
CMS Manual System

Pub. 100-06 Medicare Financial Management

Department of Health & Human Services (DHHS)
Centers for Medicare & Medicaid Services (CMS)

Transmittal 69

Date: MAY 27, 2005

CHANGE REQUEST 3868

SUBJECT: Update to Debt Collection System (DCS) User Guide

I. SUMMARY OF CHANGES: This instruction revises several sections of the Debt Collection System (DCS) User Guide. All references to Central Office updating DCS for Non Medicare Secondary Payor contractor initiated collections, recalls and adjustments have been removed. Contractors will now have full system access to make all necessary changes. New debt type codes for contractors that will convert to HIGLAS have been added. A new collection type has been created for refunds. Non-MSP general help information has been expanded to include additional information on updating DCS. Status code UR has been added to the MSP status code list.

NEW/REVISED MATERIAL - EFFECTIVE DATE*: June 27, 2005

IMPLEMENTATION DATE: June 27, 2005

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

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

(R = REVISED, N = NEW, D = DELETED) – (Only One Per Row.)

R/N/D	CHAPTER/SECTION/SUBSECTION/TITLE
R	4/70/Exhibit 4/Debt Collection System User Guide

III. FUNDING: No additional funding will be provided by CMS; contractor activities are to be carried out within their FY 2005 operating budgets.

IV. ATTACHMENTS:

X	Business Requirements
X	Manual Instruction
	Confidential Requirements
	One-Time Notification
	Recurring Update Notification

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

Attachment - Business Requirements

Pub. 100-06	Transmittal: 69	Date: May 27, 2005	Change Request 3868
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SUBJECT: Update to Debt Collection System (DCS) User Guide

I. GENERAL INFORMATION

A. Background: Exhibit 4 is used to give instructions on the Debt Collection System (DCS).

B. Policy: Per Debt Collection Improvement Act of 1996

II. BUSINESS REQUIREMENTS

"Shall" denotes a mandatory requirement

"Should" denotes an optional requirement

Requirement Number	Requirements	Responsibility ("X" indicates the columns that apply)								
		F I	R H I	C a r r i e r	D M E R C	Shared System Maintainers				Other
						F I S S	M C S	V M S	C W F	
3868.1	Contractors that have converted to HIGLAS shall use the new debt types of HAT (Part A, HIGLAS, referred to a PCA and TOP); HBT (Part B, HIGLAS, referred to PCA and TOP); HMS (HIGLAS Medicare Secondary Payer); HPA (Part A, HIGLAS, referred to TOP only, will not be referred to a PCA); HPB (Part B, HIGLAS, referred to TOP only, will not be referred to a PCA).	X	X	X	X					
3868.2	Contractors shall use the collection type of RF to post all refunds in DCS. These refunds must be posted with a negative following the dollar amount (i.e., 1000.00-).	X	X	X	X					
3868.3	Contractors shall be given full system access to DCS and shall use this access to post all contractor initiated recalls, collections, and adjustments. Recall Forms and Collection/Reconciliation Acknowledgment Forms will no longer be used.	X	X	X	X					

III. PROVIDER EDUCATION

Requirement Number	Requirements	Responsibility (“X” indicates the columns that apply)								
		F I	R H I	C a r r i e r	D M E R C	Shared System Maintainers				Other
						F I S S	M C S	V M S	C W F	
	N/A									

IV. 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

V. SCHEDULE, CONTACTS, AND FUNDING

<p>Effective Date*: June 27, 2005</p> <p>Implementation Date: June 27, 2005</p> <p>Pre-Implementation Contact(s): Jennifer Mills at (410) 786-8494 or JMills2@cms.hhs.gov .</p> <p>Post-Implementation Contact(s): Jennifer Mills at (410) 786-8494 or JMills2@cms.hhs.gov .</p>	<p>No additional funding will be provided by CMS; Contractor activities are to be carried out within their FY 2005 operating budgets.</p>
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*Unless otherwise specified, the effective date is the date of service.

Exhibit 4 – Debt Collection System User Guide

(Rev.69, Issued: 05-27-05, Effective: 06-27-05, Implementation: 06-27-05)

