

# Department of Defense Form 2570 (DD 2570) Reporting

Presented by  
DHA UBO Program Office Contract Support

17 November 2020 0800 – 0900 EDT  
19 November 2020 1400 – 1500 EDT

For entry into the webinar, log into: [http://federaladvisory.adobeconnect.com/ubo\\_webinar](http://federaladvisory.adobeconnect.com/ubo_webinar).

**Enter as a guest with your full name and Service affiliation for Service and DHA attendance verification.**

**Instructions for CEU credit are at the end of this presentation.**

*View and listen to the webinar through your computer or Web-enabled mobile device. Note: The DHA UBO Program Office is not responsible for and does not reimburse any airtime, data, roaming or other charges for mobile, wireless and any other internet connections and use.*

*If you need technical assistance with this webinar, contact us at [webmeeting@federaladvisory.com](mailto:webmeeting@federaladvisory.com).*

*You may submit a question or request technical assistance at any during a live broadcast time by entering it into the "Question" field of Adobe Connect.*

- What is the Department of Defense Form 2570 (DD 2570)?
- What is the importance of DD 2570 Reporting?
- Elements of the DD 2570 report
- Extraction of DD 2570 data
- Uniform Business Office (UBO) Metrics Report Website
- Historical Data Collection
- Common Mistakes
- DD 2570 Resources

- The DD Form 2570, “Third Party Collection Program (TPCP) – Report on Program Results”
  - MTFs use the DD 2570 to report claims and collection data for their TPCP to the Defense Health Agency (DHA) UBO
  - The DD 2570 is cumulative and includes data from prior years
  - The DD 2570 summarizes adjustment transactions based upon the Fiscal Year (FY)
  - MTFs must complete a DD 2570 on the first working day after the end of each quarter
- <http://www.dtic.mil/whs/directives/forms/eforms/dd2570.pdf>



<b>THIRD PARTY COLLECTION PROGRAM - REPORT ON PROGRAM RESULTS</b>		SEGMENT REPORTED ( <i>X one</i> ) <input type="checkbox"/> INPATIENT <input type="checkbox"/> OUTPATIENT		REPORT CONTROL SYMBOL DD-HA(Q)1986	
1. QUARTER ENDING (YYYYMM)		2. REPORTING MEDICAL TREATMENT FACILITY (MTF)		3. DEFENSE MEDICAL INFORMATION SYSTEM (DMIS) ID NO.	
<b>PART I</b>					
4. REPORTING PERIOD ( <i>See Note 1</i> )					
FISCAL YEAR (FY) (1)	NO. OF NON-ACTIVE DUTY INPATIENT DISPOSITIONS/VISITS (2)	NO. OF CLAIMS (3)	NO. OF COLLECTIONS (4)	NO. CLAIMS DIVIDED BY DISPOSITIONS/VISITS (%) (5)	TOTAL \$ AMOUNT BILLED/CHARGES (6)
a. CURRENT FY					
PRIOR YEAR (PY)					
b. PY 1					
c. PY 2					
	\$ ADJUSTMENTS AND REFUNDS ( <i>See Note 2</i> ) (7)	\$ AMOUNT COLLECTED PY 2 (8)	\$ AMOUNT COLLECTED PY 1 (9)	\$ AMOUNT COLLECTED CURRENT FY (10)	\$ AMOUNT REMAINING UNCOLLECTED ( <i>See Note 3</i> ) (6)-[(7)+(8)+(9)+(10)] (11)
a. CURRENT FY					
b. PY 1					
c. PY 2					
REASON CODES	5. DISTRIBUTION OF REMAINING UNCOLLECTED AMOUNTS		6. UNCOLLECTED AMOUNTS SUBDIVIDED BY FY (\$) ( <i>See Notes 1 and 4</i> )		
			a. FY	b. FY	c. FY
1	OPEN CLAIMS ( <i>Requires additional follow-up action by Medical Treatment Facility for resolution</i> )				
2	TRANSFERRED TO EXTERNAL AGENT ( <i>e.g., JAG</i> ) ( <i>Excluding Third Party Liability Cases</i> )				
<b>REASON CODES 3-7. THIRD PARTY REDUCED / DENIED PAYMENT FOR INVALID REASONS (<i>Requires additional debt collection/legal action</i>)</b>					
3	MTF NOT A PARTICIPATING HOSPITAL				
4	PLAN EXCLUDES MILITARY HOSPITALS OR BENEFICIARIES				
5	PATIENT HAD NO OBLIGATION TO PAY				
6	INSURER PAID PATIENT DIRECTLY				
7	OTHER ( <i>Explain</i> )				
<b>TOTAL OF ALL OPEN CLAIMS (<i>Reason Codes 1 through 7</i>)</b>					



<b>TOTAL OF ALL OPEN CLAIMS</b> (Reason Codes 1 through 7)				
<b>REASON CODES 8-16. CLOSED CLAIMS. THIRD PARTY PAID IN FULL OR REDUCED/DENIED PAYMENTS</b> (No further action required because unpaid amount is not a valid claim)				
<b>8</b>	AMOUNT OF COVERAGE (i.e. plan pays less than 100%)			
<b>9</b>	PATIENT NOT COVERED, CARE PROVIDED NOT COVERED, OR POLICY EXPIRED			
<b>10</b>	CHAMPUS AND/OR INCOME SUPPLEMENTAL PLANS			
<b>11</b>	MEDICARE SUPPLEMENTAL PLANS			
<b>12</b>	HEALTH MAINTENANCE ORGANIZATION (HMO) (i.e. nonemergency out-of-plan care not covered)			
<b>13</b>	MTF DID NOT COMPLY WITH UTILIZATION REVIEW PROCEDURES (i.e. pre-admission screening, concurrent review, second surgical opinions, etc.)			
<b>14</b>	REFUNDS			
<b>15</b>	PATIENT COPAYS AND DEDUCTIBLES			
<b>16</b>	OTHER (Explain) (Example - third party provided lower prevailing rate vs. amount billed)			
<b>TOTAL OF ALL CLOSED CLAIMS</b> (Reason Codes 8 through 16)				
<b>NOTES:</b>				
<ol style="list-style-type: none"> <li>1. All activity for amounts claimed and collected shall be reported in the fiscal year that the services were rendered (i.e. care provided in FY 1989 will be reported as an FY 1989 claim and collection, regardless of the year payment is received). This requires cut-off billing for all inpatients at fiscal year end.</li> <li>2. Amounts reported in Part I, Column (7) for each fiscal year shall equal the subtotal for Reason Codes 8-16 in Part II, for the respective fiscal years.</li> <li>3. Amounts reported in Part I, Column (11) for each fiscal year shall equal the subtotal for Reason Codes 1-7 in Part II, for the respective fiscal years.</li> <li>4. Each quarterly report shall be cumulative for the current and two prior fiscal years.</li> </ol>				

