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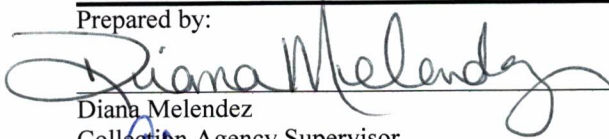
**TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER at El Paso**  
**POLICY AND PROCEDURES**

Revised Date: 02/10/22

Effective Date: 02/10/22


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**TITLE: COLLECTION AGENCIES**

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**Policy#: ACC #4**

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## 1. POLICY

The collection agency division of MPIP Accounting is responsible for proper recording and monitoring of delinquent accounts to include, placements, returned accounts, reconciliation along with abiding with the collection process and batched payment posting process. The department reviews accuracy of payment reports received by contracted collectors, processes monthly payments fees assessed by collectors for services rendered, and compiles monthly data to determine collectors' payments based on percentage of collected funds. The department also reviews the accuracy of any reductions, adjustments, cancelations, and other related transactions each month against what is reported back from the agencies.

The purpose of this policy is to establish policies and procedures for the identification of bad debt account placements, returned accounts and reconciliation of bad debt accounts placed at collection agencies. Along with the issuance of the Collection Agency Reconciliation Report. This report includes the monthly activity of each collection agency related transactions (Active, Closed, and Paid in Full Invoices that are sent from the collection agencies). The report includes a balance reconciliation against the balance kept at each collection agency.

## 2. PROCEDURES

- a) Bad Debt Identification – Centricity Business(CB) Process
- b) TransUnion Front End Process
- c) Placed Accounts
- d) Returned Accounts
- e) Charity Write Off - Presumptively Eligible Charity Care (PEC) WO
- f) Uncollectible Bad Debt - UCRI/UDSI
- g) Collection Agency Remittance / Reports
- h) Collection Agency Reconciliation

### a) **Bad Debt Identification – Centricity Business (CB) Process**

1. Self-pay invoices with no patient payment activity ranging from 30-90 days will automatically cycle from dunning level 0-2 in Centricity Business System (CBiz). After 90 days of no patient payment activity, the invoice are picked up on a weekly basis via an automated Athena agent and placed with the collection agency based on statement and cycle run.

### b) **TransUnion Front End Process**

1. The Athena agent file for CRI/DSI is exported from CBiz by Lead Analyst.
2. An Informatics report (ceastorg-weekly placements WO division lookup) is ran and utilized to identify the Divisions for each of the invoices found in the agent file.
3. Emergency Medicine divisions are excluded and only by Texas Addresses are retained.
4. The invoices are placed in TransUnion secured server. Within 1 to 2 hours a file is received from TransUnion containing patient's Credit Score.
5. Credit Scores under 200 are written off in CBiz with paycode 1102 Presumptively Eligible Charity Care (PEC) WO and FSC'd to Presumptive Eligibility Charity Care WO FSC 122.
6. The rest of the Invoices are placed with the Collections Agencies.

### c) **Placed Accounts**

1. Accounts are Alpha split when placed with the collection agency. A thru L are placed with Credit Resources Inc. (CRI) and M thru Z are placed with Data Search Inc. (DSI).
2. The agent runs on a weekly basis each Tuesday in CBIZ and is exported by the Lead Analyst.
3. The Agent identifies a list of accounts, invoices, and total amount referred to the collection agency for placement. **(Exhibit A,B)**
  - i. Change FSC from SELF PAY to Collection Agency (CRI/DSI)
  - ii. Referred to Collection Agency **(Exhibit 1)**
4. The report identifies a list of accounts, invoices, and total amount referred to the collection agency for placement.
5. The file transmits via a Secure File Transfer Portal (SFTP) site for collection agency to extract and process.

6. The collection agency receives an e-mail notifying them the report is available on the secure site. The information below is received by the agency from TTUSHC EP via email.
  - i. Total number of accounts
  - ii. Total invoice count
  - iii. Total invoice amount
7. An acknowledgment email from the collection agency to the Collection Agency Supervisor at TTUHSC EP is required within 24 hours after the accounts are referred to the agency, confirming the file was downloaded for processing.

