

# Third Party Liability Recovery System (TPLRS)

## User Guide

Version 1.0

# Contents

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Before using TPLRS, you should have a working knowledge of the following:

- Your operating system (for example, Windows) and its conventions.
- How to use a mouse and standard menus and commands.
- How to copy, open, save, print, and close files on your computer.
- If you need to review these techniques, see the Microsoft®, Windows®, or other appropriate documentation.
- This chapter includes the following topics:
  - Logging In
  - Signing Off
  - User Interface

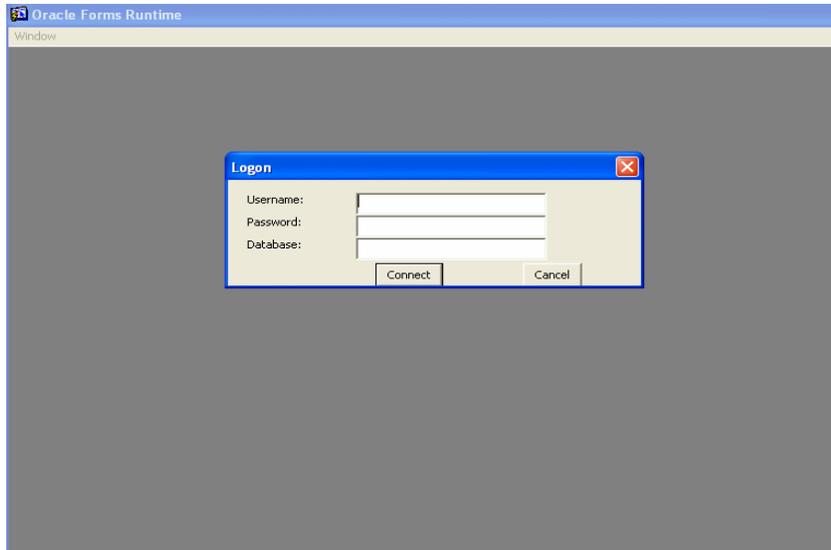
# Logging In

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Authentication is the process of verifying if you are an authorized TPLRS user by comparing your identification with information stored in the system.

Whenever you log in to TPLRS, you open a working session. A working session is a single continuous period during which you actively use TPLRS. It starts when you log in to the system and ends when you properly sign off. At any time, you can have only one open session per user.

**Figure 1.1 TPLRS Login Screen**



**TPLRS Login** You need to obtain the following information from your TPLRS Administrator before you can login to TPLRS:

- TPLS Icon
- Your user name
- Your password
- Your database path

**To log in to TPLRS:**

1. Double click the TPLRS icon (on the Windows desktop)
2. The login window is displayed.
3. Type your user name.
4. Tab to the next line and type your password
5. Tab to the next line and type the database path
6. Press Enter or click the Connect button. After a few seconds the system displays the Main Menu window.

**Locked Account** After several unsuccessful attempts to enter your password, TPLRS may lock your account. If this occurs, a message reading: "Your account has been locked. Please contact your system administrator." appears. Your TPLRS administrator can unlock the account and assign a new password if desired.

**Login Error** After an attempt to key an incorrect code, TPLRS may prompt you with an error message. The message reading: "ORA-12154: TNS: could not resolve database name" appears.

# Signing Off

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When you are finished working with TPLRS you need to sign off from it to make sure that the application is shut down properly, and no data you have worked with is lost. In other words, you must close your working session with TPLRS. You always exit the application before shutting down the computer.

**To sign off from TPLRS:**

1. Click the Exit button on each open window or select the Action menu and choose Exit at each open window

***Points to Remember***

- Save all the necessary data before signing off
- Enter values in all required fields that are displayed in <<red>>
- Always use the “Exit” icon to close TPLRS

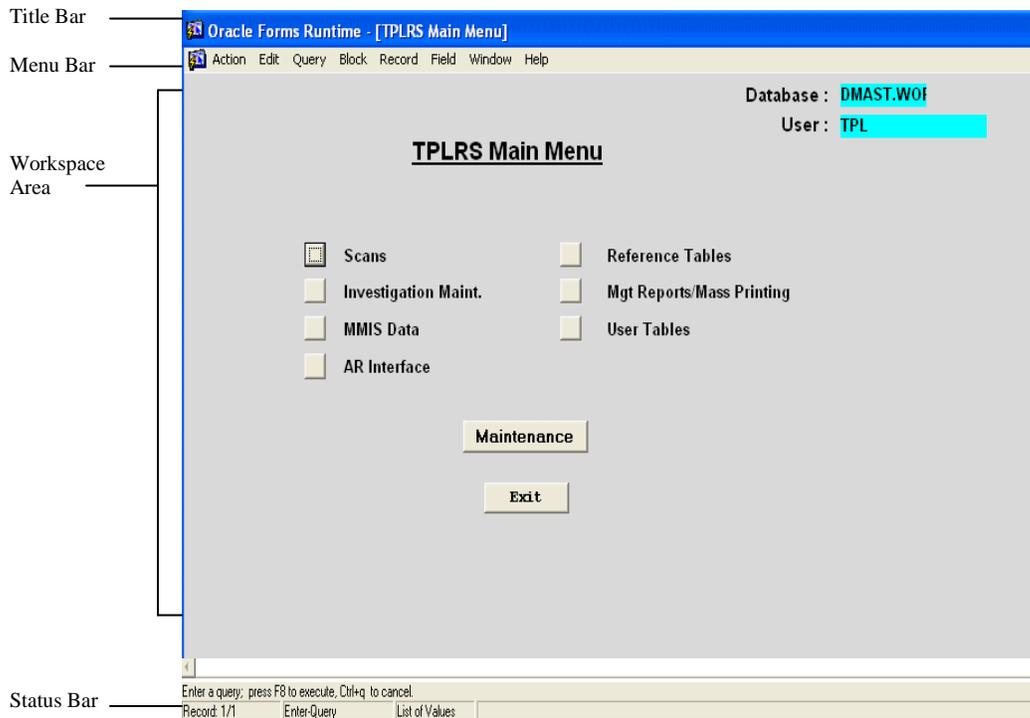
# TPLRS User Interface

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Figure 1.2 shows the standard TPLRS main screen. It shows what a user with all user and administrative rights sees on the screen. The fields on your screen might vary, but the following components are the same:

- **Title Bar** Display the application's name
- **Menu Bar** Contain a set of drop-down lists that allow you to access records, commands needed to perform functions such as Commit, Enter Query, and Execute Query
- **Workspace** Central section of the screen where you can work with records
- **Status Bar** Displays messages about available functions or records and displays error messages

**Figure 1.2 TPLRS Main Screen**

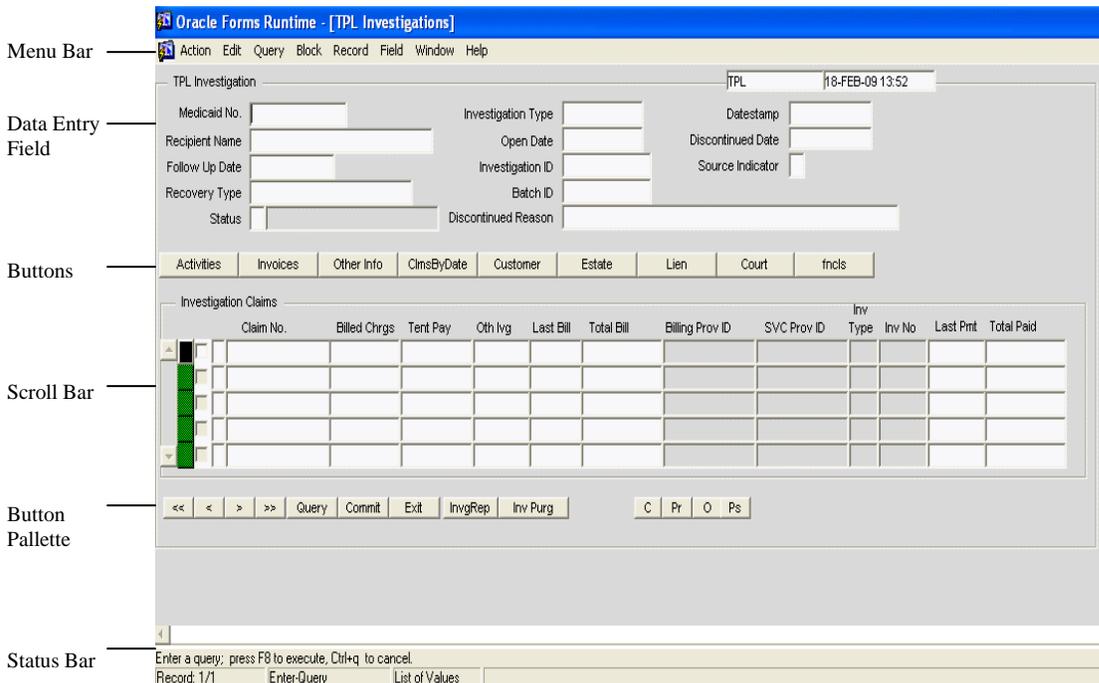


# Window Component

Data Entry windows have several components to help use the variety of functions available.

**Example** In this section the Investigation Maintenance, as shown below, is used as an example to illustrate the various parts of a window. Other data entry windows may look different; however, they will give some or all of these components.

**Figure 1.3 Data Entry Window**



**Components**

- **Menu Bar** – contains commands needed to perform functions such as Commit, Enter Query, and Execute Query (keyboard shortcuts are also available to perform these functions).

- **Fields** – there are two type of fields, data entry and display only.

- **Data Entry Field** – are text areas for entering data.

- **Display Only Field** – allow you only to view data.

- **Buttons and Buttons Palette** – there are several kinds of buttons on TPLRS windows, some are displayed in the middle of window and some are consistently displayed at the bottom of windows.

- **Program Buttons** – allow you to open additional windows for additional data entry.

- Program buttons are displayed in the middle of a window or at the bottom middle to right section of a window.

- **Navigational Buttons** – allow you to navigate between records.

- **Command Buttons** – allow you to quickly execute common commands without using the menu bar.

Navigational and Command buttons are consistently displayed at the bottom left section of windows.

- **Push Buttons** – allow you to select program menu options.
- **Scroll Bar** – allow you to scroll through a list of records.
- **Status Bar** – display message about current commands or records and displays error messages.

## Navigating Through a Window

- **To move the cursor**

**Table 1.1** Cursor movement

<b>Keyboard Key</b>	<b>Description</b>
Tab	Move the cursor to the next field
Mouse click	Move the cursor to the next field Display a new window when a button is associated with a new window
Shift + Tab	Move cursor to the previous field
Down Arrow	Move to the next record
Up Arrow	Move to the previous record

- **To scroll through records**

**Table 1.2** Scrolling through records

<b>Image</b>	<b>Button</b>	<b>Description</b>
	Page Up	Use the <b>Page Up</b> button in scrollable tables to scroll through table items.
	Previous Record	Use the <b>Previous t Record</b> buttons to scroll through entire records. Move to the previous record
	Next Record	Use the <b>Next Record</b> buttons to scroll through entire records. Move to the next record
	Page Down	Use the <b>Page Up</b> button in scrollable tables to scroll through table items.

## Using the Command Line

Command buttons provide quick access to the five most commonly used commands, enter query, execute query, commit, exit, and cancel query.

**Table 1.3 Command Line**

Image	Button	Description
	Exit	Press the Exit button to exit the current window Press the Exit button to cancel a query
	Commit	Press the Commit button to save changes Press the Query button a second time to Execute the Query
	Query	Press the Query button once to Enter Query Mode Press the Query button a second time to execute the Query

## Checking the Status Bar

As you enter data or execute a command (such as Commit), check the status bar for error messages and other useful information.

Examples of messages you may see in the status bar:

**Table 1.4 Status Bar**

Message	Description
Count: 2	Indicates the number of the last record displayed on the window
<List of Values>	Indicates that there is a list of values available from which to select a field value
Record Saved Message	Indicates the record was successfully saved
Error Messages	Indicates an error occurred

## Keyboard Shortcuts

The data entry operations described in the previous sections requires the use of several commands. Some of these commands can be accessed using the command buttons in the button palette. All available commands can be accessed through the main menu bar. There are also keyboard shortcuts available to perform many commands.

The following table contains shortcuts for commonly used commands.

**Table 1.5 Keyboard Shortcuts**

<b>Keystroke</b>	<b>Description</b>
F6	Adds a new record
Shift + F6	Removes a record
Shift + F4	Clears record
F7	Enters query mode
F8	Executes query mode
Ctrl + Q	Cancel query mode
F9	Displays a list of values
F10	Saves information
Ctrl + E	Displays the editing window
Tab	Moves the cursor to the next field
Shift + Tab	Moves the cursor to the previous field
F1	Displays help
Ctrl + F1	Displays help on keystrokes

**Note:** *If a keyboard shortcut consists of two keys, press and hold the first key, then quickly press the second key to execute the command.*

## Data Entry Operations

There are four main operations that you can perform at any window.

- **Add** new records to the database
- **Query** or find existing records
- **Update** existing records
- **Delete** existing records

### Adding a New Record

As you acquire new information for an investigation, you will need to add new records (such as person with third party coverage) to the database.

#### **To add a record:**

1. **Place the cursor** in the Header area or first field of the window you want to enter data. For example, place the cursor in the Medicaid No. field
2. **Press F6** to enter a new record. This is very important because it clears the window and allows you to enter a new record.
3. **Type** the information you want in the appropriate field(s). See the previous section for information about moving the cursor.
4. **Press F10** to save the new information. Check the status bar to make sure the record was saved.

### Querying or Searching for Records

If you need to find an existing record you can scroll through all records; however, you do not need to search through the entire list of records. You can perform a query and narrow your search parameters to only similar records.

#### **To search for all records:**

1. **Place the cursor** in the Header area (e.g. in the Medicaid No. field).
2. **Press F7** or click the Query button once to enter query mode. This clears the window.
3. **Press F8** or click the Query button again to execute the query.
4. Use the **down** and **up arrow keys** to view the records or use the Previous and Next Record buttons at the bottom of the window.

#### **To search for a specific record:**

1. **Place the cursor** in the Header area (e.g. in the Medicaid No. field).
2. **Press F7** or click the Query button once to enter query mode. This clears the window.
3. **Move the cursor** to the fields(s) in which you want to set parameters.
4. **Type your search criteria.** For example, to find a specific Medicaid recipient, type his/her Medicaid No. See the next section on Searching with Wild Cards for more information.

5. **Press F8** or click the Query button again to execute the search.
6. The matching records are displayed. See the next section, *Displaying Additional Records*, for information on how to scroll through records found in a query.

**Note:** *If no records were found, you must either type different search criteria and execute the search again or cancel the search.*

**To cancel search:**

1. Press **Ctrl + Q** or click the **Exit** button once or from the **Query** menu choose **Cancel**.

## Displaying Additional Records

After performing a query, the records found are displayed. The count displayed at the bottom of the window in the status bar indicates the number currently displayed.

**To display additional records:**

1. **Press the down arrow** on the keyboard to advance to the next record or click the Next Record button.
2. **Press the up arrow** to view preceding records or click the Previous Record button.

**Note:** *The count display does not go backward. It tells you that the last record was retrieved. However, when you begin viewing previous records the count does not change.*

## Searching with Wild Cards

The percent sign (%) is a wild card. Wild cards allow you to search for and find records when you only know part of the information. For example, if you want to search for all persons names in the persons table that begin with a D, you can use wild cards to find them.

**Examples**

- To find all persons beginning with D – type **D%**
- To find all persons with a first name beginning with D and/or last name beginning with S – you could type
  - **D%**
  - **%S%**
  - **D%S%**
- To find all records in the persons table with a state employee ID – type **%** in the state employee ID field.

## Updating or Changing Existing Records

After entering a record, you may need to make changes or add information.

### **To update a record:**

1. **Display** the record you want to change (see previous section on Querying).
2. **Type** the new information in the appropriate fields.
3. When finished, **Press F10** to commit / save the changes. A message is displayed in the status bar indicating the changes were saved.

## Deleting Records

You can delete any record when it is no longer needed. Be very careful when deleting records because once you delete a record, it is permanently erased. Make sure the record you are deleting is the one you want to delete and is no longer needed.

### **To delete a record:**

1. **Display** the record you want to delete.
2. **Display** a supporting detail window.

*Note: A record cannot be deleted if supporting details are attached.*

3. **Press Shift + F6** to delete the record at the window.
4. **Press F10** to save the changes.
5. **Repeat** for each window in the record.

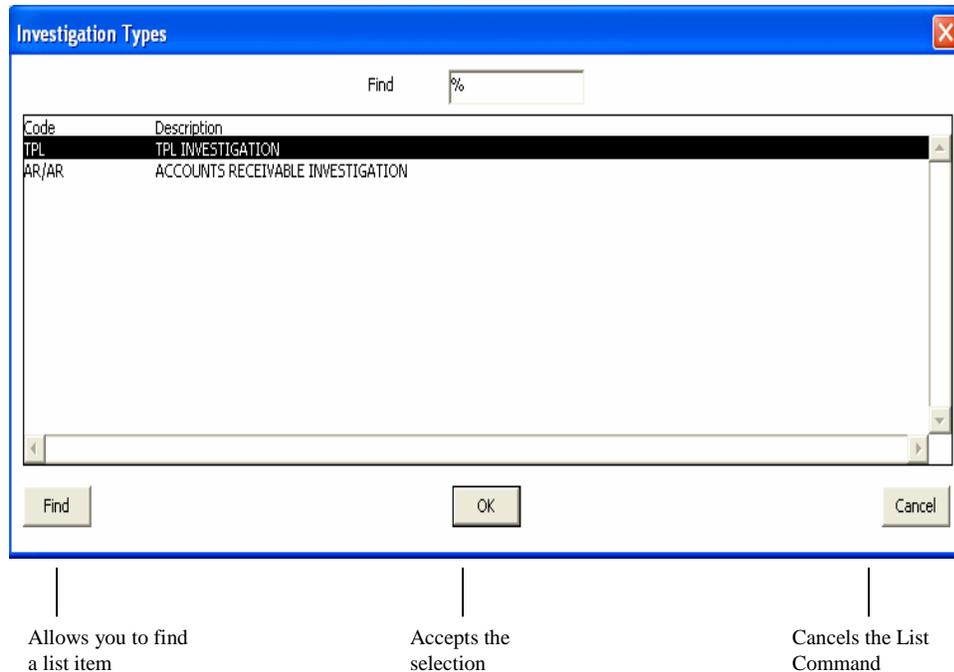
## Listing Values

If the word **List of Values** appears in the status bar, as shown below, you can display a list of values for the current field. This allows you to select information from a table instead of having to type the information.

1. When the cursor is in a field with a list of values, **press F9** to display the list.

The program opens a list of values window displaying possible values from which to choose.

**Figure 1.4 List of Values**



2. Use the **arrow keys** or the mouse to select a value from the window. You may need to use the scroll bar to view all of the options.
3. Once the value is selected (highlighted), press **Enter** or click the **OK** button. The selected information is placed in the current field.
4. Once the value is selected (highlighted), press **Enter** or click the **OK** button. The selected information is placed in the current field.

Investigations are typically created during the scanning process. Scans are run separately for each recovery type. When a scan is run, the program identifies claims for recipients with third party liability and builds investigations. The scan process is performed every month.

Some recovery types require the investigation to be created manually before scanning. To these investigations, you must manually create the investigation first before running a scan for the investigation type.

This chapter will cover the scanning process:

- Running a scan
  - Producing a report before scanning
  - Running the scan
- Examining the scan statistics
  - Viewing an online report of the scan
  - Accepting the scan
  - Rejecting the scan

# Running a Scan

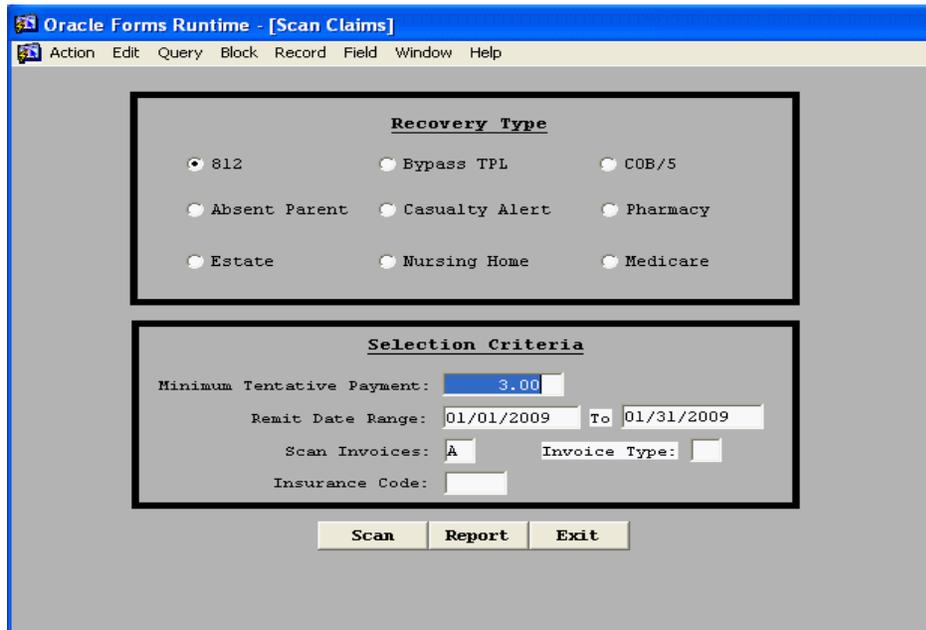
Run a scan whenever you want to create new investigations for claims in the MMIS database. A separate scan is run for each recovery type you want to investigate.

**To run a scan:**

1. From the **Main Menu**, choose **Scans**.

The program opens the Scan window.

**Figure 2.1 Scan Window**



2. At the Scan window, select the **recovery type** for which you want to create investigations.
3. Indicate the minimum payment, date range, invoice information, and insurance type.
4. Click one of the following three buttons:

**Table 2.1 Button**

Image	Button	Description
	Scan	To run scan with the chosen criteria
	Report	To produce a detailed report before actually scanning
	Exit	To exit the scan before scanning

## Choosing to Produce a Report before Scanning

Choose this option when you want to print a hard copy of claim information for recipients with TPL coverage in the scan you are about to run. The report contains information about the recipient and provider (ID and name). The report also contains the dates of the claims, service codes, claim ID, charges, payment amounts, and payments made by the primary carrier. This report contains summary information about the scan.

**Note:** *Once the scan is accepted, this hard copy report cannot be generated using the same selection.*

## Choosing to Scan

When you enter scan criteria and select the scan button, the Scan Statistics window will open displaying scan statistics, as shown below. From here, you can choose to produce on-line report, accept the scan, or reject the scan.

**Figure 2.2** Scan Claims Statistics Window

Oracle Forms Runtime - [Scans]  
Action Edit Query Block Record Field Window Help

USER: TPL Scan Date: 23-FEB-09 10:07

**Selected Claims Statistics**

	No. Claims	No. Recips	Covered Charges	Tent Pay
NEW:	685	424	\$1,154,671.94	\$287,249.59
ADDED:	409	182	\$85,214.04	\$19,780.23
TOTAL:	1,094	606	\$1,239,885.98	\$307,029.82

SCAN BATCH ID: 1324 RECOVERY TYPE: HC(812 Project)-INV

Report Accept Reject

The Selected Claims Statistics window shows the new scan batch id, number of claims, number of recipients, covered charges, and tentative payments on a separate row for new, added, and total.

## *Examining the scan statistics*

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When you examine the scan statistics, you must verify the statistics very closely. For example, you need to make sure that tentative payments should not be way over covered charges. You may produce the on-line report to scan the claims found before accepting or rejecting the scan.

### **Producing a report**

The Report option at the Scan Statistics window produces an on-line report of claims found in the scan. This report contains similar information as the previous report; however it does not contain summary information and cannot be printed.

### **Accepting the Scan**

When you select the accept option, the program creates a batch of investigations for the specified criteria. The following five (5) procedures also occur:

- Set-up investigation – new recipients are identified
- Create new investigations – data is inserted into the investigation header table and claims are inserted into the investigation detail table
- Move recipients – recipient information is inserted into the persons table
- Assign analysts – analyst information is loaded
- Move providers – provider information is inserted into the providers table

### **Rejecting the Scan**

When you select the Reject option, the program cleans out the working tables it is used during the scanning process and returns to the Scan Criteria window.

The process of maintaining TPL investigations is comprised of several steps. Information is first brought into an investigation. For example, information such as lien, estate, court, or incident information is recorded. The information is then reviewed by an analyst. Claims are marked to be included in activities and a customer is assigned to the investigation. Finally, the information is updated according to actions taken against the investigation.

The recording of investigation actions is done through the Activities module. Some activities are general to all recovery types. Other activities are specific to a single recovery type. Some activities will generate letters for the assigned customer and included claims. Other activities simply provide a record of an investigation activity. Some activities generate invoiced in the TPLRS program.

When invoices are created in an investigation, they can be viewed within the TPL Investigation module. However, the maintenance of paid invoices is done within the Invoice Distribution module.