- Provides MTFs with real-time data to measure itself in relation to its peers and competitors
- Allows data to be used in calculating Key Performance Indicators (KPIs)
  - KPIs are established benchmarks used to determine how an organization compares to similarly situated organizations
- Reports are immediately available to management upon submission, and allow all levels of the UBO to benchmark, trend, and compare individual MTFs, regions, Services, or the DHA Markets—by time period
  - Reports are briefed to the DHA UBO Program Office (PO), the DHA UBO Advisory Working Group (AWG), and to the DHA executive level, such as the Resource Decision Board

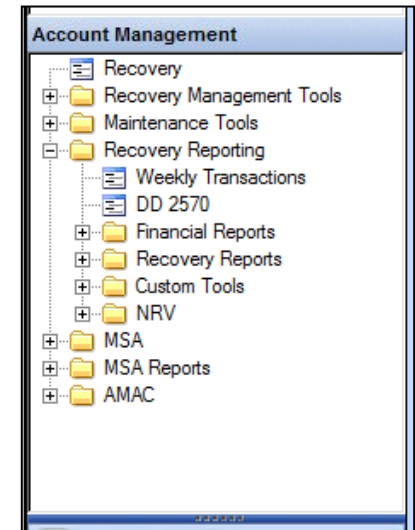
- The following data elements are reported on the DD 2570
  - Number of Inpatient Dispositions & Outpatient Visits
  - Number of claims
  - Number of collections
  - Dollar amount billed
  - Dollar amount collected
  - Dollar amount of adjustments and refunds
  - Dollar amount remaining uncollected

- ABACUS Menu Path: Claims and Collection Data

Account Management > Recovery Reporting > DD 2570

- Includes all DD 2570 data elements except Inpatient Dispositions and Outpatient Visits

- Select FY, Quarter, DMIS ID, and Line of Business (LOB)
- For Q4 data, select ALL from the dropdown
- TPC1-IN = Inpatient Data
- TPC2-OUT = Outpatient Data
- Select Generate Report





- Composite Health Care System (CHCS): Outpatient Visits
  - Use the Workload Assignment Module (WAM) to obtain the number of Non-Active Duty (NAD) Outpatient Visits
  - WAM > Select 2 – Division > Select 1 - SAS # > Enter Month > Look for Outpatient Visit data by MEPRS code
- MHS Mart (M2): Outpatient Visits
  - Health Care Services > Direct Care > CAPER > CAPER Detail

Result Objects

FY  
  FM  
  Tmt DMIS ID  
  Ben Cat Common  
  Compliance Status  
  Appointment Status Code  
  MEPRS4 Code  
 MEPRS4 Code Description  
 Encounters

---

Query Filters

FY In list   2016  
  FM In list   9;2;3;12;11;10;1;8;5;6;7;4  
 And  
 Tmt DMIS ID In list   0067  
 Ben Cat Common Not in list   4  
 Compliance Status In list   R  
 Appointment Status Code Not in list   7

- CHCS: Inpatient Dispositions
  - Medical Services Account (MSA) Menu Path: IFM\QRP\PRR\current quarter
- M2: Inpatient Dispositions
  - Health Care Services > Direct Care > SIDR > SIDR Detail

The screenshot shows a software interface with two main sections: 'Result Objects' and 'Query Filters'.

**Result Objects:** A row of six buttons: 'FY', 'FM', 'Tmt DMIS ID', 'Ben Cat Common', 'Compliance Status', and 'Dispositions'. The 'Dispositions' button is highlighted with a yellow background.

**Query Filters:** A section containing five filter criteria, each with a dropdown menu and a text input field. The filters are:

- FY In list: 2016
- FM In list: 1;8;11;4;10;5;6;7;2;3;9;12
- Tmt DMIS ID In list: 0067
- Ben Cat Common Not in list: 4
- Compliance Status In list: R

The word 'And' is positioned to the left of the filter criteria, indicating that all filters must be satisfied.

- Once you are ready to enter your data, access the DHA UBO Metrics Report Website at <https://ubometrics.org/>
- Enter Username and Password
- **If a user forgets his/her password, utilize the “Forgot Your Password?” link below the password field**
- Contact the [UBO.Helpdesk@IntellectSolutions.com](mailto:UBO.Helpdesk@IntellectSolutions.com) for additional help with access



**UBO** Defense Health Agency  
Uniform Business Office

**Metrics Report**

User ID:

Password:

[\[Forgot your Password?\]](#)



# What is the DHA UBO Metrics Report Website?

- The DHA UBO Metrics Report Website is a web-based data repository that MTF UBOs use to electronically self report and validate DD 2570 data
- Facilitates the capturing, consolidating, validating, and reporting of DD 2570 TPCP results
- UBO Metrics Report data is used for monitoring performance, tracking trends over time, and setting annual TPCP Goals
- ABACUS and CHCS can output the DD 2570 data for Outpatient and Inpatient encounters (see slides 8-10)