**d) Collection Agency Returned Accounts**

1. Accounts referred to all collection agencies shall be returned to TTUHSC EP if there is no payment activity for (6) consecutive months from date of last payment transaction.
2. Before accounts are returned back to TTUSHC EP, the Collection Agency refers the accounts to TransUnion to determine if account qualifies for Charity Write Off based on the Federal poverty care guidelines.
3. Returned accounts from collection agency are reviewed for balance accuracy and either written off as Presumptively Eligible Charity Care (PEC) WO or Uncollectible Bad Debt in CBIZ depending on the results received from TransUnion.
4. Collection agencies (CRI, DSI) will each return two files “Uncollectible Bad Debt-Return File” and “Charity Write-off File” to TTUHSC EP.

**e) Charity Write Off - Presumptively Eligible Charity Care (PEC) WO**

1. “Charity Write-off file” received by the collection agency is reviewed and scripted by Lead Analyst.
2. Charity Write-off accounts deemed uncollectable by Trans Union are recorded in CBiz as returned from Collection Agency and written off with paycode 1102 Presumptively Eligible Charity Care (PEC) WO and FSC’d to Presumptive Eligibility Charity Care WO FSC 122. **(Exhibit 1)**

**f) Uncollectible Bad Debt - UCRI/UDSI**

1. Returned accounts deemed collectable by Trans Union are recorded as returned from Collection Agency in CBIZ and FSC’d at either Uncollectible-CRI “UCRI” or Uncollectible-DSI “UDSI” and written off as C/A Uncollectible WO - CRI/DSI.
2. Patient overpayments will be transferred into a bad debt invoice C/A. Uncollectible WO - CRI/DSI paycode will be reduced by the over payment amount.
3. If overpayment covers the bad debt amount, the invoice FSC will change to UCRIP/UDSIP.

4. If overpayment is less than the bad debt amount, the invoice will remain FSC'd at UCRI/UDSI until the entire bad debt amount is recovered.

(Exhibit 1)

**g) Collection Agency Remittance / Reports**

1. Weekly or Bi-weekly transmission of payments less collection agency fees are submitted by collection agency along with itemized statements.
2. Collection agency payments post in CBIZ within 3 days of receipt of funds and reconcile to collection agencies balance. Any discrepancies are immediately resolve with collection agency.
3. All collection agency payments received @ C/A post with the appropriate collection agency paycode net of fee. The collection agency fee is also posted.
4. All collection agency payments received at TTUHSC EP are reported to the collection agency with Paycode 10. Payments post with appropriate collection agency paycode for payments received at TTUHSC EP. The collection agency fee is recorded and posted with appropriate collection agency paycode when the remittance file is received from the collection agency. The collection agency payment offset fee also posts. (Exhibit 1,2)
5. The TTUHSC EP Collection Agency Supervisor runs a Paycode 10 report on a weekly basis. The report reflects all collection agency payments/adjustments received and posted at TTUSHC EP. The report is emailed to each C/A every Friday for them to post reported payments/adjustments.
6. All collection agencies are required to submit the following reports on a monthly basis:
  - i. Open and Active Inventory Report
  - ii. Paid in Full (PIF) Inventory Report
  - iii. Returned Inventory Report (includes deceased, bankruptcies, cancellations and no payment activity accounts)
7. Reports must include Patient's Name, MRN #, Invoice Number, Placement Date, Original Balance, Total Paid, Last Payment Date, Current Balance.

**h) Collection Agency Reconciliation**

1. All monthly collection agency reports must be reconciled with TTUHSC EP balances on a monthly basis.
2. Lead Analyst reviews monthly reconciliation for each collection agency no later than 45 days after the end of each month. (Exhibit 3)
3. All reconciliations and supporting documentation are retained in TTUHSC EP shared drive as permanent records for auditing purposes.
4. Monthly compilation of data by collection agency maintains to determine collectors' payments based on percentage of collected funds.