This chapter includes detailed description of the TPL Investigation Maintenance window. It also includes the following topics:

- TPL Investigation Maintenance Window
- Manually create investigations
- Maintain TPL Investigations
  - Record detail information
  - Assign a customer
  - Perform investigation activities

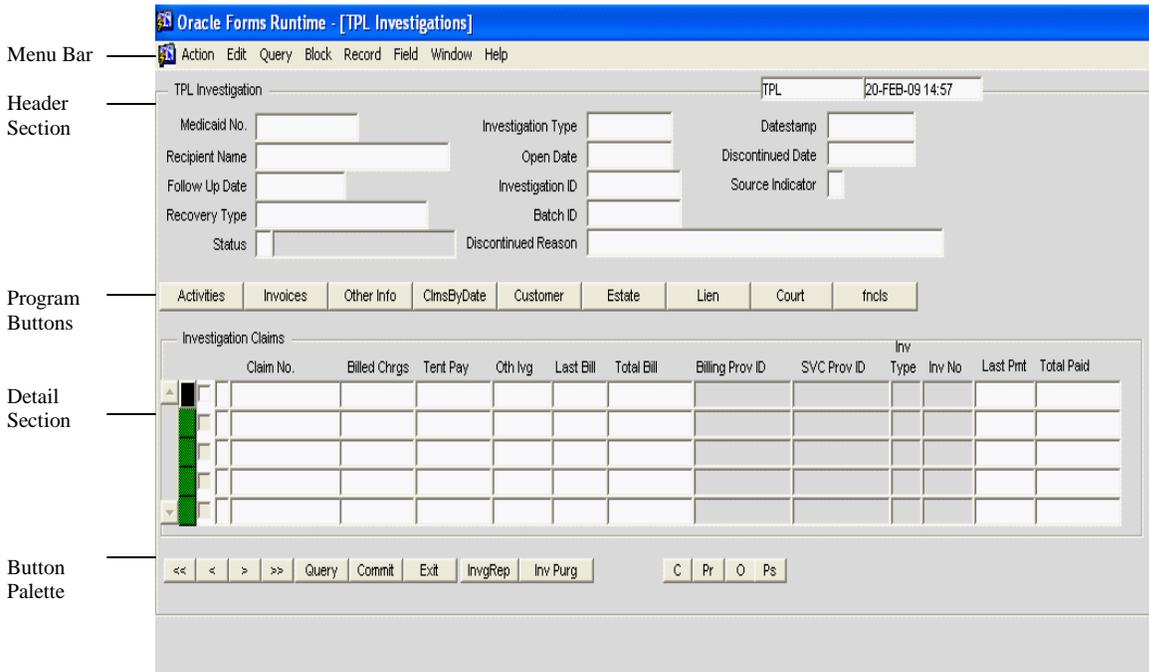
# TPL Investigation Maintenance Window

The Investigation TPL module is the main program component used for each of the nine recovery types. The Investigation TPL window, as shown below, contains information about the investigation and claims. This window also has buttons that allow the user to perform other tasks, such as record investigation activities.

## Window Components

The TPL Investigation Maintenance window is composed of header and detail sections. The header section contains the recipient and investigation ID information. The detail section contains claim information. The TPL maintenance window also contains program buttons, navigational buttons, and command buttons.

**Figure 3.1 TPL Investigation Window**



## TPL Investigation (Header Section)

The header section of the window, as shown on the previous page, lists information for that specific investigation. This is also the section used to manually create an investigation for certain recovery types.

## Program Buttons

Program buttons open pop-up windows allowing you to add additional detail information about the investigation. The following buttons are available:

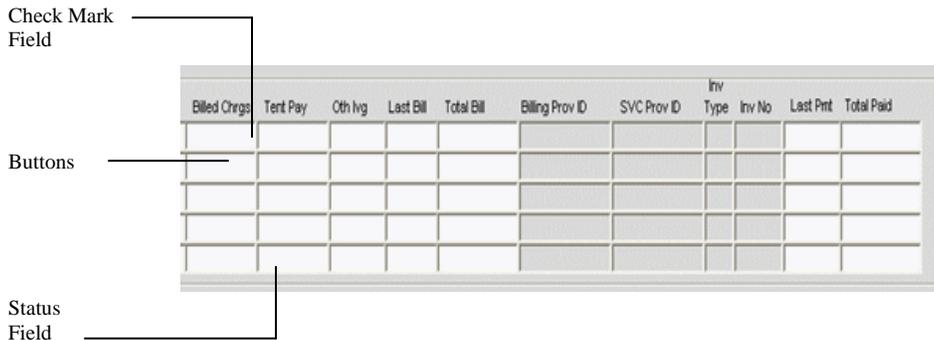
**Table 3.1 Program Buttons**

<b>Button</b>	<b>Description</b>
Activities	The <b>Activities</b> section is used to record all activities for an investigation. Activities provide a record of the actions taken during an investigation.
Invoices	The <b>Invoices</b> section is used to view an invoice generated from an activity.
Other Info	The <b>Other Info</b> section is used to display or assign analysts to the investigation. It allows you to view the status history of the investigation. Incident data for certain recoveries is also recorded in this section.
Claims by Date	The <b>Claims by Date</b> section is used to display additional claims in the MMIS database that are not included in another investigation. This also allows the analyst to manually create an investigation and add claims to the investigation without running a scan.
Customer	The <b>Customer</b> section is used to assign or indicate a customer to whom a letter or invoice will be sent. You must select a customer for each investigation activity.
Estate	The <b>Estate</b> section is used to record estate information for estate recovery investigations.
Lien	The <b>Lien</b> section is used to record property lien information for nursing home recovery investigations.
Court	The <b>Court</b> section is used for creating a decision rendering organization. This information is used in the ECLERK letter. Without this information, the letter is blank.
Fncls	The <b>Financials</b> section is used to enter the financial information for a volunteer check. It does not process the check, but provides a record of receiving the check and its disposition.

## Investigation Claims Area

The Claim Information section displays claim details for each claim included in the investigation.

**Figure 3.2 Claims Section**



The first three components of the claim detail area (button, check box, and status field) are important when performing an activity against any or all of the claims.

**Table 3.2 Claims Section Components**

Component	Description
Status Field	The <b>Status</b> field indicates the status of a claim. Claim statuses are: included (I), excluded (E), removed (R), or paid in full (P) in the invoicing process.
Check Mark Field	The <b>Check Mark</b> field is used to flag included claims for the activity that is being performed.
Push Buttons	The <b>Push Buttons</b> are used to view claim detail information in the MMIS database.

# Manually Creating TPL Investigations

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Most investigations are created during the scanning process. However, some recovery types require you to manually create an investigation before running a scan.

**To manually create an investigation:**

1. From the **Main Menu**, select the **Investigation Maintenance** option.
2. From the Investigation Maintenance Menu, select the **Investigation TPL** option.  
  
The program opens the main TPL Investigation Maintenance window.
3. Enter the **Medicaid Number** of the recipient you are creating an investigation against.
4. **Tab** to the **Recovery Type** field.
5. Press **F9** and select the appropriate **status** from the list of values.
6. **Tab** to the **Status** field.
7. Press **F9** and select the appropriate **status** from the list of values.
8. Press **F10** to save the investigation. The Investigation ID and Batch ID will be displayed.
9. Bring the claims into the investigation by either
  - a. Run a scan for the recovery type of the investigation you created. See Chapter 2: *Scanning for Claims* for more information.
  - b. Use the Claims by Date feature to manually select claims. See section *Adding Additional Claims* for more information.

# Maintaining TPL Investigations

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Investigation maintenance involves several steps. First the investigation is located in the TPLRS database and examined. A customer is created and claims are specified as included for an activity. Activities are created for the specified customer and claims. Invoices created through activities can also be viewed.

The following components of investigation maintenance will be covered in this section:

- Searching for an existing investigation
- Adding additional claims
- Reviewing and including claims
- Recording other information
- Creating customers
- Recording estate, lien, and court information
- Including claims for activities
- Recording investigation activities
- Generating letters and invoices
- Viewing invoices
- Creating finance charge
- Viewing finance charge invoice
- Creating a credit memo
- Viewing credit memo invoices
- Generating the investigation report

## Searching for an Existing Investigation

The first step to maintaining an investigation created in the TPLRS program is to query or search for the investigation.

**To search for a new investigation:**

1. **Query** for a new investigation created manually or during the scanning process.  
See *Chapter 1: Getting Started* for more information on querying.

## Adding Additional Claims

If you know there are claims in the MMIS database that you need, you can manually move additional claims from the MMIS database into the TPL Investigations.

**To add additional claims to an investigation:**

1. Click **Claims by Date** button to view and/or add additional claims to the investigation.  
The program opens the Claims by date window.

**Figure 3.3 Claims by Date Window**

2. **Select** the claim you want to move into the investigation by placing the cursor in that claim area.
3. Click the **Move** button.
4. Repeat steps 2 and 3 for each claim you want to move into the investigation.
5. Click the **Return** button to exit the window and return to the investigation.

## Reviewing MMIS Claim Data

You need to examine the claims in your investigation and decide whether or not to include them in the investigation. As you review the claim detail information at the TPL Investigation window, you can view additional claim information in the MMIS database.

### To view MMIS data for a claim:

1. Click the **push button** to the left of the claim to view MMIS data for that claim. The program opens the Claim Base Information window

**Figure 3.4 Claim Base Information Window**

2. Use this information to aid in your decision to include or exclude the claim.

## Including Claims in the Investigation

Once you have examined the claims and decided which claims to include, you need to mark the claims as included in the investigation. Use the Status field to indicate whether or not a claim is included.

### To include/exclude claims in the investigation:

1. Position the cursor in the **Status** field of the claim you want to include or exclude.
2. Mark the claim as included or excluded in the investigation:
  - If the claim is to be **included** – type an **I** in the **status field**
  - If the claim is to be **excluded** – type an **E** in the **status field** (this is the default setting)

## Recording Other Information

Information about the analysts assigned to the investigation, the status history of the investigation, and general comments recorded about the investigation are accessed using the Other Info button. Incident information for casualty investigations is also stored in the section.

### To view/add other information

1. At the TPL Investigation Maintenance window, click the **Other Info** button.

The program opens the Other Information pop-up window.

**Figure 3.4 Other Information Window**

The screenshot displays a software window titled "Other Information Window" with a grey background. It contains several sections with input fields:

- Analysts:** A table with four columns: "State Employee ID", "Name", "Assign Dt.", and "Analyst Type". Each column has a corresponding empty text input field below it.
- Statuses:** A section with two empty text input fields.
- Comments:** A section with three labels: "Lien Amt:", "Rec'd Amt:", and "Accident Date:". Below these labels is a large text area with a vertical scrollbar on the right side.
- Incident:** A section with several input fields: "Date", "FIPS Code", "Type Code", "City", "Description", and "Comment".

At the bottom center of the window is a "Return" button.

2. Check and/or record information.
  - Check analyst assignment or assign additional analysts if needed
  - View the investigation status history

- Record general investigation comments – which will print on the Investigation Report
  - Record incident information
3. Press **F10** to save the changes.
  4. Click the **Return** button to return to the investigation.

## Assigning a Customer

A customer is the carrier, provider, organization, or person that will receive the letter you generate from the activity you record. Only one customer can be assigned to an investigation at one time. If you need to send letters to another customer, you will need to delete the current customer and assign the second customer before recording the activity.

### To assign a customer:

1. Ensure that the customer exists in the appropriate customer (User) table (carriers, persons, organization, or providers). If not, create the customer record at this time. See *Chapter 8: Maintaining User Tables* for more information.
2. At the TPL Investigation Maintenance window, click the **Customer** button.

The program opens the Customer pop-up window.

**Figure 3.5 Customer Window**

The screenshot shows a window titled 'Customer'. Inside the window, there is a header 'Customer'. Below the header, there are two input fields: 'Customer ID' and 'Customer Name'. At the bottom of the window, there is a 'Return' button.

3. **Enter** the customer by either.
  - Press **F9** to display a list of customers in the User tales. Then **select** the customer to whom you want to send the letter and click **OK**.
  - Type the customer's **Customer ID** and press **Tab**.
4. Press **F10** to save the record.
5. Click the **Return** button to return to the investigation.

## Recording Estate, Lien, and Court Information

While working on various recovery types you may need to record estate, lien, or court information. Use the Estate button to record estate information. Use the Lien button to record lien information. Use the Court button to record court information.

### To record estate, lien, or court information:

1. At the TPL Investigation Maintenance window, click the Estate, Lien, or Court button.

The program opens the Estate, Lien, or Court pop-up window.

**Figure 3.6 Estate Window**

The Estate Window form contains the following fields:

- Begin Date
- End Date
- Total Value
- Org. ID
- Source
- Return button

**Figure 3.7 Lien Window**

The Lien Window form contains the following fields:

- Begin Date
- End Date
- Lien Type
- Org. ID
- Source
- Amount
- Release Date
- Release Code
- Liability Properties section with dropdown arrows:

  - Property Type
  - Property Desc.
  - Address Line 1
  - Address Line 2
  - Attention Line
  - City
  - State
  - Zip

- Property Values section with dropdown arrows:

  - Assessment Date
  - Value Amount

- Return button

**Figure 3.8 Court Window**

The Court Window form contains the following fields:

- Name
- Type (pre-filled with "COURT")
- Address Line 1
- Address Line 2
- Address Attention
- City
- State
- Zip
- Telephone No.
- Return button

2. **Enter** the information in the appropriate pop-up window.
3. Press **F10** to save the record.
4. Click the **Return** button to return to the investigation.

## Including claims for activities

Activities are run for claims that are marked as included in the investigation (I) and checked for activities (X). Before running an activity you will want to make sure that the correct claims are checked.

### To check claims for an activity:

1. Position the mouse pointer over the Check Mark field of the claim you want to include in the next activity.
2. Click the mouse button. An X will be placed in the field.
3. Repeat for all claims you want to include.
4. Press F10 to save your changes

**Note:** For HCFA 1500 and UB92 reports generated within an investigation, you can only have one claim selected at a time.

- Including claims for activities
- Recording investigation activities
- Generating letters and invoices
- Viewing invoices
- Generating the investigation report

## Recording Investigation Activities

As you work through the investigation, you will need to send various letter, generate invoices, and record telephone activities. The activities module allows you to record the activities you performed and generate letters and invoices.

### To record an activity:

1. At the TPL Investigation Maintenance window, click the **Activities** button.

The program opens the Activities pop-up window.

**Figure 3.9 Activities Window**

Code	Beg Date	End Date	Follow Up	Author	Comment
	02/20/2009				

Return Rpt/Inv Breakdown

2. Press **Tab** to move the cursor to the **Code** field.
3. Press **F9** and **select** the activity you want to perform from the list of values.
4. Tab to the **Comments** field and record any comments you have about the activity.

**Note:** *If you are going to change the customer for other activities, you should record the customer here for a record of the customer to which the letter was sent.*

5. Press **F10** to save the activity.

## Generating letters and invoices

Most activities have letters that accompany them. Many activities also generate invoices in the TPLRS system. You will need to use the Rpt/Inv button to generate a letter or invoice.

### To generate a letter and/or invoice:

1. In the Activity pop-up window, select the line of the activity you want to run (place the cursor in the activity line).

**Note:** *You can only run an open (O) activity.*

2. Click the **Rpt/Inv** button to generate the letter or invoice.
3. A confirmation box opens asking if you are sure you want to do this activity. Click **Yes** to proceed.
4. If the letter also generates an invoice, a dialog box opens asking you whether you want to only print the letter or print the letter and generate an invoice in the system. Select the option you want.
5. A print preview window opens to view the letter before printing.

**Note:** *If the letter is blank, the program is missing necessary information for that activity. For example, many letters require Incident information to be recorded before the letter is generated.*

6. Click the Print button to print the letter.
7. Click the Close button to return to the activities window.

**Note:** *If the preview window is open and you click the mouse on the main TPLRS window, the system will appear to be frozen. To get back to the preview window, hold down the Alt key and press the Tab key until you see the preview window as an option.*

# Viewing invoices Created

When you run an activity that generates an invoice, you do not see the invoice in the Activities module of the program. You must go to the Invoices module to view the invoice that was created.

### To view an invoice:

1. At the TPL Investigation Maintenance window, click the Invoices button.

The invoice window opens.

**Figure 3.10 Invoice Window**

**Invoice Header**

TPL 24-FEB-09 16:04

Invoice No. [ ] Investigation ID [ ]  
Customer No. [ ] A/R Batch ID [ ]  
Billed Amt. [ ] TPL Batch ID [ ]  
Paid Amt. [ ] Sent-To-A/R Date [ ]  
Adjustment Amt. [ ] Paid In Full? [ ] Status [ ]  
Total Due [ ] Invoice Type [ ]

**Invoice Lines**

Claim#	Billed Amt.	Paid Amt.	Object Code	PF Void Date	CR	Provider FYE	NPR Date

<< < > >> Query Commit Exit Fin.Chrg

2. Use the **up and down arrow keys** to scroll through multiple invoices (if created).
3. Create a finance charge or void a paid-in-full claim if needed. See the next sections for more information.
4. Click the **Exit** button to return to the investigation window.

## Creating a Finance Charge

After an invoice has been created, you may need to add a finance charge to it. You add a finance charge to an invoice right from the invoice window.

### To create a finance charge:

1. At the TPL Investigation Maintenance window, click the **Invoices** button.
2. **Locate** the invoice to which you want to add a finance charge.
3. Click the **Fin. Chrg** (finance charge) button in the lower, right corner of the invoice window.

The program opens another window, as shown below, allowing you to create a finance charge.

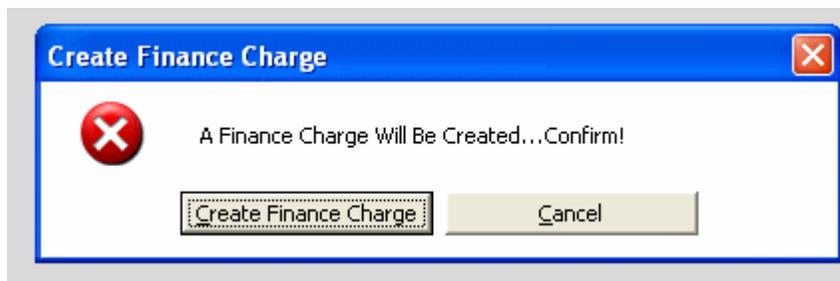
**Figure 3.11 Finance Charge Window**



The screenshot shows a window with three input fields: **Invoice Number** (containing 2909), **Date**, and **Amount**. Below the fields are two buttons: **Return** and **Create**.

4. Type the **Date** of the finance charge and press **Tab**.
5. Type the **Amount** of the finance charge.
6. Click the **Create** button to add the finance charge.

A confirmation dialog box opens.



7. Click the **Create Finance Charge** button to create a finance charge or click **Cancel** to cancel the operation.
8. Click the **Return** button to return to the invoice window,

## Viewing Finance Charge Invoices

A finance charge is added to the same invoice, however, you will actually see it displayed in a separate invoice window. Both invoices will have the same invoice number. The original invoice will have an invoice type of INV (Invoice). The finance charge invoice will have an invoice type of FC (finance charge).

### To view both invoices:

1. At the invoice window, position the cursor in the **Invoice No.** field.
2. Use the **up and/or down arrow keys** to scroll through the invoice windows.

**Note:** *The original invoice and the invoice displaying the finance charge have the same invoice number.*

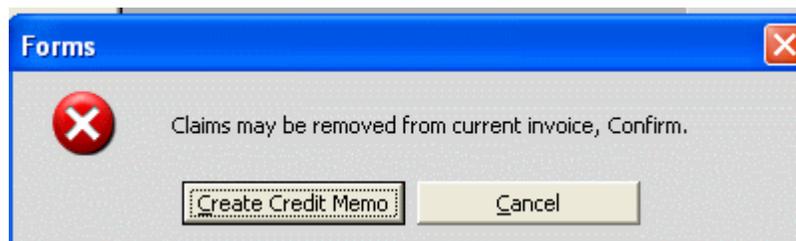
## Creating a Credit Memo

A credit memo reverses an invoice of a claim. When a credit memo is created, a credit memo invoice is created in the invoices module that cancels out the first invoice. Credit memos are performed on one claim at a time.

### To create a credit memo:

1. Change the status of the claim for which you want to create a credit memo to **R** for remove.
2. Press **F10** to save.
3. Click the **Activities** button.
4. Record the **Credit Memo** activity.
5. Press **F10** to save.
6. Click the **Rpt/Inv** button.
7. Click **Yes** to perform the activity.

A confirmation box opens.



8. Click the **Create Credit Memo** button to perform this activity or click the **Cancel** button to cancel the activity.
9. Click **OK** to proceed (if you clicked Create Credit Memo).
10. Click the **Return** button to return to the investigation.

## Viewing Credit Memo Invoices

A credit memo is applied to the original invoice, however you will actually see it displayed in a separate invoice window. Both invoices will have the same invoice number. The original invoice will have an invoice type of INV (invoice). The credit memo invoice will have an invoice type of CR (credit memo).

### To view the credit memo:

1. Click the Invoices button.
2. Locate the invoice with an invoice type of CR (credit memo).

**Note:** *The original invoice will show a Billed Amount of zero and the credit memo will show a billed amount (in red) equal to the claim amount. Also, in the Claim Detail information on the main investigation window, the Billed Amount will be changed to zero.*

## Generating the Investigation Report

While at the investigation window, you can generate a management report for the investigation you are viewing. To generate the investigation report, use the InvgRep button.

### To generate the investigation report:

1. At the TPL Investigation Maintenance window, click the **InvgRep** button. A print preview window opens displaying the report.
2. Click the **Next** and/or **Prev** buttons to scroll through the report pages.
3. Click the **Print** button to print the report.
4. Click the **Close** button to return to the investigation window.

The process of maintaining AR investigations is comprised of several steps. First, the AR investigation must be created. Relevant information for that investigation, such as incident information, is recorded. Then dollar amounts for claim lines and activities are recorded for the investigation.

Some activities are general to all recovery types. Other activities are specific to a single recovery type. Some activities will generate letters for the assigned customer and included claims. Other activities simply provide a record of an investigation activity. Some activities generate invoices in the TPLRS program.

This chapter includes a detailed description for the AR Investigation Maintenance window. You will also learn how to:

- Manually create AR investigations
- Maintain AR investigations
  - Record detail information
  - Assign a customer
  - Perform investigation activities

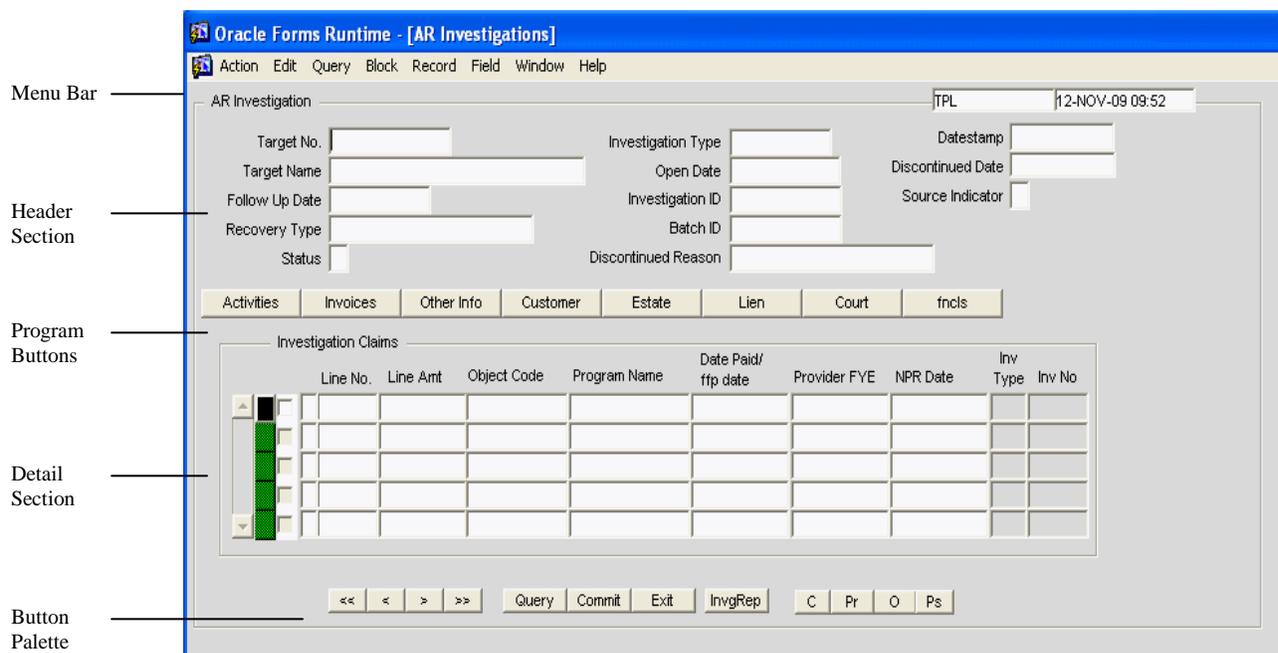
# AR Investigation Maintenance Window

The Investigation AR module is used for non-claim based investigations.

## Window Components

The AR Investigation Maintenance window is composed of header and detail sections. The header section contains the recipient and investigation ID information. The detail section contains claim information. The maintenance window also contains program buttons, navigational buttons, and command buttons.

**Figure 4.1 AR Investigation Maintenance Window**



## AR Investigation (Header) Section

The header section of the window, as shown above, lists information for the specific investigation. This is also the section used to manually create investigations.