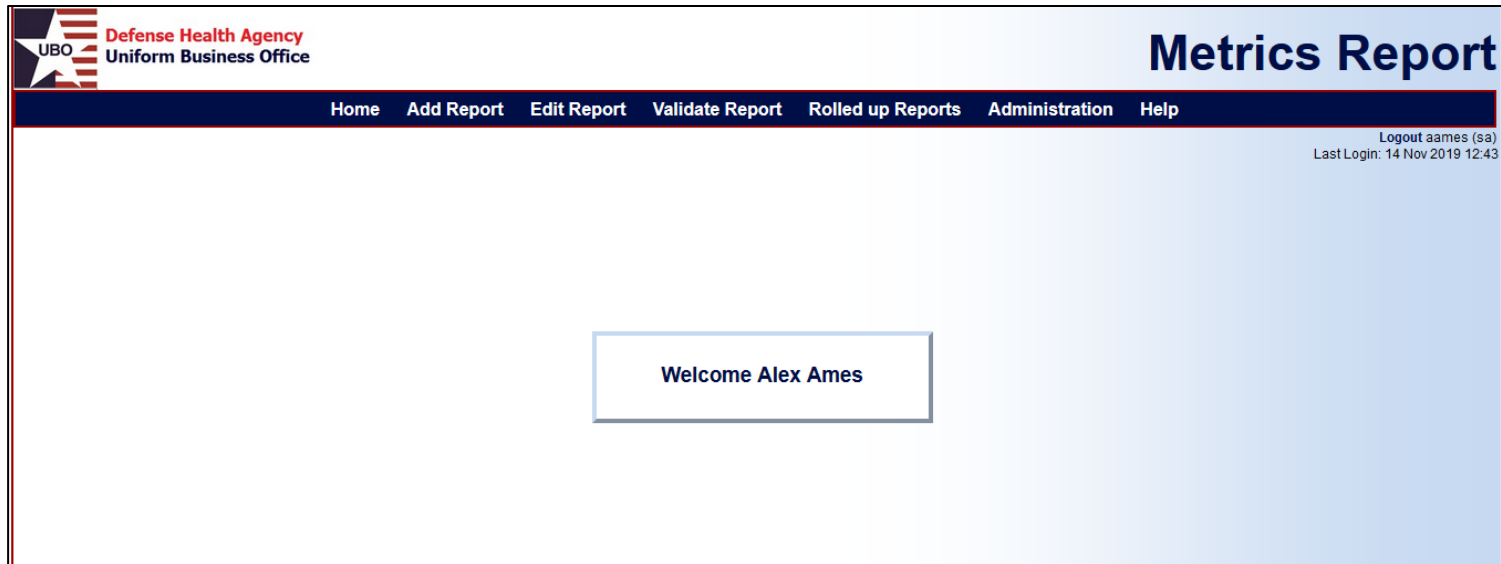


- Users who enter DD 2570 data into the DHA UBO Metrics Report Website need to have approved user accounts in order to access the site
- Accounts can only be created by request of a Service or DHA manager or a Regional representative
- To get access, contact your Service or DHA representative for Metrics Report access with the following information:
  - Full name of individual requesting access
  - Commercial telephone number
  - Valid “@mail.mil” e-mail address
  - Duty title
  - Facility
  - DMIS ID

- MTF UBO staff are responsible for collecting and reporting TPCP metrics data quarterly
- Each MTF must have a primary responsible staff person and should have at least one alternate
- Responsibilities vary for different types of users:
  - MTF-level Users - Data Entry
  - Regional Users - Data Validation
  - Service and DHA UBO Managers - Data Validation
- Reports must be validated by either the Regional representative or the Service/DHA UBO Manager in order to be considered complete. It is possible for both to validate a report but that is not required
- You need to know what level of user you are in order to understand your duties and responsibilities
- If you believe that you have been assigned the wrong user level, you can contact the [UBO.Helpdesk@IntellectSolutions.com](mailto:UBO.Helpdesk@IntellectSolutions.com) for assistance

- MTF-level Users
  - Only have access to reports for their MTF
  - Must retrieve data from ABACUS and CHCS
  - Responsible for accurately entering data into DHA UBO Metrics Report Website
- Regional-level Users
  - Have access to reports from all MTFs in assigned region
  - Can review this data once it is submitted and can validate data
- Service and DHA-level Users
  - Have access to reports from all MTFs in their service area (or DHA)
  - Can review this data once it is submitted and can validate data

- After logging in to the DHA UBO Metrics Report Website you are taken to a welcome page with pull down menu options
- Use the menu options at the top of the page to navigate to the appropriate section
- Return to this home page at any time by clicking “Home” on the top menu



The screenshot shows the home page of the DHA UBO Metrics Report Website. The page has a light blue background. In the top left corner, there is a logo for the Defense Health Agency Uniform Business Office (UBO). To the right of the logo, the text "Defense Health Agency" is in red and "Uniform Business Office" is in black. In the top right corner, the text "Metrics Report" is displayed in a large, bold, dark blue font. Below the logo and text, there is a dark blue navigation bar with white text for the following menu items: Home, Add Report, Edit Report, Validate Report, Rolled up Reports, Administration, and Help. In the top right corner of the page, there is a small text area that says "Logout aames (sa)" and "Last Login: 14 Nov 2019 12:43". In the center of the page, there is a white rectangular box with a thin blue border containing the text "Welcome Alex Ames".



- Select “Add Report” from the menu bar at the top of the page to enter new quarterly data
- If you have already started entering data and need to finish it, click on “Edit Report” instead
- You must select your MTF from the “Facility” dropdown menu
- Each user will only be able to enter data for their own facility
  - If a user cannot access their MTF from this menu, contact [UBO.Helpdesk@IntellectSolutions.com](mailto:UBO.Helpdesk@IntellectSolutions.com)

Add Report Selection Criteria					
User:	Jesse Snyder - Administrator access				
Choose/Verify Branch, Region, and Facility; Specify the Report Type, Fiscal Year, and Quarter; Then click the 'Add' button to create a new report.					
Branch	ALL ▾	Region	ALL ▾		
Facility	0067   Walter Reed National Military Medical Center ▾				
Report	Inpatient ▾	Fiscal Year	2018 ▾	Quarter	First ▾
					Add

- After selecting your MTF from the “Facility” Menu select the appropriate Report Type (Inpatient or Outpatient), FY, and Quarter
- Click on “Add” in order to create the report and start entering data

Add Report Selection Criteria					
User:	Jesse Snyder - Administrator access				
Choose/Verify Branch, Region, and Facility; Specify the Report Type, Fiscal Year, and Quarter; Then click the 'Add' button to create a new report.					
Branch	ALL	Region	ALL		
Facility	0067   Walter Reed National Military Medical Center				
Report	Inpatient	Fiscal Year	2018	Quarter	First
					Add

- If a report already exists for the same time period, facility, and report type you will be given a warning message and you will not be allowed to add a duplicate version

Selected report already been created.

Select 'View Report' button to view selected report.

- After clicking on “Add” you will be given a page with a summary of your basic information and a series of boxes to enter your DD 2570 data

Report View			
<b>User:</b>	Jesse Snyder - Administrator access		
<b>Current Step - Summary Section</b>			
<b>Branch</b>	NCR MD	<b>Region</b>	NCR MD
<b>Facility</b>	0067   Walter Reed National Military Medical Center		
<b>Report</b>	Inpatient	<b>Fiscal Year</b>	2018
		<b>Quarter</b>	First
Summary			
Field Description	CFY	PY 1	PY 2
Cumulative Non-Active Duty Dispositions/Visits	0	0	0
No. of Claims	0	0	0
No. of Collections	0	0	0
Dollar Amount Billed	\$0.00	\$0.00	\$0.00
Adjustments and Refunds	\$0.00	\$0.00	\$0.00
Amount Collected in PY2			\$0.00
Amount Collected in PY1		\$0.00	\$0.00
Amount Collected Current FY	\$0.00	\$0.00	\$0.00
Amount Remaining Uncollected	\$0.00	\$0.00	\$0.00
<a href="#">Create</a>			

Open Claims				
Code	Field Description	CFY	PY 1	PY 2
1	Open Claims	\$0.00	\$0.00	\$0.00
2	Transferred to External Agent	\$0.00	\$0.00	\$0.00
3	MTF Not a Participating Hospital	\$0.00	\$0.00	\$0.00
4	Plan Excludes Military Hospitals or Beneficiaries	\$0.00	\$0.00	\$0.00
5	Patient Had No Obligation to Pay	\$0.00	\$0.00	\$0.00
6	Insurer Paid Patient Directly	\$0.00	\$0.00	\$0.00
7	Other ( <input type="text"/> )	\$0.00	\$0.00	\$0.00