Patient: Lourdes  
 Charges: \$ 2,795.00

Exhibit 1

T#	Paycode	Description	Amt	CBiz Balance
<b>Front End Process - Starting November 2021, all self-pay invoices over 90 days are sent to TransUnion to determine if they qualify for Presumptively Eligible Charity Care (PEC) Write off OR if they will be placed with the Collection Agency (C/A)</b>				
<b>Presumptive Eligibility Care (PEC) WO</b>				
1	10/4/2019	902 Referred to C/A - CRI	\$ 2,975.00	\$ -
2	10/4/2019	902 Referred to C/A - CRI Comment: ACCT Rtrnd TU on 10-4-19 PEC WO	\$ (2,975.00)	\$ 2,975.00
3	10/4/2019	70/122 FSC @ SPPE (Self Pay Presumptive Eligible)		
4	10/4/2019	1102 Presumptively Eligible Charity Care (PEC) WO	\$ 2,975.00	\$ -
<b>C/A - Placement</b>				
5	10/4/2019	70/902 FSC @ CRI		
6	10/4/2019	902 Referred to C/A - CRI	\$ 2,795.00	\$ -
7 Send placement notification email to CRI				
8 Place placement file in CRI FTP site				
<b>Payment @ C/A (Ex: \$1,000 payment)</b>				
9	10/14/2019	904 C/A Pmt @ Collection Agency - CRI	\$ 900.00	\$ (900.00)
10	10/14/2019	905 C/A Fee - CRI	\$ 100.00	\$ (100.00)
11	10/14/2019	906 C/A Recovery - CRI Comment: Bal \$1,795	\$ (1,000.00)	\$ -
<b>Payment @ TTUHSC (Ex: \$100 payment)</b>				
12	10/15/2019	10 LEGACY 80 RPT Comment: Pmt \$100	\$ -	\$ -
13	10/15/2019	903 C/A Pmt @ TTUHSC - CRI	\$ 100.00	\$ (100.00)
14	10/15/2019	906 C/A Recovery - CRI Comment: Bal \$1,695	\$ (100.00)	\$ -
<b>Recording C/A Fee (Ex: 10% fee from \$100 payment)</b>				
15	10/31/2019	903 C/A Pmt @ TTUHSC - CRI	\$ (10.00)	\$ 10.00
16	10/31/2019	905 Collection Agency Fee - CRI	\$ 10.00	\$ -

**Acct RETURNED from Collection Agency after 6 months of inactivity**

**Back End Process - Before account is returned from C/A, The C/A submits the accounts to TransUnion to determined if account will be placed as Presumptively Eligible Charity Care (PEC) WO OR as Uncollectible Bad Debt in Cbiz. C/A provides Texas Tech 2 returned files. (Returned Accounts are Reconciled, Scripted in Cbiz as PEC or Uncollectible Bad Debt)**

<b>Presumptive Eligibility Care (PEC) WO</b>				
17	4/4/2020	902 Referred to C/A - CRI	\$ (1,695.00)	\$ 1,695.00
18	4/4/2020	70/122 FSC @ SPPE (Self Pay Presumptive Eligible) Comment: ACCT Rtrnd TU on 4-4-20 PEC WO	\$ -	\$ -
19	4/4/2020	1102 Presumptively Eligible Charity Care (PEC) WO	\$ 1,695.00	\$ -
<b>Uncollectible Bad Debt</b>				
20	4/4/2020	907 Returned from CRI Comment: Account returned from CRI 4-4-20	\$ (1,695.00)	\$ 1,695.00
21	4/4/2020	70/908 FSC @ UCRI	\$ -	\$ -
22	4/4/2020	908 C/A UNCOLLECTIBLE W/O - CRI	\$ 1,695.00	\$ -
<b>Post Activity - Patient Overpayment Recovery (Ex: \$1,695 patient payment)</b>				
23	5/4/2020	1104 Phreesia CoPay Payment - Cash Transfer from Invoice ###	\$ 1,695.00	\$ (1,695.00)
24	5/4/2020	908 C/A UNCOLLECTIBLE W/O - CRI Comment: Bal \$0	\$ (1,695.00)	\$ -
25	5/4/2020	70/909 FSC @ UCRI	\$ -	\$ -

**Note 1 :** Collection agency DSI follows the same process.

**Note 2 :** Returned accounts from Collection Agency prior to Dec 2019 were sent straight to Uncollectible. Returned accounts were not 2nd placed.

**Note 3 :** Returned Collection Agency Accounts prior to Aug 2020 were sent straight to 2nd Placement - Bull City. Return accounts were not written off to Presumptively Eligible Charity Care (PEC) WO. Bull City Financial contract began November 1, 2019 and terminated July 16, 2021.

**Note 4 :** Starting on August 2020, the Collection Agency sent accounts to TransUnion prior to returning accounts back to Texas Tech (Back End Process). Starting November 2021, Texas Tech sent accounts to TransUnion prior to accounts being placed with the Collection Agency (Front End Process).