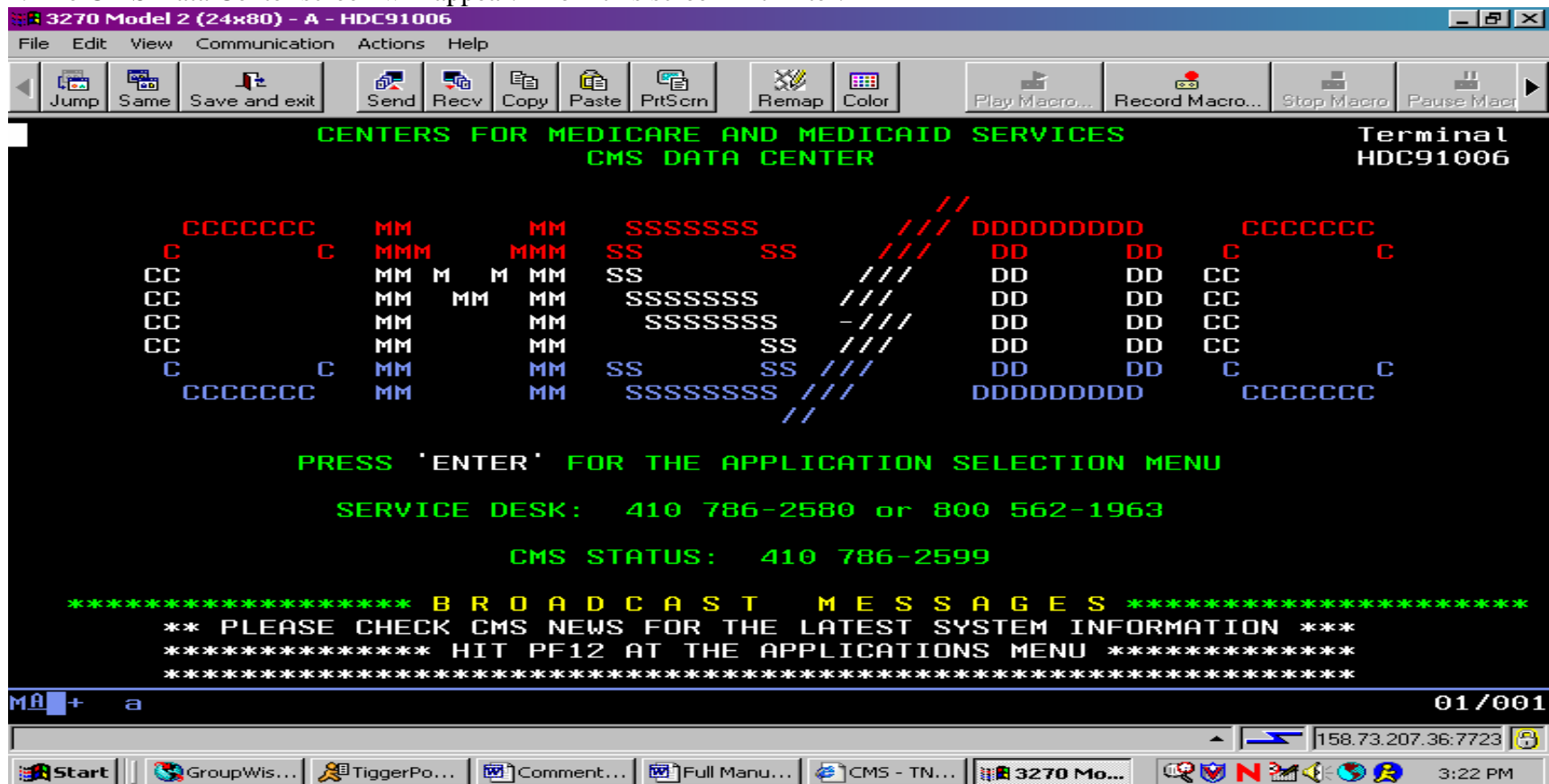
SECTION ONE:

ACCESSING DCS

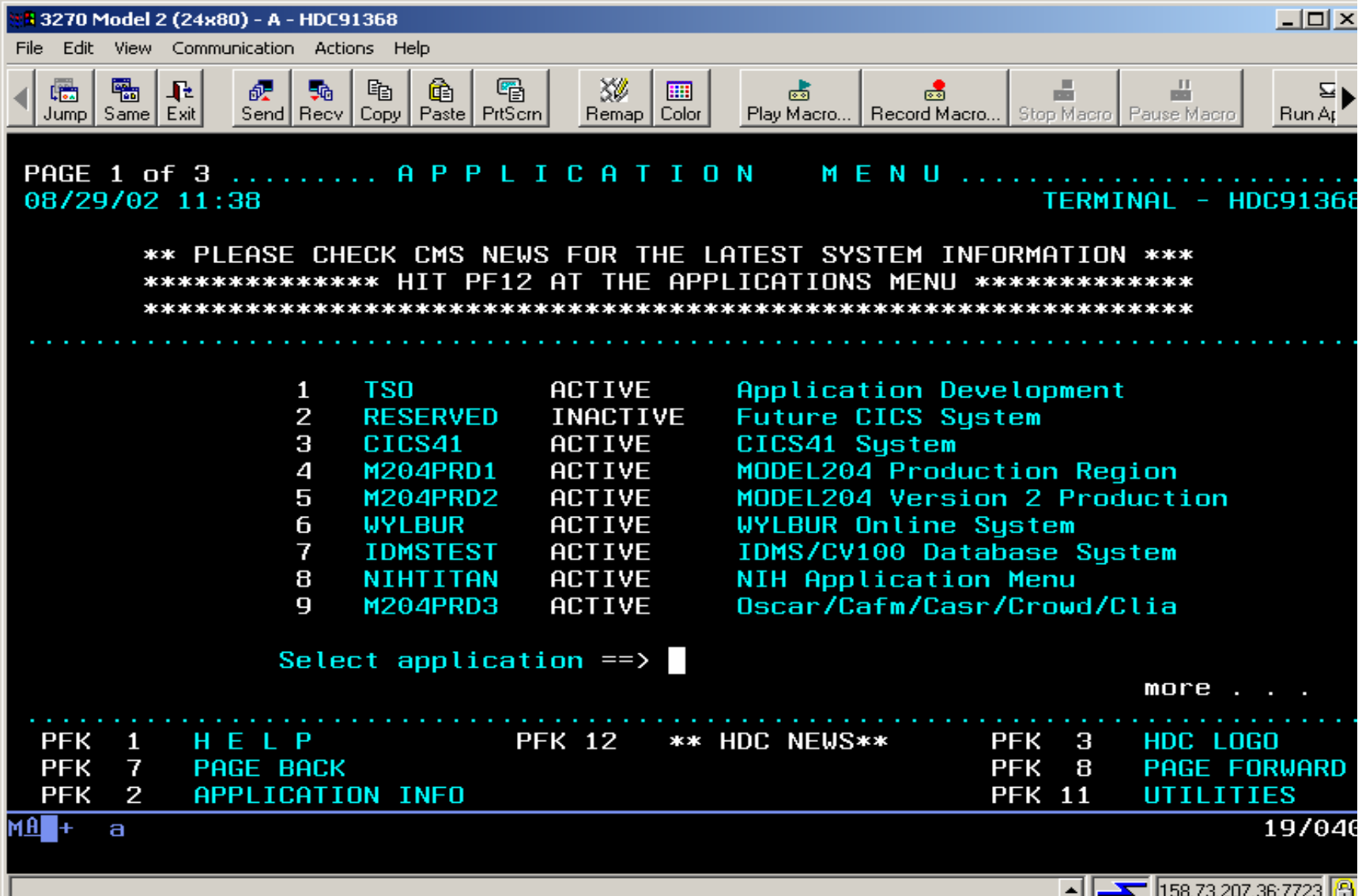
USER INSTRUCTIONS FOR DEBT COLLECTION SYSTEM (DCS)

