

Department of Veterans Affairs

Treasury Cross-Servicing Process (TCSP)

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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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 Treasury Cross-Servicing Process (TCSP) 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 TCSP program requires agencies to transfer a debt or claim 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 debts delinquent 180 days or more to Treasury in the required data and processing format for TCSP. 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 debts delinquent 180 days or more to Treasury in the required data and processing format for TCSP, as well as track and manage the debt 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.
- Create a one-time batch job to pull back the debts that had been previously referred to TOP.

1.3 References

This document references the following:

1. Debt Collection Improvement Act (DCIA) of 1996. Accessed at: <http://www.dol.gov/ocfo/media/regs/DCIA.pdf>
2. Implement the Treasury Cross Servicing Program Business Requirements Document v1.2.1 Final (December 2013)
3. Integrated Agency Interface (IAI) File Format for Cross Servicing v3.30.1b (Feb. 2013)
4. Treasury Cross-Servicing Interface Control Document (*future*)
5. The Department of Veterans Affairs M Programming Standards and Conventions (Revised 04/03/2007). Accessed at: http://www.abc.domain.domain/communities/app_dev/sac/default.aspx
6. Section 508 Program Office Checklists/Artifacts. Accessed at: http://vaww.server.domain.ext/SECTION508/Standards_Checklist_Artifacts.asp
7. VA Directive 6500, Managing Information Security Risk: VA Information Security Program. Accessed at: http://www.domain/vapubs/viewPublication.asp?Pub_ID=637&FTYPE=2
8. VA Handbook 6500, Information Security Program. Accessed at: http://www.domain/vapubs/viewPublication.asp?Pub_ID=56&FTYPE=2
9. VA Handbook 6500.5, Incorporating Security and Privacy into the System Development Life Cycle. Accessed at: http://www.domain/vapubs/viewPublication.asp?Pub_ID=485&FTYPE=2
10. Office of Management and Budget (OMB) Circular A-130, Appendix III, Security of Federal Automated Information Resources. Accessed at: <http://www.whitehouse.gov/omb/circulars/a130/a130trans4.html>
11. VA Handbook 6500.3, Certification and Accreditation of VA Information Systems. Accessed at: http://www.domain/vapubs/viewPublication.asp?Pub_ID=419&FTYPE=2

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 Technology Center (AITC).

2.1 Accessibility Specifications

The TCSP 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 TCSP 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 debts as implemented with the TCSP 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 Treasury Cross-Servicing Rule

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

1. The debt must be delinquent 180 days or more.
2. The debtor type must be First Party debt. (A listing of debts qualifying as First Party debts 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 debt.
6. An individual bill must be equal to or greater than \$25.00. (*Note: This information was received from Kathy Jurrus. Whether or not the above amount is equal to and/or greater than \$25.00 is to be verified by Treasury.*)

2.2.3 AR Categories Rule

The following AR Categories indicate First Party debt 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 TCSP Rule

If any of the following criteria is true, the debt 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).

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 TCSP project.

Table 1: TCSP Project Documentation Specifications

Deliverable	Create New	Update Existing
Contractor Project Management Plan	Created 10/25/2013	Update monthly
Requirements Specification Document	Draft 12/27/2013	Update per CCB
Requirements Traceability Matrix	Draft 12/27/2013	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

Deliverable	Create New	Update Existing
Release Notes	Required	Finalize for delivery
Project Closeout Report	Required	

2.6 Functional Specifications

2.6.1 System Feature: TOP Modifications

2.6.1.1 TOP Modifications – 180 Days Delinquent

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

2.6.1.2 TOP Modifications – Exclude First Party debts

The VistA system shall modify the existing 180-day TOP referral batch process to exclude all First Party debts.

2.6.1.3 TOP Modifications – Maintain Other TOP Debts

The VistA system shall maintain the existing process to identify other debts (non-First Party) for TOP.

2.6.2 System Feature: TOP Bills

2.6.2.1 TOP Bills – Identify TOP Bills

The VistA system shall identify bills 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.

(Note: The above requirement is an assumption. Should the Installation date be used as the reference for 'prior to the implementation of Cross-Servicing'?)

2.6.2.2 TOP Bills – Extract First Party Bills

The VistA system shall create a one-time batch job to recall all outstanding First Party debts previously referred to TOP.

