

Department of Veterans Affairs

Cross Servicing

Requirements Specification Document



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Revision History

Note: The revision history cycle begins once changes or enhancements are requested after the Requirements Specification Document has been baselined.

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Table of Contents

1. Introduction	1
1.1 Purpose	1
1.2 Scope	1
1.3 References	1
2. Overall Description	2
2.1 Accessibility Specifications.....	2
2.2 Business Rules Specification.....	2
2.2.1 TOP Processing Rule	2
2.2.2 Criteria for Sending a Debt to Cross Servicing Rule	3
2.2.3 AR Categories Rule	3
2.2.4 Debts Not Sent to Cross Servicing Rule	3
2.3 Design Constraints Specification.....	3
2.4 Disaster Recovery Specification	4
2.5 Documentation Specifications	4
2.6 Functional Specifications	5
2.6.1 System Feature: TOP Modifications	5
2.6.2 System Feature: TOP Accounts	5
2.6.3 System Feature: DMC Referral Flag.....	6
2.6.4 System Feature: Referral File	6
2.6.5 System Feature: Update File	8
2.6.6 System Feature: Confirmation Messages	9
2.6.7 System Feature: Recall File.....	9
2.6.8 System Feature: Order of Batch Processes.....	11
2.6.9 System Feature: Collections File	11
2.6.10 System Feature: Unprocessable File (Rejects).....	12
2.6.11 System Feature: Recertification	14
2.6.12 System Feature: On-Line Help	14
2.6.13 System Feature: Reports	14
2.6.14 System Feature: Transaction Profile Screen	15
2.6.15 System Feature: Account Profile Screen	15
2.6.16 System Feature: Monthly Patient Statements.....	16
2.7 Graphical User Interface Specifications	16
2.8 Multi-divisional Specifications	16
2.9 Performance Specifications.....	16
2.10 Quality Attributes Specification.....	16
2.11 Reliability Specifications.....	16
2.12 Scope Integration.....	16

2.13 Security Specifications	18
2.14 System Features	18
2.15 Usability Specifications.....	18
3. Applicable Standards	18
3.1 Programming	18
3.1.1 Standards and Conventions Committee	18
3.1.2 Section 508 Compliance	18
3.2 Security.....	19
3.2.1 VA Directive 6500, Managing Information Security Risk: VA Information Security Program	19
3.2.2 VA Handbook 6500, Information Security Program	19
3.2.3 VA Handbook 6500.5, Incorporating Security and Privacy into the System Development Life Cycle	19
3.2.4 Office of Management and Budget Circular A-130	19
3.3 Certification and Accreditation.....	19
3.3.1 VA Handbook 6500.3, Certification and Accreditation of VA Information Systems	20
4. Interfaces	20
4.1 Communications Interfaces.....	20
4.2 Hardware Interfaces.....	20
4.3 Software Interfaces.....	20
4.4 User Interfaces	20
5. Legal, Copyright, and Other Notices.....	20
6. Purchased Components.....	20
6.1 Defect Source (TOP 5).....	20
7. User Class Characteristics.....	21
8. Estimation.....	21
9. Sample Reports.....	24
9.1 Print Cross Servicing Report.....	24
9.2 Cross Servicing Bill Report	25
9.3 Cross Servicing Reject Report	26
9.4 Cross Servicing Recall Report	27
Appendix A – Acronyms and Definitions.....	28
Appendix B – Obsolete Requirements.....	30
Appendix C – Approval Signatures	31

1. Introduction

This Requirements Specification Document (RSD) describes in detail the technical elaboration of the functional and non-functional requirements provided by the Chief Business Office (CBO) for the Cross Servicing project. This project is the next phase in the implementation of the Debt Collection Improvement Act (DCIA) of 1996 by the Department of Veterans Affairs (VA).

Previously, VA had implemented the Treasury Offset Program (TOP), which provided the Veterans Administration Medical Centers (VAMC) Accounts Receivable (AR) staff members with an automated method of referring eligible delinquent debts to the U.S. Department of the Treasury (Treasury). The Cross Servicing program requires agencies to transfer a debt or bill that has been delinquent 180 days or more to Treasury for collection.

1.1 Purpose

The Veterans Health Information Systems and Technology Architecture (VistA) changes, outlined in the *Implement the Treasury Cross Servicing Program Business Requirements Document (BRD)*, are required so that the Veterans Health Administration (VHA) can refer bills delinquent 180 days or more to Treasury in the required data and processing format for Cross Servicing. This document will serve as a reference during the development of the detailed design and test artifacts required for this project.

1.2 Scope

The VistA changes outlined in this RSD will enable the VHA to refer First Party bills delinquent 180 days or more to Treasury in the required data and processing format for Cross Servicing, as well as track and manage the bill in VistA. The scope of this RSD is as follows:

Included:

- Create Cross Servicing referral logic in VistA, similar to the TOP logic, which would generate a file in the Treasury specified format for Cross Servicing referrals to include Social Security Number (SSN) and bill number detail.
- Modify the Account Profile screen in VistA to identify bills that were referred to Cross Servicing and provide the balance referred.
- Identify Cross Servicing referrals by bill number.
- Block application of Veteran payments to First Party bill numbers that were referred for Cross Servicing.
- Maintain the ability to account for non-collectible, Cross Servicing debts returned from Treasury.

1.3 References

This document references the following:

1. Debt Collection Improvement Act (DCIA) of 1996. Accessed at: [\[REDACTED\]](#)
2. Implement the Treasury Cross Servicing Program Business Requirements Document v1.2.2 Final (December 2013)
3. Integrated Agency Interface (IAI) File Format for Cross Servicing v3.30.1b (Feb. 2013)

4. Cross Servicing Interface Control Document
5. The Department of Veterans Affairs M Programming Standards and Conventions (Revised 04/03/2007). Accessed at [REDACTED]
6. Section 508 Program Office Checklists/Artifacts. Accessed at: [REDACTED]
7. VA Directive 6500, Managing Information Security Risk: VA Information Security Program. Accessed at: [REDACTED]
8. VA Handbook 6500, Information Security Program. Accessed at: [REDACTED]
9. VA Handbook 6500.5, Incorporating Security and Privacy into the System Development Life Cycle. Accessed at: [REDACTED]
10. Office of Management and Budget (OMB) Circular A-130, Appendix III, Security of Federal Automated Information Resources. Accessed at: [REDACTED]
11. VA Handbook 6500.3, Certification and Accreditation of VA Information Systems. Accessed at: [REDACTED]

2. Overall Description

The specifications listed in this section describe the changes needed to the VistA system, items that will not change, and the high-level interface requirements for data sharing with the Austin Information and Technology Center (AITC).

2.1 Accessibility Specifications

The Cross Servicing project will follow accepted VistA conventions for maintaining Section 508 compliance. Changes to user interaction with VistA will be minimal and will not create increased challenges to accessibility.