TO ACCESS DCS

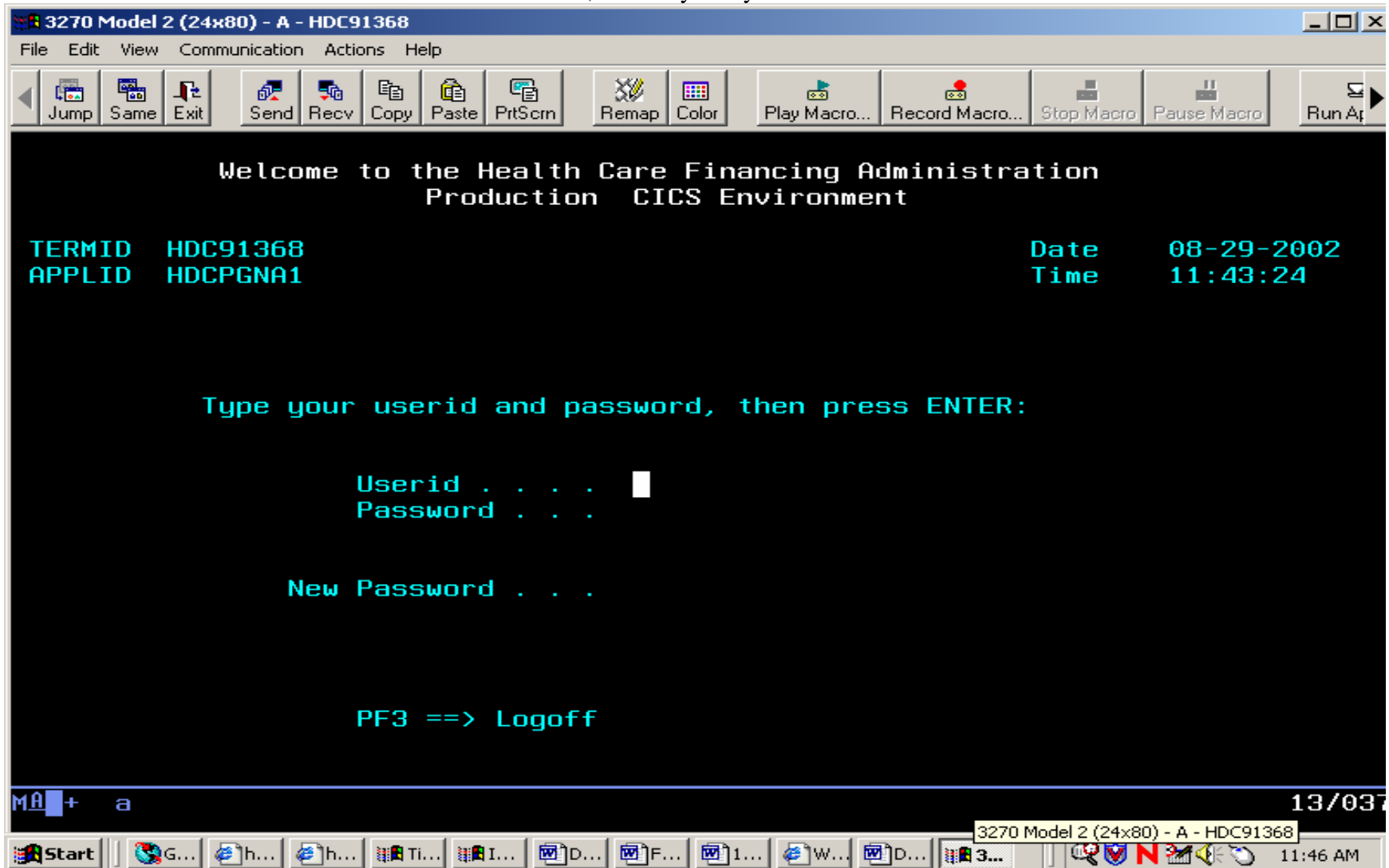
1. Follow the same procedures used to access Provider Overpayment Recovery System (POR), Physicians Supplier Overpayment Recovery System (PSOR) or M-Parts. For additional information, contact your system administrator.
2. The CMS Data Center screen will appear. From this screen Hit Enter.