FSC/PC	PC/FSC #	FSC Minem	Pmt Category	FSC Name (CA FSC)	Comment	Status
FSC	902	CRI	-	COLLECTION AGENCY - CRI	CRI	Available
FSC	903	CRIP	-	COLLECTION AGENCY - CRI PAID *PIF*	CRI	Available
FSC	908	UCRI	-	C/A UNCOLLECTIBLE W/O - CRI	CRI	Available
FSC	909	UCRIP	-	C/A UNCOLLECTIBLE W/O - CRI PAID	CRI	Available
PC	902	NA	Admin Adj	REFERRED TO C/A - CRI *58*	CRI	Available
PC	903	NA	Payments	C/A PYMT @ TTUHSC - CRI *22*	CRI	Available
PC	904	NA	Payments	C/A PMT @ C/A - CRI *21*	CRI	Available
PC	905	NA	Admin Adj	COLLECTION AGENCY FEE - CRI *9531*	CRI	Available
PC	906	NA	Bad Debt	C/A RECOVERY - CRI *531*	CRI	Available
PC	907	NA	Admin Adj	RETURNED FROM CRI	CRI	Available
PC	908	NA	Bad Debt	C/A UNCOLLECTIBLE W/O - CRI	CRI	Available
FSC	912	DSI	-	COLLECTION AGENCY - DSI	DSI	Available
FSC	913	DSIP	-	COLLECTION AGENCY - DSI PAID *PIF*	DSI	Available
FSC	918	UDSI	-	C/A UNCOLLECTIBLE W/O - DSI	DSI	Available
FSC	919	UDSIP	-	C/A UNCOLLECTIBLE W/O - DSI PAID	DSI	Available
PC	912	NA	Admin Adj	REFERRED TO C/A - DSI *58*	DSI	Available
PC	913	NA	Payments	C/A PYMT @ TTUHSC - DSI *22*	DSI	Available
PC	914	NA	Payments	C/A PMT @ C/A - DSI *21*	DSI	Available
PC	915	NA	Admin Adj	COLLECTION AGENCY FEE - DSI *9531*	DSI	Available
PC	916	NA	Bad Debt	C/A RECOVERY - DSI *531*	DSI	Available
PC	917	NA	Admin Adj	RETURNED FROM DSI	DSI	Available
PC	918	NA	Bad Debt	C/A UNCOLLECTIBLE W/O - DSI	DSI	Available
FSC	122	SPPE	-	SELF PAY PRESUMPTIVELY ELIGIBLE	ALL	Available
PC	1102	NA	Charity	PRESUMPTIVELY ELIGIBLE CHARITY CARE WO	ALL	Available
FSC	999	CAMT	-	C/A MANUAL TURNOVER	ALL	Available
PC	900	NA	Bad Debt	C/A RECLASSIFICATION/ADJ	ALL	Available
FSC	904	RCP2	-	CRI - RTN CA INV/PNDG 2ND PLACE	CRI	Decativated
FSC	914	RDP2	-	DSI - RTN CA INV/PNDG 2ND PLACE	DSI	Decativated
PC	901	NA	Bad Debt	BAD DEBT MODULE TURNOVER	ALL	Decativated
FSC	901	BDMT	-	BAD DEBT MODULE TURNOVER	ALL	Decativated
FSC	915	MTDS	-	CA MANUAL TURNOVER - DSI	DSI	Decativated
FSC	905	MTCR	-	CA MANUAL TURNOVER - CRI	CRI	Decativated

## Exhibit 3

### a) Data Source for DSI/CRI Reports

1. Log on to Informatics
2. Under MPIP Tab Search by Name report called LouGomez – CRI/DSI Collection Agency List depending on which agency it's being worked on and open it
3. Open CRI/DSI Placement Reports to select current batches for the month being worked on.
4. Open Search on Informatics report and select Part I.
5. Enter Batch Numbers under Btc Batch Num criteria and Run the report.
6. Total Trn Credit/Debit Amt should equal Total amount placed on all batches for the month.
7. Export as Excel file and Save as: "CRI/DSI Reconciliation – CA CRI/DSI" depending on which collection agency it is.
8. Go to Search again and Open Part II.
9. Enter same Batch numbers under Btc Batch Num criteria and Run the report.
10. Export as Excel file and save as: "CRI/DSI Reconciliation Part II"