## Program Buttons

Program buttons open pop-up windows allowing you to add additional detail information about the investigation. The following buttons are available:

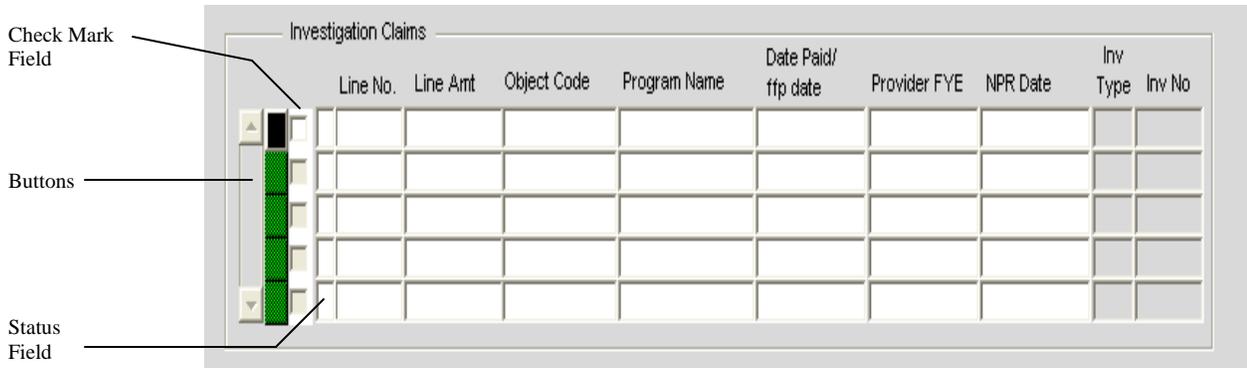
**Table 4.1 Program Buttons**

<b>Button</b>	<b>Description</b>
Activities	The <b>Activities</b> section is used to record all activities for an investigation. Activities provide a record of the actions taken during an investigation.
Invoices	The <b>Invoices</b> section is used to view an invoice generated from an activity.
Other Info	The <b>Other Info</b> section is used to display or assign analysts to the investigation. It allows you to view the status history of the investigation. Incident data for certain recoveries is also recorded in this section.
Customer	The <b>Customer</b> section is used to assign or indicate a customer to whom a letter or invoice will be sent. You must select a customer for each investigation activity.
Estate	The <b>Estate</b> section is used to record estate information for estate recovery investigations.
Lien	The <b>Lien</b> section is used to record property lien information for nursing home recovery investigations.
Court	The <b>Court</b> section is used for creating a decision rendering organization. This information is used in the ECLERK letter. Without this information, the letter is blank.
Fncs	The <b>Financials</b> section is used to enter the financial information for a volunteer check. It does not process the check, but provides a record of receiving the check and its disposition.

## Investigation Claims Area

The Claim Information section displays claim details for each claim included in the investigation.

**Figure 4.2 Claims Section**



The two components of the claim detail area (check box, and status field) are important when performing an activity against any or all of the claims.

**Table 3.2 Claims Section Components**

Component	Description
Status Field	The <b>Status</b> field indicates the status of a claim. Claim statuses are: included (I), excluded (E), removed (R), or paid in full (P) in the invoicing process.
Check Mark Field	The <b>Check Mark</b> field is used to flag included claims for the activity that is being performed.

# Creating AR Investigations

---

To create an AR Investigation, you must first enter the following header information:

- Target Number
- Recovery Type
- Status

**To create a new investigation:**

1. From the **Main Menu**, select the **Investigation Maintenance** option.
2. From the Investigation Maintenance Menu, select the **Investigation AR** option.  
  
The program opens the Main AR Investigation window as show on the previous page.
3. Enter the **Target number** of the person you are creating an investigation against.  
*Note:* Use the ID 00000000 for the AR Default customer.
4. **Tab** to the **Recovery Type** field.
5. Press **F9** and the **select** the appropriate **recovery type** from the list of values.
6. **Tab** to the **Status** field.
7. Press **F9** and select the appropriate **Status** from the list of values.
8. Press **F10** to save the investigation. The Investigation ID and Batch ID will be displayed.

## *Maintaining AR Investigations*

---

Investigation maintenance involves several steps. First the investigation is located in the TPLRS database and examined. A customer is created and claims are created and specified as included for an activity. Activities are created for the specified customer and claims. Invoices created through activities can also be viewed.

The following components of investigation maintenance will be covered in this section:

- Searching for an existing investigation
- Entering and including claim lines
- Recording Other information
- Assigning a Customer
- Including claims for activities
- Recording investigation activities
- Generating letters and invoicing
- Viewing invoices
- Generating the investigation report

## Searching for an Existing Investigation

The first step to maintaining an investigation created in the TPLRS program is to query for or find the investigation.

### To locate a new investigation:

1. **Query** for a new investigation created.  
*See Chapter 1: Getting Started for more information on querying.*

## Entering Claim Line Information

Once the AR investigation is created, you need to add claim line information to the investigation.

### To enter claim line information:

1. **Position** cursor in the **Line No** field (as shown below) and enter the sequence number of that line item. For example, if you are on the first claim line, type 1.  
*Note: Line No. for claims must be between 1 and 15*

**Figure 4.3** Claims Section

The screenshot shows a window titled "Investigation Claims" containing a table with the following columns: Line No., Line Amt, Object Code, Program Name, Date Paid/ ffp date, Provider FYE, NPR Date, Inv Type, and Inv No. The table has five rows. The first row is highlighted in green, and the cursor is positioned in the "Line No." field of the first row. The other rows are currently empty.

2. Tab to the **Line Amt** field and enter the amount.
3. Tab to the **Object Code** field and enter the object code. You can also pick the object code from the list of values (F9).
4. Tab to the **Date Paid** field and enter the date.
5. Position the cursor in the **Status** field of the claim you just entered.
6. Type **"T"** in the status field to include the claim in the investigation.
7. Press **F10** to save.
8. Enter additional line items as needed.

## Recording Other Information

Unlike most TPL investigations, you will need to manually assign an analyst to an investigation. Analyst assignment is done through the Other information section. Information about the status history of the investigation and general comments recorded about the investigation are accessed in the Other Information section. Incident information for investigations is also stored in this section.

### To assign an analyst:

1. Click the **Other Info** button.

The program opens the Other information pop-up window.

### Figure 4.4 Other Information Pop-up Window

2. Press **F9** and select the name of the analyst you are assigning to the investigation.
3. Tab to the **Assign Dt** field and enter the date the analyst is assigned to the investigation.
4. Tab to the **Analyst Type** field. Press **F9** and select the type of analyst.
5. Add or view any of the following information as needed:
  - View **investigation status** history
  - Record general **investigation comments** if necessary
  - Record **incident information** if necessary
6. Press **F10** to save.
7. Click the **Return** button to return to the investigation window.

## Assigning a Customer

A customer is the carrier, provider, organization, or person that will receive the letter you generate from the activity you record. Only one customer can be assigned to an investigation at one time. If you need to send letters to another customer, you will need to delete the current customer and assign the second customer before recording the activity.

### To assign a customer:

1. Ensure that the customer exists in the appropriate customer (User) table (carriers, persons, organization, or providers). If not, create the customer record at this time. See *Chapter 8: Maintaining User Tables* for more information.
2. At the AR Investigation Maintenance window, click the **Customer** button.

The program opens the Customer pop-up window.

**Figure 4.5 Customer Window**



The screenshot shows a window titled "Customer". Inside the window, there are two input fields: "Customer ID" and "Customer Name". Below these fields is a "Return" button.

3. **Enter** the customer by either.
  - Press **F9** to display a list of customers in the User tales. Then **select** the customer to whom you want to send the letter and click **OK**.
  - Type the customer's **Customer ID** and press **Tab**.
4. Press **F10** to save the record.
5. Click the **Return** button to return to the investigation.

## Including claims for activities

Activities are run for claims that are marked as included in the investigation (I) and checked for activities (X). Before running an activity you will want to make sure that the correct claims are checked.

### To check claims for an activity:

1. Position the mouse pointer over the **Check Mark** field of the claim you want to include in the next activity.
2. **Click** the mouse button. An X will be placed in the field.
3. **Repeat** for all claims you want to include.
4. Press **F10** to save your change

## Recording Investigation Activities

As you work through the investigation, you will need to send various letter, generate invoices, and record telephone activities. The activities module allows you to record the activities you performed and generate letters and invoices.

### To record an activity:

1. At the AR Investigation Maintenance window, click the **Activities** button.

The program opens the Activities pop-up window.

**Figure 4.6 Activities Window**

Code	Beg Date	End Date	Follow Up	Author	Comment
COMMENT	07/02/1997		07/02/1997	DPLACENTINI	received 21.50

Return Rpt/Inv

2. Press **Tab** to move the cursor to the **Code** field.
3. Press **F9** and **select** the activity you want to perform from the list of values.
4. Tab to the **Comments** field and record any comments you need for the activity letter you are about to run.
5. Press **F10** to save the activity.

## Generating letters and invoices

Most activities have letters that accompany them. Many activities also generate invoices in the TPLRS system. You will need to use the Rpt/Inv button to generate a letter or invoice.

### To generate a letter and/or invoice:

1. In the Activity pop-up window, **select** the line of the activity you want to run (place the cursor in the activity line).
2. Click the **Rpt/Inv** button to generate the letter or invoice.
3. A confirmation box opens asking if you are sure you want to do this activity. Click **Yes** to proceed.
4. If the letter also generates an invoice, a dialog box opens asking you whether you want to **only print** the letter or print the **letter and generate an invoice** in the system. **Select** the option you want.

**Note:** You must choose to generate the report and invoice first, before the letter will successfully print.

5. A print preview window opens to view the letter before printing.

**Note:** If the letter is blank, the program is missing necessary information for that activity. For example, many letters require Incident information to be recorded before the letter is generated.

6. Click the **Print** button to print the letter.
7. Click the **Close** button to return to the activities window.

## Viewing invoices Created

When you run an activity that generates an invoice, you do not see the invoice in the Activities module of the program. You must go to the Invoices module to view the invoice that was created.

### To view an invoice:

1. At the AR Investigation Maintenance window, click the **Invoices** button.

The invoice window opens.

**Figure 4.7 Invoice Window**

Invoice Header				TPL	12-NOV-09 09:56
Invoice No.	2909	Investigation ID	2911		
Customer No.	6063	A/R Batch ID	41		
Billed Amt.	\$21.50	TPL Batch ID			
	04/10/1997	Sent-To-A/R Date	04/10/1997		
Paid Amt.	\$21.50	Paid In Full?	Status		
Adjustment Amt.		Invoice Type	IN		
Total Due	\$ .00				

Invoice Lines							
Claim#	Billed Amt.	Paid Amt.	Object Code	PF Void Date	CR	Provider FYE	NPR Date
1	\$21.50	\$21.50	123401	Y			

<< < > >> Query Commit Exit Fin.Chrg

2. Use the **up and down arrow keys** to scroll through multiple invoices (if created).
3. Create a finance charge or void a paid-in-full claim if needed. See the next sections for more information.
4. Click the **Exit** button to return to the investigation window.

## Creating a Finance Charge

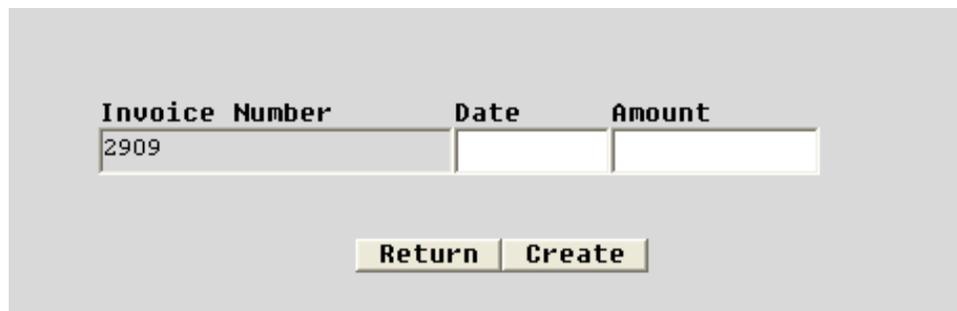
After an invoice has been created, you may need to add a finance charge to it. You add a finance charge to an invoice right from the invoice window.

### To create a finance charge:

1. At the AR Investigation Maintenance window, click the **Invoices** button.
2. **Locate** the invoice to which you want to add a finance charge.
3. Click the **Fin. Chrg** (finance charge) button in the lower, right corner of the invoice window.

The program opens another window, as shown below, allowing you to create a finance charge.

**Figure 4.8 Finance Charge Window**

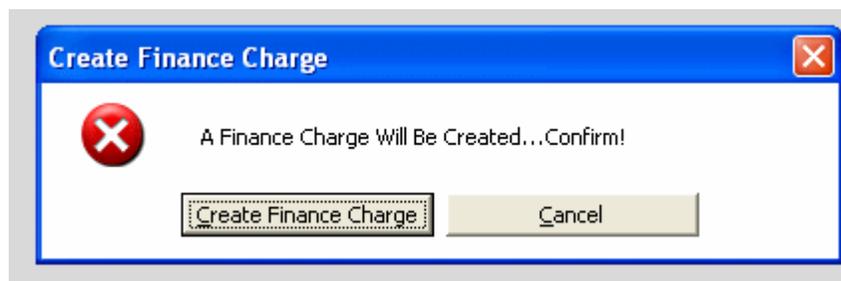


Invoice Number	Date	Amount
2909		

4. Type the **Date** of the finance charge and press **Tab**.
5. Type the **Amount** of the finance charge.
6. Click the **Create** button to add the finance charge.

A confirmation dialog box opens.

**Figure 4.9 Confirmation Dialog Box**



7. Click the **Create Finance Charge** button to create a finance charge or click **Cancel** to cancel the operation.
8. Click the **Return** button to return to the invoice window,

## Viewing Finance Charge Invoices

A finance charge is added to the same invoice, however, you will actually see it displayed in a separate invoice window. Both invoices will have the same invoice number. The original invoice will have an invoice type of INV (Invoice). The finance charge invoice will have an invoice type of FC (finance charge).

### To view both invoices:

1. At the invoice window, position the cursor in the **Invoice No.** field.
2. Use the **up and/or down arrow keys** to scroll through the invoice windows.

***Note:** The original invoice and the invoice displaying the finance charge have the same invoice number.*

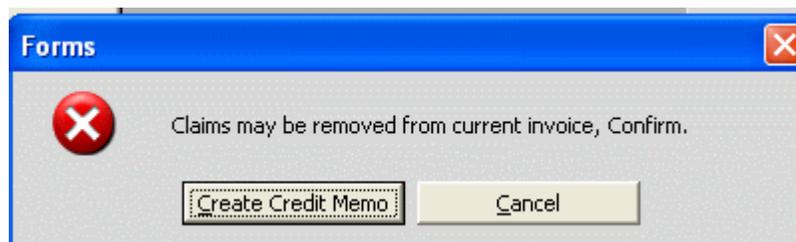
## Creating a Credit Memo

A credit memo reverses an invoice of a claim. When a credit memo is created, a credit memo invoice is created in the invoices module that cancels out the first invoice. Credit memos are performed on one claim at a time.

### To create a credit memo:

1. Change the status of the claim for which you want to create a credit memo to **R** for remove.
2. Press **F10** to save.
3. Click the **Activities** button.
4. Record the **Credit Memo** activity.
5. Press **F10** to save.
6. Click the **Rpt/Inv** button.
7. Click **Yes** to perform the activity.

A confirmation box opens.



8. Click the **Create Credit Memo** button to perform this activity or click the **Cancel** button to cancel the activity.
9. Click **OK** to proceed (if you clicked Create Credit Memo).
10. Click the **Return** button to return to the investigation.

## Viewing Credit Memo Invoices

A credit memo is applied to the original invoice, however you will actually see it displayed in a separate invoice window. Both invoices will have the same invoice number. The original invoice will have an invoice an invoice type of INV (invoice). The credit memo invoice will have an invoice type of CR (credit memo).

### To view the credit memo:

1. Click the Invoices button.
2. Locate the invoice with an invoice type of CR (credit memo).

***Note:** The original invoice will show a Billed Amount of zero and the credit memo will show a billed amount (in red) equal to the claim amount. Also, in the Claim Detail information on the main investigation window, the Billed Amount will be changed to zero.*

## Generating the Investigation Report

While at the investigation window, you can generate a management report for the investigation you are viewing. To generate the investigation report, use the InvgRep button.

### To generate the investigation report:

1. At the AR Investigation Maintenance window, click the **InvgRep** button. A print preview window opens displaying the report.
2. Click the **Next** and/or **Prev** buttons to scroll through the report pages.
3. Click the **Print** button to print the report.
4. Click the **Close** button to return to the investigation window.

The MMIS Data chapter discusses all the available utility that a TPLRS user can use to inquire information for invoicing and investigation purposes:

- Enrollee base (Cases)
- Enrollee details
- Claim base
- Diagnosis codes
- NDC codes
- Procedure codes
- Procedure types
- Physician roles
- Providers
- Practitioner payment types

## Navigating to MMIS Data Menu

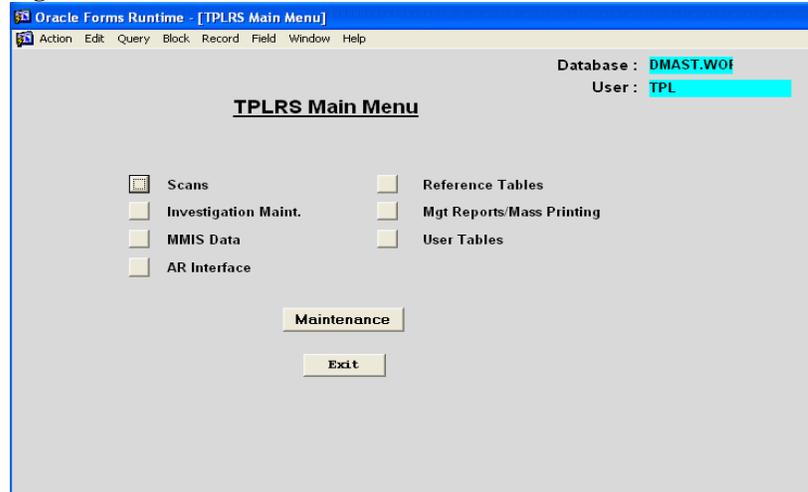
TPLRS or AR users may need to gather additional or specific information about a case or a claim for invoicing or investigation purposes.

### To navigate to MMIS Data Menu:

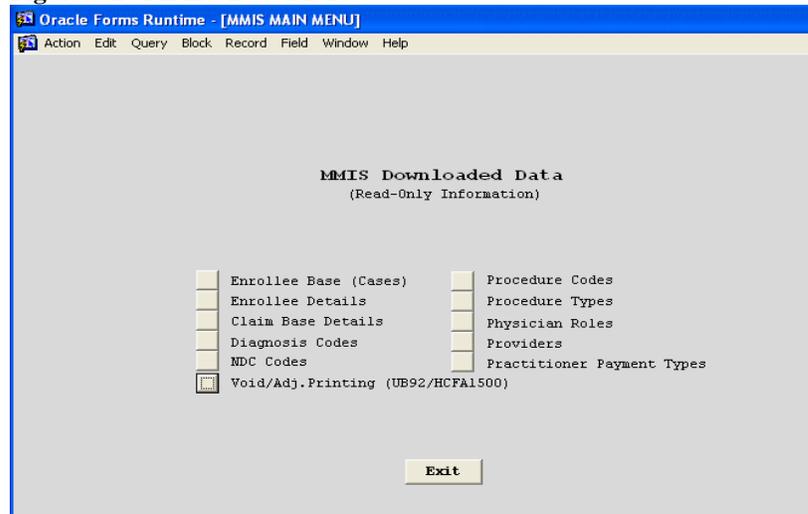
1. From the **Main Menu**, select the **MMIS Data** option.

The program opens the main MMIS Data menu.

**Figure 5.1 Main Menu**



**Figure 5.2 MMIS Data Menu**



## Reviewing Eligibility Case Information

TPLRS or AR staff may need to review case eligibility and to gather case/recipient information for inquiry and invoicing purposes.

### To review eligibility case information:

1. At the MMIS Data window, select the **Enrollee Base (Cases)** option.

The program opens the main MMIS Enrollee Base screen.

**Figure 5.3 MMIS Enrollee Base**

Oracle Forms Runtime - [MMIS Enrollee Base]

Action Edit Query Block Record Field Window Help

MMIS ENROLLEE BASE TPL 02-NOV-09 09:51

Base Medicaid No.

Name

Address

Last ID End Date  No. ID Cards Iss.  Last ID Iss. Dt.

Cancel Date  Last Number Used  Last Activity

Current City County  Cancel Reason  Update Ind

Case Wrk  AFDC Indicator  Rev Date

VACIS Client ID  AFDC Eff. Date  Time Stamp

ENROLLEE DETAILS

Medicaid No.	SSN	Last Name	First Name	Former M. No.	Appl Date	Birth

<< < > >> Query Commit Exit

2. **Search** for the case record  
See *Chapter 1: Getting Started* for more information on querying.

## Review Enrollee Specific Information

TPLRS or AR staff may need to gather specific enrollee information for investigation and invoicing purposes.

### To review enrollee specific information:

1. At the MMIS Data window, select the **Enrollee Details** option.

The program opens the main MMIS Enrollee Details screen.

**Figure 5.4 Enrollee Details**

2. **Search** for the enrollee record.  
See *Chapter 1: Getting Started* for more information on querying.

## Review Adjudicated Claim or Gather Claim/Payment Info

TPLRS users may need to review adjudicated claim information, to gather claim/payment information for investigation and invoicing purposes.

**To review adjudicated claim or gather claim/payment information:**

1. At the MMIS Data window, select the **Claim Base Details** option.

The program opens the main MMIS Claim Base window.

**Figure 5.5 MMIS Claim Base**

2. **Search** for the Claim record  
See *Chapter 1: Getting Started* for more information on querying.

## Review Diagnosis information

TPLRS users utilize the diagnosis window to review diagnosis for investigation and invoicing purposes.

### To review diagnosis information:

1. At the MMIS Data window, select the **Diagnosis Codes** option.

The program opens the MMIS Diagnosis window.

**Figure 5.6 Diagnosis Code**

Record Sequence Number   
Code 0031  
Title SALMONELLA SEPTICEMIA  
Effective Date 07/01/1994  
Category  Procedure Class  Check Code   
ICD9 Group #  Comparison Flag M Age Indicator B  
Subdivision  HCFA Definition V Sex Code   
MDC 18  
Last Change Code   
Last Change Date 10/16/2009  
TPL Begins 10/01/2009 TPL Ends   
<< < > >> Commit Query Exit

2. **Search** can be performed by either code (Procedure code) or title (Procedure Title). See *Chapter 1: Getting Started* for more information on querying.

## Review NDC Code

TPLRS users utilize the NDC Code window to review NDC code information, to gather prescription information for investigation and invoicing purposes.

### To review NDC code information:

1. At the MMIS Data window, select the **NDC Codes** option.

The program opens the NDC Codes window.

**Figure 5.7 NDC Code**

TPL 02-NOV-09 09:53  
Begin Date 06/30/1972 Short NDC Code 0000000001  
Code 0000000000 Dosage Form MISCELL  
Name \*M\*=MEDICAL INDICATION? Strength  
Therapeutic Class 99 Short Name  
Route Description MISCELL Form Code 0  
End Date 07/01/1972  
Begin Date 06/30/1972 Short NDC Code 0000000002  
Code 0000000000 Dosage Form MISCELL  
Name \*P\*=PREAUTHORIZED Strength  
Therapeutic Class 99 Short Name  
Route Description MISCELL Form Code 0  
End Date 07/01/1972  
<< < > >> Commit Query Exit

2. **Search** for the NDC code record. See *Chapter 1: Getting Started* for more information on querying.

## Gather Procedure Code Information

TPLRS users utilize the Procedure Code window to gather procedure information for investigation and invoicing purposes.

### To gather procedure information:

1. At the MMIS Data window, select the **Procedure Codes** option.

The program opens the MMIS Procedure Codes window.

**Figure 5.8 Procedure Code**

Oracle Forms Runtime - [MMIS Procedure Codes]  
Action Edit Query Block Record Field Window Help

TPL 02-NOV-09 09:53

Code A0320 Proc Name AMBULANCE SERVICE, BLS, NON-EMERGENCY TRANSPORT, SUPPLIES INCLUDED  
Begin Date 01/01/1995 End Date 03/31/2001 HCPSC  
TPL Codes B K H U Z  
Min Age 000 Age Restrict Age Restrict Reason  
Max Age 999 Max UVSP 000 Program Category  
Sex Restrict Sex Restrict Reason Sex  
Medallion Exempt Revenue Code Travel Max 0  
Tooth: - Site Surface Quad Site Perm Decd  
Surgical Asst N Special Proc Rel Val 0  
Xref: Proc 1 A0428 Proc 2 Proc 3  
<< < > >> Commit Query Exit

Anes Rel Value 0 Asterisk N  
Svc Freq Svc Limit Code  
SVC Pend Deny Code Svc Yr Svc Mo  
Pend Rev Serv UVS Reason  
MCP Type Cide 1 Update Time  
UVS Action PA Type  
Pa Time 000 Pa Req  
Pa Occur 00 Follow Up Days 0  
Pa Auth From Pa Auth To  
Ind. Flags - 1) TD0 2) 3) 4) 5)  
6) 7) 8) 9)  
HCPCS Age Sex Hist Extnt Rec Ind  
Last Act Date 01/01/2002 Last Act Code C

2. **Search** for the Procedure code record.  
See *Chapter 1: Getting Started* for more information on querying.