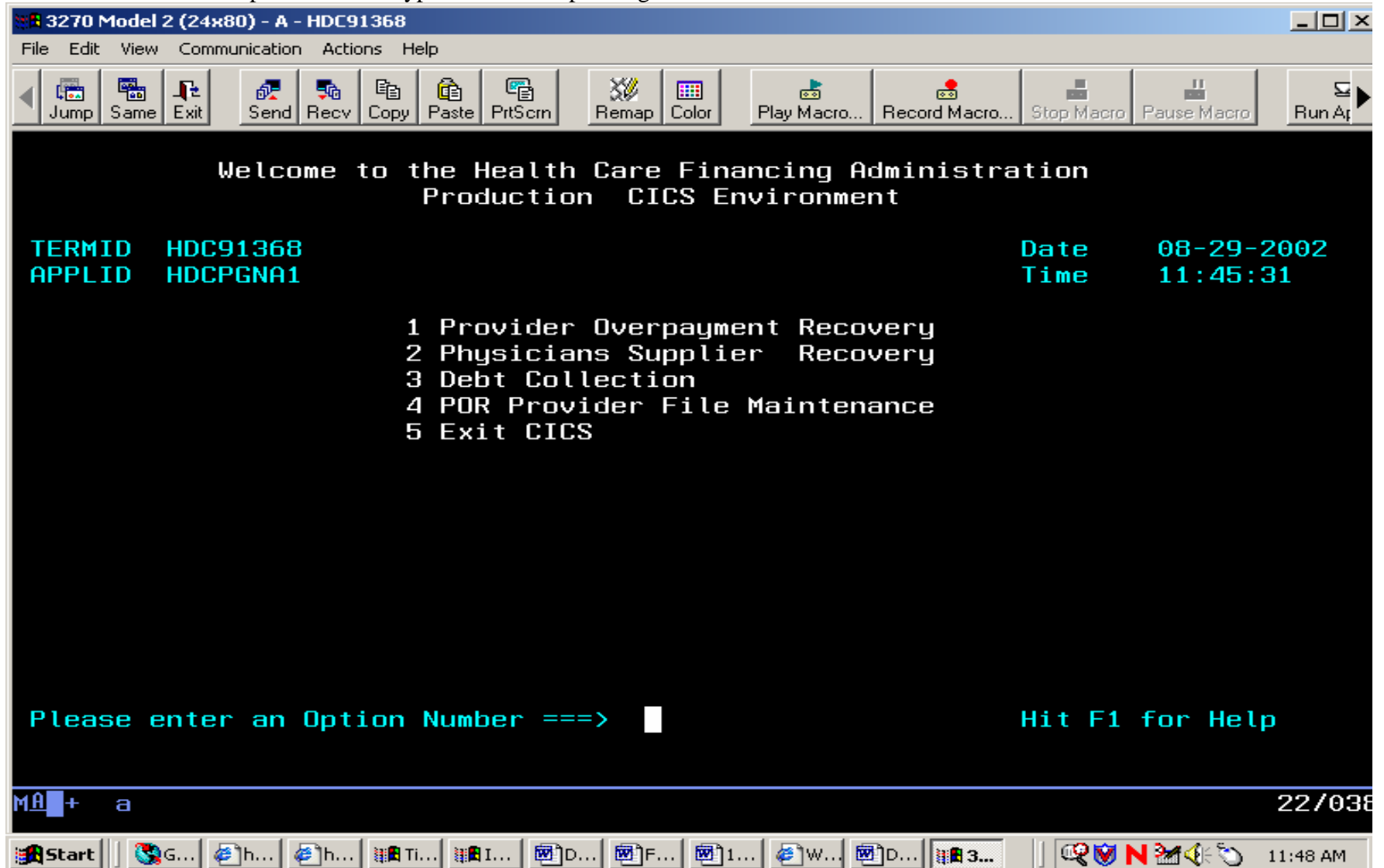
3. The next screen will be the application menu. From this screen Type "3" and Hit Enter.



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.

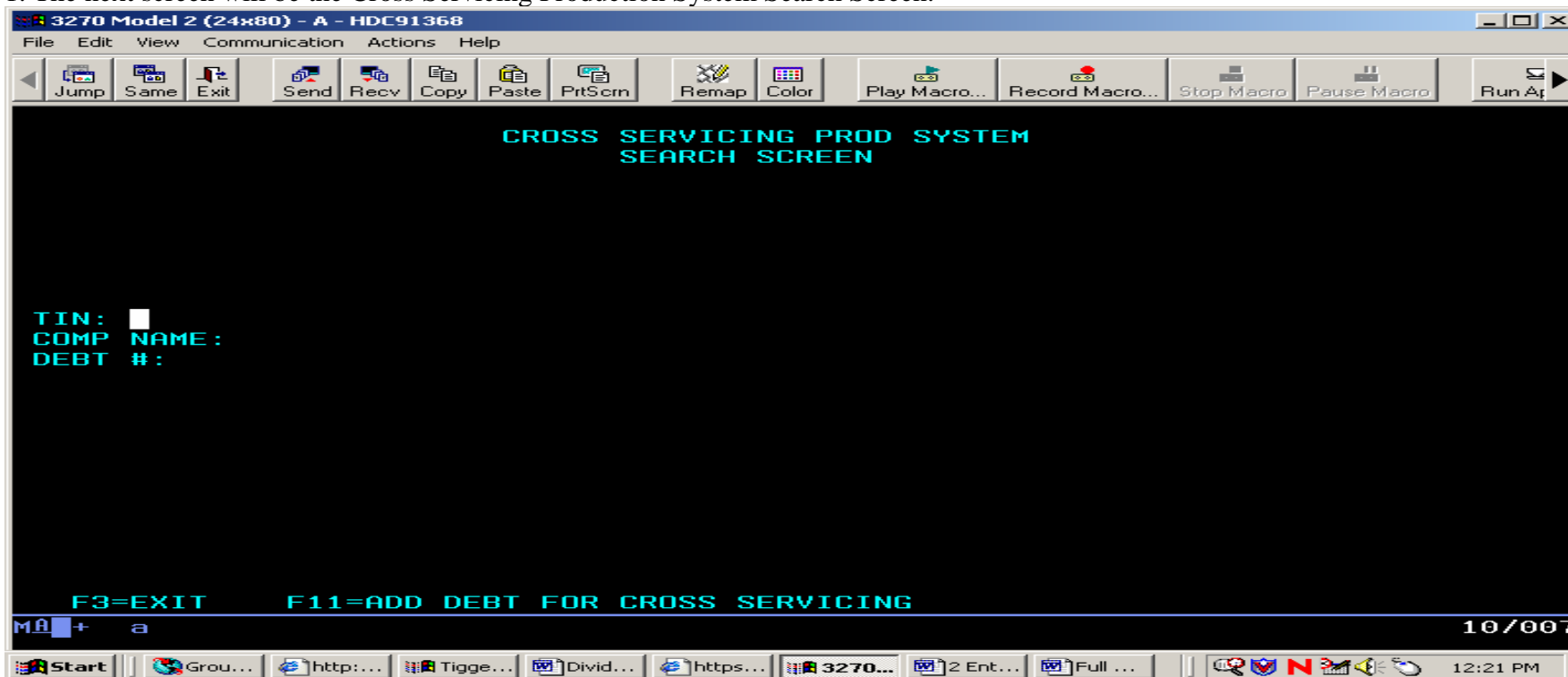


SECTION TWO:

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.