Closed Claims				
Code	Field Description	CFY	PY 1	PY 2
8	Amount of Coverage	\$0.00	\$0.00	\$0.00
9	Patient Not Covered, Care Provided Not Covered, or Policy Expired	\$0.00	\$0.00	\$0.00
10	TRICARE and/or Income Supplemental Plans	\$0.00	\$0.00	\$0.00
11	Medicare Supplemental Plans	\$0.00	\$0.00	\$0.00
12	HMO/PPO	\$0.00	\$0.00	\$0.00
13	MTF Did Not Comply with Utilization Review Procedures	\$0.00	\$0.00	\$0.00
14	Refunds	\$0.00	\$0.00	\$0.00
15	Patient Copays and Deductibles	\$0.00	\$0.00	\$0.00
16	Other ( <input type="text"/> )	\$0.00	\$0.00	\$0.00
17	Other ( <input type="text"/> )	\$0.00	\$0.00	\$0.00

- The data entry screen consists of three sections: Summary, Open Claims and Closed Claims
- The user enters the data output from ABACUS and CHCS for the current quarter as well as the two prior fiscal years
- After completing a section, click on the “Create” button to save your work
- You can still make changes afterwards as the report is only locked after it has been validated
- If you need to return to a report, use the “Edit Report” option in the top menu



## ABACUS DD 2570

Part I				
Description	Reporting Period			
	Fiscal Year	Previous Year 1	Previous Year 2	Previous Year 3
Number of Claims (lines)	130,864	129,918	139,982	142,772
Number of Collections (lines)	28,868	55,288	57,484	67,558
Total Dollar Amount Billed	\$18,870,256.30	\$15,093,603.16	\$14,489,273.64	\$14,869,978.10
Adjustments and Refunds	\$1,947,973.28	\$3,135,286.76	\$3,812,814.29	\$7,976,397.58
Amount Collected PY 3	\$0.00	\$0.00	\$0.00	\$3,350,175.66
Amount Collected PY 2	\$0.00	\$0.00	\$3,218,452.31	\$1,449,912.03
Amount Collected PY 1	\$0.00	\$3,061,399.67	\$1,252,243.22	\$98,260.76
Amount Collected Current FY	\$1,988,791.58	\$1,488,481.49	\$29,725.82	\$610.41
Amount Remaining Uncollected	\$14,933,491.44	\$7,408,435.24	\$6,176,038.00	\$1,994,621.66

Summary			
Field Description	CFY	PY 1	PY 2
Cumulative Non-Active Duty Dispositions/Msits	0	0	0
No. of Claims	0	0	0
No. of Collections	0	0	0
Dollar Amount Billed	\$0.00	\$0.00	\$0.00
Adjustments and Refunds	\$0.00	\$0.00	\$0.00
Amount Collected in PY2			\$0.00
Amount Collected in PY1		\$0.00	\$0.00
Amount Collected Current FY	\$0.00	\$0.00	\$0.00
Amount Remaining Uncollected	\$0.00	\$0.00	\$0.00



## ABACUS DD 2570

Part II					
Reason	Description	Uncollected Amounts Subdivided by Fiscal Year (FY)			
		Fiscal Year	Previous Year 1	Previous Year 2	Previous Year 3
U01	OPEN CLAIMS	\$14,933,491.44	\$7,408,435.24	\$6,175,955.85	\$1,994,530.83
U02	TRANSFERRED TO DFAS	\$0.00	\$0.00	\$0.00	\$0.00
U03	TRANSFER TO CRS	\$0.00	\$0.00	\$0.00	\$0.00
U06	TRANSFER TO JAG	\$0.00	\$0.00	\$82.15	\$79.33
U07	OTHER	\$0.00	\$0.00	\$0.00	\$11.50
<b>Total of All Open Claims:</b>		<b>\$14,933,491.44</b>	<b>\$7,408,435.24</b>	<b>\$6,176,038.00</b>	<b>\$1,994,621.66</b>

Open Claims				
Code	Field Description	CFY	PY 1	PY 2
1	Open Claims	\$0.00	\$0.00	\$0.00
2	Transferred to External Agent	\$0.00	\$0.00	\$0.00
3	MTF Not a Participating Hospital	\$0.00	\$0.00	\$0.00
4	Plan Excludes Military Hospitals or Beneficiaries	\$0.00	\$0.00	\$0.00
5	Patient Had No Obligation to Pay	\$0.00	\$0.00	\$0.00
6	Insurer Paid Patient Directly	\$0.00	\$0.00	\$0.00
7	Other ( )	\$0.00	\$0.00	\$0.00

## ABACUS DD 2570

Part III					
Reason	Description	Closed Claim Amounts Subdivided by Fiscal Year (FY)			
		Fiscal Year	Previous Year 1	Previous Year 2	Previous Year 3
08	AMT OF COVERAGE (PLAN PAYS < 100%)	\$1,207,509.72	\$1,441,093.87	\$1,245,860.46	\$1,364,739.16
09	NOT COVERED	\$125,280.77	\$407,394.33	\$618,513.05	\$706,467.12
10	CHAMPUS/TRICARE ONLY	\$390.87	\$1,704.33	\$4,193.01	\$3,896.21
11	MEDICARE SUPPLEMENT PLANS	\$3,315.14	\$386,519.56	\$639,473.43	\$655,917.50
12	HMO PLANS	\$14,346.37	\$5,955.51	\$36,886.14	\$87,325.55
13	MTF DIDN'T COMPLY W/UTIL REVIEW	\$1,700.95	\$5,657.60	\$19,203.08	\$15,759.99
15	CO-PAY/DEDUCTIBLE	\$512,749.69	\$805,982.90	\$844,779.34	\$946,707.56
16	OTHER	\$75.07	\$238.67	\$7,945.55	\$84,976.03
17	OTHER - BILLED IN ERROR	\$22,707.71	\$33,607.31	\$28,172.85	\$71,140.51
18	TERMED/CANCEL POLICY	\$53,522.39	\$31,046.78	\$7,211.79	\$7,931.87
19	NO PAY= DAYS SUPPLY	\$1,049.25	\$1,036.55	\$5,729.49	\$3,358,270.61
20	ROUTINE SERVICE/NON COVERED SERVICE	\$0.00	\$845.65	\$3,606.38	\$12,425.17
21	NO RX COVERAGE, NON PAR RX	\$1,694.76	\$1,181.95	\$2,813.54	\$128,810.40
22	TOO LATE TO BILL	\$3,630.59	\$13,021.75	\$348,526.18	\$527,949.85
50	MAC WRITE OFF	\$0.00	\$0.00	\$0.00	\$4,080.05
<b>Total of All Closed Claims:</b>		<b>\$1,947,973.28</b>	<b>\$3,135,286.76</b>	<b>\$3,812,814.29</b>	<b>\$7,976,397.58</b>