The Cross Servicing project is developed in compliance with VA requirements for Sections 504 and 508 of the Rehabilitation Act (29 U.S.C. § 794d), as amended by the Workforce Investment Act of 1998 (P.L. 105-220), August 7, 1998. These requirements are allocated to projects through the Section 508 Program Office and the Requirements Management (RM) Repository Team.

2.2 Business Rules Specification

The following business rules will be used to determine how to process VHA bills as implemented with the Cross Servicing project.

2.2.1 TOP Processing Rule

The existing TOP Processes will be maintained to identify other debts (all non-First Party) for TOP.

2.2.2 Criteria for Sending a Debt to Cross Servicing Rule

All of the following criteria must be present for a bill to be referred to Cross Servicing:

1. The bill must be delinquent 180 days or more.
2. The debtor type must be First Party bill. (A listing of debts qualifying as First Party bills are documented in the AR Categories Rule.)
3. Bill status must be 'Active'.
4. The Site Deletion Referral Flag for a debtor must be set to 'blank' or 'NO' in the AR Debtor File (#340).
5. The DMC Referral Flag must be removed for the bill.
6. An individual bill must be equal to or greater than \$25.00.

2.2.3 AR Categories Rule

The following AR Categories indicate First Party bills to be referred to Cross Servicing:

- 1 – Hospital Care (NSC)
- 2 – Outpatient Care (NSC)
- 3 – Nursing Home Care (NSC)
- 24 – C (Means Test)
- 29 – Rx Co-payment / SC Vet
- 30 – Rx Co-payment / NSC Vet
- 31 – Nursing Home Care Per Diem
- 32 – Hospital Care Per Diem
- 40 – Adult Day Health Care
- 41 – Domiciliary
- 42 – Geriatric Evaluation – Institution
- 43 – Geriatric Evaluation – Non-institution
- 44 – Nursing Home Care – LTC
- 45 – Respite Care – Institution
- 46 – Respite Care – Non-institution

2.2.4 Debts Not Sent to Cross Servicing Rule

If any of the following criteria is true, the bill will not be referred to Cross Servicing:

1. Debts where the Debtor has notified VA of bankruptcy.
2. Debts where the debtor's date of death is recorded in VistA.
3. Debt that is in litigation and has been referred to the Department of Justice (DOJ).
4. Debt that is in 'Offset' status at the Debt Management Center (DMC).
5. Debt that is on a repayment plan in VistA.
6. Debt that is in 'Suspended' status in the AR system (this includes, but is not limited to, the following: waiver, disputes, bankruptcy).
7. The Debtor is an entity or institution (a non-individual).
8. The Debt is less than \$25.00

2.3 Design Constraints Specification

VistA must create all Cross Servicing Debt Referral / Update files in the Integrated Agency Interface (IAI) format per IAI specifications for transfer to Treasury.

Treasury must send all Collections and Unprocessable files in the IAI format per IAI specification for transfer to VistA.

2.4 Disaster Recovery Specification

Each individual VAMC or other institution hosting a VistA instance is responsible for a Disaster Recovery (DR) Plan for its own system. This project will not introduce any new risk and will not modify existing DR needs.

2.5 Documentation Specifications

The documents listed in the following table will be created, updated, managed, and / or maintained as part of the Cross Servicing project.

Table 1: Cross Servicing Project Documentation Specifications

Deliverable	Required / Optional	Update Existing
Contractor Project Management Plan	Required	Update monthly
Requirements Specification Document	Required	Update per CCB
Requirements Traceability Matrix	Required	Update as needed
System Design Document	Required	Update as needed
Technical Manual Update		Update for delivery
Installation Guide Update		Update for delivery
Draft Release Notes	Required	Update as needed
Security Guide Update		Update for delivery
Master Test Plan	Required	Update as needed
Test Cases and Scripts	Required	Update as needed
Updated Requirements Traceability Matrix		Update as needed
Version Description Document	Required	Update as needed
Software Quality Assurance Checklist	Required	Finalize for delivery
Test Readiness Review Report	Required	Finalize for delivery
Integration Test Results Report	Required	Finalize for delivery
User Acceptance Test Results Report	Required	Finalize for delivery
Customer Acceptance Form	Required	Finalize for delivery
Deployment Plan	Required	Update as needed
Pre-Deployment Checklist	Required	Update as needed
Software Code	Required	Finalize for delivery
Operational Readiness Checklist	Required	Finalize for delivery
User Manual Update		Update for delivery
Release Notes	Required	Finalize for delivery
Project Closeout Report	Required	

2.6 Functional Specifications

This section outlines the functional specifications for the Cross Servicing project.

2.6.1 System Feature: TOP Modifications

2.6.1.2 TOP Modifications – Exclude First Party Bills

The 180-day TOP referral batch process shall be modified to exclude all First Party bills.

2.6.1.2.1 TOP Modifications – Exclusion of First Party Bills

With the implementation of Cross Servicing, First Party bills will no longer be referred to TOP.

2.6.1.2.2 TOP Modifications – Aging of First Party Bills

First Party bills will age in VistA until it is 180 days or older and will then be referred to Cross Servicing.

2.6.1.3 TOP Modifications – Maintain Other TOP Debts

The existing process for identifying other types of bills / debts (non-First Party) for TOP shall not be changed.

2.6.2 System Feature: TOP Accounts

2.6.2.7 TOP Accounts – Do Not Include ‘Referred to TOP’ debts

The weekly batch referral to Cross Servicing shall exclude accounts that are flagged “Referred to TOP”.

2.6.2.8 TOP Accounts – Do Not Refer to TOP

The VistA system shall prevent the referral of First Party delinquent debts directly to TOP upon implementation of Cross Servicing.

2.6.2.9 TOP Accounts – Maintain TOP debts

The VistA system shall maintain debts that were directly referred to TOP prior to the implementation of Cross Servicing.

2.6.2.9.1 TOP Accounts – What it means to maintain TOP debts

All debt that was referred to TOP (First Party or other) prior to a facility implementing Cross Servicing will remain at TOP.

2.6.2.9.2 TOP Accounts – Updates

If a First Party debt was referred to TOP, it will remain there for UPDATES and all other processing.

2.6.2.9.3 TOP Accounts – Add

Once Cross Servicing has been implemented, First Party bills will not be referred (ADD) to TOP.

2.6.2.9.4 TOP Accounts – Recall of First Party bills from TOP

A First Party bill can be manually recalled from TOP; and, if all business rules apply, can be referred to Cross Servicing.

2.6.3 System Feature: DMC Referral Flag

2.6.3.1 DMC Referral Flag – DMC Referral Process

The 90-day DMC debt referral process shall not be modified.

2.6.3.1.1 DMC Referral Flag – Current DMC Referral Process

The 'Referred to DMC' flag shall be set for debts delinquent 90 days or more and have been referred to DMC for VA offset.

2.6.3.2 DMC Referral Flag – DMC Referral Flag

The DMC Referral Flag shall be removed from the DMC-rejected accounts per current TOP functionality.

2.6.4 System Feature: Referral File

2.6.4.1 Referral File – Create Referral File

The VistA system shall automatically create a file of delinquent First Party bills.