3270 Model 2 (24x80) - A - HDC91446

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 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 LUC: 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: 41

ENTER AMOUNTS AS DOLLARS AND CENTS

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

MA + a 03/010

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Start Tigger... Group... Micros... Full Ma... Welco... 3270 ... 1:36 PM

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); *HAT (Part A, HIGLAS, referred to a PCA and TOP); HBT (Part B , HIGLAS, referred to PCA and TOP); HMS (HIGLAS Medicare Secondary Payer); HPA (Part A, HIGLAS, referred to TOP only, will not be referred to a PCA); HPB (Part B, HIGLAS, referred to TOP only, will not be referred to a PCA)*
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 not 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

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

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

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

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.

3270 Model 2 (24x80) - A - HDC91368

File Edit View Communication Actions Help

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

CROSS 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

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

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Tab to the field to be updated and insert the correct information. Once all corrections have been made, Hit Enter. A message will appear at the bottom of the screen stating that the record has been updated.

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3270 Model 2 (24x80) - A - HDC91368
File Edit View Communication Actions Help
Jump Same Exit Send Recv Copy Paste PrtScm 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

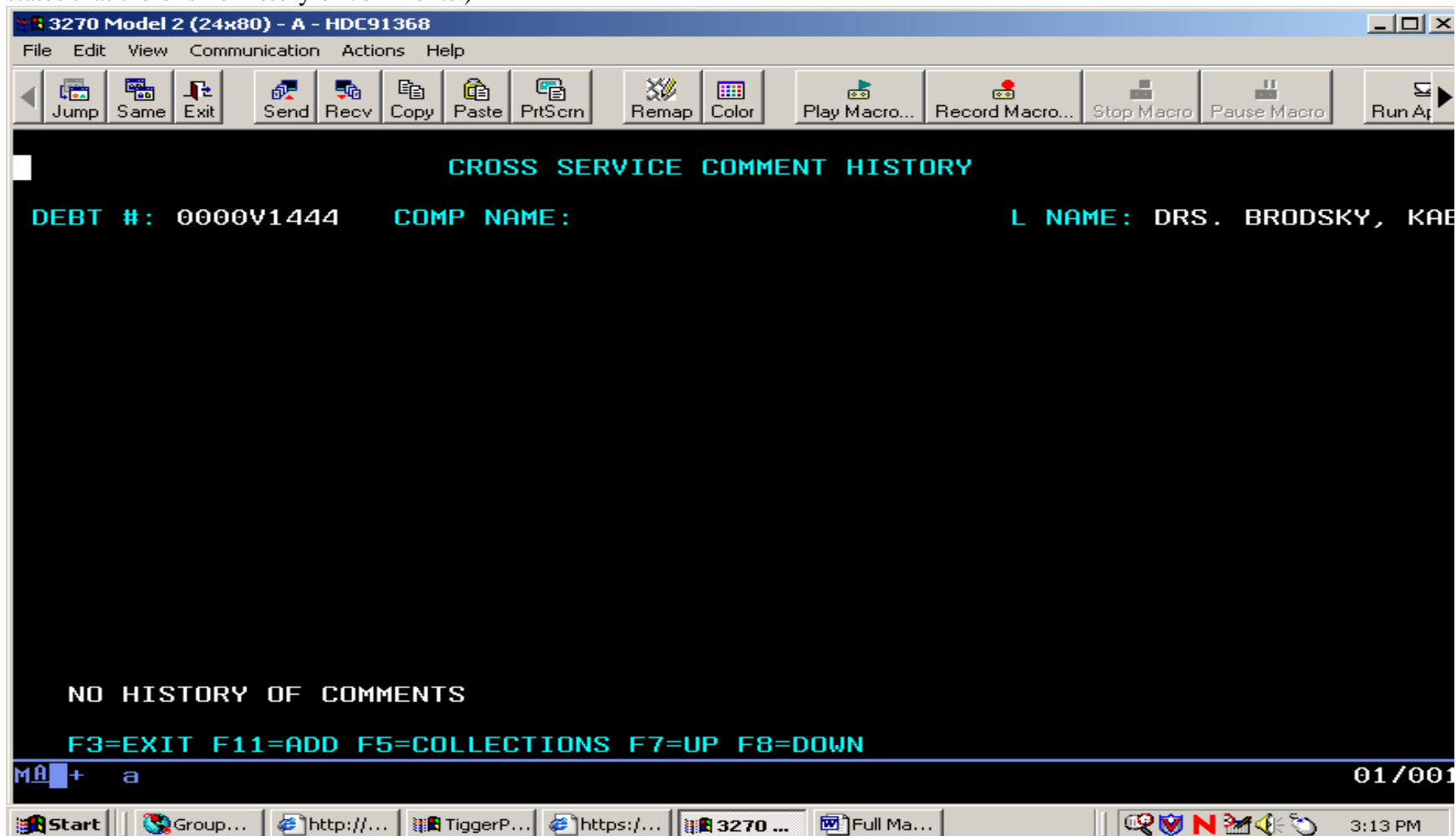
Mâ + a 03/010
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NOTE: A change to one field may require changes to other fields, based on system edits. For example, changing the Debt Type from PTA to PTB will require changes to fields required for Part B debts. The User ID field, Transmit Date, and Letter Generated Date fields are system protected and cannot be updated.

