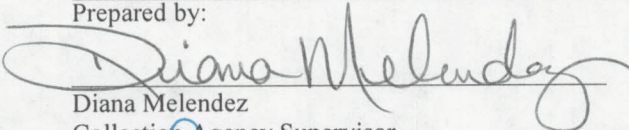

TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER at El Paso
POLICY AND PROCEDURE

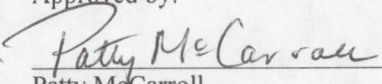
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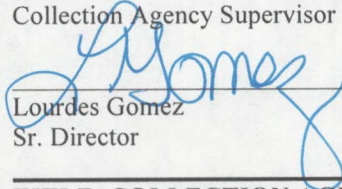
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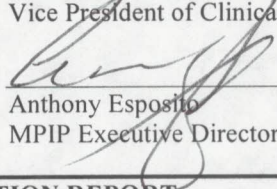
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TITLE: COLLECTION AGENCY RECONCILIATION REPORT

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1 of 3

Policy#: ACC #4-1

1. POLICY

The collection agency division of MPIP Accounting is responsible for proper recording, and monitoring of delinquent accounts to include active accounts, in transit accounts, payments, reversals, and batch posting. The department reviews the accuracy of any reductions, adjustments, cancellations, and other related transactions each month against what is reported back from the agencies.

The purpose of this policy is to establish procedures for the issuance of the Collection Agency Reconciliation Report. This report includes the monthly activity of each collection agency related transactions (Active, Closed, and Paid in Full Invoices that are sent to the collection agencies). Also, the report includes a balance reconciliation against the balance kept at each collection agency.

2. PROCEDURES

a) Getting the data from Source:

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

b) Working on the reports:

1. Open file named: "CRI/DSI Reconciliation – CA CRI/DSI" and rename Tab to Part I.

2. Create a copy of Part I Tab and Rename it to Mo 20XX – Activity.
3. Move Inv Num Column to Column A. Leave only: Inv Num, Patient Name, Pt MRN, Trn Credit Amt. Delete all other columns.
4. Open “CRI/DSI Reconciliation Part II, and Filter by Trn PaycodeNum 902/912 and check that the sum of Trn Debit Amt equals 0. Then filter by Trn PaycodeNum 906/916 and check that Trn Credit Amt equals 0.
5. Filter by Trn PaycodeNum 902/912 and copy Inv Num and Trn Credit Amt columns and paste in a New Tab.
6. Filter by Trn PaycodeNum 906/916 and copy Inv Num and Trn Debit Amt columns and paste in a New Tab.
7. Select both columns with Inv Num and Trn Credit Amt and click on Data Ribbon and under the Outline Options click on Subtotal.
8. Make sure the change is under every Inv Num, function Sum, Add Subtotal to Trn Credit Amt, checkmark Replace Current Subtotals, Summary Below Data, and click OK.
9. When results come up, click on #2, and select only visible cells under the Find & Select options. Then copy the data, and Paste on a New Tab and Rename New Tab 902/912 Code.
10. Repeat Step 6-8 for 906/916 Codes, except instead of Trn Credit it will say Trn Debit Amt, and Name New Tab 906/916 Code.
11. Next to Column C with Pt MRN insert Amt Ref- Mo 20XX; next PC 902/912 – Reversals XX-XX; next PC – 906/916 Total Pymt XX-XX; next Ending Balance X-XX-XX (CBIZ); next CRI/DSI – XX/XX/20XX; next Diffr; next Comment-Diffr.
12. Do an Index/Match or VLOOKUP based on Inv Num from Mo 20XX – Activity and 902/912 Code Tab for PC 902/912 – Reversals XX-XX Column
13. Repeat Step 12 now for PC - 906/916 Total Pymt XX-XX Column under 906/916 Code Tab.
14. Under Ending Balance X-XX-XX (CBIZ) Column Add Amount Ref-Mo-20XX+PC 902/912 – Reversals XX-XX and subtract PC – 906/916 Total Pymt XX-XX Column.
15. Open CRI/DSI-ACTIVE INVENTORY File under Inventory Rpts-CBIZ Folder and Transfer it to the working file.
16. For CRI/DSI – XX/XX/20XX Column do an Index/Match or VLOOKUP from the Tab with the ACTIVE INVENTORY information to pull any new balances reported by the agencies.
17. For Diffr Column, subtract Ending Balance minus CRI/DSI Balance.
18. At the bottom of columns starting from Amount Ref to Column Diff do a Sum formula for each one of the columns
19. Enter reconciled balances referencing our Ending Balance as the Balance per MPIP, Balance per C/A CRI/DSI equals to our column total under CRI/DSI Balance. Subtract totals from MPIP- Balance per C/A and the difference Total should equal my Diffr Column Total.