## Review Procedure Code Type

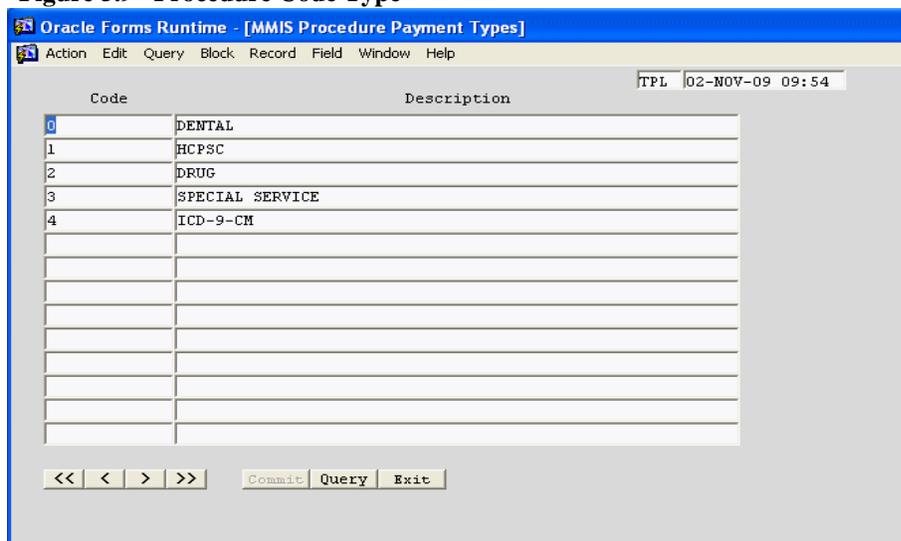
TPLRS users utilize the Procedure Payment Types window to review all available types for investigation and invoicing purposes.

### To review procedure code type information:

1. At the MMIS Data window, select the **Procedure Types** option.

The program opens the main MMIS Procedure Payment Types window.

**Figure 5.9 Procedure Code Type**



2. **Search** for the procedure code type record.  
See *Chapter 1: Getting Started* for more information on querying.

## Review Physician Role

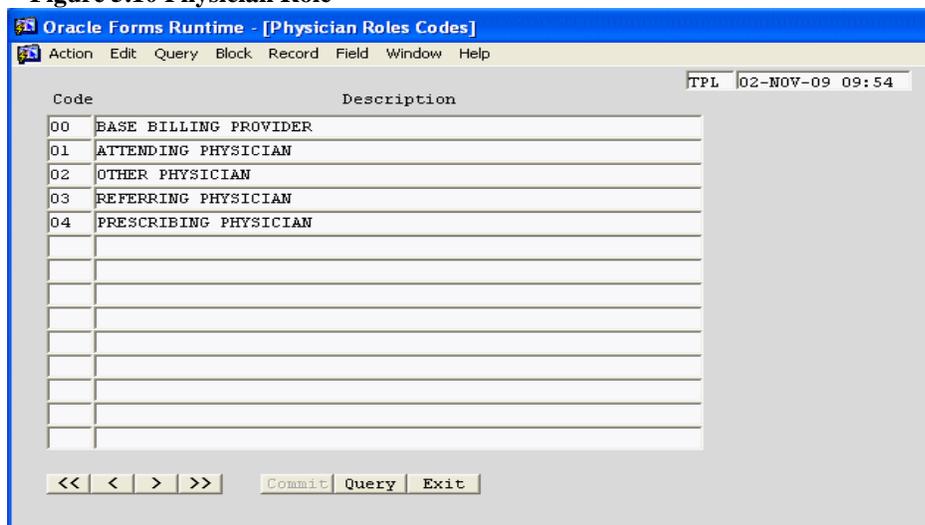
TPLRS users utilize the Physician Roles window to review all available roles (ex. Attending or referring physician information), to gather provider information for inquiry and invoicing purposes.

### To review physician role:

1. At the MMIS Data window, select the **Physician Roles** option.

The program opens the main MMIS Enrollee Base screen.

**Figure 5.10 Physician Role**



2. **Search** for the physician role record.  
See *Chapter 1: Getting Started* for more information on querying.

## Review Provider Information

TPLRS users utilize the Provider window to review provider information and gather information for inquiry and invoicing purposes.

### To review provider information:

1. At the MMIS Data window, select the **Providers** option.

The program opens the main MMIS Providers window.

### Figure 5.11 Provider

2. Search for the provider record.  
See *Chapter 1: Getting Started* for more information on querying.

## Review Practitioner Payment Type

TPLRS users utilize the Practitioner Payment Type window to review provider payment types for inquiry and invoicing purposes.

### To review practitioner payment type:

1. At the MMIS Data window, select the **Practitioner Payment Types** option.

The program opens the main MMIS Practitioner Payment Type window.

**Figure 5.12 Practitioner Payment Type**

The screenshot shows the Oracle Forms Runtime window titled "Oracle Forms Runtime - [MMIS Practitioner Payment Type]". The window has a menu bar with "Action", "Edit", "Query", "Block", "Record", "Field", "Window", and "Help". In the top right corner, there is a status bar showing "TPL 02-NOV-09 09:54". The main area contains a table with two columns: "Code" and "Description". The table has the following data rows:

Code	Description
#	PEDIATRIC RATE
A	PROFESSIONAL COMPONENT
E	TECHNICAL COMPONENT
S	SCREENING RATE

At the bottom of the window, there are navigation buttons: "<<", "<", ">", ">>", "Commit", "Query", and "Exit".

- 2. **Search** for the practitioner payment type record.  
See *Chapter 1: Getting Started* for more information on querying.

The AR Interface chapter discusses the different interfaces from TPLRS to AR and vice versa pertaining to invoices and payments.

The following are the interfaces available and they must be run on this order:

- TPLRS to AR Customer Interface
- TPLRS to AR Invoice Interface
- AR to TPL Payments Interface

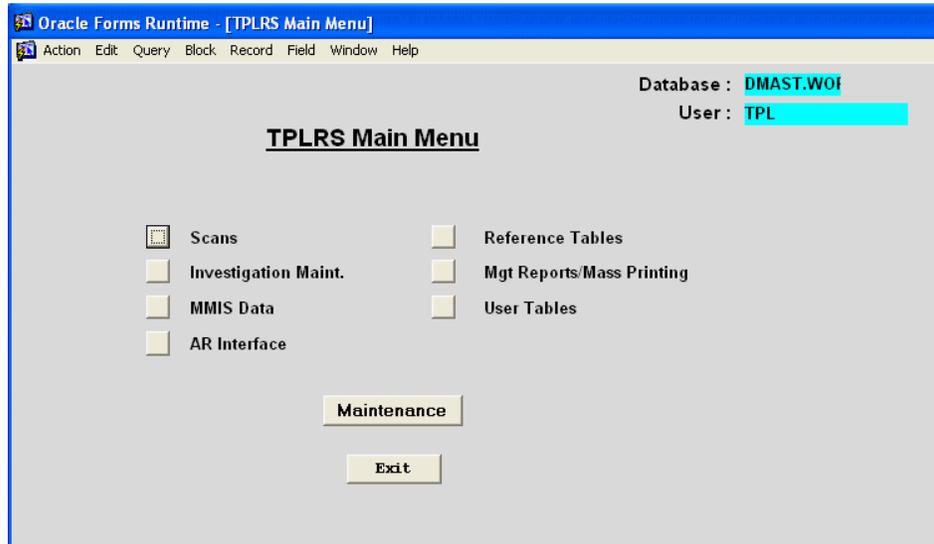
# Navigating to TPL/AR Interface Menu

To navigate to TPL/AR Interface Menu:

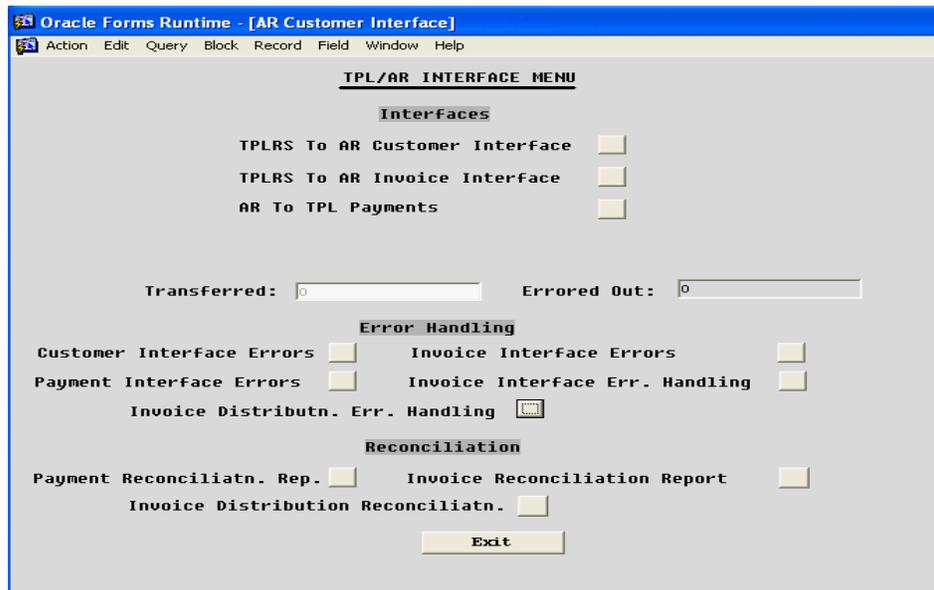
1. From the **Main Menu**, select the **AR Interface** option.

The program opens the TPL/AR Interface menu.

**Figure 6.1 Practitioner Payment Type**



**Figure 6.2 TPL/AR Interface Menu**



## TPLRS to AR Customer Interface

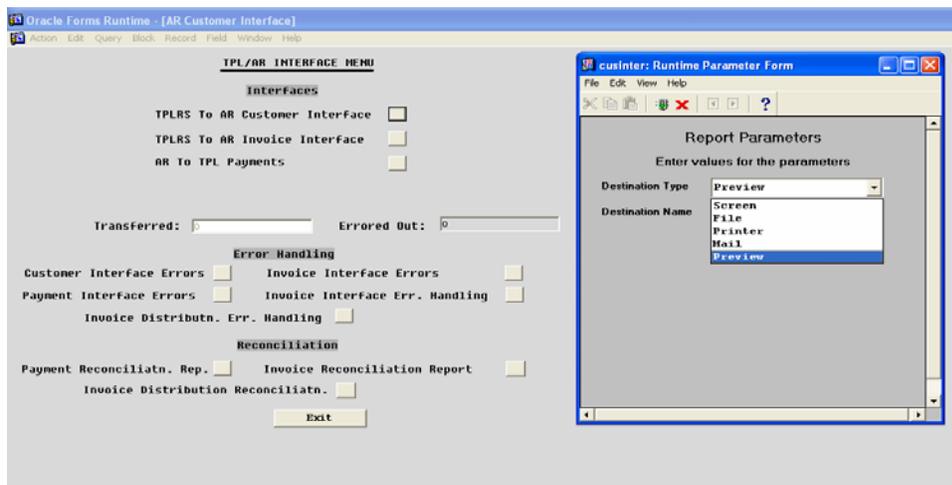
The “TPLRS to AR Customer Interface” is an automated process for passing “customer” data from TPLRS tables to corresponding tables in the Oracle Government Financials (OGF) Accounts Receivable module. The term “customer” refers to any individual or organization that owes money to DMAS. TPLRS staff will set up all third parties who owe money to DMAS in TPLRS tables. This interface will pass additions, changes, and deletions from TPLRS to OGF. The interface is performed daily usually first thing in the morning.

### To run “TPLRS to AR Customer” Interface:

1. At the **TPL/AR Interface** menu, select the **TPLRS to AR Customer Interface** option.

The program opens the Runtime parameter form.

**Figure 6.3 TPLRS to AR Customer Interface**



2. **Select** the destination type and name if applicable.

The user expects a report as shown below with a list of customers, the number customers transferred, and the number of customers that error out.

**Figure 6.4 Customer Interface Error Listing Report**

Virginia Department of Medical Assistance Services			Page : 1
Customer Interface Error Listing			Date : 11/03/2009
<u>Customer Id</u>	<u>Customer No</u>	<u>Error Desc</u>	
<u>Transferred Count</u>		<u>Error Count</u>	
0		0	

**Note:** After everything is settled at the TPLRS side and the interface has been run successfully, the AR staff would then run the Customer Interface in AR module (Oracle Government Financials).

# TPLRS to AR Invoice Interface

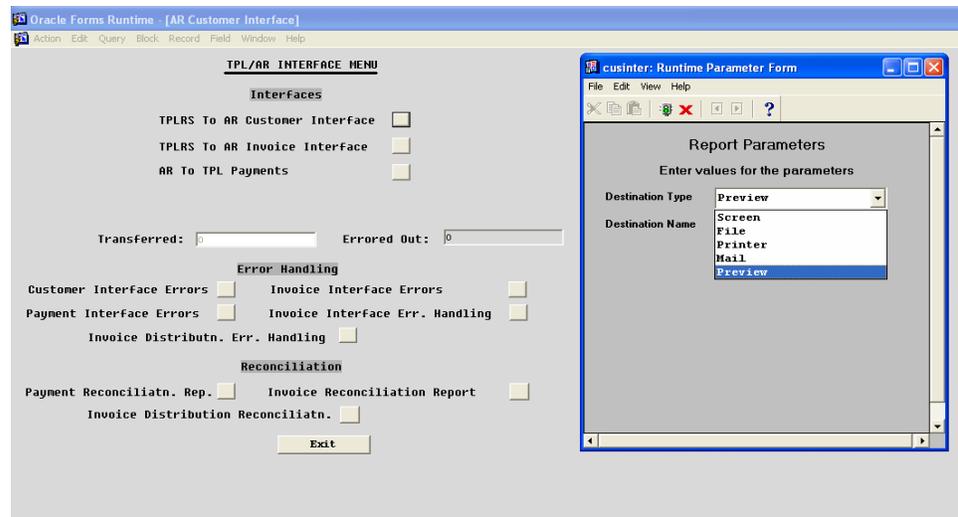
The “TPLRS to AR Invoice Interface” is an automated process for passing invoice financial transactions from TPLRS tables to corresponding tables in the Oracle Government Financials Accounts Receivable module. The purpose of this interface is to ensure that both systems contain the same entries for accruing and adjusting accounts receivable. The interface is performed daily usually first thing in the morning.

## To run TPLRS to AR Invoice Interface:

1. At the **TPL/AR Interface** menu, select the **TPLRS to AR Invoice Interface** option.

The program opens the Runtime parameter form.

**Figure 6.5 TPLRS to AR Invoice Interface**



**Note:** Before running the interface program, run the Invoice Reconciliation Report to get totals and list of “Invoice Not Interfaced to AR”.

**Figure 6.6 Invoice Reconciliation Report**

Invoice No	Billed Dt.	Invest.Id	Customer	Billed Amt	Type
7101	06/04/2009	1000000000	1000000000	-213.03	Credit Memo
7102	06/04/2009	1000000000	1000000000	-131.04	Credit Memo
7103	06/04/2009	1000000000	1000000000	-30.00	Credit Memo
7104	06/04/2009	1000000000	1000000000	256.80	Invoice
7105	06/04/2009	1000000000	1000000000	246.63	Invoice
7106	06/04/2009	1000000000	1000000000	101.50	Invoice
7107	06/04/2009	1000000000	1000000000	1,744.00	Invoice
<b>Total Invoices :</b>				<b>7</b>	
<b>Total Billed :</b>				<b>1,974.86</b>	

2. **Select** the destination type and name if applicable.

The user expects a report as shown below with the list of invoices, interface date, and error messages if there is an issue with the interface run.

**Figure 6.7 Invoice Interface Errors**

**Note:** After running the interface program but before running the *AutoInvoice* in AR (Oracle Government Financials), run the **“Invoice Distribution Reconciliatn.”** program.  
If the Total Amount from this report does not tally with the Total Billed in the **“Invoices Not Interfaced to AR”** report, then all the Program-Object combinations may not have been entered.

**Figure 5.8 Invoice Distribution Reconciliatn. Report**

<u>Invoices Interfaced to AR and their Revenue Distributions</u>				
Run Date : 11/03/2009				
<u>Trx Number</u>	<u>Interfaced Combination</u>	<u>Status</u>	<u>Ffp</u>	<u>Amount</u>
<b>Note :</b>		<b>Total Amount :</b>		

If the Total Amount here does not tally with the Total Billed in the 'Invoices Not Interfaced to AR' report, then all the Program-Object combinations may not have been entered.

**Note:** After everything is settled at the TPLRS side and the interface has been run successfully, the AR staff would then run the **AutoInvoice** interface program from the AR module (Oracle Government Financials).

## AR to TPL Payments Interface

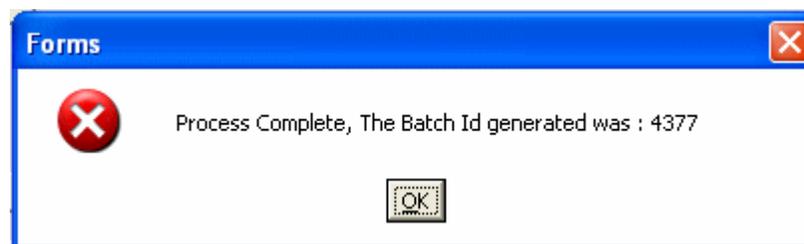
The “AR to TPL Payments Interface” is an automated process for passing cash receipts transactions from the Oracle Government Financials Accounts Receivable module to corresponding tables in TPLRS. The purpose of this interface is to ensure that both systems contain the same cash receipts entries for liquidating outstanding accounts receivable. The interface is performed daily usually first thing in the morning.

### To run TPLRS to AR Invoice Interface:

1. At the **TPL/AR Interface** menu, select the **AR to TPL Payments Interface** option.

The program opens a confirmation message showing a new Batch ID generated.

**Figure 6.9 Confirmation Message**



2. **Select** the destination type and name if applicable.

The user expects a report as shown below with the list of invoices, interface date, error messages, and total errors if there is an issue with the interface run.

**Figure 6.10 Payment Interface Errors Report**

<u>Payment Interface Errors</u>			
Run Date : 03 NOV 2009		Page No : 1	
<u>TPL Invoice No.</u>	<u>Invoice String</u>	<u>Interface Date</u>	<u>Error Message</u>
Total Errors : 0			

The reference tables are used throughout the TPLRS system. Reference tables are the basic building blocks of the system. They serve two major purposes:

1. Reference tables allow customization of the Case Management system to meet the state's needs.

For example, the Form letters codes define each different type of form letter that a state sends out, for any type of case, during the case management process. The Investigation Activity Type code table assigns a different code for each letter to generate and indicates the specific form letter to print. The Organization type codes define all the possible types of businesses or organizations who will receive letters and invoices pertaining to a case, such as law firms, employers, etc.

2. Reference tables are used for lookup and validation throughout the system. On fields requiring entry of codes, a listing is displayed in a pop-up window when the user presses F9. If a user enters a code not defined in the table, the program will display an error message and will fail until a valid entry is made.

All reference tables are defined before system start-up and requires little to no maintenance.

This chapter includes the following topics:

- Adding a record in reference table
- Finding a record in a reference table
- Changing a record in a reference table
- Deleting a record from a reference table
- Glossary of TPLRS reference tables

## *Adding a Record to a Reference Table*

---

You add a new code record to a table when necessary.

### **To add a record to a table:**

1. From the **Reference table** menu, click the **table** into which you want to add a record.

The program displays the new window for that table.

2. Press **F6** to insert a new record.

The program places the cursor at the Code field on a new line immediately following the record where your cursor was positioned.

3. **Enter** each field for the reference table. Use the Tab key to move between fields.

4. Press **F10** to save the new record.

## *Finding a Record in a Reference Table*

---

Before you can modify or delete a record, you need to find the record.

The reference table windows display 15 rows at a time. Mode tables contain less than 15 rows, so you can find a record simply by looking for it on the window (or by using the scroll bars if there are more than 15 records).

If you want to find a record in a large table without examining the records on the window, you can query for the record.

### **To query a record in a large reference table:**

1. From the **Reference table** menu, click the **table** into which you want to add a record.

The program displays the new window for that table.

2. Press **F7** to enter query mode.

The window clears, allowing you to enter the information for the query.

3. **Enter** information into the field you wish to query.

Remember, you can use a percent sign (%) as a wildcard. For example, to find all activity codes beginning with C, position the cursor in the **Code** field and type **C %**.

4. Press **F8** to execute the query.

The program finds and displays the record(s) matching the query you entered.

## Changing a Record in a Reference Table

---

From time to time, you may need to update code descriptions or other fields contained in a table.

**Note:** *You cannot change the Code because it is a key field. To change a code, you have to delete and re-enter it.*

### To change the information in a reference table:

1. From the **Reference table** menu, click the **table** into which you want to add a record.  
  
The program displays the new window for that table.
2. **Find** the record you want to change.
3. Move the cursor to the **Description** field on the line containing the record you want to change. To move the cursor, press the **Tab** key or click the field.  
  
The record is highlighted in blue.
4. **Enter** the new description or any other field(s) you want to change.
5. Continue updating fields as required.
6. When you finish entering changes, press **F10** to save.

## Deleting a Record from a Reference Table

---

You can delete a code record if it is no longer needed.

<p><b>Important:</b>     <i>A code record should not be deleted if it is referenced in a case.</i></p>
--

### To delete a record from a reference table:

1. From the **Reference table** menu, click the **table** into which you want to add a record.

The program displays the new window for that table.

2. **Highlight** the record you want to delete.
3. Press **Shift + F6**.

The program removes the record from the window and marks it as deleted. However, the record will not be physically removed from the table until you perform save.

4. **Press F10** to save.

The program removes the record from the table and displays the message **Record(s) Committed Successfully**.

# List of Reference Tables

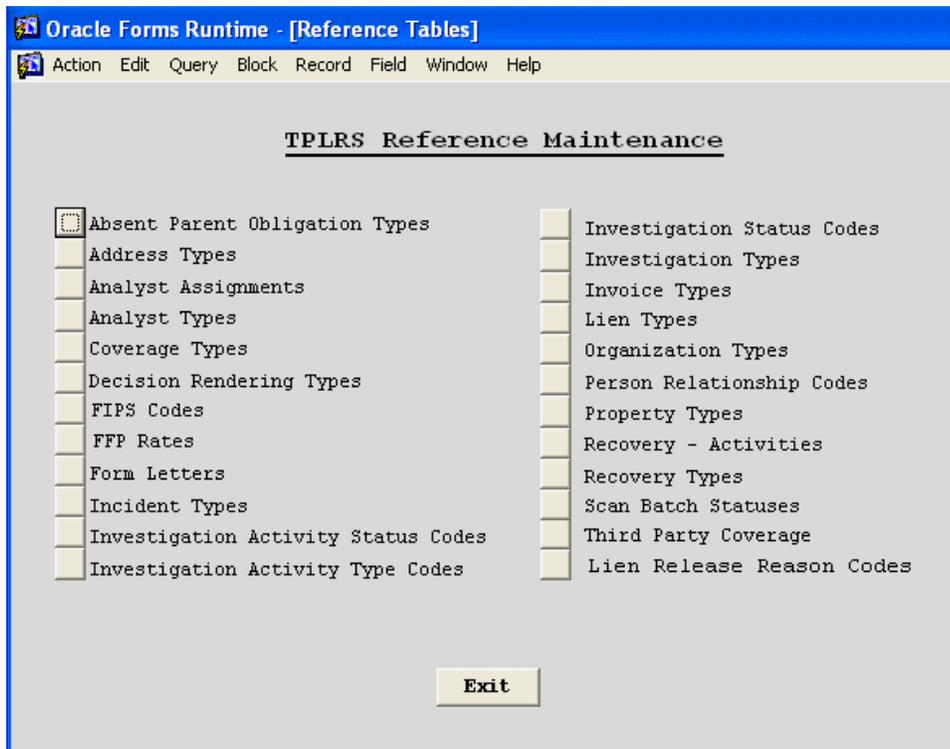
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The following pages are screen captures of the various TPLRS reference tables. The data shown is representative of the type of data that will be maintained in the production system. The majority of these tables are used within the application as pick lists.

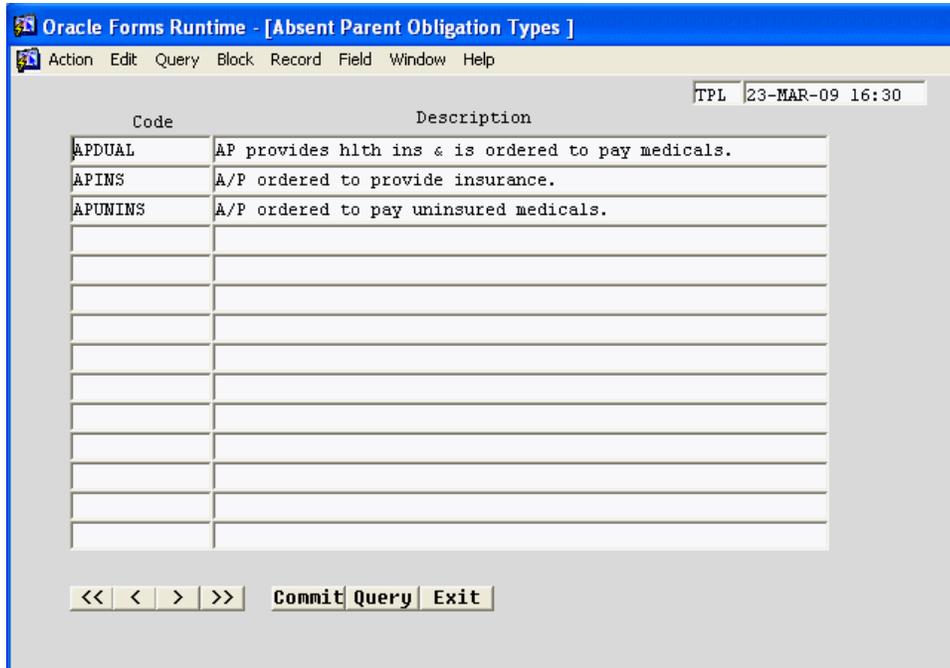
In some cases, entries in one table are dependent on entries of another reference table. For example, Investigation Activity Type Codes and Recovery – Activities are mapped together in the Recovery Activities table.