### b) Reconciliation for DSI/CRI

1. Open file named: "CRI/DSI Reconciliation – CA CRI/DSI" and rename Tab to Part I.
2. Create a copy of Part I Tab and Rename it to Mo 20XX – Activity.
3. Move Inv Num Column to Column A. Leave only: Inv Num, Patient Name, Pt MRN, Trn Credit Amt. Delete all other columns.
4. Open "CRI/DSI Reconciliation Part II, and Filter by Trn PaycodeNum 902/912 and check that the sum of Trn Debit Amt equals 0. Then filter by Trn PaycodeNum 906/916 and check that Trn Credit Amt equals 0.
5. Filter by Trn PaycodeNum 902/912 and copy Inv Num and Trn Credit Amt columns and paste in a New Tab.
6. Filter by Trn PaycodeNum 906/916 and copy Inv Num and Trn Debit Amt columns and paste in a New Tab.
7. Select both columns with Inv Num and Trn Credit Amt and click on Data Ribbon and under the Outline Options click on Subtotal.
8. Make sure the change is under every Inv Num, function Sum, Add Subtotal to Trn Credit Amt, checkmark Replace Current Subtotals, Summary Below Data, and click OK.
9. When results come up, click on #2, and select only visible cells under the Find & Select options. Then copy the data, and Paste on a New Tab and Rename New Tab 902/912 Code.
10. Repeat Step 6-8 for 906/916 Codes, except instead of Trn Credit it will say Trn Debit Amt, and Name New Tab 906/916 Code.
11. Next to Column C with Pt MRN insert Amt Ref- Mo 20XX; next PC 902/912 – Reversals XX-XX; next PC – 906/916 Total Pymt XX-XX; next Ending Balance X-XX-XX (CBIZ); next CRI/DSI – XX/XX/20XX; next Diffr; next Comment-Diffr.

12. Do an Index/Match or VLOOKUP based on Inv Num from Mo 20XX – Activity and 902/912 Code Tab for PC 902/912 – Reversals XX-XX Column
13. Repeat Step 12 now for PC - 906/916 Total Pymt XX-XX Column under 906/916 Code Tab.
14. Under Ending Balance X-XX-XX (CBIZ) Column Add Amount Ref-Mo-20XX+PC 902/912 – Reversals XX-XX and subtract PC – 906/916 Total Pymt XX-XX Column.
15. Open CRI/DSI-ACTIVE INVENTORY File under Inventory Rpts-CBIZ Folder and Transfer it to the working file.
16. For CRI/DSI – XX/XX/20XX Column do an Index/Match or VLOOKUP from the Tab with the ACTIVE INVENTORY information to pull any new balances reported by the agencies.
17. For Diffr Column, subtract Ending Balance minus CRI/DSI Balance.
18. At the bottom of columns starting from Amount Ref to Column Diff do a Sum formula for each one of the columns.
19. Bring in Bad Debt and Charity Reports sent by both CRI/DSI and do a VLOOKUP to identify the invoices returned in any of the Active Tabs.
20. Once identified, bring those invoices to zero by doing an adjustment and move to the bottom. Delete last month's invoices that now should have a zero balance.
21. Enter reconciled balances referencing our Ending Balance as the Balance per MPIP, Balance per C/A CRI/DSI equals to our column total under CRI/DSI Balance. Subtract totals from MPIP- Balance per C/A and the difference Total should equal my Diffr Column Total.
22. For Reconciling Items, Collection Agencies Supervisor will review any of the Invoices that have a difference in balance to what MPIP has. He/she will assign a category to it accordingly.
23. For the Difference, subtract my Difference Total for Reconciled Balances – Reconciling Difference. The total should be 0.
24. In order to make sure we're taking into account all the inventory that was sent to us from the collection agencies, we need to add all our CRI/DSI Balances and it should equal our Balance Total sent by the Agency.



## Exhibit A – Part 1: Agent FSC transfer to CRI including Bad Address

Description: Agent FSC Tr-Bad to CRI

Status: Complete

Display Name: Agent FSC Tr-CRI

Long Description:

AGENT VIEW CONTAINS INVOICES THAT MEET COLLECTIONS CRITERIA

SQL Query Statement:

```

SELECT
SUM(T.Invoice->InvBal) AS Tot_Bal, COUNT (T.Invoice) AS Inv_Count,
T.Id,
T.PatId,
T.PatId->PatNm,
T.PatId->Mrn AS MRN,
T.Invoice as Invoice_Number,
T.Invoice->InvBal,
T.Invoice->Fsc->Number,
T.Invoice->SerDt,
T.Invoice->DischDt AS Disch_Dt,
T.Grp,
A.StmtCurBal,A.DunLev,
A.AcctStatus->Name as AcctStat,
T.Invoice->TotChg AS Tot_Chg,
DateDiff('dd',T.Invoice->InvCreDt,Current_Date) AS Invoice_Age,
A.StmtRun,
A.StmtCyc,
A.StmtDt,
(SELECT P.Dt FROM BAR.AccountPayment P WHERE P.Account = A.%ID) as LastPymtDt,
(SELECT P.Amt FROM BAR.AccountPayment P WHERE P.Account = A.%ID) as LastPymt,
BAR.Insurance_REG(T.Grp,T.PatId,1,24,1) AS Ins_Co_1,
BAR.Insurance_REG(T.Grp,T.PatId,2,24,1) AS Ins_Co_2,
T.PatId->DOB,
--T.PatId->SsnUnmasked,
T.PatId->StreetAddrL1,
T.PatId->StreetAddrL2,
T.PatId->Ctyst,
T.PatId->Zip,
T.PatId->Tel,
T.PatId->GuarSsn,
T.PatId->GuarNmIfNotPat,
T.PatId->Cont1Tel,
T.PatId->PatEmployerFtxt,T.PatId->Ssn AS Patient_SSN

FROM TaskManager.Task T
  join BAR.Account A on (A.Grp=T.Grp and A.Gid=T.PatId)

WHERE T.TaskNm = (SELECT ID FROM DICT.ETMTASKNAME
                  WHERE Name = 'Invoice')
AND
((T.Invoice->InvBal > DBMS.Tools_Currency(0.00)
AND ($EXTRACT(T.PatId->Lnm,1) BETWEEN 'N' AND 'Z'))

```

AND T.Invoice->Fsc->Number IN ('1','8','100','101','111','113','129','852')  
 AND A.DunLev > '1'  
 AND A.StmtBal > DBMS.Tools\_Currency(9.99)  
 AND A.StmtDt <= DateAdd('dd',-21,CURRENT\_DATE)

AND  
 (BAR.Insurance\_REG(T.Grp,T.PatId,1,0,2) <> '7' OR  
 BAR.Insurance\_REG(T.Grp,T.PatId,2,0,2) <> '7' OR  
 BAR.Insurance\_REG(T.Grp,T.PatId,3,0,2) <> '7' OR  
 BAR.Insurance\_REG(T.Grp,T.PatId,4,0,2) <> '7' OR  
 BAR.Insurance\_REG(T.Grp,T.PatId,5,0,2) <> '7')

AND NOT EXISTS  
 (SELECT P.Dt FROM BAR.AccountPayment P WHERE P.Account = A.%ID AND  
 P.Dt >= CURRENT\_DATE-30))

OR  
 (T.Grp = '3'  
 AND T.Invoice->InvBal > DBMS.Tools\_Currency(0.00)  
 AND (\$EXTRACT(T.PatId->Lnm,1) BETWEEN 'N' AND 'Z')

AND  
 (BAR.Insurance\_REG(T.Grp,T.PatId,1,0,2) = '7' OR  
 BAR.Insurance\_REG(T.Grp,T.PatId,2,0,2) = '7' OR  
 BAR.Insurance\_REG(T.Grp,T.PatId,3,0,2) = '7' OR  
 BAR.Insurance\_REG(T.Grp,T.PatId,4,0,2) = '7' OR  
 BAR.Insurance\_REG(T.Grp,T.PatId,5,0,2) = '7')  
 AND T.Invoice->FSC->Number NOT IN ('113','474','475')

AND NOT EXISTS  
 (SELECT P.Dt FROM BAR.AccountPayment P WHERE P.Account = A.%ID AND  
 P.Dt >= CURRENT\_DATE-45)))

Order by T.PatId->PatNm

### Exhibit A – Part 2: Agent WO CRI including Bad Address

Description: Agent WO-CRI  
 Status: Complete  
 Display Name: Agent WO-CRI

Long Description:  
 AGENT VIEW CONTAINS INVOICES THAT MEET COLLECTIONS CRITERIA  
 SQL Query Statement:  
 SELECT SUM(T.Invoice->InvBal) AS Tot\_Bal, COUNT (T.Invoice) AS Inv\_Count,  
 T.Id,  
 T.PatId,  
 T.PatId->PatNm,  
 T.PatId->Mrn AS MRN,  
 T.Invoice as Invoice\_Number,  
 T.Invoice->InvBal,  
 T.Invoice->Fsc->Number,  
 T.Invoice->SerDt,

