 through 10 of the form and attach all documentation showing the collection and the re-issued check, if applicable. In the instance where a RO receives cash/checks and does not maintain a Medicare bank account to deposit the funds received, the RO must complete lines 1 through 10 of the form and attach the cash/check. This form should be forwarded to the reporting entity no later than (15) fifteen days before the end of the quarter. The entity receiving the form and the check must sign the form on line 11 and forward a copy of the form to the official who signed line 10, no later than (15) fifteen days after receipt of the form. This will acknowledge the receipt of the form and the check.

Instructions for Debts Referred to Cross Servicing/TOP in compliance with the Debt Collection Improvement Act of 1996 (DCIA):

Lines (1) through (5) *are self-explanatory and must be completed.*
Line (6)*- enter appropriate collection information. For Treasury/DCC collections, the amount of the collection will equal the net cash and the fee amount. The CMS CO will credit the fee amount to interest or principal as appropriate, and indicate the amounts to be applied to Principal and Interest. (For Non MSP Part A collections only, the Medicare contractor will complete the appropriate HI and SMI fields to indicate the application of the Principal to Part A and Part B of A.)*
The Medicare Contractor will complete the Principal Balance after this Collection and Interest Balance After this Collection fields.
Line (7) *The location receiving the collection will complete the field for "Collection Reported in Quarter Ending" and the location adjusting the A/R will complete the "A/R Adjusted in quarter Ending" field with the appropriate quarter end date. These fields should reflect the same quarter ending date for financial statement reconciliation purposes.*
Line (8) *will be used for Contractor collections. Medicare Contractors will indicate if debt should be recalled from DCC as a result of this collection (i.e. paid in full.)*
Line (9) *will be checked by the CMS CO when subsequent collections are received on an approved extended repayment agreement when the debt is at Treasury/DCC for cross servicing/TOP. For Non MSP, debts in an extended repayment agreement will be removed from internal Medicare offset during the period of the extended repayment agreement.*
Line (10) *Non MSP debts on the POR/PSOR must also be updated for collections.*
Line (11) The CMS CO will update the DCS for all Non MSP debts.

SECTION ELEVEN:

MSP GENERAL HELP INFORMATION

MSP General Information

When a debt is entered into the DCS, the user can update this debt or any other debt in the system prior to the debt being transmitted to Treasury. 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). The Contractor may make any necessary changes to the Data Entry Screen as long as the status code is UU or UN. If an error is discovered in one of these fields after the status code is UJ, the Contractor can adjust these fields (ie. Names, address, interest rate, dates, TIN, etc.) as long as they are NOT the principal or interest referred amount fields. 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 MUST 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 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 must also make the appropriate changes to the DCS as part of the required activity to recall the debt.

Note: Contractors must 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 at in the process of referral and/or collection. Knowing the location 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 received 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. The reason for the delay is because Non MSP debts are updated by Central Office before transmission.

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 DCC but not transmitted due to information received prior to Central Office transmission of the debt and codes beginning with **4** are for debts recalled from Treasury due to subsequent activity on 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 pursing debtor.

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.

MSP CNC
To determine the CNC date for a MSP debt, use the date of the original demand letter and project out 241 days from that date.

Examples:
1. Take the original demand letter date and add 241 days to get the CNC date. If that date is a past date, then the debt is currently CNC. A "Y"(yes) is entered into the CNC indicator field and the past date is entered into the CNC date field.

2. Take the original demand letter date and add 241 days to get the CNC date. If that date is a future date, then the debt is NOT currently CNC. An "N"(no) is entered into the CNC indicator field and the future date is entered into the CNC date field.