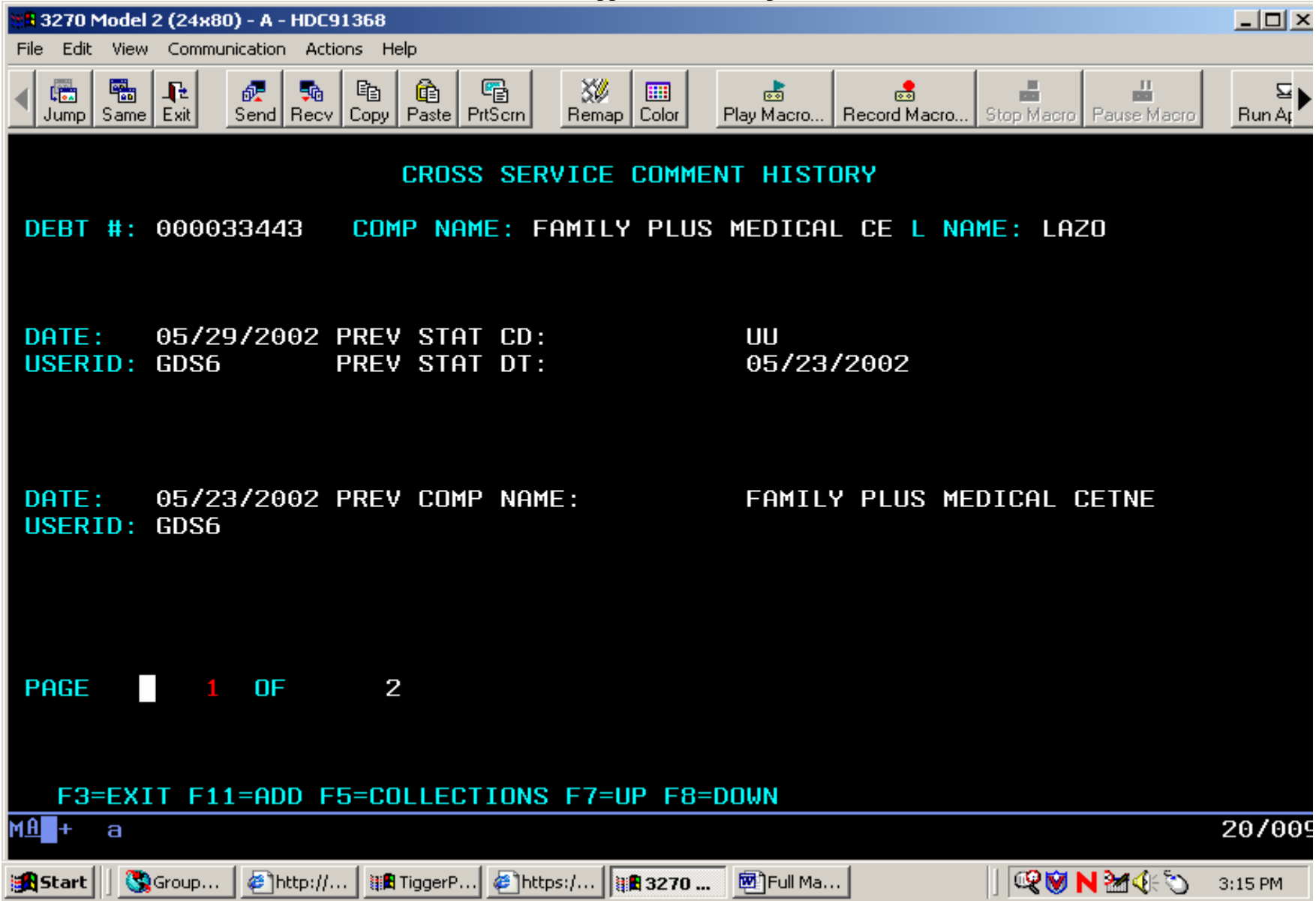
SECTION FOUR:
COMMENTS SCREEN

COMMENTS SCREEN

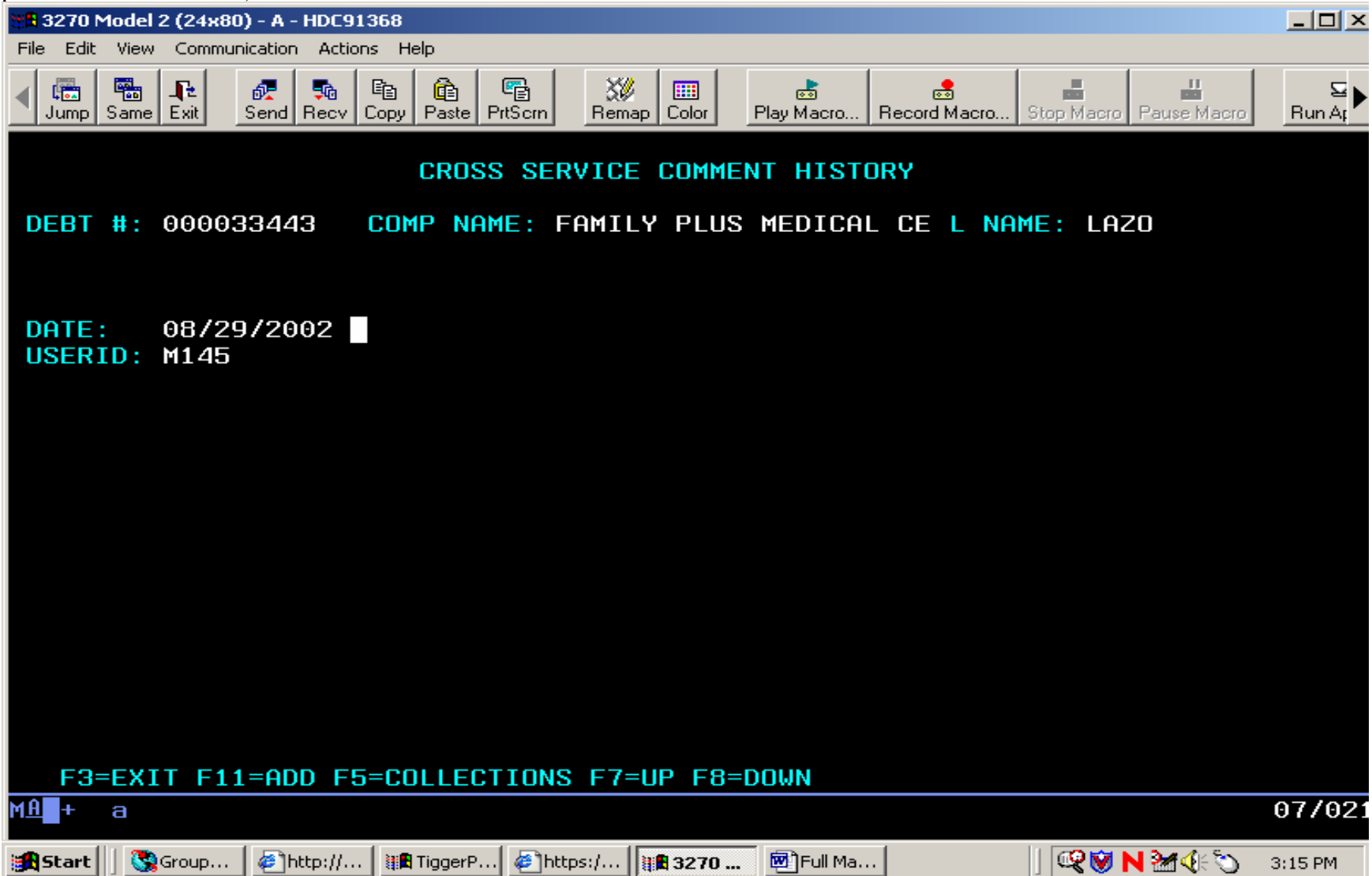
When F6 is chosen for comments, this is the screen that will appear if there are no current comments for