2.6.2.3 TOP Bills – Recall First Party TOP Bills

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

2.6.2.4 TOP Bills – Refer First Party Bills to TCSP

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

2.6.2.5 TOP Bills – Re-refer TOP Accounts

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

2.6.3 System Feature: DMC Referral Flag

2.6.3.1 DMC Referral Flag – DMC Referral Process

The VistA system shall not modify the 90-day DMC debt referral process.

2.6.3.2 DMC Referral Flag – DMC Referral Flag

The VistA system shall remove the DMC referral flag 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 bills.

2.6.4.2 Referral File – Create Batch Task

The VistA system shall create a batch task 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 debt must be delinquent 180 days or more.
2. The debtor type must be First Party debt. AR Categories that identify First Party debt 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 debt.
6. An individual bill must be equal to or greater than \$25.00.

2.6.4.3 Referral File – Report Fees Separately

The VistA system shall send principal, fees, and administrative charges 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, 5A, 5B, Z.

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 TCSP

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

2.6.4.8 Referral File – TCSP Referred

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

2.6.4.9 Referral File – TCSP Referred Date

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

2.6.4.10 Referral File – TCSP Referred Date Entry

The VistA system shall populate the date from the referral file's Header record into the 'TCSP Referred Date' field.

2.6.4.11 Referral File – Rejected Records

The VistA system shall remove the 'TCSP Referred' flag and 'TCSP 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 similar to 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 TCSP.

2.6.4.14 Referral File – Stop a TCSP Referral

The VistA system shall have the ability to stop a bill from being referred to TCSP 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.

N Not Forwarded by AAC

The debt was not sent to Treasury because the referral balance of the First Party debt being held by the AITC for 60 days dropped below \$25.

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 TCSP

2.6.4.15 Referral File – Effective Date for Stopping a TCSP Referral

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

2.6.4.16 Referral File – Stop a TCSP Referral Security

The VistA system shall restrict access of the Stop a TCSP Referral option to all users except AR Supervisors.

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

The VistA system shall create a batch task 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, 3, 5A, 5B, Z.

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 debts, 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 debt 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 debt to be recalled when a debt adjustment is rejected by Treasury.

2.6.5.8 Update File – Adjusted Bill Amount Below \$25

The VistA system shall reject bills that have been adjusted to below \$25.00.

2.6.5.9 Update File – Name Change

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

2.6.5.10 Update File – TIN Change

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

2.6.5.11 Update File – Address Change

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

2.6.5.12 Update File – Bulletin

The VistA system shall generate a bulletin similar to 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: Change Batch Transmission Frequency

2.6.7.1 Batch Frequency – Change Batch Frequency

BRD Requirement: The VistA system shall provide the ability to change the frequency of the batch transmission process that generates and transmits the Cross-Servicing referral file.

(Note: This requirement is stating the need to change the day a batch is run, although other involved agencies' processes are only looking for files on a specific day. Therefore, if the VistA batch process was changed to run on a different day, it would not be picked up until the next time that agencies' process was looking for new files anyway. The current business decision is that this would need to be handled through a policy change, and to keep the batch process schedule/frequency as is.

Do we remove this requirement from the BRD, since we will not have a requirement to trace to it in the RSD?)

2.6.8 System Feature: Recall File

2.6.8.1 Recalls - Recall

The VistA system shall recall a debt, debtor, or case.

2.6.8.2 Recall File – Recall Debt at Bill Level

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

2.6.8.3 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.

2.6.8.4 Recall File – Recall Reason Entry

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

2.6.8.5 Recall File – Recall Reason

The VistA system shall display a new field on the bill, 'TCSP Recall Reason', to identify the reason a bill has been recalled from TCSP.

2.6.8.6 Recall File – Valid Recall Reasons

The VistA system shall validate a TCSP 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
- 10** Entity is out of business
- 12** Debtor has been returned to the Agency Roles

Case Recall Reasons:

- 15** Debtor was incorrectly associated with the debt

Recalls due to BANKRUPTCY must be entered online.

2.6.8.7 Recall File – Recall Date

The VistA system shall display a new field on the bill, 'TCSP Recall Date' to identify the date a bill has been recalled from TCSP.

2.6.8.8 Recall File – TCSP Recall Date Entry

The VistA system shall populate the date from the recall file's Header record into the 'TCSP Recall Date' field.

2.6.8.9 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.