2.6.4.2 Referral File – Create Batch Task

A batch task shall be created in VistA to generate a file of delinquent, First Party bills as described in the following Business Rules criteria:

All of the following criteria must be present for a bill to be referred to Cross Servicing:

1. The bill must be delinquent 180 days or more.
2. The debtor type must be First Party debt. AR Categories that identify First Party bills are:
 - 1 – Hospital Care (NSC)
 - 2 – Outpatient Care (NSC)
 - 3 – Nursing Home Care (NSC)
 - 24 – C (Means Test)
 - 29 – Rx Co-payment / SC Vet
 - 30 – Rx Co-payment / NSC Vet
 - 31 – Nursing Home Care Per Diem
 - 32 – Hospital Care Per Diem
 - 40 – Adult Day Health Care
 - 41 – Domiciliary
 - 42 – Geriatric Evaluation – Institution
 - 43 – Geriatric Evaluation – Non-institution
 - 44 – Nursing Home Care – LTC
 - 45 – Respite Care – Institution
 - 46 – Respite Care – Non-institution

3. Bill status must be 'Active'.
4. The Site Deletion Referral Flag for a debtor must be set to 'blank' or 'NO' in the AR Debtor File (#340).
5. The DMC Referral Flag must be removed for the bill.
6. An individual bill must be equal to or greater than \$25.00.

2.6.4.3 Referral File – Report Fees Separately

The principal, fees, and administrative charges shall be reported separate from the bill amount within the referral file.

2.6.4.4 Referral File – IAI Format

The VistA system shall create the file in IAI format, containing record types H, 1, 2, 2A, 2C, 3, Z. Not all of the record types may be included in each referral. This will be addressed further in the Cross Servicing System Design Document (SDD).

2.6.4.5 Referral File – Schedule Batch Creation Process

The VistA system shall schedule the batch process to create the referral file once per week for new referrals.

2.6.4.6 Referral File – Schedule Batch Transmission Process

The VistA system shall schedule a batch process to transmit the referral file, consisting of delinquent, First Party bills to AITC once per week.

2.6.4.7 Referral File – Update Bills Referred to Cross Servicing

The VistA system shall be updated to identify individual, delinquent bills that have been referred to Cross Servicing when the referral file is transmitted to AITC.

2.6.4.8 Referral File – Cross Servicing Referred

The VistA system shall display a new field on the bill, 'CS Referred', to flag a bill that has been referred to Cross Servicing.

2.6.4.9 Referral File – Cross Servicing Referred Date

The VistA system shall display a new field on the bill, 'CS Referred Date', to identify the date a bill has been referred to Cross Servicing.

2.6.4.10 Referral File – Cross Servicing Referred Date Entry

The VistA system shall populate the 'CS Referred Date' field with the date of the referral file's Header record.

2.6.4.11 Referral File – Rejected Records

The VistA system shall remove the 'CS Referred' flag and 'CS Referred Date' from a bill that is rejected for any reason through an Unprocessable file.

2.6.4.12 Referral File – Bulletin

The VistA system shall generate a bulletin for Cross Servicing, similar to that used in TOP.

2.6.4.13 Referral File – VistA Stops Accruing

The VistA system shall stop the accrual of interest and fees for bills that have been referred to Cross Servicing.

2.6.4.14 Referral File – Stop a Cross Servicing Referral

The VistA system shall have the ability to stop a bill from being referred to Cross Servicing for any of the following reasons:

- B** Bankruptcy
Debtor has included VA in their bankruptcy petition and has provided proof of bankruptcy.
- W** Waiver
VA has granted waiver on outstanding debts.
- O** Other
Stop referral in order to research and verify status of referral accounts. (Stop referral while awaiting bankruptcy paperwork, granting of waiver, etc.)
- R** Rejected by Cross Servicing

2.6.4.15 Referral File – Effective Date for Stopping a Cross Servicing Referral

The VistA system shall require an Effective Date of the bill being stopped for Cross Servicing referral when the reason is (B) Bankruptcy, (W) Waiver, (O) Other, or (R) Rejected by Cross Servicing.

2.6.4.16 Referral File – Stop a Cross Servicing Referral Security

The VistA system shall restrict access of the Stop a Cross Servicing Referral option to all users except AR Supervisors and AR Clerks.

2.6.5 System Feature: Update File

2.6.5.1 Update File – Identify Updated Bills

The VistA system shall identify changes in any of the Optional IAI fields since the last weekly run and include these in the Update File.

2.6.5.2 Update File – Create Update File

A batch task shall be created in VistA to generate a file of updated information for previously referred bills.

2.6.5.3 Update File – IAI Format

The VistA system shall create the file in IAI format, containing record types H, 1, 2, 2A, 2C, 5A, 5B, Z. Not all of the record types may be included in each update. The different types of updates and the record types required for each will be addressed further in the Software Design Document (SDD).

2.6.5.4 Update File – Schedule Batch Creation Process

The VistA system shall schedule a batch process to transmit the update file, consisting of updated bills, debtors, and cases to AITC once per week.

2.6.5.5 Update File – Adjusted Bill Amount Decrease

The VistA system shall include bills with an adjustment to decrease the bill amount in the update file.

2.6.5.6 Update File – Do Not Increase Debt Amount

The VistA system shall not allow interest, fees, or bill amount increases in the Update File. (The VistA system shall not identify these modifications to trigger an update, although it would be caught in the IAI validation edits and sent back on the Unprocessable File.)

2.6.5.7 Update File – Rejected Debt Updates

The VistA system shall allow a bill decrease to be recalled when a bill adjustment is rejected by AITC, DMC, or Treasury.

2.6.5.8 Update File – Name Change

The VistA system shall include bills with a name change (i.e., marriage) in the update file.

2.6.5.9 Update File – TIN Change

The VistA system shall include bills with a TIN (Tax Identification Number) change in the update file.

2.6.5.10 Update File – Address Change

The VistA system shall include bills with a change in the Debtor's address in the update file.

2.6.5.11 Update File – Bulletin

The VistA system shall generate a bulletin for Cross Servicing, similar to that used in TOP.

2.6.6 System Feature: Confirmation Messages

2.6.6.1 Confirmation Messages – Receive

The VistA system shall receive Confirmation Messages from AITC at each VAMC when a Referral, Update, or Recall File is sent to DMC.

2.6.6.2 Confirmation Messages – Transmission

The VistA system shall receive the Confirmation Messages through VA MailMan.

2.6.6.3 Confirmation Messages – Retaining Messages

The VistA system shall maintain at least the last quarter's confirmation messages.

2.6.7 System Feature: Recall File

2.6.7.1 Recalls – Recall

The VistA system shall have the ability to recall a debt, debtor, or case.

2.6.7.2 Recall File – Recall Debt at Bill Level

The VistA system shall send the Recall File to AITC, containing bills that have been recalled.