## TPLRS Reference Maintenance Menu

**Table 7.1 Reference Maintenance Menu**

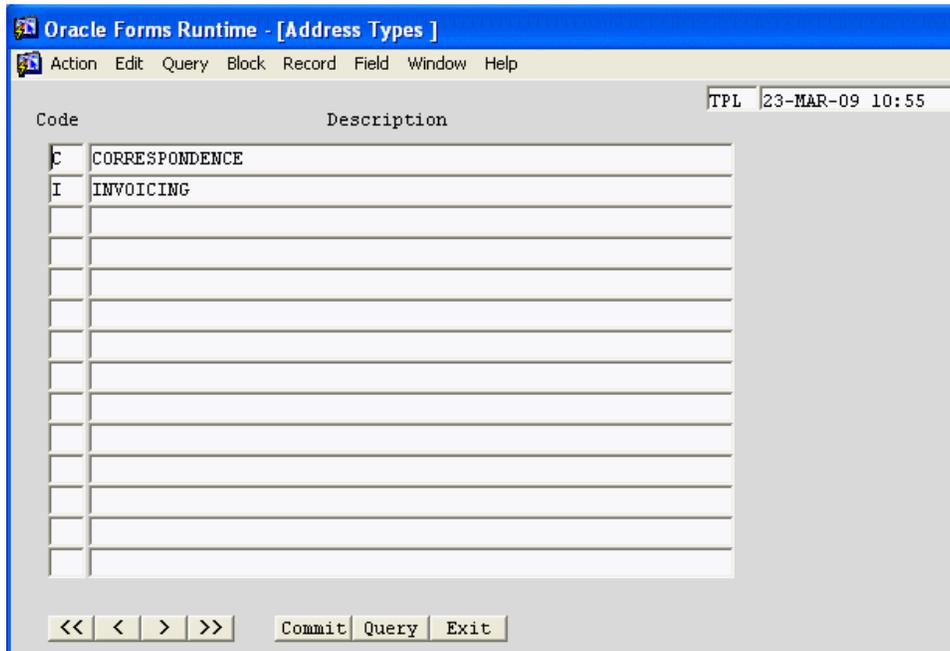


**Table 7.2 Absent Parent Obligation Types**



Code	Description
APDUAL	AP provides hlth ins & is ordered to pay medicals.
APINS	A/P ordered to provide insurance.
APUNINS	A/P ordered to pay uninsured medicals.

**Table 7.3 Address Types**



Code	Description
C	CORRESPONDENCE
I	INVOICING

**Table 7.4 Analysts Assignments**

**Table 7.5 Analyst Types**

The screenshot shows the Oracle Forms Runtime window for 'Analyst Types'. The window title is 'Oracle Forms Runtime - [Analyst Types]'. The menu bar includes 'Action', 'Edit', 'Query', 'Block', 'Record', 'Field', 'Window', and 'Help'. The main area contains a table with the following data:

Type Code	Description
CONTACT	Contact
FINANCIAL	Financial
OAG	Office of Attorney General
SIGNATURE	Signature

At the bottom of the window, there are navigation buttons: '<<', '<', '>', '>>', 'Query', 'Commit', and 'Exit'. The top right corner of the main area shows 'TPL 23-MAR-09 10:56'.



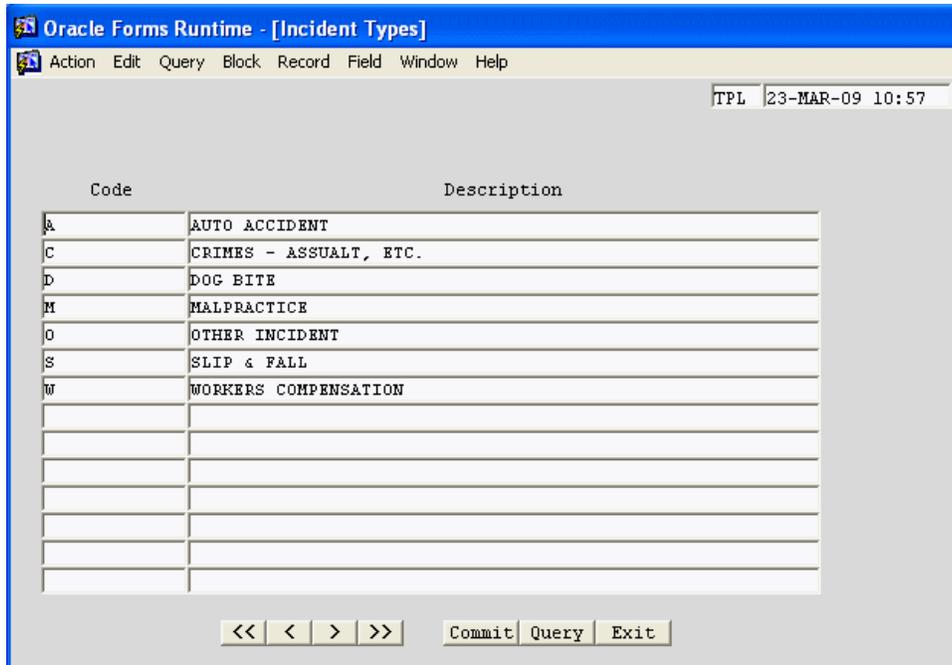
**Table 7.8 FIPS Codes**

Code	Description	Location	Zip
001	ACCOMACK	ACCOMACK	
003	ALBERMARLE	ALBERMARLE	
005	ALLEGHANY	ALLEGHANY	
007	AMELIA	AMELIA	
009	AMHERST	AMHERST	
011	APPOMATTOX	APPOMATTOX	
013	ARLINGTON	ARLINGTON	
015	AUGUSTA	AUGUSTA	
017	BATH	BATH	
019	BEDFORD	BEDFORD	
021	BLAND	BLAND	
023	BOTEOURT	BOTEOURT	
025	BRUNSWICK	BRUNSWICK	
027	BUCHANAN	BUCHANAN	
029	BUCKINGHAM	BUCKINGHAM	

**Table 7.9 FFP Rates**

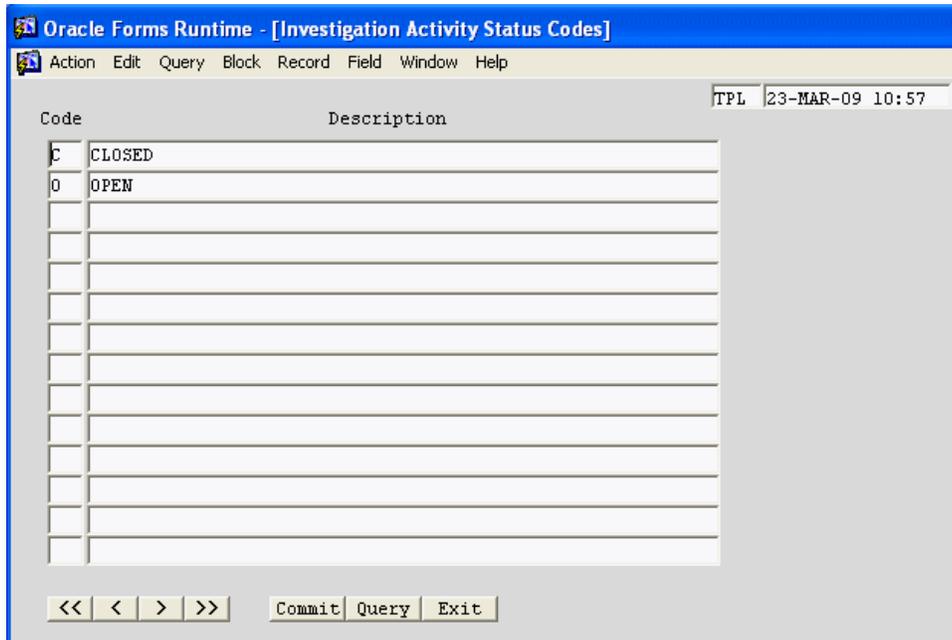
Code	Ffp Rates	Date From	Date Thru	ffp date
AA	50	07/01/1971	06/30/1973	07/01/1971
AB	50	07/01/1973	06/30/1975	07/01/1973
AC	50	07/01/1975	06/30/1977	07/01/1975
AD	50	10/01/1977	09/30/1979	10/01/1977
AE	50	10/01/1979	09/30/1981	10/01/1979
AF	50	10/01/1981	09/30/1983	10/01/1981
AG	50	10/01/1983	09/30/1985	10/01/1983
AH	50	10/01/1985	09/30/1987	10/01/1985
AI	50	10/01/1987	09/30/1988	10/01/1987
AJ	50	10/01/1988	09/30/1989	10/01/1988

**Table 7.10 Incident Types**



Code	Description
A	AUTO ACCIDENT
C	CRIMES - ASSUALT, ETC.
D	DOG BITE
M	MALPRACTICE
O	OTHER INCIDENT
S	SLIP & FALL
W	WORKERS COMPENSATION

**Table 7.11 Investigation Activity Status Code**



Code	Description
C	CLOSED
O	OPEN

**Table 7.12 Investigation Activity Type Codes**

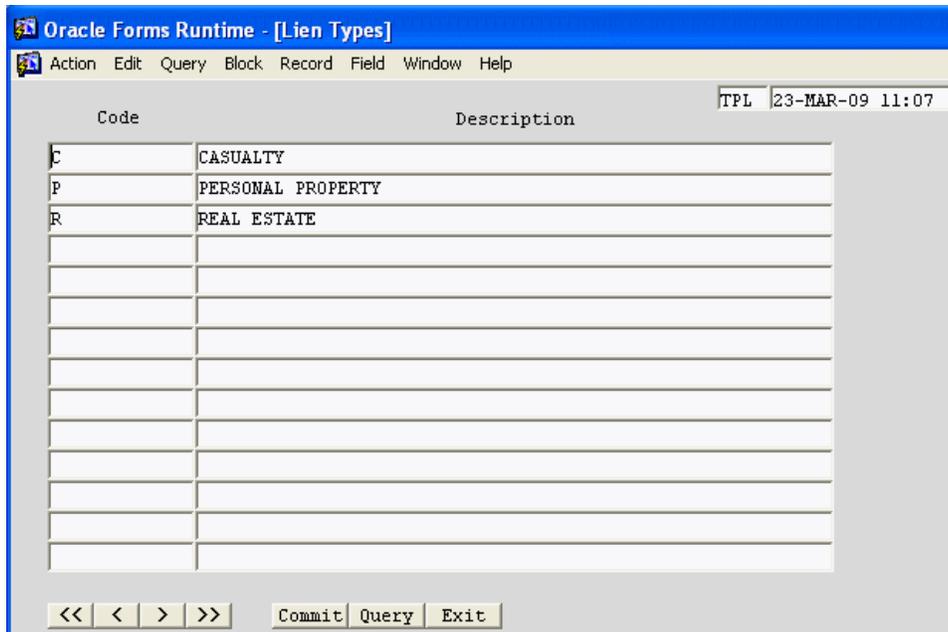
Code	Description	Follow Up
L9	LESS THAN THRESHOLD LTR	90
ALRESPONSE	ALERT LETTER RESPONSE	0
APCOLLECT	A/P CASE REFERRED TO COLLECTION AGENCY	180
APFOLLOWUP	ABSENT PARENT DUNNING LETTER	30
APINVOICE	AP REFUND REQUEST LETTER	30
APPROV	A/P PROVIDER RECOUPMENT LETTER	30
APTAXATION	A/P CASE REFERRED TO TAXATION	0
APUPDATE	AP ADDITIONAL FUNDS REQUESTED LETTER	30
ARLIEN	HMO LIEN LETTER	
CALERT	CASUALTY ALERT LETTER	30
CANCELED	CANCEL PROVIDER INVOICE	0
CASSUALT	ASSUALT INQUIRY	90
CCOMP	COMPROMISE REQUEST RECEIVED	90
CDOG BITE	DOG BITE INQUIRY	90

**Table 7.13 Investigation Status Codes**

Code	Description
A	ACTIVE INVESTIGATION
C	CLOSED - RECEIVABLE
G	PURGE - TO BE REMOVED FROM SYSTEM
H	HMS REFERRAL
I	INACTIVE - NO RECEIVABLE
P	PENDING INVESTIGATION - ANALYST ACTION REQUIRED
U	UPDATED BY SYSTEM - ANALYST ACTION REQUIRED
W	WRITE OFF

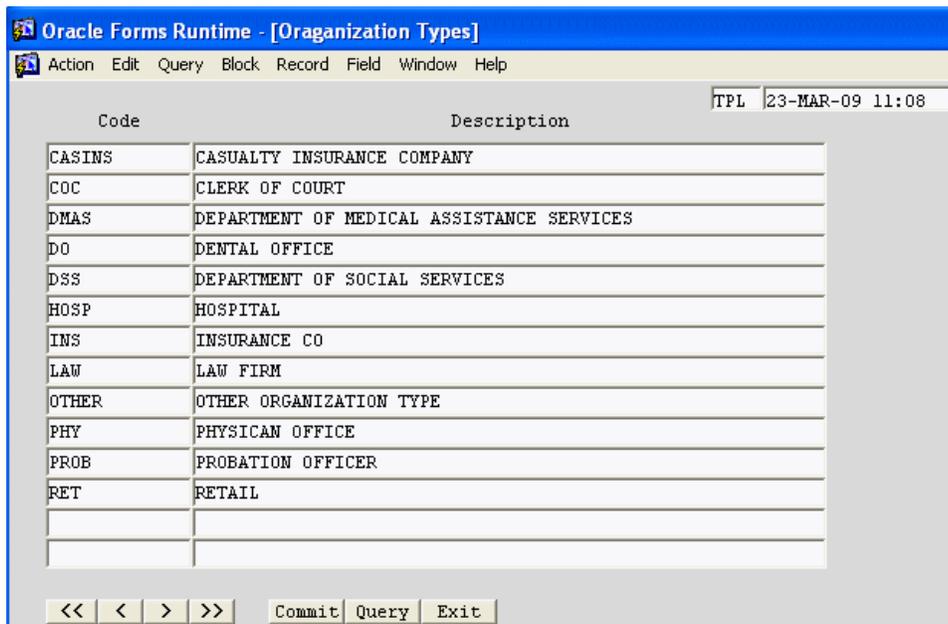


**Table 7.16 Lien Types**



Code	Description
C	CASUALTY
P	PERSONAL PROPERTY
R	REAL ESTATE

**Table 7.17 Organization Types**



Code	Description
CASINS	CASUALTY INSURANCE COMPANY
COC	CLERK OF COURT
DMAS	DEPARTMENT OF MEDICAL ASSISTANCE SERVICES
DO	DENTAL OFFICE
DSS	DEPARTMENT OF SOCIAL SERVICES
HOSP	HOSPITAL
INS	INSURANCE CO
LAW	LAW FIRM
OTHER	OTHER ORGANIZATION TYPE
PHY	PHYSICAN OFFICE
PROB	PROBATION OFFICER
RET	RETAIL

**Table 7.18 Person Relationship Codes**

Code	Description
01	SELF
02	SPOUSE
03	DEPENDENT CHILD
04	OTHER

**Table 7.19 Property Types**

Code	Description
P	PERSONAL PROPERTY
R	REAL PROPERTY

**Table 7.20 Recovery – Activities**

Oracle Forms Runtime - [Recovery Activities] TPL 23-MAR-09 11:08

Recovery Type	Activity
Annuitities-Inv	COMMENT
Annuitities-Inv	CREDMEMO
Annuitities-Inv	TELEPHONE
Annuitities-Inv	TELEPHREC
Annuitities-Inv	TEMPLAT1
Audit(Recip)DSS -INV	COMMENT
Audit(Recip)DSS -INV	CREDMEMO
Audit(Recip)DSS -INV	FNCURPRV
Audit(Recip)DSS -INV	FNPSTPRV
Audit(Recip)DSS -INV	FRAUD
Audit(Recip)DSS -INV	FRAUDA
Audit(Recipient)-INV	COMMENT
Audit(Recipient)-INV	CREDMEMO
Audit(Recipient)-INV	FNCURPRV
Audit(Recipient)-INV	FNPSTPRV

<< < > >> Query Commit Exit

**Table 7.21 Recovery Types**

Oracle Forms Runtime - [Recovery Types] TPL 23-MAR-09 11:08

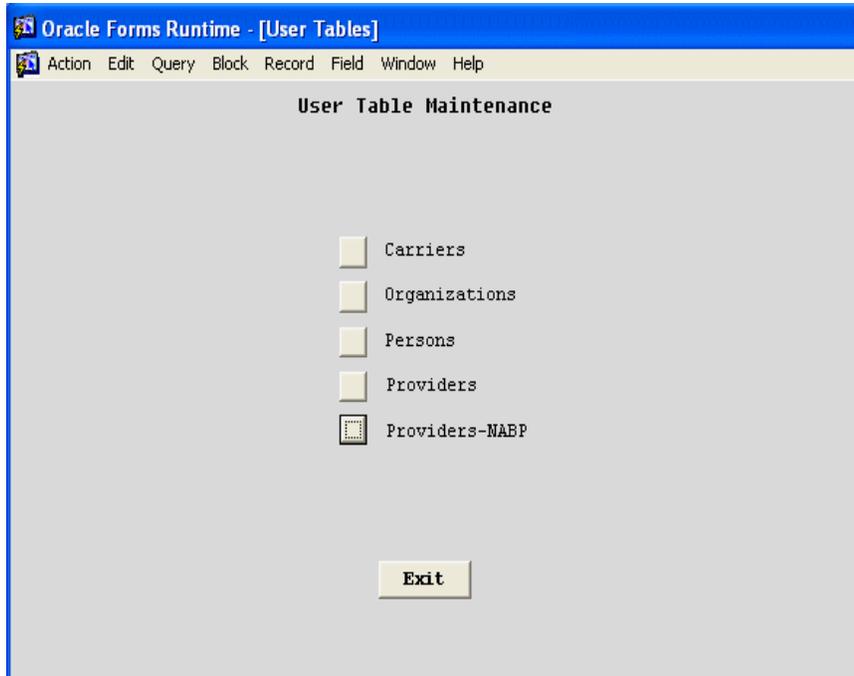
Code	Description
Annuitities-CM	ANNUITIES - CM
Annuitities-DM	ANNUITIES - DEBIT MEMO
Annuitities-Inv	ANNUITIES - INVOICE
Audit(Recip)DSS -CM	RECOVERY OF RECIPIENT AUDIT OVERPAYMENT CM
Audit(Recip)DSS -DM	RECOVER OF RECIPIENT AUDIT OVERPAYMENT DM
Audit(Recip)DSS -INV	RECOVER OF RECIPIENT AUDIT OVERPAYMENT INV
Audit(Recipient)-CM	AUDIT (RECIPIENT) - CM
Audit(Recipient)-DM	AUDIT (RECIPIENT) - DEBIT MEMO
Audit(Recipient)-INV	AUDIT (RECIPIENT) - INVOICE
C(CMSIP)-CM	TPL-C (CMSIP) - CM
C(CMSIP)-DM	TPL-C (CMSIP) - DEBIT MEMO
C(CMSIP)-INV	TPL-C (CMSIP) - INVOICE
C(Casualty HMO)CM	TPL-C (CASUALTY HMO) - CM
C(Casualty HMO)DM	TPL-C (CASUALTY HMO) - DEBIT MEMO

<< < > >> Commit Query Exit



The user tables are used to view/add carrier, organization, person, and provider information. Management will originally populate these tables. However analysts may have to add a carrier, organization, person, or provider for use in an investigation. Each of the user tables can be accessed from either the user tables menu, as shown below, or the “hot buttons” located at the bottom of the TPL and AR investigation windows.

**Figure 8.1 User Table Maintenance Menu**



This chapter includes detailed description of the following user tables:

- Carriers Table
- Organizations Table
- Providers Table
- Persons Table

# Carriers Table

---

The Carriers table, as shown below, is used to view and/or add carrier detail information. Carriers are typically insurance companies.

**Table 8.1 Carrier Information Table**

Oracle Forms Runtime - [TPLRS CARRIERS]

Action Edit Query Block Record Field Window Help

TPL 23-MAR-09 11:10

**CARRIER INFORMATION**

Name  DMAS Prov. ID

Carrier Code  Alias

**ADDRESS**

Address Line 1  Customer ID

Address Line 2

City

State

Profile

Address Type

Telephone  Ext.

First Name  Last Name  Title

Contact

<< < > >> Query Commit Exit

# Organizations Table

---

The Organizations table, as shown below, is used to view and/or add organization detail information. Organizations are companies of any kind. For example, law firms and courts are organizations.

**Table 8.2 Organization Table**

The screenshot shows the Oracle Forms Runtime window titled "Oracle Forms Runtime - [Organizations]". The menu bar includes Action, Edit, Query, Block, Record, Field, Window, and Help. The window displays the following fields:

- Organization** (Header): TPL 23-MAR-09 11:10
- Organization Section:**
  - Description:
  - ID Number:
  - State Tax ID:
  - EIN:
  - Org. Type:
- Address Section:**
  - Address:
  - City:
  - Profile:
  - Address Type:
  - Telephone:  Ext.:
  - Customer ID:
  - Contact: 

First Name	Last Name	Title
<input type="text"/>	<input type="text"/>	<input type="text"/>

Navigation buttons at the bottom: << < > >> Query Commit Exit

# Providers Table

---

The Providers table, as shown below, is used to view and/or add provider detail information. Providers are doctors, hospitals, etc.

**Table 8.3 Providers Table**

The screenshot displays the Oracle Forms Runtime interface for the 'Providers' table. The window title is 'Oracle Forms Runtime - [Providers]'. The menu bar includes 'Action', 'Edit', 'Query', 'Block', 'Record', 'Field', 'Window', and 'Help'. The form is divided into two main sections: 'PROVIDERS' and 'ADDRESS'. The 'PROVIDERS' section contains input fields for 'Provider Medicaid ID', 'Name', 'Group Id', 'License No.', and 'Tax ID'. The 'ADDRESS' section contains input fields for 'Address Line 1', 'Line 2', 'City', 'Profile', 'Telephone No.', 'Ext.', 'Address Type', 'Customer ID', 'First Name', 'Last Name', 'Title', and 'Contact'. At the bottom of the form, there are navigation buttons: '<<', '<', '>', '>>', 'Query', 'Commit', and 'Exit'.

# Persons Table

---

The Persons table, as shown below, is used to store information about recipients, persons with third party coverage, and absent parent obligations. The table is used to define dependent relationships. The persons table also stores information about analysts.

**Table 8.4 Persons Table**

The screenshot displays the Oracle Forms Runtime interface for the 'Persons' table. The window title is 'Oracle Forms Runtime - [Persons]' and the menu bar includes 'Action', 'Edit', 'Query', 'Block', 'Record', 'Field', 'Window', and 'Help'. The current date and time are '24-MAR-09 14:55'. The form is divided into three main sections: PERSON, ADDRESS, and EMPLOYER.

**PERSON Section:**

- Last Name: [Text Field]
- Pers. ID: [Text Field]
- Medicaid No.: [Text Field]
- D.O.B.: [Text Field]
- Analyst Emp. ID: [Text Field]
- Soc. Sec. No.: [Text Field]
- D.O.D.: [Text Field]
- Marital Status: [Text Field]
- Sex: [Text Field]

**ADDRESS Section:**

- Street: [Text Field]
- City: [Text Field]
- Profile: [Text Field]
- Phone: [Text Field]
- Ext.: [Text Field]
- Address Type: [Text Field]
- CustomerID: [Text Field]
- Contact: [Text Field]
- First Name: [Text Field]
- Last Name: [Text Field]
- Title: [Text Field]

**EMPLOYER Section:**

- Org ID: [Text Field]
- Effective: [Text Field]
- Discont.: [Text Field]
- Start: [Text Field]
- Occupation: [Text Field]
- Title: [Text Field]
- Telephone: [Text Field]
- Status: [Text Field]

Navigation buttons at the bottom include: '<<', '<', '>', '>>', 'Query', 'Commit', 'Exit', 'Analyst', 'Relats', 'InsCvg', 'AbsPar', and 'report'.

This chapter describes all the available reports generating programs that are available in TPLRS. These programs enable the user to request for standard reports for investigating and invoicing purposes.