Closed Claims				
Code	Field Description	CFY	PY 1	PY 2
8	Amount of Coverage	\$0.00	\$0.00	\$0.00
9	Patient Not Covered, Care Provided Not Covered, or Policy Expired	\$0.00	\$0.00	\$0.00
10	TRICARE and/or Income Supplemental Plans	\$0.00	\$0.00	\$0.00
11	Medicare Supplemental Plans	\$0.00	\$0.00	\$0.00
12	HMO/PPO	\$0.00	\$0.00	\$0.00
13	MTF Did Not Comply with Utilization Review Procedures	\$0.00	\$0.00	\$0.00
14	Refunds	\$0.00	\$0.00	\$0.00
15	Patient Copays and Deductibles	\$0.00	\$0.00	\$0.00
16	Other ( <input type="text"/> )	\$0.00	\$0.00	\$0.00
17	Other ( <input type="text"/> )	\$0.00	\$0.00	\$0.00



- Both the Open Claims and the Closed Claims sections include extra data entry boxes for “Other” items
- There is one “Other” box for Open Claims, and two for Closed Claims, but sometimes users have more additional items to add than the number of boxes
- In this case, add up the total amounts of all of the remaining “Other” categories and enter the combined total into a single “Other” box on the website
  - For example, the too late to bill description from the DD 2570 would be added into the Other category on the DHA UBO Metrics Report Website

- After entering data in each section and clicking “Create” the DHA UBO Metrics Report Website will check your input for basic errors
  - For example, the values in the open “Open Claims” must add up to the same amount as the “Amount Remaining Uncollected” line in the “Summary” section
  - If there are errors in your report, the DHA UBO Metrics Report Website will notify you of the specific problems before allowing you to submit your report
- Once all data has been entered and you have verified that it is correct click on “Submit”
- Once you have submitted your data, your Regional representative or Service or DHA representative will have the ability to review your data and to validate your report if everything is correct
  - If not correct, the Regional representative or Service or DHA representative must work with the MTF-level user to make corrections

- If you are a Regional or Service or DHA-level user of the DHA UBO Metrics Report Website, your primary responsibility is to review and validate data reported by MTFs
- In order to review and validate reports, click on “Validate Report” on the menu bar at the top of the page



- The next screen allows you to select.

### Validate Report Selection Criteria

**User:** Jesse Snyder - Administrator access

**Branch:** ALL **Region:** ALL

**Facility:** ALL

**Report:** ALL **Fiscal Year:** ALL **Quarter:** ALL **Validated:** Any Status Export To CSV

Select	DMIS ID	Facility Name	Fiscal Year	Report Type	Validate Service/Region	Status
<a href="#">View</a>	0001	Redstone Arsenal (Fox Army Health Clinic)	Fourth Quarter 2016	Outpatient	☑ ☑	Validated
<a href="#">View</a>	0003	Ft. Rucker (Lyster Army Health Clinic)	Fourth Quarter 2016	Outpatient	☑ ☑	Validated
<a href="#">View</a>	0004	Maxwell AFB (42nd Medical Group)	Fourth Quarter 2016	Outpatient	☐ ☐	Completed

- When you enter the “Validate Report” section you will be shown a selection criteria section that allows you to narrow down the list of MTFs that are listed
- The selected MTFs are listed on the page along with information about the status of the report and a link to the details of each report

### Validate Report Selection Criteria

**User:** Jesse Snyder - Administrator access

**Branch:** ALL **Region:** ALL

**Facility:** ALL

**Report:** ALL **Fiscal Year:** ALL **Quarter:** ALL **Validated:** Any Status Export To CSV

Select	DMIS ID	Facility Name	Fiscal Year	Report Type	Validate Service/Region	Status
<a href="#">View</a>	0001	Redstone Arsenal (Fox Army Health Clinic)	Fourth Quarter 2016	Outpatient	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Validated
<a href="#">View</a>	0003	Ft. Rucker (Lyster Army Health Clinic)	Fourth Quarter 2016	Outpatient	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Validated
<a href="#">View</a>	0004	Maxwell AFB (42nd Medical Group)	Fourth Quarter 2016	Outpatient	<input type="checkbox"/> <input type="checkbox"/>	Completed

- If an MTF user has completed and submitted a report to his or her Region or Service manager for review and validation, the status is “Completed”
- Once a report is listed as “Completed”, the Regional or Service/DHA level user can review and validate the data by clicking on “View.”
  - If you are reviewing a report and notice a problem, contact the staff member at the MTF who is responsible for reporting and work with them to make corrections

### Validate Report Selection Criteria

**User:** Jesse Snyder - Administrator access

**Branch:** ALL **Region:** ALL

**Facility:** ALL

**Report:** ALL **Fiscal Year:** ALL **Quarter:** ALL **Validated:** Any Status [Export To CSV](#)

Select	DMIS ID	Facility Name	Fiscal Year	Report Type	Validate Service/Region	Status
<a href="#">View</a>	0001	Redstone Arsenal (Fox Army Health Clinic)	Fourth Quarter 2016	Outpatient	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Validated
<a href="#">View</a>	0003	Ft. Rucker (Lyster Army Health Clinic)	Fourth Quarter 2016	Outpatient	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Validated
<a href="#">View</a>	0004	Maxwell AFB (42nd Medical Group)	Fourth Quarter 2016	Outpatient	<input type="checkbox"/> <input type="checkbox"/>	Completed

- In order to validate a report, check the box under either Service or Region (depending on whether you are a Service or DHA UBO manager or a regional user)
- Once you have checked the boxes for all reports that you are responsible for validating, click the “Validate Data” button on the bottom of the screen and the report will be validated
- The validated data from all MTFs will be compiled into a new quarterly TPCP report

### Validate Report Selection Criteria

**User:** Jesse Snyder - Administrator access

**Branch:** ALL **Region:** ALL

**Facility:** ALL

**Report:** ALL **Fiscal Year:** ALL **Quarter:** ALL **Validated:** Any Status Export To CSV

Select	DMIS ID	Facility Name	Fiscal Year	Report Type	Validate Service/Region	Status
<a href="#">View</a>	0001	Redstone Arsenal (Fox Army Health Clinic)	Fourth Quarter 2016	Outpatient	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Validated
<a href="#">View</a>	0003	Ft. Rucker (Lyster Army Health Clinic)	Fourth Quarter 2016	Outpatient	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/>	Validated
<a href="#">View</a>	0004	Maxwell AFB (42nd Medical Group)	Fourth Quarter 2016	Outpatient	<input type="checkbox"/> <input type="checkbox"/>	Completed