2.6.7.3 Recall File – IAI Format

The VistA system shall send the Recall File in IAI format, containing records H, 1, 2, 3 (case record, if applicable), and Z. Not all of the record types may be included in each recall. There are different recall types: debt, debtor, case. The different types of updates and the record types required for each will be addressed further in the Software Design Document (SDD).

2.6.7.4 Recall File – Recall Reason Entry

The VistA system shall allow a user to enter a Recall Reason when a recall is processed manually.

2.6.7.5 Recall File – Recall Reason

The VistA system shall display a new field on the bill, ‘CS Recall Reason’, to identify the reason a bill has been recalled from Cross Servicing.

2.6.7.6 Recall File – Valid Recall Reasons

The VistA system shall validate a Cross Servicing Recall Reason populated on a bill as one of the following:

Debt Recall Reasons:

- 01** Debt Referred in Error
- 07** Agency is Forgiving Debt
- 08** Agency can collect through internal offset

Debtor Recall Reasons:

- 03** Bankruptcy with Automatic Stay
- 05** Debtor is Disabled with the Inability to Pay
- 06** Debtor is Deceased

Case Recall Reasons:

- 15** Debtor was incorrectly associated with the debt

2.6.7.7 Recall File – Recall Date

The VistA system shall display a new field on the bill, ‘CS Recall Date’ to identify the date a bill has been recalled from Cross Servicing.

2.6.7.8 Recall File – Cross Servicing Recall Date Entry

The VistA system shall populate the ‘CS Recall Date’ field with the date of the recall file’s Header record.

2.6.7.9 Recall File – Recall the Bill

The VistA system shall flag the bill to be recalled in the next Recall File when the Recall Reason field is populated with a valid value and the Recall Date is null.

2.6.7.10 Recall File – Recall at Debtor Level

The VistA system shall recall all bills at the particular station when the recall occurs at the Debtor level (Recall Reasons 03, 05, 06)

2.6.7.11 Recall File – Recalculate Interest and Admin Charges

The VistA system shall calculate and apply all administrative fees and interest to a recalled bill, from the Cross Servicing Referred Date to the Recall Date.

2.6.7.12 Recall File – Run the Recall File

The VistA system shall schedule the batch process to run once per week for recalls.

2.6.7.13 Recall File – Bulletin

The VistA system shall generate a bulletin for Cross Servicing, similar to that used in TOP.

2.6.7.14 Recall File – Automatic Recalls

The VistA system shall create a process to run once per week to recall bills that are less than \$25 and have had no payment activity in over 365 days.

2.6.8 System Feature: Order of Batch Processes

2.6.8.1 Order of Batch Processes – Order

The VistA system shall run the batch processes in the following order:

1. Referral File
2. Update File
3. Recall File

2.6.9 System Feature: Collections File

2.6.9.1 Collections File – Collections

The VistA system shall receive collections / payments from Treasury and DMC via AITC.

2.6.9.2 Collections File – Receiving Payments

The VistA system shall receive the payments in the Collections file through the AITC Lockbox process.

2.6.9.3 Collections File – Payment Received

The VistA system shall receive partial or full payment for a bill, including principal, interest, and fees.

2.6.9.4 Collections File – Update Each VistA System

The VistA system shall update the associated bills at each station with the payments sent from Treasury through AITC Lockbox process.

2.6.9.5 Collections – Veteran Payments

The VistA system shall prevent the manual posting and automated application of payments made by Veterans when the bill has been flagged as Cross Servicing Referred.

2.6.9.6 Collections – Treasury Payments

The VistA system shall allow manual posting and automated application of payments (Lockbox process) made by Treasury in VistA AR for active, First Party bills that have been referred to Cross Servicing.

2.6.9.7 Collections – Apply Treasury Payments

The VistA system shall allow payments to post to the applicable bill when the source of the payment is Treasury.

2.6.9.8 Collections – Bill Balance Less Than \$25 – Payment Plan

The VistA system shall keep a bill active and continue to collect on a bill if payments made create a bill balance less than \$25.00 and a current payment plan exists for the First Party bill.

2.6.9.9 Collections – Bill Balance Less Than \$25 – No Formal Agreement

The VistA system shall recall a bill as part of the auto-recall process (see Recall File – Automatic Recalls) if payments made create a bill balance of less than \$25.00 and a formal agreement with Treasury does not exist.

2.6.9.10 Collections – Update Total Debt Amount

The VistA system shall allow the VistA Accounts Receivable file to update the Total Debt amount when a Treasury payment is applied at the bill level.

2.6.9.11 Collections – Compromise Offer

The VistA system shall receive a potential partial payment of 50% of the bill amount or greater in the Collections File when a compromise offer has been accepted.

2.6.9.12 Collections File – Bulletin

The VistA system shall generate a bulletin for Cross Servicing, similar to that used in TOP.

2.6.10 System Feature: Unprocessable File (Rejects)

2.6.10.1 Unprocessable File – Rejected Bills

The VistA system shall receive and process “reject” messages coming from AITC, DMC, or Treasury.

2.6.10.2 Unprocessable File – IAI Format

The VistA system shall receive the Unprocessable file in the IAI format.

2.6.10.3 Unprocessable File – Transmission Mode

The VistA system shall receive the Unprocessable file from AITC via VA MailMan.

2.6.10.4 Unprocessable File – Bulletin

The VistA system shall generate a bulletin for Cross Servicing, similar to that used in TOP.

2.6.10.5 Unprocessable File – Reject Reasons

The VistA system shall capture the first nine error codes (minimum of 1 reject reason, maximum of 9 reject reasons) from the Unprocessable file for each rejected bill.

2.6.10.6 Unprocessable File – Reject Reason 1-9

The VistA system shall display new fields for the bill, 'Reject Reason1', 'Reject Reason2', 'Reject Reason3', 'Reject Reason4', 'Reject Reason5', 'Reject Reason6', 'Reject Reason7', 'Reject Reason8', and 'Reject Reason9' on the Account Profile screen to identify the reason(s) the bill was rejected.

2.6.10.7 Unprocessable File – Reject Date

The VistA system shall display a new field on the bill, 'Reject Date', to identify the date a bill was rejected for the reasons listed in Reject Reason 1-9 fields.

2.6.10.8 Unprocessable File – Reject Date Entry

The VistA system shall populate the 'Reject Date' field with the date from the Unprocessable file's Header record.

2.6.10.9 Unprocessable File – Bill Rejected Multiple Times

The VistA system shall store the data populated in the Reject Reasons(1-9) and Reject Date fields for each instance a bill is rejected to be used as an audit trail.

2.6.10.10 Unprocessable File – Reject - Hold for Correction

The VistA system shall prevent the re-referral of any rejected bills in future batch processing until the rejected bill is manually corrected.

2.6.10.11 Unprocessable File – Reject Reason Description

The VistA system shall display the reject code from the IAI Unprocessable file in the corresponding Reject Reason(1-9) field as well as a textual description of the reject reason on the Account Profile screen to identify the reason(s) the bill was rejected.