20. For Reconciling Items, Collection Agencies Supervisor will review any of the Invoices that have a difference in balance to what MPIP has. He/she will assign a category to it accordingly.
21. For the Difference, subtract my Difference Total for Reconciled Balances – Reconciling Difference. The total should be 0.
22. In order to make sure we're taking into account all the inventory that was sent to us from the collection agencies, we need to add all our CRI/DSI Balances and it should equal our Balance Total sent by the Agency.

Collection Agency Reconciliation for Legacy Collection Agencies (ACM, PSA, CLR/Credit Control & CSB)

1. No collection agency reconciliation exists for legacy Collection Agencies, as no reconciliation was ever been performed.
2. Legacy collection agencies were notified to return all TTUHSC placement accounts upon termination of contract.
 - i. ACM –Accounts reviewed in “DAT” file format. Pending to be opened.
 - ii. CLR/Credit Control – Accounts received.
 - iii. CSB – Accounts received.
 - iiii. PSA – Agency closed. Owners have not been located.
3. A random sample verification was performed for the legacy collection agency accounts that were returned back to TTUHSC.
4. The verification consisted of a review of all or a portion of a patients balance submitted by the legacy collection agency against the patients' invoice balance in Centricity Business (CB) System. All discrepancies were researched, noted and documented for auditing purposes. Refer to (Exhibit 3) for a summarized finding and (Exhibit 4) for detailed findings.

Legacy C/A	File Name	Total # in File	Total of Accts Reviewed	% Reviewed	# of Discrepancies
ACM	File pending to be opened (DAT File)				
CLR/Credit Control	CW0291_CW5035_1 OF 2_CWD035_2 OF 2 COMBINED	128,505	1,341	1.04%	27
CSB	Texas TechActive082615 WIP	725	176	24.28%	32
CSB	Texas TechCancelledList1 WIP	49,997	288	0.58%	8
CSB	Texas TechCancelledList2 WIP	50,001	309	0.62%	6
CSB	Texas TechCancelledList3 WIP	50,001	310	0.62%	7
CSB	Texas TechCancelledList4 WIP	50,001	215	0.43%	4
CSB	Texas TechCancelledList5 WIP	49,999	286	0.57%	2
CSB	Texas TechCancelledList6 WIP	44,138	99	0.22%	5
PSA	No Files received				
	Totals	423,367	3,024	28.36%	91

Your Number	Debtor Name	Date RCVD	DLP	Orig Prin Bal	Exhibit 4	Other Charges	Amount Collected	Prin Adj	Other Adj	CA Bal	Status	Client	E Number	Close Date	Per Review	Difference	Comments
E8547744	ACEVEDO DA	1/11/2001	11/15/2001	\$86.00		\$0.00	\$86.00	\$0.00	\$0.00	\$0.00	PIF	01-000959	1058 BURGL	11/16/2001	\$86.00	\$86.00	archive inv#12115877/PER REVIEW AMT PIF
24467284	ACEVEDO ES	6/28/2010	7/9/2010	\$13.26		\$0.00	\$13.26	\$0.00	\$0.00	\$0.00	CRQ	01-000959	E880427	9/2/2014	\$0.42	\$0.42	review amt correct .42 referred to agency no pymts made
24208384	ACEVEDO ES	6/28/2010	7/20/2010	\$41.18		\$0.00	\$41.18	\$0.00	\$0.00	\$0.00	CRQ	01-000959	E880427	9/2/2014	\$0.51	\$0.51	review amt correct .51 referred to agency no pymts made
25402864	ACEVEDO ES	4/25/2011	8/15/2011	\$13.02		\$0.00	\$13.02	\$0.00	\$0.00	\$0.00	PIF	01-000959	E880427	7/6/2011	\$13.02	\$13.02	paid in full
24739440	ACEVEDO GL	8/31/2010	00/00/00	\$263.39		\$0.00	\$0.00	\$0.00	\$0.00	\$263.39	CRQ	01-000959	E877347	8/27/2014	\$263.40	\$0.01	review amt correct 263.40 referred to agency no pymt made
26795651	ACEVES BER	4/25/2011	00/00/00	\$17.39		\$0.00	\$0.00	\$0.00	\$0.00	\$17.39	CRQ	01-000959	E641698	8/27/2014	\$17.40	\$0.01	review amt correct 17.40 referred to agency no pymt made
26429042	ACEVES HEC	9/13/2011	00/00/00	\$20.78		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	CRQ	01-000959	E971171	8/27/2014	\$18.34	\$18.34	paid in full
23077367	ACOSTA ELIZ	12/9/2009	00/00/00	\$2.06		\$0.00	\$0.00	\$20.78	\$0.00	\$2.06	CRQ	01-000959	E683720	8/27/2014	\$2.07	\$0.01	review amt correct 2.70 referred to agency no pymt made