- Once data for each MTF has been entered and validated in the DHA UBO Metrics Report Website, it is reviewed by the DHA UBO Program Office and then approved for reporting to the UBO AWG, and DoD and Service/DHA leadership
- After approval, the data becomes available in a read-only format in the “Rolled up Reports” section of the DHA UBO Metrics Report Website.
- Additionally, two quarterly reports are generated as Microsoft Excel<sup>®</sup> files:
  - Collections Summary
  - All Measures Report
- These reports include MTF-level data as well as Service and DHA-level aggregate data
- Both reports are available for download at <http://www.health.mil/Military-Health-Topics/Business-Support/Uniform-Business-Office/Performance-Measurements>

- The quarterly Collections Summary includes MTF and Service/DHA-level metrics data for selected metrics that are especially relevant to understanding TPCP activity (see slide 37)
- The report includes data for the previous 5 years during the same quarter for comparison
- This report contains less detail than the All Measures Report but it is easier to understand
- The report includes MTF self reported metrics such as “amount collected” and “amount billed” as well as metrics calculated by DHA such as “collected to claims ratio” and “claims per disposition or visit”



- Two new drop downs will be added to reflect the transition of an MTF to DHA:
  - 1) Current Service
    - DHA option will be assigned only to MTFs within markets that have stood up
  - 2) Current Region will reflect the assigned market
- MTF reports can be still be filtered by their historic service and region

Rolled Up MTF Third Party Collections					
<b>User:</b>	Jesse Snyder - Administrator access				
<b>Current Service</b>	ALL ▾	<b>Current Region</b>	ALL ▾		
<b>Historic Service</b>	ALL ▾	<b>Historic Region</b>	ALL ▾		
<b>Facility</b>	ALL ▾				
<b>Report</b>	ALL ▾	<b>Fiscal Year</b>	2020 ▾	<b>Quarter</b>	Fourth ▾



**Defense Health Agency**  
Uniform Business Office

## Metrics Report

[Home](#) [Add Report](#) [Edit Report](#) [Validate Report](#) [Rolled up Reports](#) [Administration](#) [Help](#)

Logout |snyder (sa)

Add Report Selection Criteria

User: Jesse Snyder - Administrator access

Choose/Verify Current Service, Current Region, and Facility; Specify the Report Type, Fiscal Year, and Quarter; Then click the 'Add' button to create a new report.

Current Service:

Facility:

Report:

Current Region:

Fiscal Year:

Select	DMIS ID	Facility Name
<a href="#">Edit</a>	0006	Elmendorf AFB (673rd Medical group)
<a href="#">Edit</a>	0053	Mountain Home AFB (366th Medical Group)
<a href="#">Edit</a>	0109	Ft. Sam Houston (BAMC Army Medical Center)
<a href="#">Edit</a>	0109	Ft. Sam Houston (BAMC Army Medical Center)
<a href="#">Edit</a>	0123	Ft. Belvoir Community Hospital
<a href="#">Edit</a>	0326	McGuire AFB (87th Medical Group)

Report Type	Status
Outpatient	Incomplete
Outpatient	Incomplete
Outpatient	Error
Outpatient	Error
Outpatient	Incomplete
Outpatient	Error



## Metrics Report

Home Add Report Edit Report Validate Report Rolled up Reports Administration Help

Logout jsnyder (sa)

### Edit Report Selection Criteria

User: Jesse Snyder - Administrator access


Current Service:  Current Region:

Facility:

Report:  Fiscal Year:

Select	DMIS ID	Facility Name	Report Type	Status
<a href="#">View</a>	0001	Redstone Arsenal (Fox Army Health Clinic)	Outpatient	Completed
<a href="#">View</a>	0003	Ft. Rucker (Lyster Army Health Clinic)	Outpatient	Completed
<a href="#">View</a>	0004	Maxwell AFB (42nd Medical Group)	Outpatient	Completed
<a href="#">View</a>	0005	Ft. Wainwright (Bassett Army Community Ho	Outpatient	Completed
<a href="#">View</a>	0005	Ft. Wainwright (Bassett Army Community Ho	Outpatient	Completed
<a href="#">View</a>	0014	Travis AFB (60th Medical Group)	Outpatient	Completed
<a href="#">View</a>	0014	Travis AFB (60th Medical Group)	Outpatient	Completed
<a href="#">View</a>	0018	Vandenberg AFB (30th Medical Group)	Outpatient	Completed
<a href="#">View</a>	0024	NH Camp Pendelton	Outpatient	Completed
<a href="#">View</a>	0024	NH Camp Pendelton	Fourth Quarter 2020 Outpatient	Completed
<a href="#">View</a>	0028	NHC Lemoore	Fourth Quarter 2020 Outpatient	Completed
<a href="#">View</a>	0030	NH 29 Palms	Fourth Quarter 2020 Inpatient	Completed





## Metrics Report

Home
Add Report
Edit Report
Validate Report
Rolled up Reports
Administration
Help

[Logout jsnyder \(sa\)](#)

### Validate Report Selection Criteria

User: Jesse Snyder - Administrator access

Current Service: ALL Current Region: ALL

Facility: ALL

Report: ALL Fiscal Year:

any Status   Export To CSV

Select	DMIS ID	Facility Name	Report Type	Validate Service/Region	Status
<a href="#">View</a>	0001	Redstone Arsenal (Fox Army Health Clinic)	Inpatient	<input type="checkbox"/> <input type="checkbox"/>	Completed
<a href="#">View</a>	0003	Ft. Rucker (Lyster Army Health Clinic)	Inpatient	<input type="checkbox"/> <input type="checkbox"/>	Completed
<a href="#">View</a>	0004	Maxwell AFB (42nd Medical Group)	Inpatient	<input type="checkbox"/> <input type="checkbox"/>	Completed
<a href="#">View</a>	0005	Ft. Wainwright (Bassett Army Community Hospital)	Inpatient	<input type="checkbox"/> <input type="checkbox"/>	Completed
<a href="#">View</a>	0005	Ft. Wainwright (Bassett Army Community Hospital)	Inpatient	<input type="checkbox"/> <input type="checkbox"/>	Completed
<a href="#">View</a>	0014	Travis AFB (60th Medical Group)	Inpatient	<input type="checkbox"/> <input type="checkbox"/>	Completed
<a href="#">View</a>	0014	Travis AFB (60th Medical Group)	Outpatient	<input type="checkbox"/> <input type="checkbox"/>	Completed

## Detailed MTF and DHA-level data

Total Outpatient Collections metric QC by DMIS ID									
Service	dmis_id	dmis_name	facility_type	Total OP Collections In CY by DMIS ID					
				FY2012	FY2013	FY2014	FY2015	FY2016	FY2017
Air Force	0004	Maxwell AFB (42nd Medical Group)	C	\$2,513,887	\$2,415,187	\$2,222,995	\$1,617,735	\$141,562	\$570,290
Air Force	0006	Elmendorf AFB (3rd Medical group)	H	\$3,930,839	\$5,664,907	\$4,152,368	\$4,217,791	\$4,585,156	\$4,803,679
Air Force	0009	Luke AFB (56th Medical Group)	C	\$1,023,635	\$973,891	\$848,945	\$621,772	\$548,010	\$548,685
Air Force	0010	Davis Monthan AFB (355th Medical Group)	C	\$563,435	\$426,862	\$353,895	\$310,678	\$204,394	\$303,423
Air Force	0013	Little Rock AFB (314th Medical Group)	C	\$745,469	\$647,916	\$571,352	\$453,564	\$118,799	\$339,086