2.6.10.12 Unprocessable File – Reject Source

The VistA system shall display a new field, 'Reject Source', on the Account Profile screen to identify the agency from which a bill was rejected for the reasons listed in Reject Reason 1-9 fields on the specified Reject Date. This field shall be populated with the data code received in the 10th position of the Error Codes field in the IAI Unprocessable file.

Valid values for the 'Reject Source' field are:

A – AITC

D – DMC

T – Treasury

Cross Servicing

2.6.11 System Feature: Recertification

2.6.11.1 Recertification – VistA Recertification

The VistA system shall reconcile debt status and balances annually, for bills referred to Cross Servicing with Treasury.

2.6.12 System Feature: On-Line Help

2.6.12.1 On-Line Help – On-Line Help

The VistA system shall provide on-line help information for all new or modified user-facing menu options, batch processes, and individual functions within VistA.

2.6.13 System Feature: Reports

2.6.13.1 Reports – Print Cross Servicing Report

The VistA system shall create the Print Cross Servicing Report to provide a listing of the bills referred to Cross Servicing as of the date it is run. The report includes the Bill Number, Debtor's Name, their SSN (TIN), the Original Amount of Debt initially referred to Cross Servicing, date sent for Cross Servicing (CS Referred Date) and the Current Amount Owed on the bill/balanced owed. (Refer to the *Sample Reports* section.)

2.6.13.2 Reports – Print Cross Servicing Report Sort Options

The VistA system shall create the Print Cross Servicing Report with the ability to sort by Bill Number, Debtor Name, or CS Referred Date. (Refer to the *Sample Reports* section.)

2.6.13.3 Reports – Cross Servicing Bill Report

The VistA system shall create the Cross Servicing Bill Report to provide a list of all Cross Servicing-referred bills for a single Debtor. The report includes the Debtor's Name, TIN, CS Referred Date, Current Amount Owed on the bill / balanced owed, Bill Number, Bill Status, the Original Amount of Debt initially referred to Cross Servicing, Principal, Interest, Administrative Fees, Court, and Marshall Fees. (Refer to the *Sample Reports* section.)

2.6.13.4 Reports – Cross Servicing Recall Report

The VistA system shall create the Recall Report to list recalled bills by Bill Number from the Recall Files. The report includes the Bill Number, Debtor Name, TIN / SSN, Amount Recalled, Recall Reason, and CS Recall Date.

2.6.13.5 Reports – Cross Servicing Recall Report Sort Options

The VistA system shall create the Print Cross Servicing Report with the ability to sort by Bill Number or Debtor Name. (Refer to the *Sample Reports* section.)

2.6.13.6 Reports – Cross Servicing Reject Report

The VistA system shall create the Reject Report to list rejected bills by Debtor Name from the Unprocessable Files. The report includes the Debtor Name, TIN / SSN, Bill #, Record Type, Action Code, Error Code, Code Translation, and Reject Date.

2.6.13.7 Reports – Cross Servicing Reject Report Date Range

The VistA system shall allow users to enter a date range of Reject Reason Dates as search criteria for the Cross Servicing Reject Report.

2.6.13.8 Reports – Cross Servicing Reject Report Sort Options

The VistA system shall create the Cross Servicing Reject Report with the ability to sort by Bill Number, Debtor Name, or CS Referred Date. (See the *Sample Reports* section.)

2.6.13.9 Reports – Cross Servicing Reject Report Security

The VistA system shall restrict access of the Reject Report to all users except AR Supervisors and AR Clerks.

2.6.14 System Feature: Transaction Profile Screen

2.6.14.1 Transaction Profile Screen – Add FUND field

The VistA system shall add a new field to capture the FUND data element on the Transaction Profile screen.

2.6.14.2 Transaction Profile Screen – FUND data

The VistA system shall populate the FUND field with the extracted value from FUND (field 203) in the ACCOUNTS RECEIVABLE (#430) file.

2.6.14.3 Transaction Profile Screen – Add RSC field

The VistA system shall add a new field to capture the RSC (Revenue Source Code) data element on the Transaction Profile screen.

2.6.14.4 Transaction Profile Screen – Add RSC data

The VistA system shall populate the RSC field with the extracted value from RSC (field 255.1) in the ACCOUNTS RECEIVABLE (#430) file.

2.6.15 System Feature: Account Profile Screen

2.6.15.1 Full Account Profile – Add Cross Servicing Referred and Balance

The VistA system shall display the ‘CS Referred’, ‘CS Referred Date’, and ‘Total Debt Amount’ on the Full Account Profile screen to identify each bill that was referred to Cross Servicing and the balance referred.

2.6.16 System Feature: Monthly Patient Statements

2.6.16.2 Monthly Patient Statements –Bills Referred to Cross Servicing

The VistA system shall exclude the value of bills that have been referred to Cross Servicing from the “Balance” block on the monthly patient statement.

2.6.16.3 Monthly Patient Statements – Bills Not Referred to Cross Servicing

The VistA system shall include the value of bills in the “Balance” block on the monthly patient statement when a bill is no longer referred to Cross Servicing.

2.7 Graphical User Interface Specifications

The user interface will be standard MUMPS “roll and scroll”. Therefore, this section is not applicable to the Cross Servicing project.

2.8 Multi-divisional Specifications

This section is not applicable to the Cross Servicing project.

2.9 Performance Specifications

There are no new performance standards being introduced with the Cross Servicing project.

2.10 Quality Attributes Specification

There are no new quality attributes being introduced with the Cross Servicing project.