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T.Invoice->DischDt AS Disch_Dt,
T.Grp,
A.StmtCurBal,A.DunLev,
A.AcctStatus->Name as AcctStat,
T.Invoice->TotChg AS Tot_Chg,
DateDiff('dd',T.Invoice->InvCreDt,Current_Date) AS Invoice_Age,
A.StmtRun,
A.StmtCyc,
A.StmtDt,
(SELECT P.Dt FROM BAR.AccountPayment P WHERE P.Account = A.%ID) as LastPymtDt,
(SELECT P.Amt FROM BAR.AccountPayment P WHERE P.Account = A.%ID) as LastPymt,
BAR.Insurance_REG(T.Grp,T.PatId,1,24,1) AS Ins_Co_1,
BAR.Insurance_REG(T.Grp,T.PatId,2,24,1) AS Ins_Co_2,
T.PatId->DOB,
T.PatId->StreetAddrL1,
T.PatId->StreetAddrL2,
T.PatId->Ctyst,
T.PatId->Zip,
T.PatId->Tel,
T.PatId->GuarSsn,
T.PatId->GuarNmIfNotPat,
T.PatId->Cont1Tel,
T.PatId->PatEmployerFtxt,T.PatId->Ssn AS Patient_SSN
T.Patid->GuarDob,
T.Patid->GuarStreetAddrL1,
T.Patid->GuarStreetAddrL2,
T.Patid->GuarCtyst,
T.Patid->GuarZip

FROM TaskManager.Task T
  join BAR.Account A on (A.Grp=T.Grp and A.Gid=T.PatId)

WHERE T.TaskNm = (SELECT ID FROM DICT.ETMTASKNAME
                  WHERE Name = 'Invoice')
AND T.Invoice->Fsc->Number IN ('912')
AND T.Invoice->InvBal > DBMS.Tools_Currency(0.00)
AND ($EXTRACT(T.PatId->Lnm,1) BETWEEN 'N' AND 'Z')

```

**Exhibit B – Part 1: Agent FSC transfer to DSI including Bad Address**

Description: Agent FSC Tr-DSI  
 Status: Complete  
 Display Name: Agent FSC Tr-DSI

## Long Description:

AGENT VIEW CONTAINS INVOICES THAT MEET COLLECTIONS CRITERIA

SQL Query Statement:

```

SELECT
SUM(T.Invoice->InvBal) AS Tot_Bal, COUNT (T.Invoice) AS Inv_Count,
T.Id,
T.PatId,
T.PatId->PatNm,
T.PatId->Mrn AS MRN,
T.Invoice as Invoice_Number,
T.Invoice->InvBal,
T.Invoice->Fsc->Number,
T.Invoice->SerDt,
T.Invoice->DischDt AS Disch_Dt,
T.Grp,
A.StmtCurBal,A.DunLev,
A.AcctStatus->Name as AcctStat,
T.Invoice->TotChg AS Tot_Chg,
DateDiff('dd',T.Invoice->InvCreDt,Current_Date) AS Invoice_Age,
A.StmtRun,
A.StmtCyc,
A.StmtDt,
(SELECT P.Dt FROM BAR.AccountPayment P WHERE P.Account = A.%ID) as LastPymtDt,
(SELECT P.Amt FROM BAR.AccountPayment P WHERE P.Account = A.%ID) as LastPymt,
BAR.Insurance_REG(T.Grp,T.PatId,1,24,1) AS Ins_Co_1,
BAR.Insurance_REG(T.Grp,T.PatId,2,24,1) AS Ins_Co_2,
T.PatId->DOB,
--T.PatId->SsnUnmasked,
T.PatId->StreetAddrL1,
T.PatId->StreetAddrL2,
T.PatId->Ctyst,
T.PatId->Zip,
T.PatId->Tel,
T.PatId->GuarSsn,
T.PatId->GuarNmIfNotPat,
T.PatId->Cont1Tel,
T.PatId->PatEmployerFtxt,T.PatId->Ssn AS Patient_SSN

FROM TaskManager.Task T
  join BAR.Account A on (A.Grp=T.Grp and A.Gid=T.PatId)

WHERE T.TaskNm = (SELECT ID FROM DICT.ETMTASKNAME
                  WHERE Name = 'Invoice')
AND
((T.Invoice->InvBal > DBMS.Tools_Currency(0.00)
AND ($EXTRACT(T.PatId->Lnm,1) BETWEEN 'N' AND 'Z')
```