## Service and DHA-level summary data

Collections Summary						
4th Quarter						
Service	Inpatient Collections		Outpatient Collections		Total Collections	
	FY 2016	FY 2017	FY 2016	FY 2017	FY 2016	FY 2017
Army	\$ 15.8	\$ 17.8	\$ 25.2	\$ 42.9	\$ 41.0	\$ 60.7
Navy	\$ 5.0	\$ 5.7	\$ 11.2	\$ 13.1	\$ 16.2	\$ 18.8
Air Force	\$ 1.0	\$ 3.2	\$ 22.5	\$ 36.0	\$ 23.5	\$ 39.2
NCR MD	\$ 13.1	\$ 10.6	\$ 8.5	\$ 14.5	\$ 21.6	\$ 25.1
<b>Total</b>	<b>\$ 34.9</b>	<b>\$ 37.3</b>	<b>\$ 67.4</b>	<b>\$ 106.5</b>	<b>\$ 102.3</b>	<b>\$ 143.8</b>
Data as of 11/28/2017						
Note: Collections = CFY + PY1 + PY2						

- The All Measures Report includes all of the detailed metrics data that is reported at the MTF level throughout the MHS (see slide 39)
- If there is a data element that is not included in the Collections Summary, you can look it up in the Raw Data Table of the All Measures Report
  - The Raw Data Table includes all metrics reported for each MTF on one line
  - Prior year collections, adjustments and refunds, and amounts uncollected
- Service/DHA-level summary data can be filtered and manipulated using Excel® Pivot Tables
  - Can filter by Service, Region, and DMIS Name

## Detailed MTF and DHA-level data

DMIS ID	DMIS Name	Region	Service	Fiscal Year	Patient Type	Number Dispositions	Number Claims	Number Collections	Total
0620	NH Guam	Navy Medicine West	Navy	FY07, 4th Q	Inpatient	1,995	65	13	\$9
0612	Brian Allgood ACH - Seoul	Pacific Regional Medical Command (PRMC)	Army	FY07, 4th Q	Inpatient	1,250	12	8	\$1
0609	Bavaria MEDDAC	Europe Regional Medical Command (ERMC)	Army	FY07, 4th Q	Inpatient	0	0	0	\$0
0607	Landstuhl Regional Medical Center	Europe Regional Medical Command (ERMC)	Army	FY07, 4th Q	Inpatient	3,480	68	26	\$9
0606	Heidelberg MEDDAC	Europe Regional Medical Command (ERMC)	Army	FY07, 4th Q	Inpatient	976	2	2	\$4
0131	Ft. Irwin (Weed Army Community Hospital)	Western Regional Medical Command (WRMC)	Army	FY07, 4th Q	Inpatient	834	1	1	\$1
0127	NH Oak Harbor	Navy Medicine West	Navy	FY07, 4th Q	Inpatient	1,011	5	5	\$9
0126	NH Bremerton	Navy Medicine West	Navy	FY07, 4th Q	Inpatient	2,399	54	36	\$4
0125	Ft. Lewis (Madigan Army Medical Center)	Western Regional Medical Command (WRMC)	Army	FY07, 4th Q	Inpatient	10,999	523	272	\$10.9
0124	NMC Portsmouth (VA)	Navy Medicine East	Navy	FY07, 4th Q	Inpatient	13,412	245	124	\$3.7
0123	Ft. Belvoir (FT. Belvoir Community Hospital)	JTF-CAPMED	Army	FY07, 4th Q	Inpatient	2,697	70	29	\$6

## Service and DHA-level Pivot Table data

Service	Air Force												
Region	ACC												
DMIS Name	(All)												
		Fiscal Year											
Patient Type	Data	FY12, 4th Q	FY13, 4th Q	FY14, 4th Q	FY15, 4th Q	FY16, 4th Q	FY17, 4th Q	FY18, 4th Q	FY19, 1st Q	FY19, 2nd Q	FY19, 3rd Q		
Inpatient	Number of Dispositions CFY	6,422	7,379	7,621	7,580	5,248	935	6,919	1,397	1,926	3,151		
	Number of Claims CFY	198	192	268	246	194	333	213	0	80	106		
	Claims Per Disposition CFY	3%	3%	4%	3%	4%	36%	3%	0%	4%	3%		
	Number of Collections CFY	72	81	80	62	60	143	107	0	25	54		
	Avg Collection per Claim CFY	\$ 5,769	\$ 6,482	\$ 7,781	\$ 7,305	\$ 4,436	\$ 4,394	\$ 5,465	no data	\$ 7,774	\$ 7,967		
	Amount Collected CFY	\$ 415,337	\$ 525,011	\$ 622,481	\$ 452,883	\$ 266,149	\$ 628,283	\$ 584,769	\$ -	\$ 194,356	\$ 430,203		
	Amount Billed CFY	\$ 1,943,287	\$ 2,416,785	\$ 3,301,431	\$ 2,917,667	\$ 1,694,766	\$ 2,204,029	\$ 2,345,193	\$ -	\$ 1,096,714	\$ 1,823,382		
	Collected to Billed Ratio CFY	21%	22%	19%	16%	16%	29%	25%	no data	18%	24%		
	Amount Collected CFY for AFY	\$ 684,987	\$ 848,652	\$ 1,156,849	\$ 1,021,991	\$ 361,536	\$ 977,106	\$ 1,076,914	\$ 277,762	\$ 641,033	\$ 894,584		
	Amount Collected AFY	\$ 1,917,419	\$ 1,985,757	\$ 2,411,158	\$ 2,683,819	\$ 1,987,265	\$ 1,791,525	\$ 2,278,775	\$ 1,822,466	\$ 2,294,007	\$ 2,547,558		
	Amount Billed CFY-PY2	\$ 5,474,963	\$ 6,043,321	\$ 8,352,535	\$ 9,457,955	\$ 8,290,982	\$ 7,334,982	\$ 6,720,747	\$ 5,122,568	\$ 6,114,612	\$ 6,841,280		
	Collected to Billed Ratio CFY-PY2	35%	33%	29%	28%	24%	24%	34%	36%	38%	37%		
	Closed Claims CFY	\$ 260,199	\$ 628,738	\$ 787,486	\$ 1,289,999	\$ 495,407	\$ 888,935	\$ 761,929	\$ -	\$ 200,312	\$ 428,369		
	Closed to Billed Ratio CFY	13%	26%	24%	44%	29%	40%	32%	no data	18%	23%		
	Closed Claims CFY-PY2	\$ 923,218	\$ 1,163,324	\$ 1,971,744	\$ 3,250,429	\$ 3,974,325	\$ 3,258,057	\$ 3,052,802	\$ 2,182,258	\$ 2,887,707	\$ 3,231,186		
Closed to Billed Ratio CFY-PY2	47%	40%	24%	24%	40%	44%	45%	43%	47%	47%			