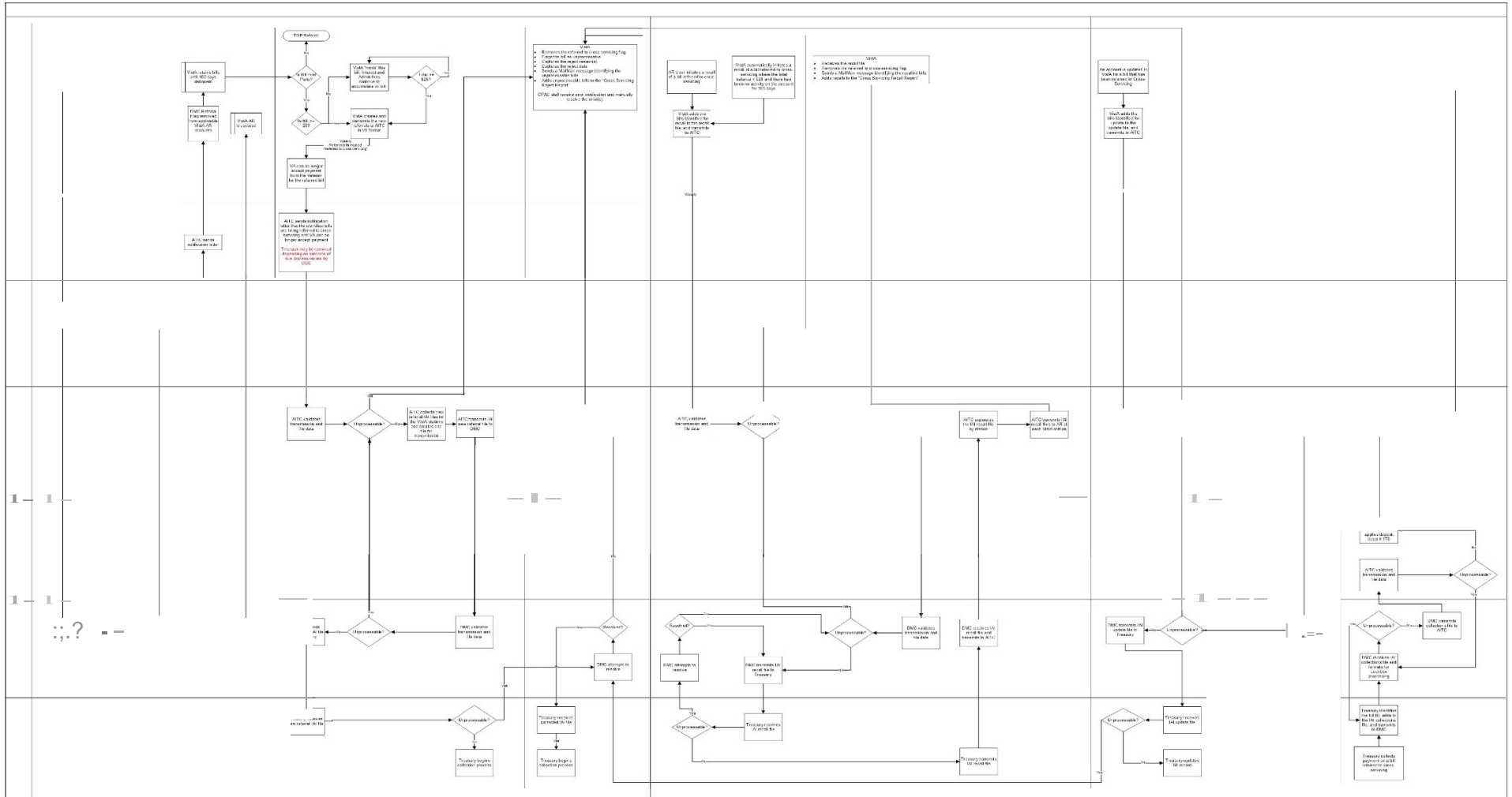
2.11 Reliability Specifications

There are no new reliability standards being introduced with the Cross Servicing project.

2.12 Scope Integration

The scope of integration for the Cross Servicing project is similar to TOP. The AR package is integrated within the VistA system that exists at each site. The AR package makes use of VistA FileMan and MailMan. The Cross Servicing process will transmit and receive files to / from AITC, which will then be forwarded to DMC and Treasury. All files will be transmitted and / or received in Treasury’s IAI format via MailMan messages (refer to Figure 1).

Figure 1: Cross Servicing Scope of Integration and Process Flow



2.13 Security Specifications

All current VistA security specifications are unchanged by the Cross Servicing project. Access to the specific functionality included in Cross Servicing will be controlled via security keys in VistA.

2.14 System Features

1. The VistA system shall provide the ability to generate a report of payments received for First Party bills that cannot be posted to a Veteran's account, and overpayments received via Lockbox or Pay.gov.
2. The VistA system shall provide the ability to recall a debt, debtor, or case.
3. The VistA system shall provide the ability to record a reason for the debt, debtor, or case recall.
4. The VistA system shall provide the ability to adjust the debt balance.
5. The VistA system shall provide the ability to associate payments Treasury made to VA with the applicable bills.

2.15 Usability Specifications

There are no common usability standards for an M roll and scroll user interface.

3. Applicable Standards

This section describes the standards applicable to this project. Refer to the *References* section for the URLs of each document referenced in this section.

3.1 Programming

This subsection describes the programming standards applicable to the Cross Servicing project.

3.1.1 Standards and Conventions Committee

The project teams shall adhere to *The Department of Veterans Affairs M Programming Standards and Conventions* (Revised 04/03/2007) developed by the Standards and Conventions Committee (SACC).

3.1.2 Section 508 Compliance

The Section 508 Program Office utilizes standard Section 508 checklists to ensure conformance with Section 508 standards. The checklists have been reviewed for applicability on this project. The relevant subset of requirements identified below has been allocated to the project by the RM Repository Team:

1. When Federal agencies develop, procure, maintain, or use Electronic and Information Technology (EIT), Federal employees with disabilities shall have access to and use of

information and data that is comparable to the access and use by Federal employees who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

2. Section 508 of the Rehabilitation Act Amendments of 1998 (29 U.S.C. § 794 (d)) shall not apply to any EIT product operated by agencies, the function, operation, or use of which involves products to be acquired by a contractor incidental to a contract.
3. Section 508 of the Rehabilitation Act Amendments of 1998 (29 U.S.C. § 794 (d)) shall not apply to any EIT product operated by agencies, the function, operation, or use of which involves products or components of products that would require a fundamental alteration in their nature.

3.2 Security

This subsection describes the security standards applicable to the Cross Servicing project.

3.2.1 VA Directive 6500, Managing Information Security Risk: VA Information Security Program

This version of the Cross Servicing project shall be developed in compliance with VA Directive 6500, Managing Information Security Risk: VA Information Security Program. VA Directive 6500 requirements applicable to the Cross Servicing project are allocated to projects through Product Development (PD).

3.2.2 VA Handbook 6500, Information Security Program

This version of the Cross Servicing project shall be developed in compliance with VA Handbook 6500, Information Security Program. VA Handbook 6500 requirements applicable to the Cross Servicing project are allocated to projects through PD.

3.2.3 VA Handbook 6500.5, Incorporating Security and Privacy into the System Development Life Cycle

This version of the Cross Servicing project shall be developed in compliance with VA Handbook 6500.5, Incorporating Security and Privacy into the System Development Life Cycle. VA Handbook 6500.5 requirements applicable to the Cross Servicing project are allocated to projects through PD.

3.2.4 Office of Management and Budget Circular A-130

This version of the Cross Servicing project shall be developed in compliance with the Office of Management and Budget (OMB) Circular A-130, Appendix III, Security of Federal Automated Information Resources. Circular A-130 requirements applicable to the Cross Servicing project are allocated to projects through PD.

3.3 Certification and Accreditation

This subsection describes the certification and accreditation standards applicable to the Cross Servicing project.

3.3.1 VA Handbook 6500.3, Certification and Accreditation of VA Information Systems

This version of the Cross Servicing project shall be developed in compliance with VA Handbook 6500.3, Certification and Accreditation of VA Information Systems. The requirements contained in VA Handbook 6500.3 are derived from the Federal Information Security Management Act of 2002 (FISMA) (44 U.S.C. § 3541, et seq.). VA Handbook 6500.3 requirements applicable to the Cross Servicing project are allocated to projects through PD.

4. Interfaces

This section describes the relevant interfaces for the Cross Servicing project.

4.1 Communications Interfaces

The communication interfaces will be created for the Cross Servicing project. These interfaces will be described in detail in the Interface Control Document (ICD) to be developed for this project.