2.6.8.10 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, 10, 12)

2.6.8.11 Recall File – Recalculate Interest and Admin Charges

The VistA system shall recalculate and apply all fees and interest to a recalled bill from the TCSP Referred Date to the Recall Date.

2.6.8.12 Recall File – VistA Fees

The VistA system shall collect fees based on the age of the debt when it was referred to the date it was recalled or collected. A 28% fee will be charged for debts that are less than two years old from the time of referral to the date of recall/collection. A 30% fee will be charged for debts that are two years old or more from the time of referral to the date of recall/collection.

2.6.8.13 Recall File – Run the Recall File

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

2.6.8.14 Update File – Bulletin

The VistA system shall generate a bulletin, similar to TOP.

2.6.8.15 Recall File – Automatic Recalls

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

2.6.9 System Feature: Order of Batch Processes

2.6.9.1 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

2.6.10 System Feature: Collections File

2.6.10.1 Collections File – Collections

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

2.6.10.2 Collections File – Receiving Payments

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

2.6.10.3 Collections File – Payment Received

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

2.6.10.4 Update File – Bulletin

The VistA system shall generate a bulletin, similar to TOP.

2.6.10.5 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.

2.6.10.6 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 TCSP Referred.

2.6.10.7 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 TCSP.

2.6.10.8 Collections – Apply Treasury Payments

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

2.6.10.9 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.

2.6.10.10 Collections – Compromise Offer

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

2.6.10.11 Collections – Balance from Compromise Offer

The VistA system shall receive notice from Treasury when a partial payment is received as a compromise offer to allow the remaining balance to be written off.

2.6.10.12 Collections – Overpayment

The VistA system shall create a refund / reversal (IAI Record 5A) when an overpayment is made on a bill that has been referred to TCSP.

2.6.10.13 Recall File – Bulletin

The VistA system shall generate a bulletin similar to TOP.

2.6.11 System Feature: Unprocessable File (Rejects)

2.6.11.1 Unprocessable File – Rejected records

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

2.6.11.2 Unprocessable File – IAI Format

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

2.6.11.3 Unprocessable File – Transmission Mode

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

2.6.11.4 Update File – Bulletin

The VistA system shall generate a bulletin similar to TOP.

2.6.11.5 Unprocessable File – Reject Reasons

The VistA system shall capture the first four error codes (minimum of 1 reject reason, maximum of 4 reject reasons) from the Unprocessable File for each rejected bill.

2.6.11.6 Unprocessable File – Reject Reason 1-4

The VistA system shall display new fields on the bill, 'Reject Reason 1', 'Reject Reason 2', 'Reject Reason 3', and 'Reject Reason 4', to identify the reasons the bill was rejected.

2.6.11.7 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 1-4 fields.

2.6.11.8 Unprocessable File – Reject Date Entry

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

2.6.11.9 Unprocessable File – Bill Rejected Multiple Times

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

2.6.12 System Feature: Recertification

2.6.12.1 Recertification – VistA Recertification

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

2.6.13 System Feature: On-Line Help

2.6.13.1 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.

2.6.14 System Feature: Reports

2.6.14.1 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 TCSP, date sent for Cross-Servicing (TCSP Referred Date) and the Current Amount Owed on the bill/balanced owed. (Refer to the *Sample Reports* section.)

2.6.14.2 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 TCSP Referred Date. (Refer to the *Sample Reports* section.)

2.6.14.3 Reports – TCSP Bill Report

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

2.6.14.4 Reports – TCSP 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, and TCSP Recall Date.

2.6.14.5 Reports – TCSP 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.)

2.6.14.6 Reports – TCSP 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.

2.6.14.7 Reports – TCSP Reject Report Date Range

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

2.6.14.8 Reports – TCSP Reject Report Sort Options

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

2.6.14.9 Reports – TCSP Reject Report Security

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

2.6.15 System Feature: Transaction Profile Screen

2.6.15.1 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.

2.6.15.2 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.

2.6.15.3 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.

2.6.15.4 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.

2.6.16 System Feature: Account Profile Screen

2.6.16.1 Full Account Profile – Add TCSP Referred and Balance

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

2.6.17 System Feature: Monthly Patient Statements

2.6.17.1 Monthly Patient Statements – Exclude Bills Referred to TCSP

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

(Note: The above requirement is TBD. VHA is still making a decision on how they want it to look going forward.)