## Reports

- Audit Report
- Casualty Alert Letter
- Claim Detail
- Claim List
- Claims Void
- Cost Avoidance
- Customer List
- Customer Liability
- Recev./Collectn. By RecType
- Followup Investigation
- Investigation Alert
- Investigation Management
- Investigation Maintenance
- Pending Investigations
- Recipient Medical Services
- Recipient List
- Balance Due by Status/Investigation
- TPLRS/AR Bal. Reconciliation
- AR to TPL Payment List

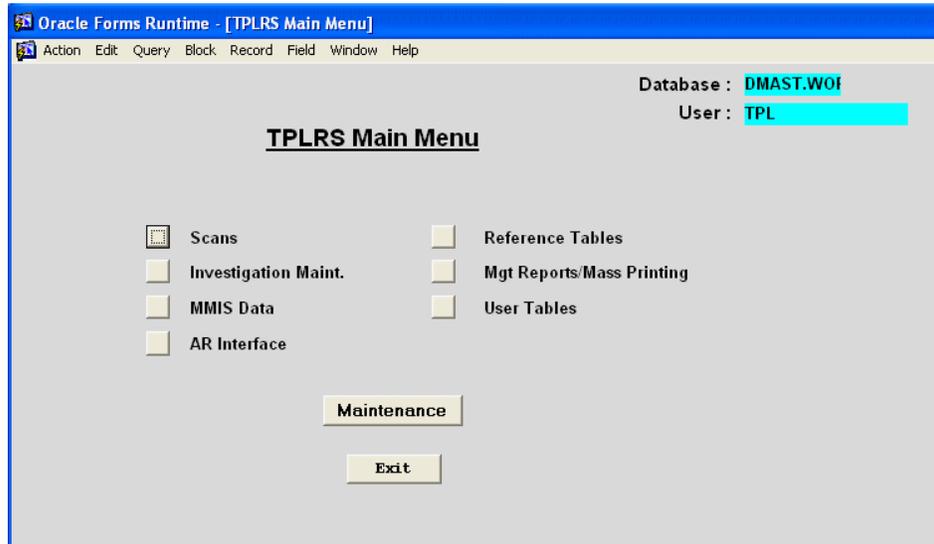
# Navigating to Mgt Reports/Mass Printing Menu

## To navigate to Management Reports/Mass Printing Menu:

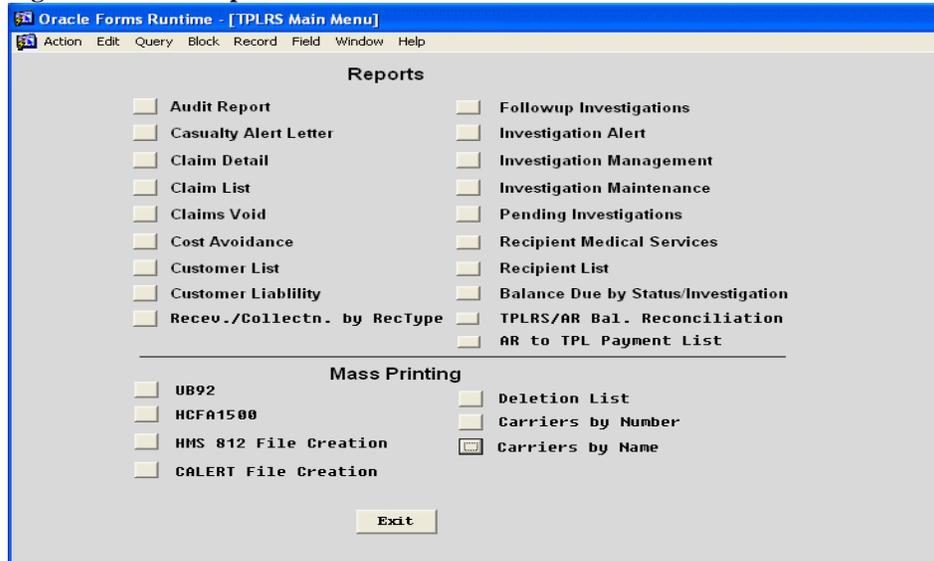
1. From the **Main Menu**, select the **Mgt Reports/Mass Printing** option.

The program opens the Reports and Mass Printing menu.

**Figure 9.1 TPLRS Main Menu**



**Figure 9.2 Reports Menu**



# Report Details

## Running Audit Report

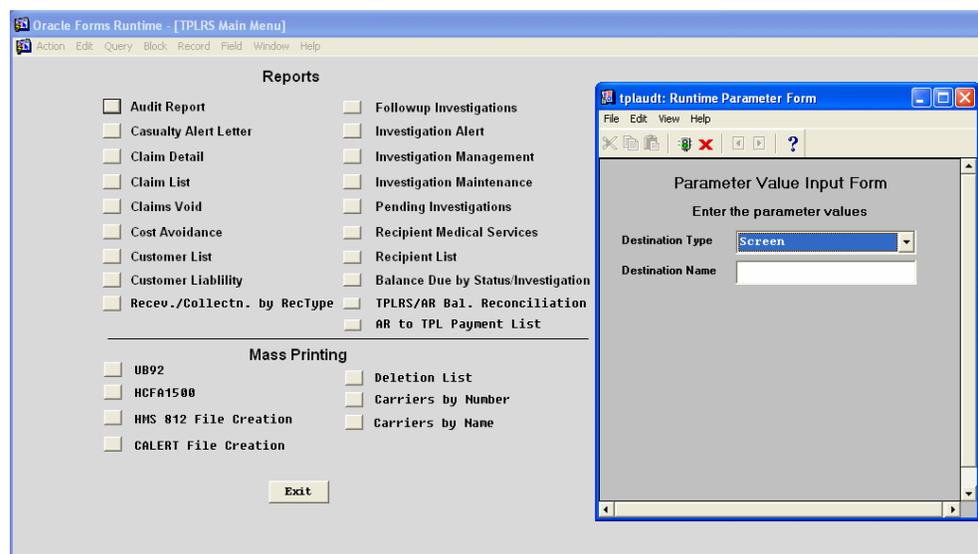
The audit report/program shows the Carrier ID, name, address, city, state, and zip for all records that were updated or newly inserted to the Carrier table.

### To navigate to Audit Report:

1. At the **Report** menu, select the **Audit Report** option.

The program opens the Report parameter form.

**Figure 9.1 Audit Report**



2. Select the destination type and name.

**Figure 9.2 Audit Report Layout**

TPLRS AUDIT

Date 10/30/2009

Page: 1

<u>ID</u>	<u>Carrier Name</u>	<u>Address</u>	<u>City</u>	<u>State</u>	<u>Zip</u>
111111	Carrier #1	101 West Broad St	Richmond	VA	23228
111111	Carrier #1	101 West Broad St	Richmond	VA	23228
222222	Carrier #2	202 West Broad St	Richmond	VA	23228
222222	Carrier #2	202 West Broad St	Richmond	VA	23228
222222	Carrier #2	202 West Broad St	Richmond	VA	23228
222222	Carrier #2	202 West Broad St	Richmond	VA	23228
333333	Carrier #3	303 West Broad St	Richmond	VA	23228
333333	Carrier #3	303 West Broad St	Richmond	VA	23228
444444	Carrier #4	404 West Broad St	Richmond	VA	23228
444444	Carrier #4	404 West Broad St	Richmond	VA	23228
444444	Carrier #4	404 West Broad St	Richmond	VA	23228
444444	Carrier #4	404 West Broad St	Richmond	VA	23228

# Running Casualty Alert Letter

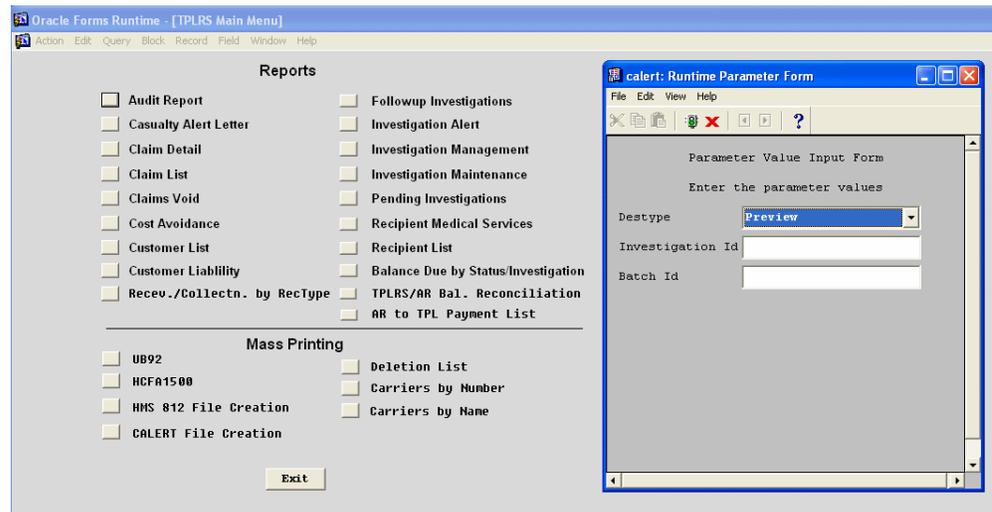
The Casualty Alert Letter program is used to allow analyst to select investigations for which they would like to print casualty alert letters. It can be used to request casualty alert letter by investigation, or by batch identification code. It is run after the scan process. Afterwards, the letter is sent to the recipient and lists only those claims that have diagnosis codes beginning with 800 and greater.

### To navigate to Casualty Alert Letter:

1. At the **Report** menu, select the **Casualty Alert Letter** option.

The program opens the Report parameter form.

**Figure 9.3 Casualty Alert Letter**

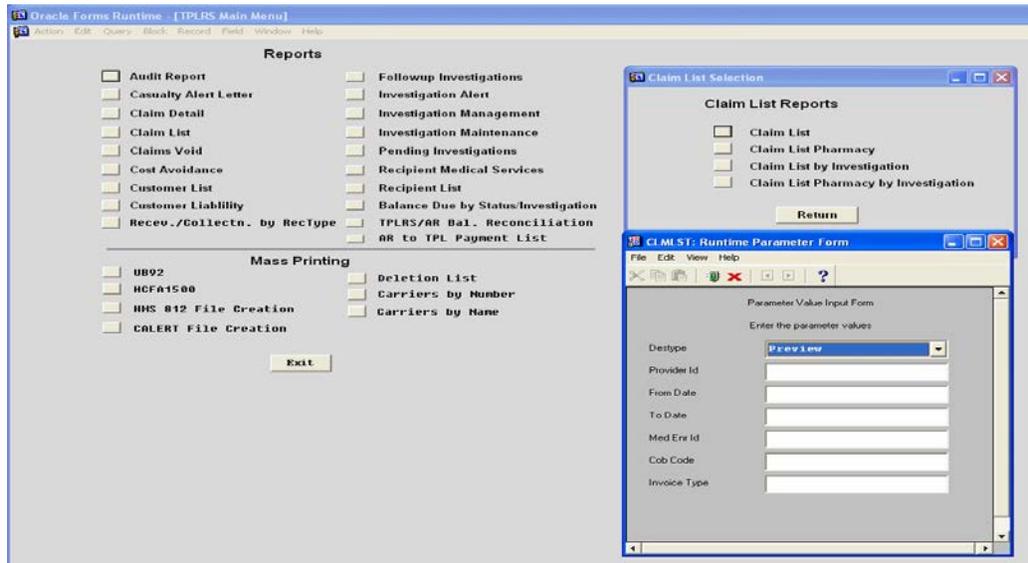


2. **Select** the destination type and name.
3. **Enter** the parameters and run.

**Figure 9.4 Casualty Alert Letter Layout**

Test Recipient  
Test Street Address





2. **Click on** the submenu item to run.
3. **Select** the destination type and name.
4. **Enter** the parameters and run.

**Figure 9.8 Claim List Layout**

## Running Claims Void <sup>1010101000</sup> Report <sub>Recipient Name</sub>

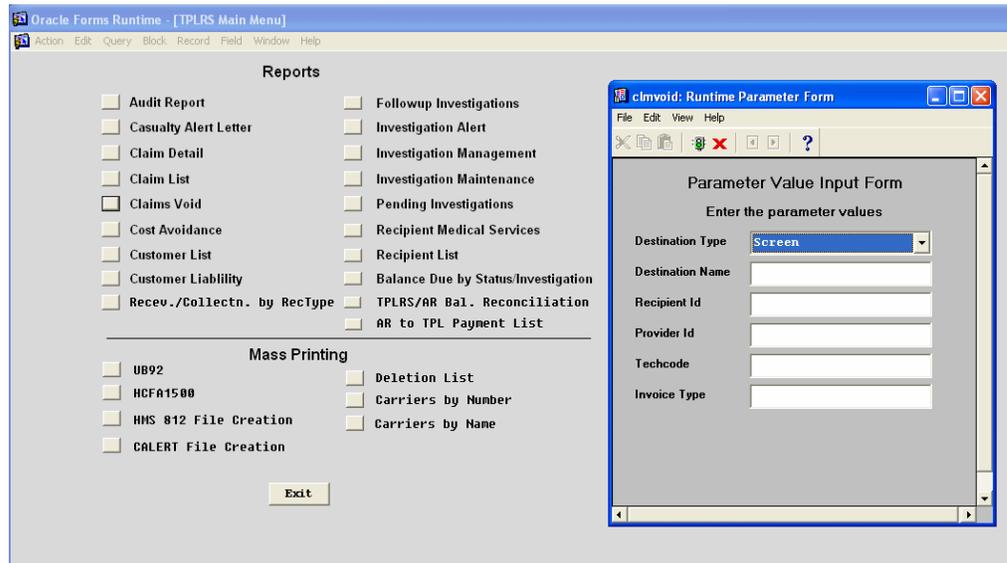
The Claims void program is used to report claims voids and adjustments, for recording and recovering payments in MMIS.

### To navigate to Claim Void report:

1. At the **Report** menu, select the **Claim Void** option.

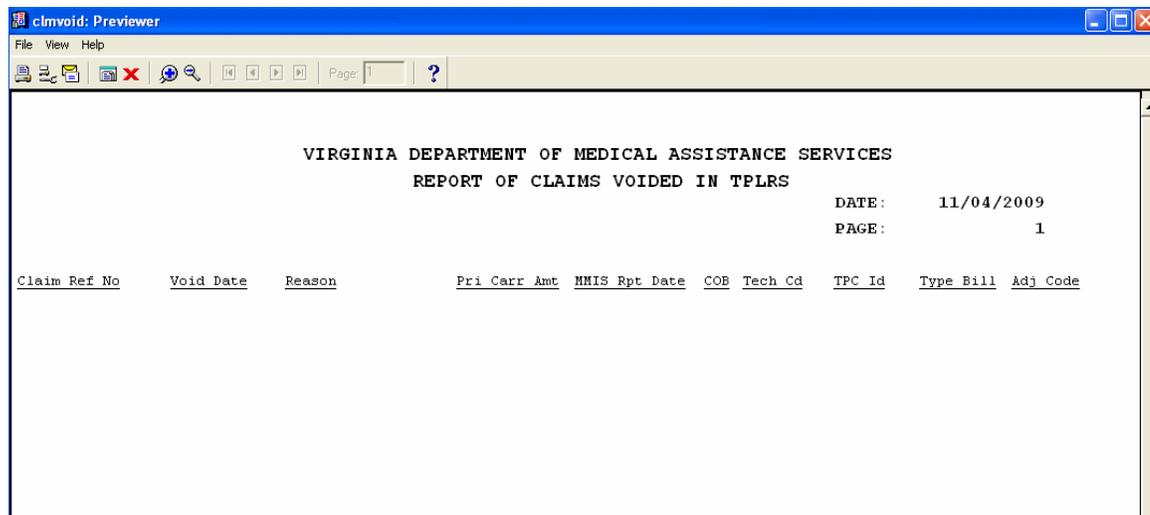
The program opens the Report parameter form.

**Figure 9.9 Claim Void**



2. Select the destination type and name.
3. Enter the parameters and run.

**Figure 9.10 Claim Void Layout**



## Running Cost Avoidance Report

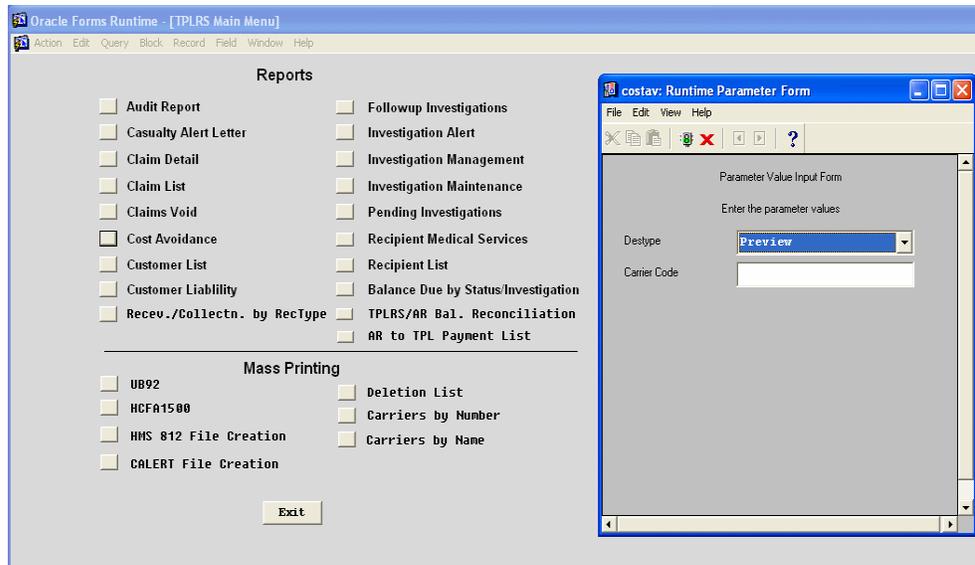
The Cost Avoidance report lists all pertinent information about a Medicaid recipient, its policy, provider information, coverage type, begin and end date of the coverage, and indicator for COBRA coverage.

### To navigate to Cost Avoidance report:

1. At the **Report** menu, select the **Cost Avoidance** option.

The program opens the Report parameter form.

**Figure 9.11 Cost Avoidance**



2. Select the destination type and name.
3. Enter the parameters and run.

**Figure 9.12 Cost Avoidance Layout**

The screenshot shows a report layout titled 'COMMONWEALTH OF VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES THIRD PARTY INSURANCE UPDATES FOR THE HBIS SYSTEM'. The report includes a header with 'PAGE: 1' and 'DATE: 11/04/2009'. The data is presented in a table with the following columns: Medicaid No., Policy Id/Policyholder, Carrier Id/Carrier Name, Group No., Begin Date, End Date, Coverage Type, and Cobra Ind. The table contains 10 rows of data, all with '4002' in the Carrier Id/Carrier Name column and 'MEDICARE' in the Group No. column. The Begin and End dates vary across the rows.

Medicaid No.	Policy Id/Policyholder	Carrier Id/Carrier Name	Group No.	Begin Date	End Date	Coverage Type	Cobra Ind.
		4002 MEDICARE		02/01/1997		J	
		4002 MEDICARE		08/01/1994		H	
		4002 MEDICARE		02/19/1997	12/31/1999		
		4002 MEDICARE		12/25/1996		J	
		4002 MEDICARE		05/01/1979		H	
		4002 MEDICARE		05/01/1997		H	
		4002 MEDICARE		05/01/1997		J	
		4002 MEDICARE		05/01/1997	01/01/1900	J	
		4002 MEDICARE		03/01/1984	12/31/1999	H	

**NOTE: The Medicaid No. and Policy Id/Policyholder have been removed to comply with HIPAA regulations.**

## Running Customer List Report

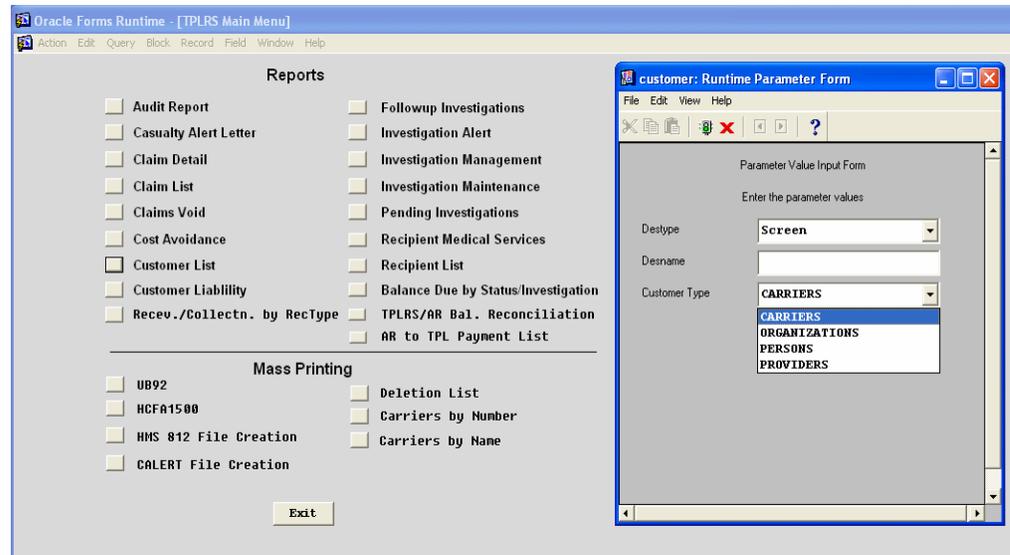
The Customer list report is used to produce list of customers recorded in TPLRS.

### To navigate to Customer List report:

1. At the **Report** menu, select the **Customer List** option.

The program opens the Report parameter form.

**Figure 9.13 Customer List**



2. Select the destination type and name.
3. Enter the parameters and run.

**Figure 9.14 Customer List Layout**

# Running Customer Liability Report

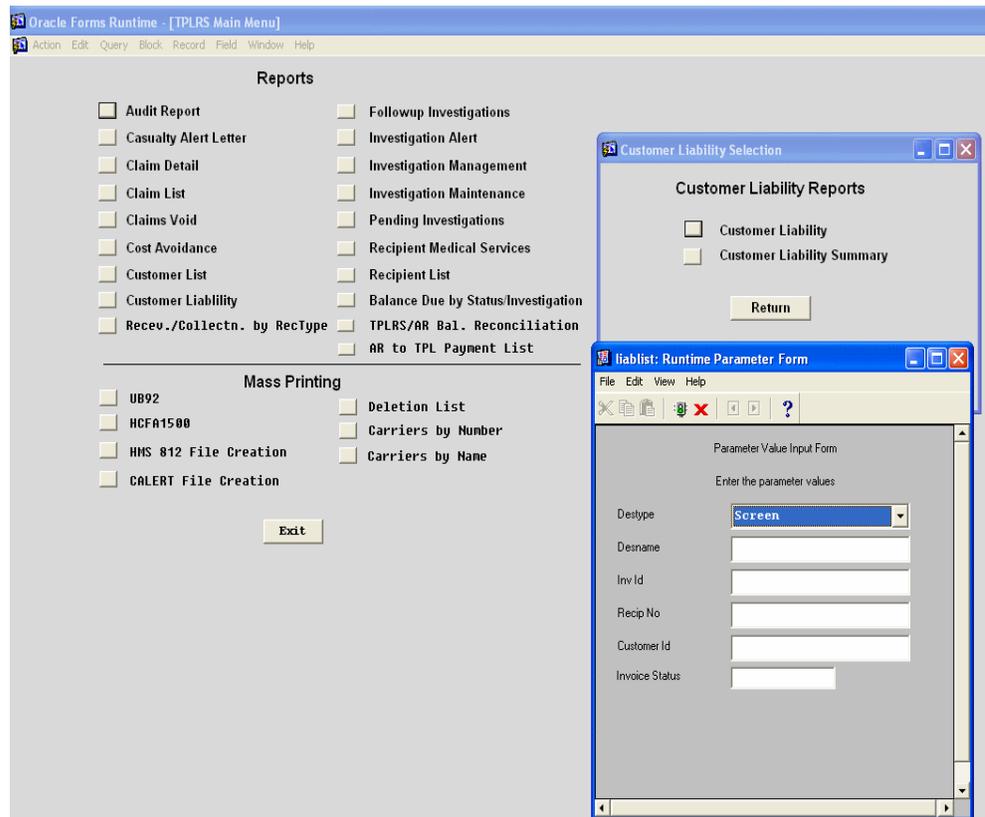
The Customer Liability report is used to produce reports showing customers liability in detail or summary format.

## To navigate to Customer Liability report:

1. At the **Report** menu, select the **Customer Liability** option.

The program opens the Report parameter form.

**Figure 9.15 Customer Liability**



2. **Select** the submenu item to run (i.e. List or Summary).
3. **Select** the destination type and name.
4. **Enter** the parameters and run.

**Figure 9.16 Customer Liability List Layout**

**Figure 9.17 Customer Liability Summary Layout**

# Running Receivable/Collection by Recovery Type Report

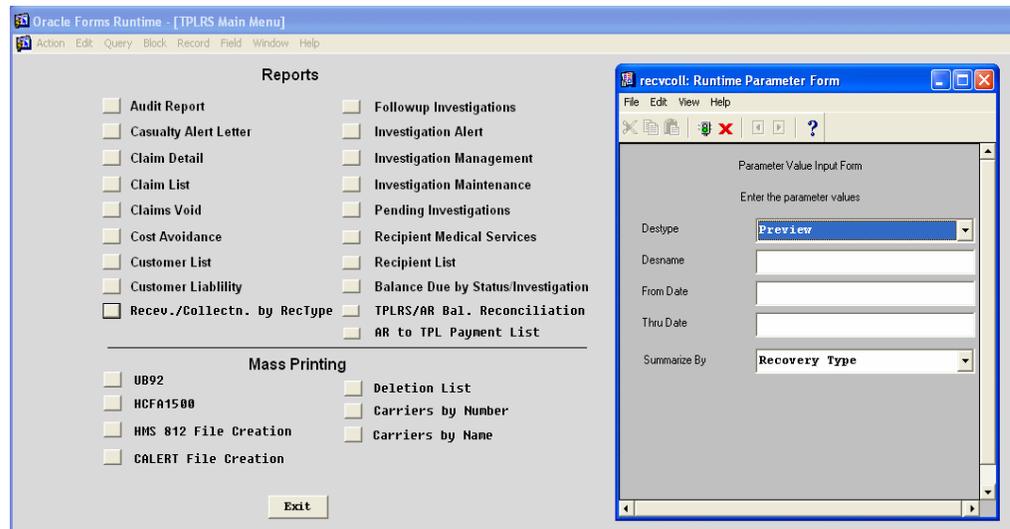
The Receivable/Collection by Recovery Type report shows receivables and collections summarized either by analysts or recovery type.