4.2 Hardware Interfaces

No new hardware interfaces will be added for the Cross Servicing project.

4.3 Software Interfaces

No new software interfaces will be added for the Cross Servicing project.

4.4 User Interfaces

The user interface will be standard MUMPS “roll and scroll” utilizing menus and options for performing routine tasks. Existing menus and screens will be modified to support the Cross Servicing project requirements.

5. Legal, Copyright, and Other Notices

There are no identified legal or compliance issues identified for the Cross Servicing project.

6. Purchased Components

This section is not applicable to the Cross Servicing project.

6.1 Defect Source (TOP 5)

This subsection is not applicable to the Cross Servicing project.

7. User Class Characteristics

No new user roles will be introduced with this project. Existing user class characteristics remain unchanged for AR Supervisors and AR Clerks, and other personnel responsible for workload management and reporting.

8. Estimation

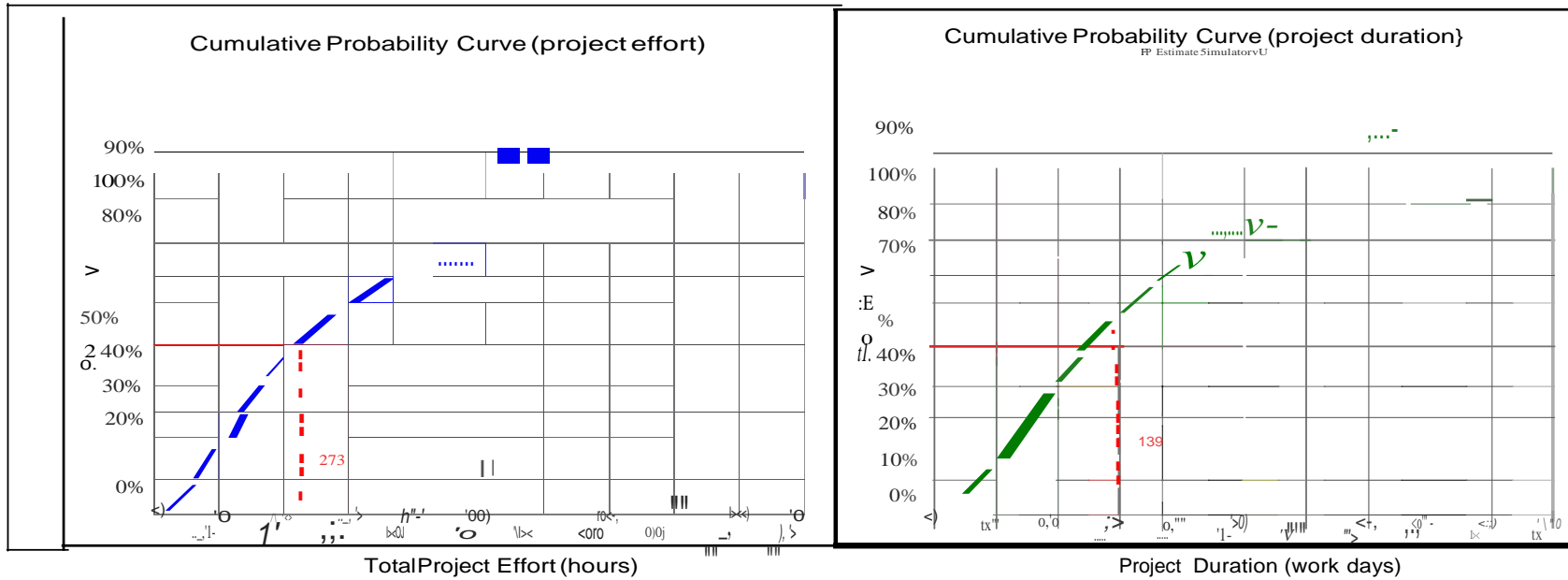
Project Software Functional Size and Size-Based Effort and Duration Estimate (Increment 1)

	Project Size (UFP)
Minimum	59
Expected	79
Maximum	102.7

Size-Based Effort Estimates	Labor Hours	Probability
Low-Effort Estimate – With indicated probability, project will consume no more than:	2730	50%
High-Effort Estimate – With indicated probability, project will consume no more than:	5290	75%

Size-Based Duration Estimates	Work Days	Probability
Low-Duration Estimate – With indicated probability, project will consume no more than:	139	50%
High-Duration Estimate -- With indicated probability, project will consume no more than:	239	75%

Figure 2: Cumulative Probability ("S-curve") Charts-Project Effort & Project Duration



9. Sample Reports

9.1 Print Cross Servicing Report

Select OPTION NAME: CROSS SERVICING MENU

Print Cross Servicing Report
Cross Servicing Bill Report
Cross Servicing Recall Report
Cross Servicing Reject Report

Select CROSS SERVICING Menu Option: Print Cross Servicing Report

CROSS SERVICING REPORT

Sort by? BILL NO.//

DEVICE: Console (Cache' on Windows) Right Margin: 80//

BILLS AT CROSS SERVICING					DEC 10, 2013
					Page 1
<u>BILL NO.</u>	<u>DEBTOR</u>	<u>TIN</u>	<u>ORIG AMT</u> <u>REFERRED</u>	<u>CS REF DATE</u>	<u>CURRENT AMT</u>
889- K800029	DGPATIENT,NINETYONE	666070709	\$ 300.00	NOV 7,2013	\$ 250.00
END OF REPORT...PRESS RETURN TO CONTINUE					

9.2 Cross Servicing Bill Report

Select OPTION NAME: CROSS SERVICING MENU

Print Cross Servicing Report
Cross Servicing Bill Report
Cross Servicing Recall Report
Cross Servicing Reject Report

Select CROSS SERVICING Menu Option: Cross Servicing Bill Report

Cross Servicing Bill Report
Select AR DEBTOR: DGP,NIN

Searching for a PATIENT, (pointed-to by DEBTOR)

DGPATIENT,NINETYONE 7-7-60 666070709 NO NSC VETERAN
Enrollment Priority: GROUP 5Category: IN PROCESS End Date:

...OK? Yes// (Yes)

DEVICE: HOME// Console (Cache' on Windows)

DEBTOR: DGPATIENT	NINETYONE						
TIN: 666070709	CROSS SERVICING REFERRED DATE: NOV 7,2013	CURRENT CS AMT: \$ 250.00					

BILL NO.	STAT	AMT	PRIN	INT	ADMIN	COURT	MARSHALL
-----	----	---	----	---	-----	-----	-----
889-K800029	A	250.00	250.00	0.00	0.00	0.00	0.00
END OF REPORT...PRESS RETURN TO CONTINUE							

9.3 Cross Servicing Reject Report

Select OPTION NAME: **CROSS SERVICING MENU**

Print Cross Servicing Report
Cross Servicing Bill Report
Cross Servicing Recall Report
Cross Servicing Reject Report