2.7 Graphical User Interface Specifications

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

2.8 Multi-divisional Specifications

This section is not applicable to the TCSP project.

2.9 Performance Specifications

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

2.10 Quality Attributes Specification

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

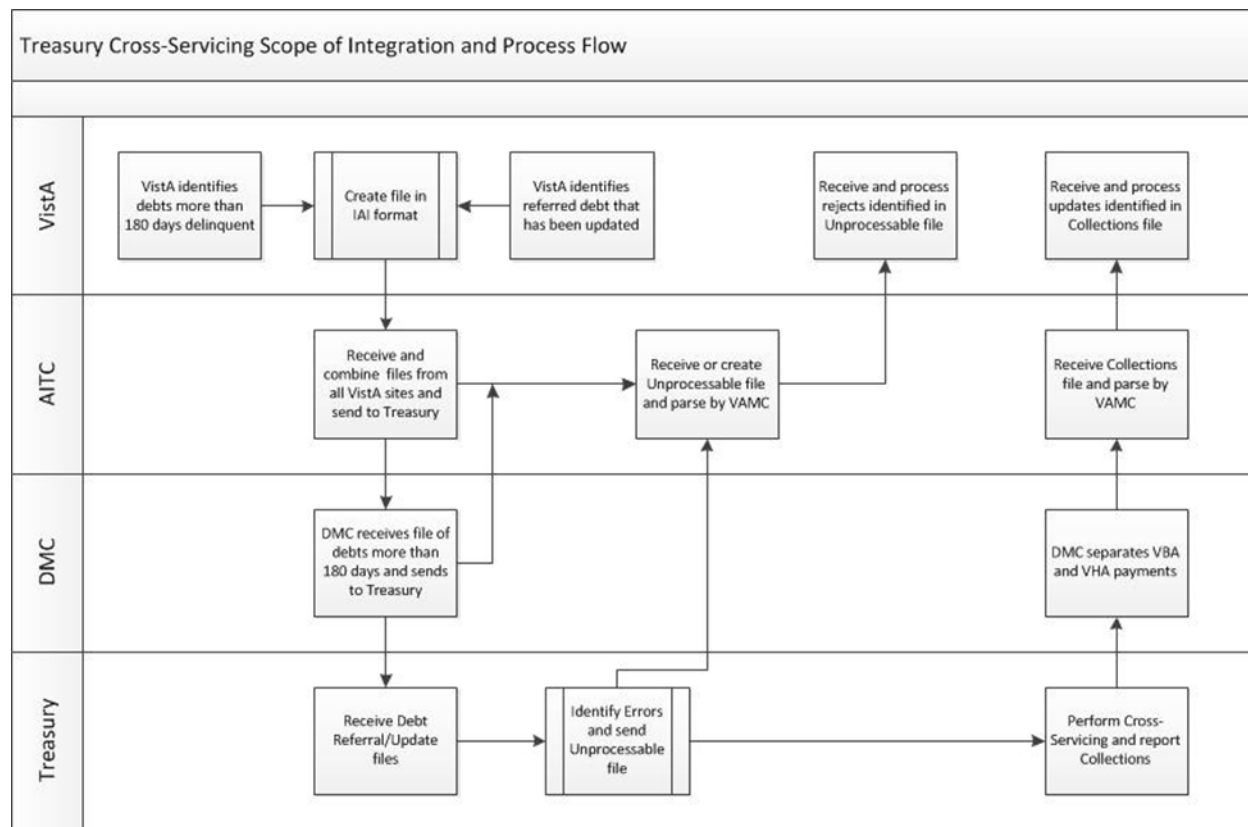
2.11 Reliability Specifications

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

2.12 Scope Integration

The scope of integration for the TCSP 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 TCSP 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: Treasury Cross-Servicing Scope of Integration and Process Flow



2.13 Security Specifications

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

2.14 System Features

1. The VistA system shall provide the ability to change the frequency of the batch transmission process that generates and transmits the Cross-Servicing referral file.
2. The VistA system shall provide the ability to generate a report of payments received for First Party debts that cannot be posted to a Veteran's account, and overpayments received via Lockbox or Pay.gov.
3. The VistA system shall provide the ability to recall a debt, debtor, or case.
4. The VistA system shall provide the ability to record a reason for the debt, debtor, or case recall.
5. The VistA system shall provide the ability to adjust the debt balance.
6. 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 TCSP 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 TCSP project.