```

AND T.Invoice->Fsc->Number IN ('1','8','100','101','111','113','129','852')
AND A.DunLev > '1'
AND A.StmtBal > DBMS.Tools_Currency(9.99)
AND A.StmtDt <= DateAdd('dd',-21,CURRENT_DATE)
AND
(BAR.Insurance_REG(T.Grp,T.PatId,1,0,2) <> '7' OR
BAR.Insurance_REG(T.Grp,T.PatId,2,0,2) <> '7' OR
BAR.Insurance_REG(T.Grp,T.PatId,3,0,2) <> '7' OR
BAR.Insurance_REG(T.Grp,T.PatId,4,0,2) <> '7' OR
BAR.Insurance_REG(T.Grp,T.PatId,5,0,2) <> '7')

AND NOT EXISTS
(SELECT P.Dt FROM BAR.AccountPayment P WHERE P.Account = A.%ID AND
P.Dt >= CURRENT_DATE-30))
OR
(T.Grp = '3'
AND T.Invoice->InvBal > DBMS.Tools_Currency(0.00)
AND ($EXTRACT(T.PatId->Lnm,1) BETWEEN 'N' AND 'Z')
AND
(BAR.Insurance_REG(T.Grp,T.PatId,1,0,2) = '7' OR
BAR.Insurance_REG(T.Grp,T.PatId,2,0,2) = '7' OR
BAR.Insurance_REG(T.Grp,T.PatId,3,0,2) = '7' OR
BAR.Insurance_REG(T.Grp,T.PatId,4,0,2) = '7' OR
BAR.Insurance_REG(T.Grp,T.PatId,5,0,2) = '7')
AND T.Invoice->FSC->Number NOT IN ('113','474','475'))

AND NOT EXISTS
(SELECT P.Dt FROM BAR.AccountPayment P WHERE P.Account = A.%ID AND
P.Dt >= CURRENT_DATE-45)))

Order by T.PatId->PatNm

```

### Exhibit B – Part 2: Agent WO DSI including Bad Address

Description: Agent WO-DSI  
Status: Complete  
Display Name: Agent WO-DSI

Long Description:  
AGENT VIEW CONTAINS INVOICES THAT MEET COLLECTIONS CRITERIA  
SQL Query Statement:  
SELECT SUM(T.Invoice->InvBal) AS Tot\_Bal, COUNT (T.Invoice) AS Inv\_Count,  
T.Id,  
T.PatId,  
T.PatId->PatNm,  
T.PatId->Mrn AS MRN,  
T.Invoice as Invoice\_Number,  
T.Invoice->InvBal,  
T.Invoice->Fsc->Number,  
T.Invoice->SerDt,  
T.Invoice->DischDt AS Disch\_Dt,

```

T.Grp,
A.StmtCurBal,A.DunLev,
A.AcctStatus->Name as AcctStat,
T.Invoice->TotChg AS Tot_Chg,
DateDiff('dd',T.Invoice->InvCreDt,Current_Date) AS Invoice_Age,
A.StmtRun,
A.StmtCyc,
A.StmtDt,
(SELECT P.Dt FROM BAR.AccountPayment P WHERE P.Account = A.%ID) as LastPymtDt,
(SELECT P.Amt FROM BAR.AccountPayment P WHERE P.Account = A.%ID) as LastPymt,
BAR.Insurance_REG(T.Grp,T.PatId,1,24,1) AS Ins_Co_1,
BAR.Insurance_REG(T.Grp,T.PatId,2,24,1) AS Ins_Co_2,
T.PatId->DOB,
T.PatId->StreetAddrL1,
T.PatId->StreetAddrL2,
T.PatId->Ctyst,
T.PatId->Zip,
T.PatId->Tel,
T.PatId->GuarSsn,
T.PatId->GuarNmIfNotPat,
T.PatId->Cont1Tel,
T.PatId->PatEmployerFtxt,T.PatId->Ssn AS Patient_SSN
T.PatId->GuarDob,
T.PatId->GuarStreetAddrL1,
T.PatId->GuarStreetAddrL2,
T.PatId->GuarCtyst,
T.PatId->GuarZip

FROM TaskManager.Task T
  join BAR.Account A on (A.Grp=T.Grp and A.Gid=T.PatId)

WHERE T.TaskNm = (SELECT ID FROM DICT.ETMTASKNAME
  WHERE Name = 'Invoice')
AND T.Invoice->Fsc->Number IN ('912')
AND T.Invoice->InvBal > DBMS.Tools_Currency(0.00)
AND ($EXTRACT(T.PatId->Lnm,1) BETWEEN 'N' AND 'Z')

```