**To navigate to Receivable/Collection by Recovery Type report:**

1. At the **Report** menu, select the **Recev./Collectn. By RecType** option.

The program opens the Report parameter form.

**Figure 9.18 Receivable/Collection by Recovery Type**



2. Select the destination type and name.
3. Enter the parameters and run.

**Figure 9.19 Receivable/Collection by Recovery Type Layout.**

Analyst Name	Recovery Code	Count	Invoice Amount	Credit Memo Amount	Paid Amount	Adjusted Amount
Sum						

## Running Follow up Investigations

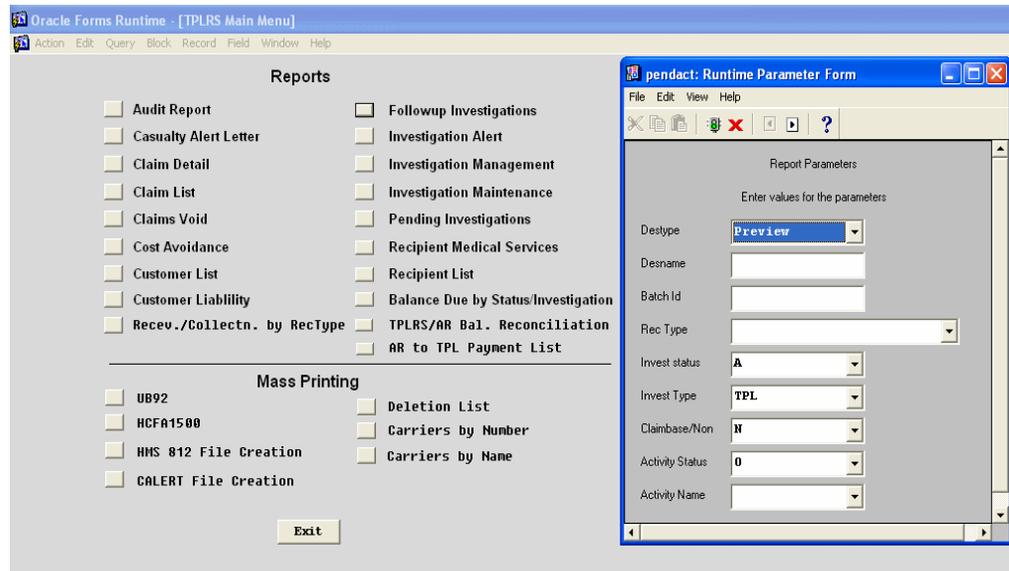
This report is run at month end to produce list of investigations for follow up. It is usually run for each investigation type and each analyst.

### To navigate to “Followup Investigation” report:

1. At the **Report** menu, select the **Followup Investigations** option.

The program opens the Report parameter form.

**Figure 9.20 Follow up Investigations**



2. **Select** the destination type and name.
3. **Enter** the parameters and run.

**Figure 9.21 Follow up Investigations Layout**

# Running Investigation Alert

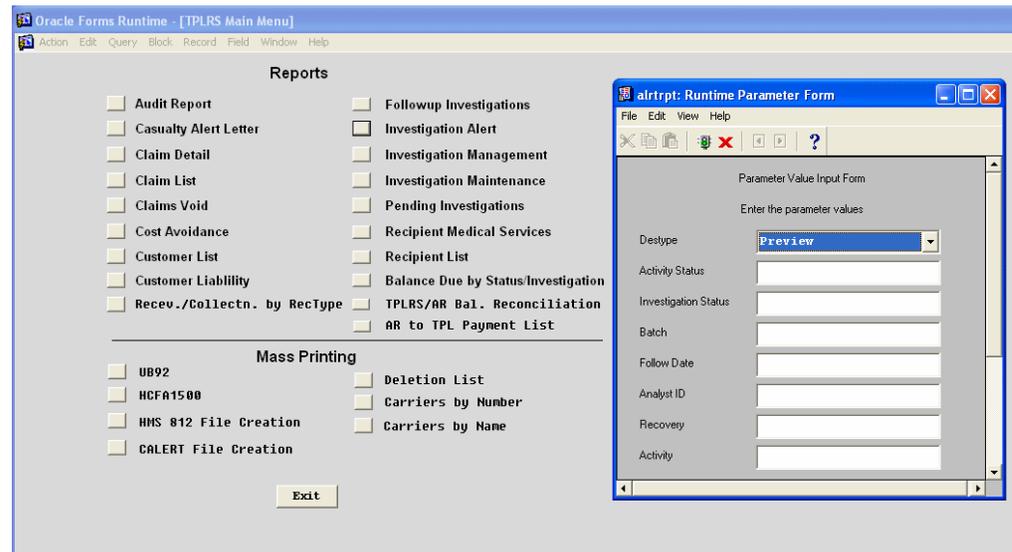
The Investigation Alert report lists all investigations for each analyst based on the selected parameter. The report is created to be sent out to Commonwealth Martin to be used for printing out the letter to the Medicaid Recipients.

## To navigate to “Investigation Alert” report:

1. At the **Report** menu, select the **Investigation Alert** option.

The program opens the Report parameter form.

**Figure 9.22 Investigation Alert**



2. Select the destination type and name.
3. Enter the parameters and run.

**Figure 9.23 Investigation Alert Layout**

# Running Investigation Management Report

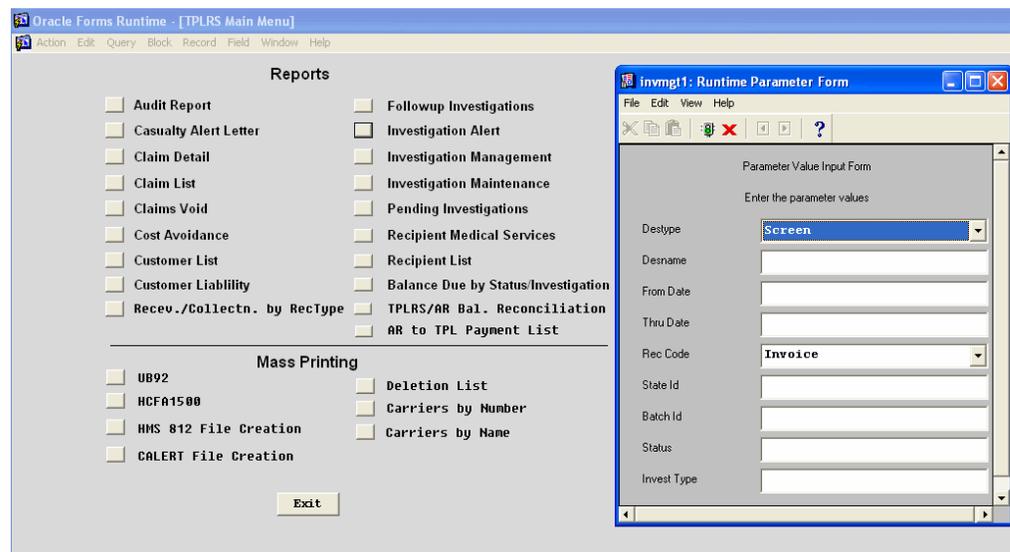
The Investigation Management report is one of the month end report. The report is being run to produce investigation details for the current month, fiscal year, and inception to date. It shows the tentative payment and paid amounts for each analyst based on the selected recovery type. The report gives the TPLRS department a ball park of the total AR accounts created and paid amounts received under different recovery codes.

## To navigate to “Investigation Management” report:

1. At the **Report** menu, select the **Investigation Management** option.

The program opens the Report parameter form.

**Figure 9.24 Investigation Management**



2. Select the destination type and name if applicable.
3. Enter the parameters and run.

**Figure 9.25 Investigation Management Layout**

# Running Investigation Maintenance

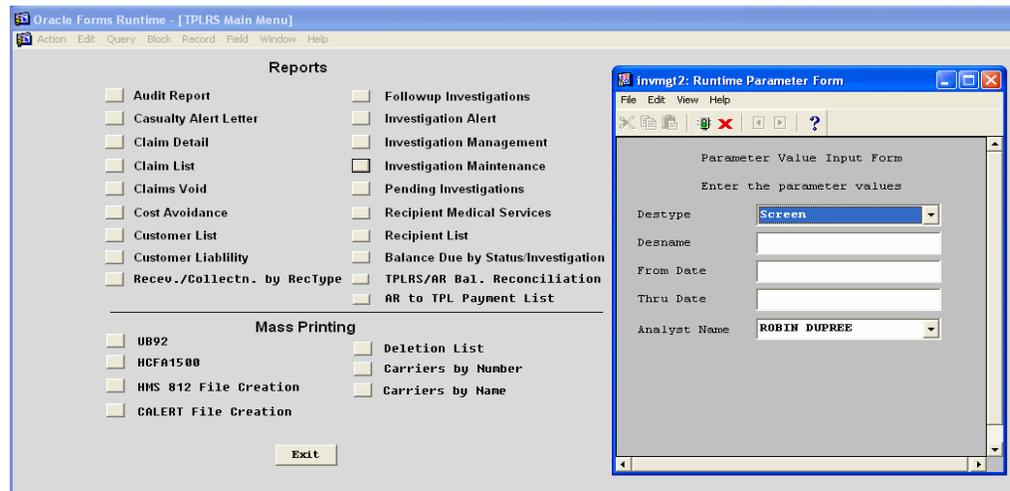
The Investigation Maintenance report is one of the month end report. The report is being run to produce investigations that are assigned to each analyst for the current month, fiscal year, and inception to date. The report will give the TPLRS department an idea of the activities (i.e. recovery type) of every analyst for those date ranges.

## To navigate to “Investigation Maintenance” report:

1. At the **Report** menu, select the **Investigation Maintenance** option.

The program opens the Report parameter form.

**Figure 9.26 Investigation Maintenance**



2. Select the destination type and name if applicable.
3. Enter the parameters and run.

**Figure 9.27 Investigation Maintenance Layout**

Activities between 01/01/2007 and 06/30/2007

Virginia Department of Medical Assistance Services  
Investigation Maintenance

Page: 2  
Date: 11/11/2009

Stateid	Analyst Name	Recov Code	Count	Actcode	Actdesc
		C (HMO OAG) - INV	7	CSTATUS	STATUS LETTER
		C (HMO OAG) - INV	2	CTREATMENT	ACCIDENT RELATED TREATMENT LETTER
		C (HMO OAG) - INV	25	OAGREF	RECEIVABLE REFERRED TO ATTORNEY GEN
		C (HMO OAG) - INV	14	TELEPHONE	TELEPHONE CALL MADE
		C (HMO OAG) - INV	3	TELEPHREC	RECEIVED TELEPHONE CALL
		C (SLH-OAG) - INV	2	OAGREF	RECEIVABLE REFERRED TO ATTORNEY GEN
		C (SLH-OAG) - INV	1	SLHLIEN	TPL-CASUALTY SLH LIEN
		C (SLH-OAG) - INV	1	TELEPHONE	TELEPHONE CALL MADE
		C (Settlemn)	2	CLIEN	ATTORNEY LIEN
		C (Settlemn)	2	COMMENT	INVESTIGATION COMMENT
		C (Settlemn)	263	UPDCLS	SCAN UPDATED CLAIMS
		HC (812 Projctclm) - INV	258	UPDCLS	SCAN UPDATED CLAIMS

# Running Pending Investigations Report

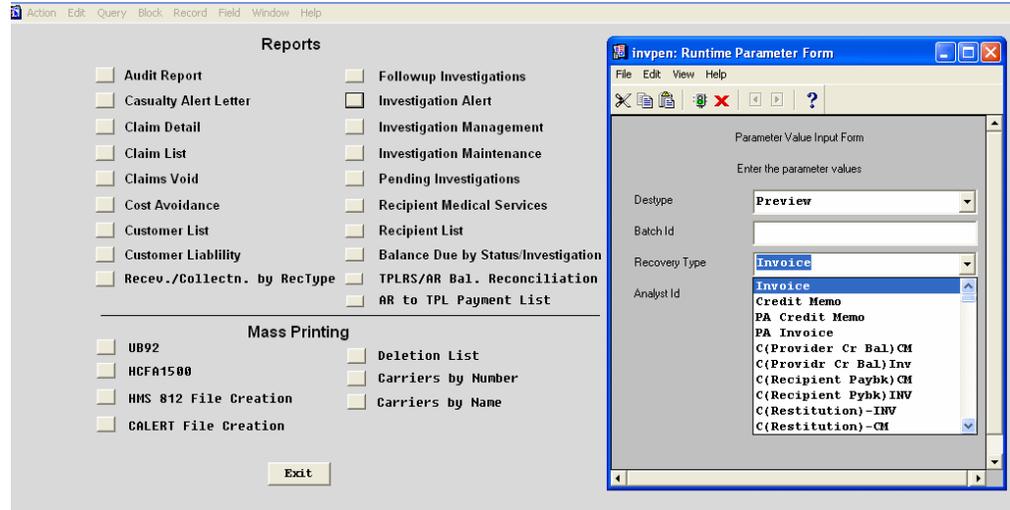
The Pending Investigations report lists all TPL pending investigations based on the parameters selected. It is sorted by analyst ID, recovery type, and established date.

## To navigate to “Pending Investigations” report:

1. At the **Report** menu, select the **Pending Investigations** option.

The program opens the Report parameter form.

**Figure 9.28 Pending Investigations**



2. Select the destination type and name if applicable.
3. Enter the parameters and run.

**Figure 9.29 Pending Investigations Layout**

COMMONWEALTH OF VIRGINIA  
DEPARTMENT OF MEDICAL ASSISTANCE SERVICES

LIST OF PENDING TPL INVESTIGATIONS

PAGE: 1  
DATE: 11/10/2009

AS OF 11/10/2009

<u>Recipient Id</u>	<u>Invest Id</u>	<u>Analyst Id</u>	<u>Analyst Name</u>	<u>Recovery Type</u>	<u>Estab Date</u>	<u>Follow Date</u>	<u>Batch Id</u>
	612005	00010		C(Settlemt Lien)INV	05/29/2009	05/30/2009	1360
	612337	00010		C(Settlemt Lien)INV	05/29/2009	05/30/2009	1360
	611572	00010		C(Settlemt Lien)INV	05/29/2009	05/30/2009	1360
	611591	00010		C(Settlemt Lien)INV	05/29/2009	05/30/2009	1360
	612318	00010		C(Settlemt Lien)INV	05/29/2009	05/30/2009	1360
	612135	00010		C(Settlemt Lien)INV	05/29/2009	05/30/2009	1360
	611825	00010		C(Settlemt Lien)INV	05/29/2009	05/30/2009	1360
	612556	00010		C(Settlemt Lien)INV	05/29/2009	05/30/2009	1360
	611940	00010		C(Settlemt Lien)INV	05/29/2009	05/30/2009	1360
	611633	00010		C(Settlemt Lien)INV	05/29/2009	05/30/2009	1360
	612860	00010		C(Settlemt Lien)INV	05/29/2009	05/30/2009	1360

# Running Recipient Medical Services Report

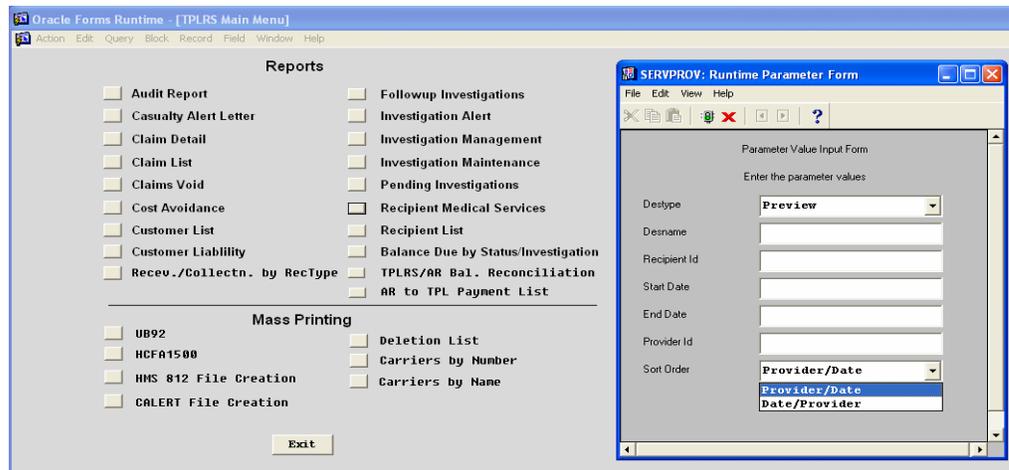
The Recipient Medical Services report lists all medical services rendered by providers in detail form. It shows subtotal by recipients, paid claims/denied claims, and voided claims.

## To navigate to “Recipient Medical Services” report:

1. At the **Report** menu, select the **Recipient Medical Services** option.

The program opens the Report parameter form.

**Figure 9.30 Recipient Medical Services**



2. Select the destination type and name if applicable.
3. Enter the parameters and run.

**Figure 9.31 Recipient Medical Services Layout**

# Running Recipient List Report

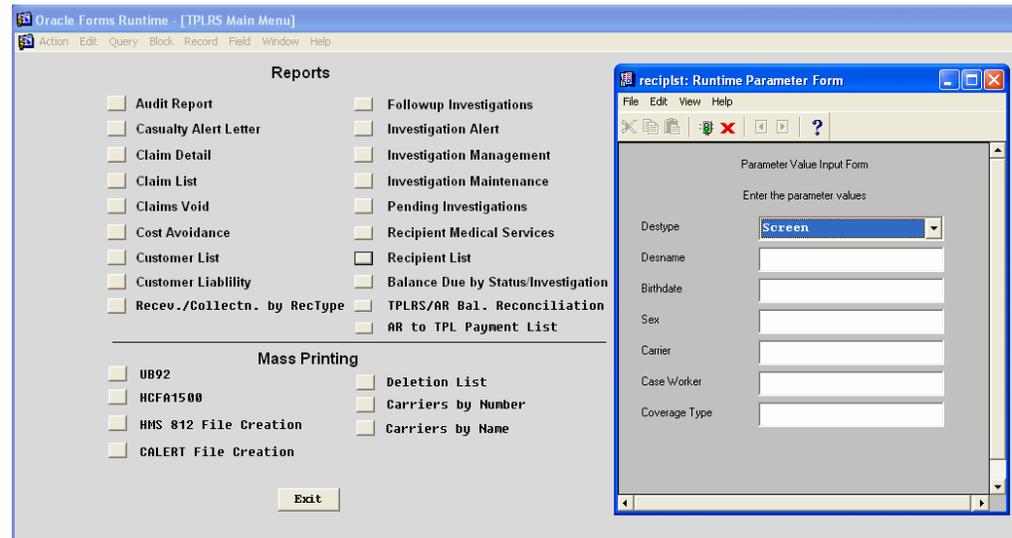
The Recipient List report lists all enrollees with third party coverage. The most critical information about each recipient is displayed like their Medicaid #, DOB, Sex, Case, Name, SSN, Carrier, and the last TPL.

## To navigate to “Recipient List” report:

1. At the **Report** menu, select the **Recipient List** option.

The program opens the Report parameter form.

**Figure 9.32 Recipient List**



2. Select the destination type and name.
3. Enter the parameters and run.

**Figure 9.33 Recipient List Layout**

Enrollees born before:  
 Enrollee Gender: F  
 Carrier:  
 Coverage Type:

### TPLRS ENROLLEE RECIPIENTS

Page: 1  
 Date: 09 Nov 2009  
 Case Worker:

<u>Medicaid #</u>	<u>DOB</u>	<u>Sex</u>	<u>Case</u>	<u>Name</u>	<u>SSN</u>	<u>Carrier</u>	<u>Last Tpl</u>
000000000001	01 JAN 1971	F	G517	Test Recipient 1	111-222-3333	0001	
000000000002	01 JAN 1972	F	G517	Test Recipient 2	222-222-3333	0001	
000000000003	01 JAN 1973	F	G517	Test Recipient 3	333-222-3333	0001	
000000000004	01 JAN 1974	F	G517	Test Recipient 4	444-222-3333	0002	
000000000005	01 JAN 1975	F	G517	Test Recipient 5	555-222-3333	0003	
000000000006	01 JAN 1976	F	G517	Test Recipient 6	666-222-3333	0001	
000000000007	01 JAN 1977	F	G517	Test Recipient 7	777-222-3333	0004	
000000000008	01 JAN 1978	F	G517	Test Recipient 8	888-222-3333	0001	
000000000009	01 JAN 1979	F	G517	Test Recipient 9	999-222-3333	0005	
000000000010	01 JAN 1980	F	G517	Test Recipient 10	111-111-1111	0001	

# Running Balance Due by Status/Investigation Report

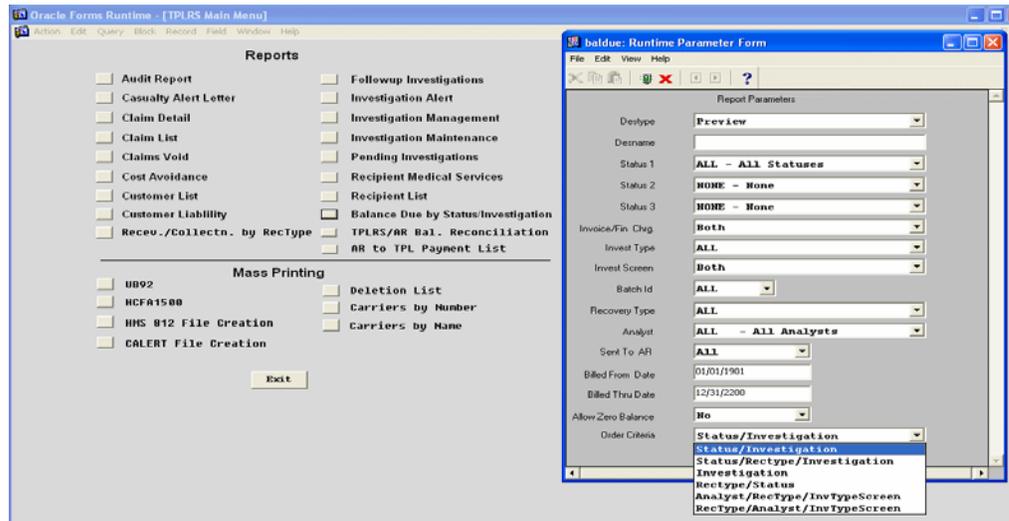
The Balance Due by Status/Investigation report lists investigations details with some financial figures based on the selected parameter. It is a very flexible report where the user can select combinations of parameters to produce the desired result.

To navigate to “Balance Due by Status/Investigation” report:

1. At the **Report** menu, select the **Balance Due by Status/Investigation** option.

The program opens the Report parameter form.

**Figure 9.34 Balance Due by Status/Investigation**



2. Select the destination type and name if applicable.
3. Enter the parameters and run.

**Figure 9.35 Balance Due by Status/Investigation Layout**

**Balances Due By Investigations**  
Date Range 01/01/1901 To 12/31/2200

Run Date: 11/10/2009  
Order Criteria: Status/Investigation  
Batch Id: ALL

St	Inv.Id	Rectype Code	Typ/Scr	Analyst	Name	Billed	Credited	Paid	Adjustment	Bal. Due
A	4	C(Casualty OAG) IN	TPL/AR			204324.28	0.00	0.00	0.00	204324.28
A	5	C(Settlemt Lien)	TPL/AR			207915.77	0.00	0.00	0.00	207915.77
A	8	CSA(Provider)-INV	AR/AR			232522.36	0.00	118911.00	0.00	113611.36
A	9	CSA(Provider)-INV	AR/AR			300152.53	0.00	0.00	0.00	300152.53
A	10	CSA(Provider)-INV	AR/AR			242024.00	0.00	0.00	0.00	242024.00
A	12	CSA(Provider)-INV	AR/AR			257443.00	0.00	0.00	0.00	257443.00
A	14	CSA(Provider)-INV	AR/AR			281878.00	0.00	0.00	0.00	281878.00
A	15	CSA(Provider)-INV	AR/AR			284050.00	0.00	0.00	0.00	284050.00
A	16	CSA(Provider)-INV	AR/AR			301447.05	0.00	0.00	0.00	301447.05

# Running TPLRS/AR Balance Reconciliation Report

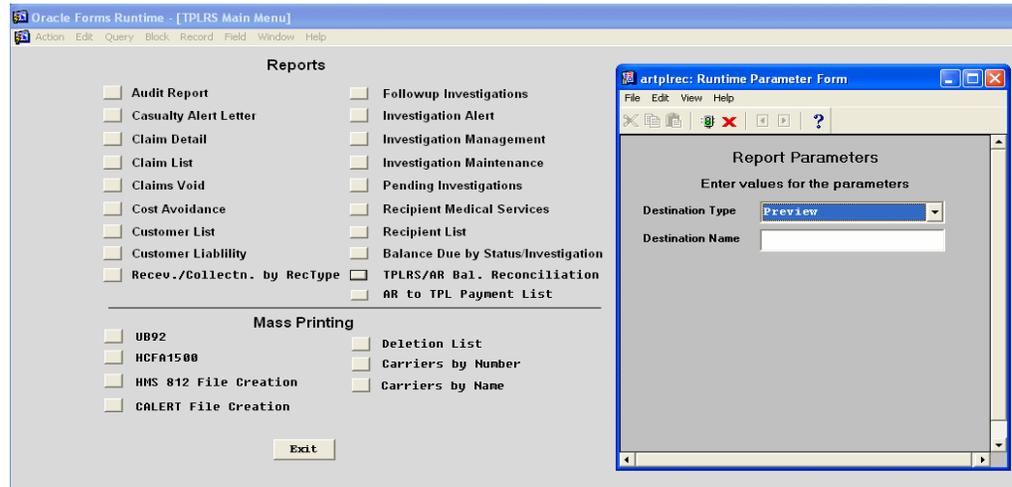
The TPLRS/AR Balance Reconciliation report is one of the month end report. It shows a snapshot of payments applied in AR on TPL invoices and finance charges applied in AR. On the other side, it shows the total payments and finance charges received in TPLRS. The left side figures must equal to the right side financial figures to say that we correctly reconciled AR and TPLRS.