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

This version of the TCSP 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 TSC project are allocated to projects through Product Development (PD).

3.2.2 VA Handbook 6500, Information Security Program

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

3.2.4 Office of Management and Budget Circular A-130

This version of the TCSP 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 TCSP project are allocated to projects through PD.

3.3 Certification and Accreditation

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

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

This version of the TCSP 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 TSC project are allocated to projects through PD.

4. Interfaces

This section describes the relevant interfaces for the TCSP project.

4.1 Communications Interfaces

The communication interfaces will be created for the TCSP 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 TCSP project.

4.3 Software Interfaces

No new software interfaces will be added for the TCSP 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 TCSP project requirements.

5. Legal, Copyright, and Other Notices

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

6. Purchased Components

This section is not applicable to the TCSP project.

6.1 Defect Source (TOP 5)

This subsection is not applicable to the TCSP project.

7. User Class Characteristics

There are no new user roles being 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

(Note: The following table will be completed once all requirements have been completed.)

Project Software Functional Size and Size-Based Effort and Duration Estimate

Application

Item	A	B	C	D	E	Total
Counted Function Points						
Estimated Scope Growth						
Estimated Size at Release						

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

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

Figure 2: Cumulative Probability (“S-curve”) Chart

(Note: Charts to be added).

9. Sample Reports

9.1 Print TCSP Report

Select OPTION NAME: **TCSP MENU**

Print Cross-Servicing Report
TCSP Bill Report
TCSP Recall Report
TCSP Reject Report

Select TCSP Menu Option: **Print Cross-Servicing Report**

CROSS-SERVICING REPORT

Sort by? BILL NO.//

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

BILLS AT TCSP					DEC 10,2013
					Page 1
<u>BILL NO.</u>	<u>DEBTOR</u>	<u>TIN</u>	<u>ORIG AMT</u> <u>REFERRED</u>	<u>TCSP 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 TCSP Bill Report

Select OPTION NAME: TCSP MENU

Print Cross-Servicing Report
TCSP Bill Report
TCSP Recall Report
TCSP Reject Report

Select TCSP Menu Option: TCSP Bill Report

TCSP 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 5 Category: IN PROCESS End Date:

...OK? Yes// (Yes)

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

DEBTOR: DGPATIENT		NINETYONE					
TIN: 666070709		TCSP REFERRED DATE: NOV 7, 2013		CURRENT TCSP 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 Reject Report

Select OPTION NAME: TCSP MENU

Print Cross-Servicing Report
TCSP Bill Report
TCSP Recall Report
TCSP Reject Report

Select TCSP Menu Option: TCSP Reject Report

TCSP REJECT REPORT

Date Range? FROM// 11012013 TO// 02012014

Sort by? BILL NO.//

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

TCSP 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 Recall Report

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

By bill number or debtor name

Select OPTION NAME: TCSP MENU

Print Cross-Servicing Report
TCSP Bill Report
TCSP Recall Report
TCSP Reject Report

Select TCSP Menu Option: TCSP Recall Report

RECALL REPORT

Sort by? BILL NO.//

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

TCSP RECALLS					JAN 23,2014 Page 1
<u>BILL NO.</u>	<u>DEBTOR</u>	<u>TIN</u>	<u>RECALLED 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 and Technology Center
AR	Accounts Receivable
BRD	Business Requirements Document
CBO	Chief Business Office
CVS	Conformance Validation Statement
DCIA	Debt Collection Improvement Act
DMC	Debt Management Center
DR	Disaster Recovery
EIT	Electronic and Information Technology
FileMan	VistA File Manager package
FISMA	Federal Information Security Management Act of 2002
FMS	Financial Management System
FUND	The Fund data/appropriation for a bill (i.e. MCCF)
IAI	Integrated Agency Interface
ICD	Interface Control Document
IPT	Integrated Project Team
LTC	Long Term Care
MailMan	VA's electronic mail system
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	Requirement Specification Document
SACC	Standards and Conventions Committee
SC	Service-Connected
SSN	Social Security Number
TCSP	Treasury Cross-Servicing Process
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 TCSP 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 debts 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 – Approval Signatures

Signed:

Brandon Bergeron, Integrated Project Team (IPT) Chair

Date

Vikki Soukup, Business Sponsor

Date

Paul Kimball, IT Program Manager

Date

Charles Dunn, PD Project Manager

Date