that debt. (Note: The system states that there is no history of comments.)



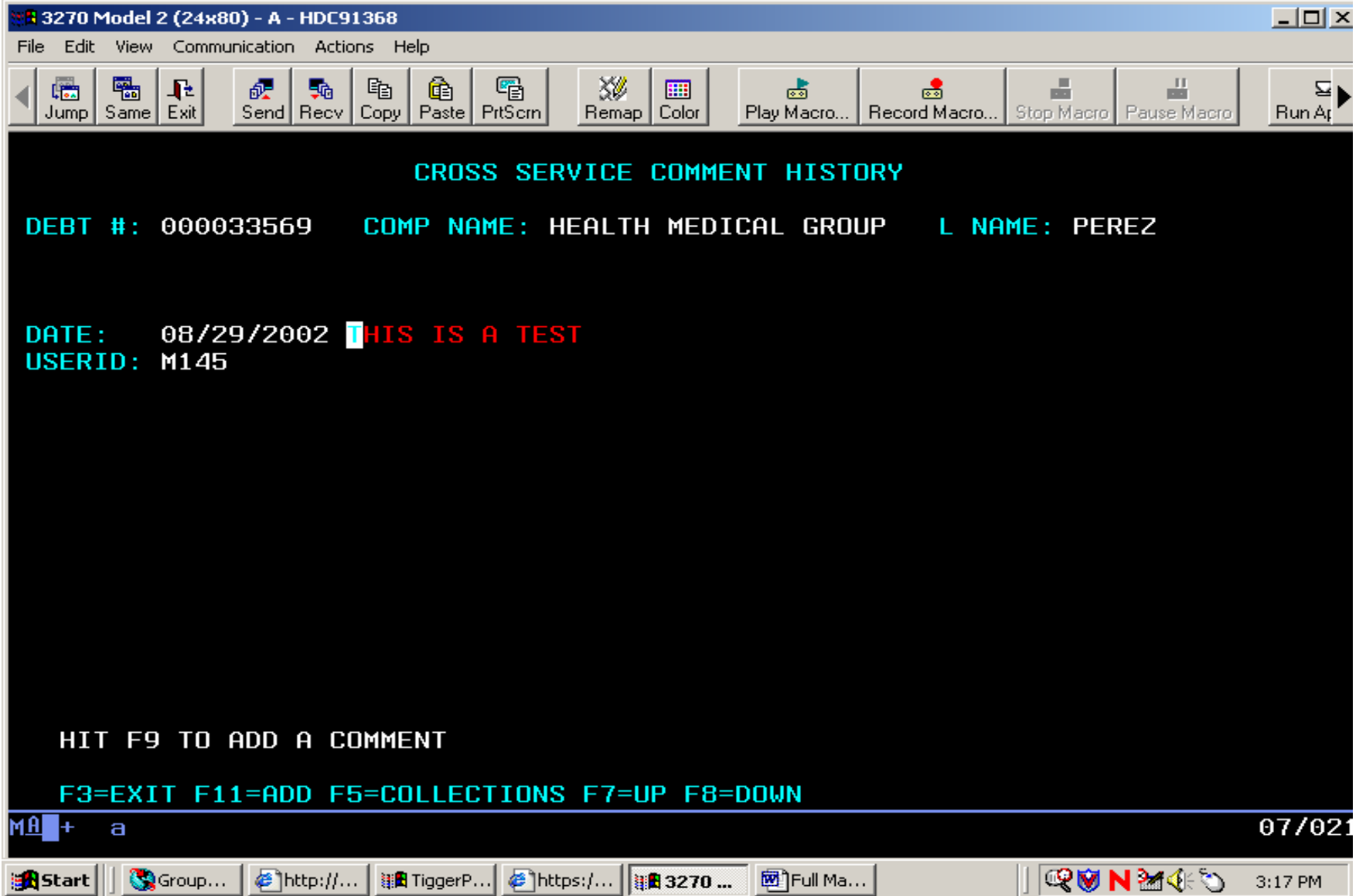
When F6 is chosen for comments, this is the screen that will appear if there are previous comments for that debt.