## To navigate to “TPLRS/AR Bal. Reconciliation” report:

1. At the **Report** menu, select the **TPLRS/AR Bal. Reconciliation** option.

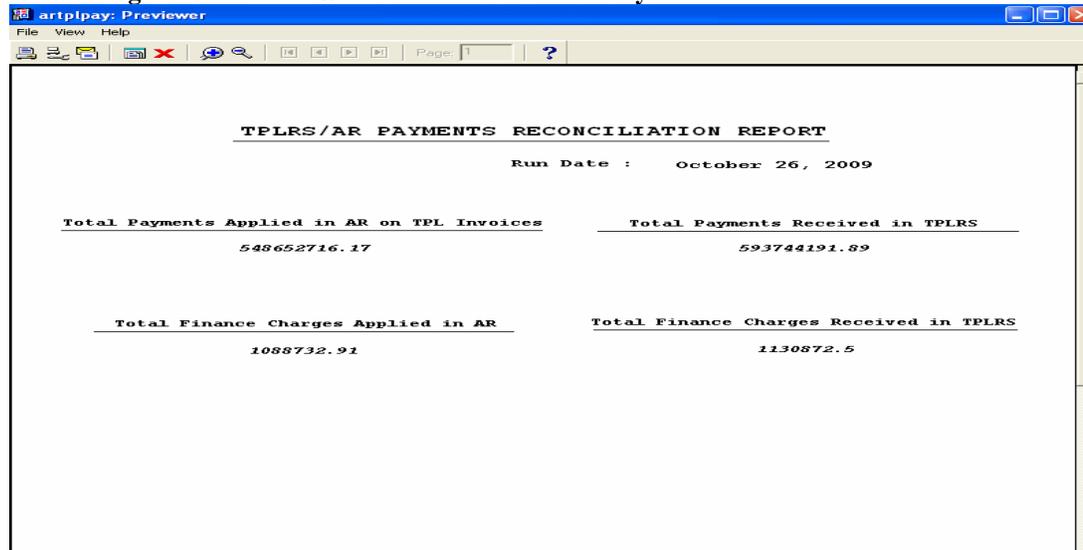
The program opens the Report parameter form.

**Figure 9.36 TPLRS/AR Bal. Reconciliation**



2. Select the destination type and name if applicable.

**Figure 9.37 TPLRS/AR Bal. Reconciliation Layout**



## Running AR to TPL Payment List Report

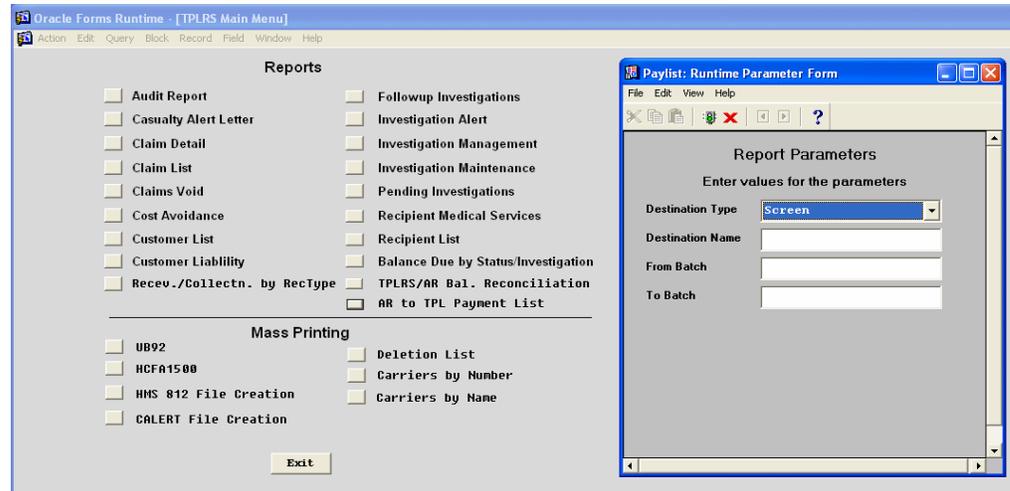
The “AR to TPL Payment List” report is one of the month end report. It lists all the payments that are applied to TPL invoices.

### To navigate to “AR to TPL Payment List” report:

1. At the **Report** menu, select the **AR to TPL Payment List** option.

The program opens the Report parameter form.

**Figure 9.38 AR to TPL Payment List**



2. Select the destination type and name if applicable.
3. Enter the parameters and run.

**Figure 9.39 AR to TPL Payment List Layout**

# Month End Process

# Chapter 10

This chapter describes the processing at month end. It includes two sections

- Actual flow of scanning claims for recipients with third party liability
- Actual flow of purging investigations at month end
- Listing of Month end interface and reports



10/01/2008 to 10/31/2008)

Scan Invoices: S  
Invoice Type: 03  
Insurance Code: (leave blank)

(c) Select “Pharmacy” (Insurance Code = 00040) from the Recovery Type screen and enter the following criteria:

Minimum Tentative Payment: 40.00  
Remit Date Range: <<first day of previous month>>  
To: <<last day of previous month>>  
(Example: If current month is November 2008, enter  
10/01/2008 to 10/31/2008)

Scan Invoices: S  
Invoice Type: (leave blank)  
Insurance Code: 00040

(d) Select “Pharmacy” (Insurance Code = 000459) from the Recovery Type screen and enter the following criteria:

Minimum Tentative Payment: 40.00  
Remit Date Range: <<first day of previous month>>  
To: <<last day of previous month>>  
(Example: If current month is November 2008, enter  
10/01/2008 to 10/31/2008)

Scan Invoices: S  
Invoice Type: (leave blank)  
Insurance Code: 00459

(e) Select “Bypass TPL” from the Recovery Type screen and enter the following criteria:

Minimum Tentative Payment: 500.00  
Remit Date Range: <<first day of previous month>>  
To: <<last day of previous month>>  
(Example: If current month is November 2008, enter  
10/01/2008 to 10/31/2008)

Scan Invoices: S  
Invoice Type: 05  
Insurance Code: 00030

# Purge Flow

Before running the purge routine, you should have the records of the previous month scans on hand with the batch ID for Recovery types HC (Pay/Chase) and HC (Pharmacy). Not all previous month scans are purged.

Flow #	Description	Who/What
1	Go to Investigation Maintenance -> Investigation TPL	TPLRS c/o Robin DuPree (RD)
2	Click on "Inv Purg" button	RD
3	Enter Number of Days to Delete = 0 Enter Investigation Status Type = G Enter Batch id to delete = <<previous month batch>>  Click "Purge" button to preview report	RD
4	Print "Purge Investigation" report	RD
5	Scan report by comparing it to the "Investigation Alert Report" produced for the batch during scan	RD
6	Confirm Purge if everything looks fine otherwise cancel purge	RD
7	Print confirmation message screen.	RD
8	Attach "Confirmation message" screen shot and "Purge Report" to the original scan document	RD
9	Repeat flow 3 for all the rest of the batches	RD
	Comments: The Purge routine is a physical delete from the database.  Type of Recovery: HC (Pay/Chase) HC (Pharmacy)	

## *Month End Interface and Reports*

---

At month end, the system must be locked down to avoid processing problems before running the interface procedure and reports.

This section lists all interface and reports and the order they are run at month end. Details of each program are discussed in the succeeding pages.

- A) AR Interface procedures and report
  - 1. AR to TPL Payments and Report
  - 2. Payment Interface Error
  - 3. TPLRS/AR Balance Reconciliation
- B) Follow up Investigations
  - 1. One for each investigation type
  - 2. One for each analyst
- C) Investigation Management
  - 1. Current Month
  - 2. Fiscal Year
  - 3. Inception to Date
- D) Investigation Maintenance
  - 1. Current Month
  - 2. Fiscal Year
  - 3. Inception to Date
- E) AR to TPL Payment List
- F) Create Alert Letter File to Send to Dixie Green
- G) Deletion File for HMS

# Month End Interface

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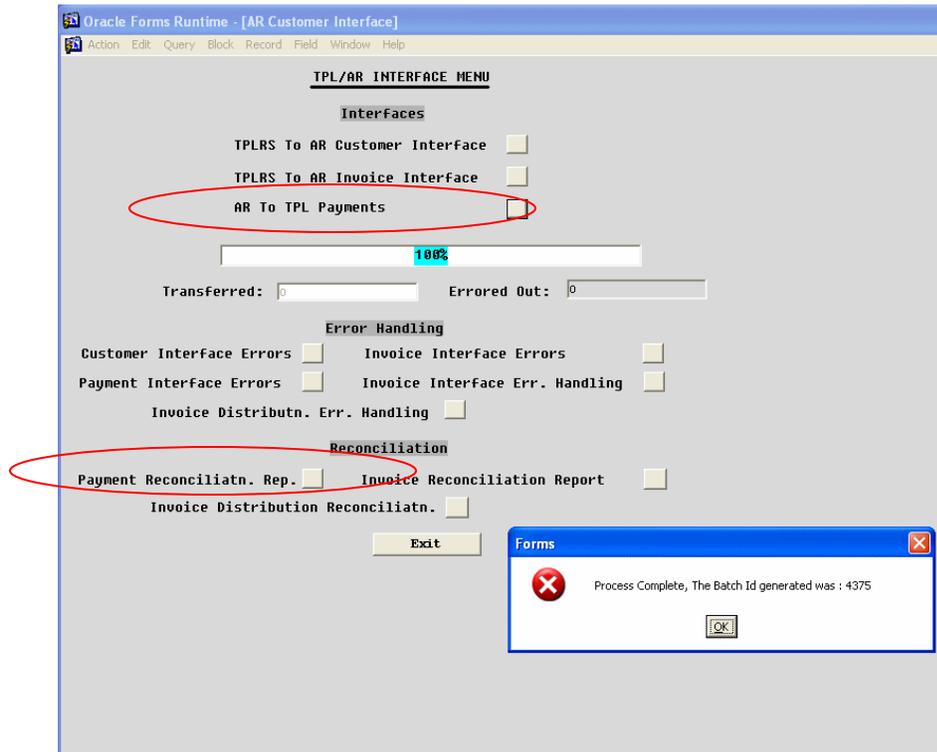
At month end, before running the interface procedures the system must be locked down to avoid processing problems.

## To run the interface procedure:

1. From the **Main Menu**, choose **AR Interface**.

The program opens the TPL/AR Interface menu.

**Figure 10.1 TPL/AR Interface Menu**



2. Click on the menu item **AR to TPL Payments** to process payments and take note of the Batch ID generated.

- Click on the menu item **Payment Interface Errors** under the **Error Handling** section and make sure that there is no error by looking at the report being produced.

**Figure 10.2 Payment Interface Error Report**

Payment Interface Errors

Run Date : 26 OCT 2009 Page No : 1

<u>TPL Invoice No.</u>	<u>Invoice String</u>	<u>Interface Date</u>	<u>Error Message</u>
Total Errors : 0			

- Click on the menu item **Payment Reconciliatn. Rep.** under the **Reconciliation** section by making sure that the left side financial figures are equal to the right side financial figures.

**Figure 10.3 TPLRS/AR Payments Reconciliation Report**

TPLRS/AR PAYMENTS RECONCILIATION REPORT

Run Date : October 26, 2009

<u>Total Payments Applied in AR on TPL Invoices</u> 548652716.17	<u>Total Payments Received in TPLRS</u> 593744191.89
<u>Total Finance Charges Applied in AR</u> 1088732.91	<u>Total Finance Charges Received in TPLRS</u> 1130872.5

# Month End Reports

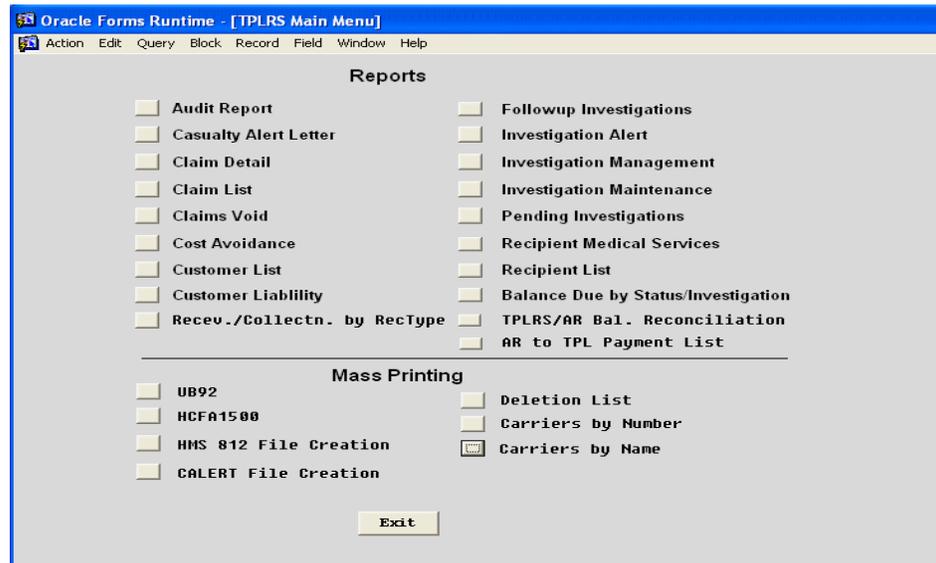
At month end, here are the reports that are being run.

## To run the month end reports:

1. From the **Main Menu**, choose **Mgt Reports/Mass Printing**.

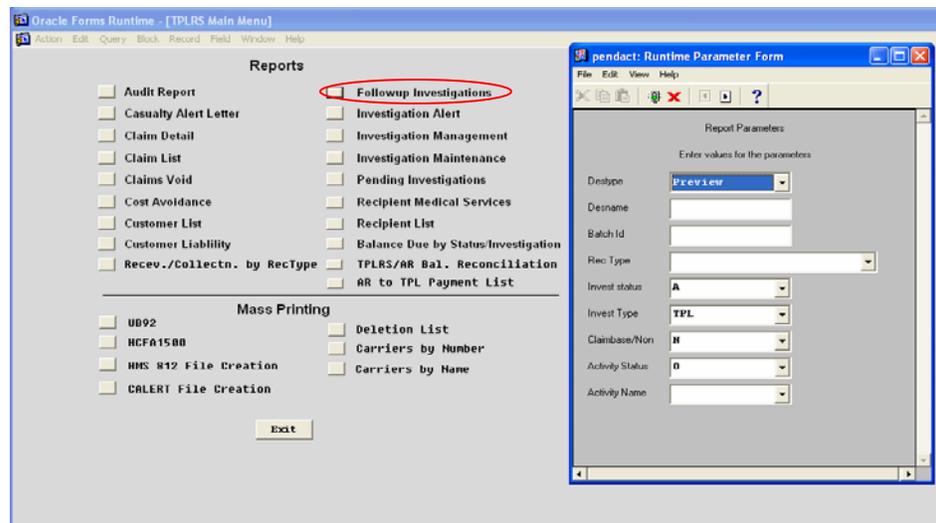
The program opens the reports menu.

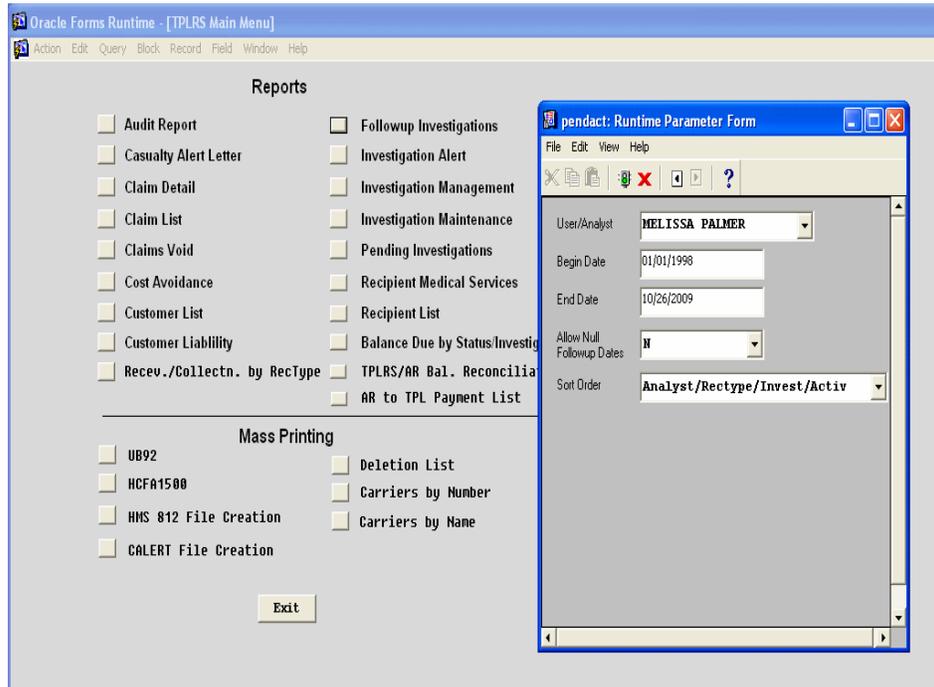
**Figure 10.4 Reports Menu**



2. Click on the menu item **Follow up Investigations** and produce reports for each investigation type and for each analyst.

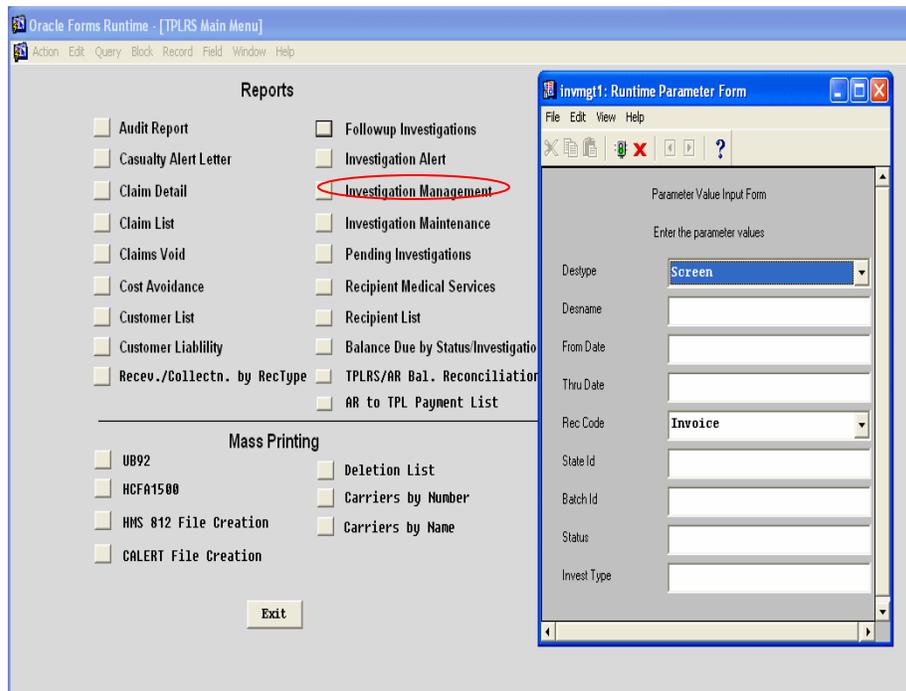
**Figure 10.5 Follow up Investigations Parameters**





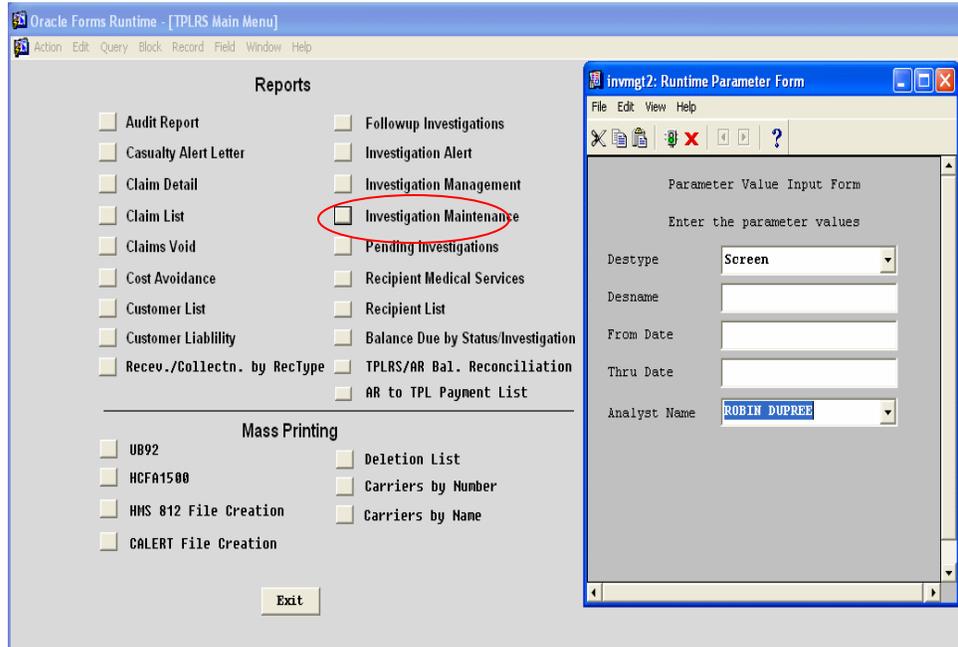
3. Click on the menu item **Investigation Management** and produce reports for the current month, fiscal year, and inception to date.

**Figure 10.6 Investigation Management Parameters**



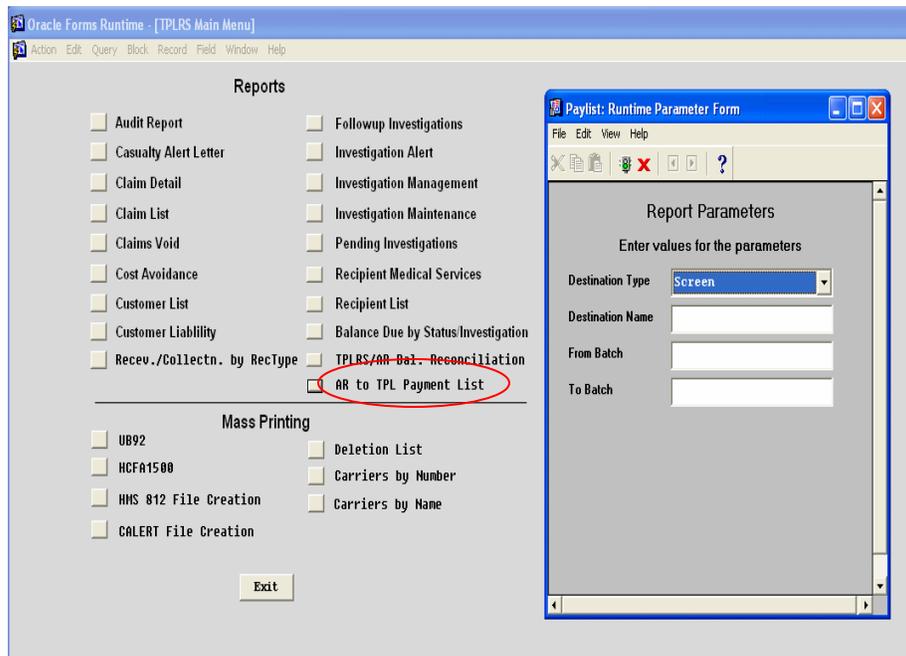
- Click on the menu item **Investigation Maintenance** and produce reports for the current month, fiscal year, and inception to date.

**Figure 10.7 Investigation Maintenance Parameters**



- Click on the menu item **AR to TPL Payment List** and produce reports for the batch generated from the AR Interface.

**Figure 10.8 AR to TPL Payment List**



6. Click on the menu item **CALERT File Creation** and produce the file for the batch generated from the AR Interface. This procedure creates a file of all the letters to be sent to recipient.

**Figure 10.9 CALERT File Creation**



After the processing is complete, the program displays the Total Records to be Processed, the number of Records Processed, and the number of Records Written to File.

The user running this process must enter the path and file name. Only Casualty Alert investigation types are to be processed. The user must name the file with this convention:  
Alert Letter <<batch id>><<month>><<year>>

After the file is produced, it will be emailed to Daryll Helms (Works in Programs Operations on 12th Floor / employee DMAS)

7. Click on the menu item **Deletion List** and produce the file from TPLRS to be sent out to HMS.

The file consists of cases that are actively working on by TPLRS and lets HMS know not to do any duplicate recovery.

**Figure 10.10 Deletion List File Creation**