Select CROSS SERVICING Menu Option: **Cross Servicing Reject Report**

CROSS SERVICING REJECT REPORT

Date Range? FROM// 11012013 TO// 02012014

Sort by? BILL NO.//

DEVICE: Console (Cache' on Windows) Right Margin: 80//

CROSS SERVICING REJECTS							DEC 10,2013
							Page 1
<u>BILL NO.</u>	<u>DEBTOR</u>	<u>TIN</u>	<u>RECORD</u>	<u>ACTION CD</u>	<u>ERROR CD</u>	<u>ERROR MESSAGE</u>	<u>REJECT DATE</u>
889- K800029	DGPATIENT,NINETYONE	666070709	1	A	1S	Initial Principal must be Numeric.	12/10/2013
END OF REPORT...PRESS RETURN TO CONTINUE							

9.4 Cross Servicing Recall Report

Debtor Name, TIN/SSN, Amount Recalled, Bill #

By bill number or debtor name

Select OPTION NAME: CROSS SERVICING MENU

Print Cross Servicing Report
Cross Servicing Bill Report
Cross Servicing Recall Report
Cross Servicing Reject Report

Select CROSS SERVICING Menu Option: Cross Servicing Recall Report

RECALL REPORT

Sort by? BILL NO.//

DEVICE: Console (Cache' on Windows) Right Margin: 80//

CROSS SERVICING RECALLS					JAN 23, 2014
					Page 1
<u>BILL NO.</u>	<u>DEBTOR</u>	<u>TIN</u>	<u>RECALLED</u> <u>AMT</u>	<u>RECALL RSN</u>	<u>RECALL DATE</u>
889- K800029	DGPATIENT,NINETYONE	666070709	\$ 300.00	01	01/18/2014
END OF REPORT...PRESS RETURN TO CONTINUE					

Appendix A – Acronyms and Definitions

This document references the acronyms defined in the following table.

Table 2: Referenced Acronyms

Term	Definition
AITC	Austin Information Technology Center
AR	Accounts Receivable
BRD	Business Requirements Document
CBO	Chief Business Office
CR	Change Request
DCIA	Debt Collection Improvement Act
DMC	Debt Management Center
DR	Disaster Recovery
EIT	Electronic and Information Technology
FUND	The Fund data/appropriation for a bill (i.e. MCCF)
FileMan	VistA File Manager package
FISMA	Federal Information Security Management Act of 2002
IAI	Integrated Agency Interface
ICD	Interface Control Document
IPT	Integrated Project Team
LTC	Long Term Care
MailMan	VA's electronic mail system
MCCF	Medical Care Collections Fund
MUMPS	Massachusetts General Hospital Utility Multi-Programming System
NSC	Non-Service-Connected
OMB	Office of Management and Budget
PD	Product Development
RM	Requirements Management
RSC	Revenue Source Code
RSD	Requirements Specification Document
SACC	Standards and Conventions Committee
SC	Service-Connected
SDD	System Design Document
SSN	Social Security Number
TIN	Tax Identification Number
TOP	Treasury Offset Program
Treasury	U.S. Department of the Treasury
VA	Department of Veterans Affairs
VAMC	Veterans Administration Medical Center
VHA	Veterans Health Administration
VistA	Veterans Health Information Systems and Technology Architecture

The following definitions apply to the Cross Servicing project.

Table 3: Project Definitions

Term	Definition
Case	The relationship between the debtor and the debt. <i>(Note: This definition needs to be verified by Treasury.)</i>
Cross Servicing	Cross Servicing is the process whereby Federal agencies refer delinquent bills to Treasury for collection.
Debt	A sum of money that is owed to the Federal government or a government agency.
Debtor	An individual or entity that owes money to a government agency.
Debt Management Center (DMC)	The DMC is a VA financial operations center in St. Paul, Minnesota. The VA Office of Finance oversees the management and direction of VA's debt management activities at the DMC. The DMC's primary mission is to collect debts resulting from an individual's participation in VA benefit programs in the most efficient and cost effective manner possible while maintaining compassionate, high quality service to Veterans and their families.
Debt Management Services (DMS)	As part of Treasury's Bureau of the Fiscal Service, the DMS mission is to work with Federal government agencies to provide a comprehensive debt management program.
First Party debt	First-Party Co-payment Debt. A debt owed by an individual resulting from the provision of medical care or services under the authority of 38 U.S.C. Chapter 17. These debts include prescription co-payments, inpatient and outpatient co-payments, per diem charges for hospital care or nursing home care and debts resulting from the provision of care on a humanitarian basis or to individuals who are not eligible for VA medical benefits.
Treasury Offset Program (TOP)	Treasury collects debts by reducing or withholding Federal and State payments. These offsets are authorized by the Debt Collection Improvement Act of 1996. This is one of the tools/actions within Cross-Servicing.

Appendix B – Obsolete Requirements

The following requirements were removed from the RSD per request by the customer in April 2014 as documented in Change Requests (CR) #1 and #2.

CR#2

2.6.1.1 TOP Modifications – 180 Days Delinquent

The VistA system shall not modify the current TOP referral processing for all First Party bills until the bill is delinquent 180 days or more.

2.6.2.1 TOP Bills – Identify TOP Accounts

The VistA system shall identify accounts that were referred to TOP prior to the implementation of Cross Servicing by searching bills marked 'Referred to TOP' and a date in the 'Date Bill Referred to TOP' in the ACCOUNTS RECEIVABLE (#430) file prior to the installation date at the VAMC.

2.6.2.2 TOP Accounts – Recall TOP Accounts

The VistA system shall create a one-time batch job to recall all accounts referred to TOP prior to the implementation of Cross Servicing.

2.6.2.3 TOP Accounts – Extract First Party Bills

The VistA system shall extract First Party bills from TOP.

2.6.2.4 TOP Accounts – Update First Party Bills

The VistA system shall update the extracted First Party bills to indicate that the bill was recalled from TOP and the date it was recalled.

2.6.2.5 TOP Accounts – Refer First Party Bills to Cross Servicing

The VistA system shall refer the extracted First Party bills as referred to Cross Servicing.

2.6.2.6 TOP Accounts – Re-refer TOP Accounts

The VistA system shall re-refer the accounts to TOP without the First Party bills.


CR#1

2.6.16.1 Monthly Patient Statements – Exclude Bills Referred to Cross Servicing

The VistA system shall exclude bills that have been referred to Cross Servicing from the monthly patient statement process.

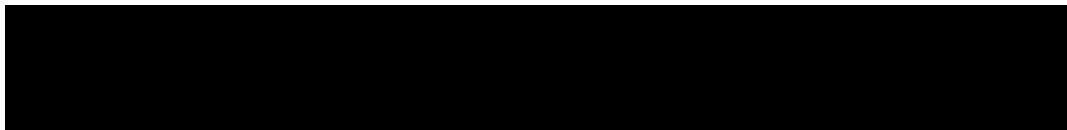
Appendix C – Approval Signatures

Signed:

	Integrated Project Team (IPT) Chair	Date
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	Business Sponsor	Date
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	IT Program Manager	Date
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	PD Project Manager	Date
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