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.)



Once all new comment information has been entered, Press Enter. The system will provide a message to Hit F9 to add the comment.



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

3270 Model 2 (24x80) - A - HDC91368

File Edit View Communication Actions Help

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

CROSS SERVICE COMMENT HISTORY

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

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

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

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

RECORD INSERTED

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

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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:

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

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

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

COLLECTIONS SCREEN

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

3270 Model 2 (24x80) - A - HDC91008

File Edit View Communication Actions Help

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

CROSS SERVICE COLLECTIONS HISTORY

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

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

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

MA + a 01/001

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

3270 Model 2 (24x80) - A - HDC91008

File Edit View Communication Actions Help

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

CROSS SERVICE COLLECTIONS HISTORY

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

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

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

3270 Model 2 (24x80) - A - HDC91008

File Edit View Communication Actions Help

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

CROSS SERVICE COLLECTIONS HISTORY

DEBT # **1** 000V1841 COMP NAME **2** DIAGNOSTIC CARDIOLINE L NAME **3** JRTURO

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

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

3270 Model 2 (24x80) - A - HDC91008

File Edit View Communication Actions Help

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

CROSS SERVICE COLLECTIONS HISTORY

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

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

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

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

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

3270 Model 2 (24x80) - A - HDC91008

File Edit View Communication Actions Help

Jump Same Exit Send Recv Copy Paste PrtScrn Remap Color Play Macro... Record Macro... Stop Macro Pause Macro Run 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 - Microsof... 3270 Model 2 (24x80) ... 4:59 PM

FIELD SPECIFIC INSTRUCTIONS FOR COLLECTION SCREEN

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

11. TOT BALANCE INT (Total Interest Balance) - This is a system calculated field and is the remaining unpaid interest 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 envelope for all checks.)
23. NET CASH RECEIVED - This is a system generated field. This amount is principal collected plus interest collected minus any fees that apply.

Rules for Edits:

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

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

COLLECTION 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
<i>RF</i>	<i>Refund</i>
XT	Treasury Compromise
XP	PSC Compromise
XR	Region Compromise
XH	Central Office Compromise

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

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

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

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

Examples:

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

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.

**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, RF - 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

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

RECALLED FROM DCC

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

DCS STATUS CODES - MSP

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

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.

General Information

The debt will reflect a DCS status code of UU or UN when the debt is initially entered. If a debt has been transmitted to Treasury, the status code will be UJ (Debt sent for cross servicing). The Contractor may make any necessary changes to the Data Entry Screen as long as the status code is UU, UN, or UJ and the transmit date field is blank. If an error is discovered in one of these fields after the status code is UJ and the transmit date field is filled, the Contractor shall adjust these fields (i.e., 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 shall be recalled and re-entered with the correct information.

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

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

Debts are transmitted weekly to PSC by Central Office. Debts to be transmitted are set to a UJ status on the data entry screen on Monday morning of each week. These debts are then transmitted to the PSC on Friday morning of the same week. The reason for the delay is because Non-MSP debts are updated by Central Office before transmission.

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 - is 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.

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

If a debtor is no longer participating in Medicare, the contractor should use this status code. This code should also be used for a provider who is still participating in Medicare, but the contractor does not believe that future internal offsets/withholding will be sufficient to collect the debt in full within 3 years of the date that the debt became delinquent.

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

If a debtor is no longer participating in Medicare, the contractor should use this status code. This code should also be used for a physician/supplier who is still participating in Medicare, but the contractor does not believe that future internal offsets/withholding will be sufficient to collect the debt in full within 3 years of the date that the debt became delinquent.

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

If the debtor is currently participating in Medicare, is currently in offset/withhold status and the contractor believes the debt can be collected through internal offset within 3 years of the date that the debt became delinquent, the contractor should use this code.

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

If the debtor is currently participating in Medicare, is currently in offset/withhold status and the contractor believes the debt can be collected through internal offset within 3 years of the date that the debt became delinquent, the contractor should use this code.

SECTION TEN:

RECALLS / ADJUSTMENTS

RECALLS / ADJUSTMENTS

Recall/Adjustment Process

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

RULES FOR RECALLS OR ADJUSTMENTS

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

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

SECTION ELEVEN:

**MSP GENERAL HELP
INFORMATION**

MSP General Information

The debt will reflect a DCS status code of UU or UN when the debt is initially entered. If a debt has been transmitted to Treasury the status code will be UJ (Debt sent for cross servicing). The Contractor may make any necessary changes to the Data Entry Screen as long as the status code is UU, UN, or UJ and the transmit date field is blank. If an error is discovered in one of these fields after the status code is UJ and the transmit date field is filled, the Contractor shall adjust these fields (i.e., 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 shall be recalled and re-entered with the correct information.

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

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

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