Calculated Field	Field	Formula
Solve Order		
1	Claims Per Disposition	=Number_Claims /Number_Dispositions
2	Total collections CFY for AFY	=Amt_Collected_CY +Amt_Collected_CYPY1 +Amt_Collected_CYPY2
3	collect/bill CFY	=Amt_Collected_CY /Total_Billed
4	collect/bill AFY	= (Amt_Collected_CY +Amt_Collected_CYPY1 +Amt_Collected_CYPY2 +Amt_Collected_PY2PY2 +Amt_Collected_PY1PY2 +Amt_Collected_PY1PY1 )/(Total_Billed +Total
5	Closed/Billed CFY	=Adjs_And_Refunds /Total_Billed
6	open/billed	=Amt_Uncollected /Total_Billed
7	closed claims all years	=Adjs_And_Refunds +Adjs_And_RefundsPY1 +Adjs_And_RefundsPY2
8	closed to billed all years	= (Adjs_And_Refunds +Adjs_And_RefundsPY1 +Adjs_And_RefundsPY2 )/(Total_Billed +Total_BilledPY1 +Total_BilledPY2 )
9	Open Claims All Years	=Amt_Uncollected +Amt_UncollectedPY1 +Amt_UncollectedPY2
10	Open to Billed Ratio All Years	= (Amt_Uncollected +Amt_UncollectedPY1 +Amt_UncollectedPY2 )/(Total_Billed +Total_BilledPY1 +Total_BilledPY2 )
11	Amount Billed All Years	= (Total_Billed +Total_BilledPY1+Total_BilledPY2 )
12	Avg Amount Coll per Claim CFY	=Amt_Collected_CY /Number_Collections
13	Amount Collected for PY1	=Amt_Collected_CYPY1 +Amt_Collected_PY1PY1
14	Amount Collected for PY2	=Amt_Collected_CYPY2 +Amt_Collected_PY1PY2 +Amt_Collected_PY2PY2



- To look up data from TPCP reports, click on “Rolled up Reports” on the menu bar at the top of the screen



- There is a criteria selection section at the top of the screen that allows you to narrow down your focus and select past time periods for review



**Rolled Up MTF Third Party Collections**

User:	Jesse Snyder - Administrator access		
Branch	ALL ▼	Region	ALL ▼
Facility	ALL ▼		
Report	ALL ▼	Fiscal Year	2017 ▼
		Quarter	Fourth ▼

- The default view shows MHS-wide statistics for the most recent quarter
- Multiple reports can be viewed simultaneously by opening the DHA UBO Metrics Report Website in multiple web browser windows

- The website can provide all self reported metrics data for a particular MTF(s) and date range selected
- The data in these reports is locked; it cannot be unlocked and changed without approval from your Service/DHA PM
- If you find an error in this validated data, contact the [UBO.Helpdesk@IntellectSolutions.com](mailto:UBO.Helpdesk@IntellectSolutions.com) for assistance

Summary				
Field Description	CFY	PY 1	PY 2	Total
<a href="#">Cumulative Non-Active Duty Dispositions/Visits</a>	6,581,592	13,204,005	13,478,721	33,264,318
<a href="#">No. of Claims</a>	1,033,349	2,748,509	3,021,812	6,803,670
<a href="#">No. of Collections</a>	289,536	1,286,950	1,581,866	3,158,352
<a href="#">Claims per Dispositions/Visits</a>	15.70 %	20.82 %	22.42 %	20.45 %
<a href="#">Dollar Amount Billed</a>	\$130,546,949.56	\$371,570,581.58	\$411,517,786.60	\$913,635,317.74
<a href="#">Adjustments and Refunds</a>	\$28,544,704.48	\$168,375,731.81	\$209,006,225.24	\$405,926,661.53
<a href="#">Amount Collected in PY2</a>	\$0.00	\$0.00	\$113,534,684.46	\$113,534,684.46
<a href="#">Amount Collected in PY1</a>	\$0.00	\$98,145,722.80	\$53,521,430.08	\$151,667,152.88
<a href="#">Amount Collected Current FY</a>	\$26,879,459.03	\$36,604,056.46	\$1,911,763.49	\$65,395,278.98
<a href="#">Amount Remaining Uncollected</a>	\$75,122,786.05	\$68,445,070.51	\$33,543,683.33	\$177,111,539.89

Open Claims					
Code	Field Description	CFY	PY 1	PY 2	Total
1	<a href="#">Open Claims</a>	\$75,110,271.50	\$67,675,929.01	\$31,808,617.31	\$174,594,817.82
2	<a href="#">Transferred to External Agent</a>	\$0.00	\$0.00	\$430.40	\$430.40
3	<a href="#">MTF Not a Participating Hospital</a>	\$0.00	\$0.00	\$16,126.42	\$16,126.42
4	<a href="#">Plan Excludes Military Hospitals or Beneficiaries</a>	\$0.00	\$0.00	\$0.00	\$0.00
5	<a href="#">Patient Had No Obligation to Pay</a>	\$1,472.44	\$616,094.05	\$1,495,226.43	\$2,112,792.92
6	<a href="#">Insurer Paid Patient Directly</a>	\$82.15	\$8,583.83	\$18,779.35	\$27,445.33
7	<a href="#">Other ()</a>	\$10,115.10	\$144,463.62	\$204,503.42	\$359,082.14
<b>Total Open Claims</b>		<b>\$75,121,941.19</b>	<b>\$68,445,070.51</b>	<b>\$33,543,683.33</b>	<b>\$177,110,695.03</b>

Closed Claims					
Code	Field Description	CFY	PY 1	PY 2	Total
8	<a href="#">Amount of Coverage</a>	\$3,932,772.23	\$27,073,778.82	\$33,151,701.80	\$64,158,252.85
9	<a href="#">Patient Not Covered, Care Provided Not Covered, or Policy Expired</a>	\$9,206,481.28	\$49,024,820.40	\$62,191,021.17	\$120,422,322.85
10	<a href="#">TRICARE and/or Income Supplemental Plans</a>	\$171,593.70	\$899,970.01	\$793,311.41	\$1,864,875.12
11	<a href="#">Medicare Supplemental Plans</a>	\$3,139,992.41	\$18,483,322.41	\$20,985,832.92	\$42,609,147.74
12	<a href="#">HMO/PPO</a>	\$1,373,143.66	\$5,647,765.99	\$6,647,156.97	\$13,668,066.62
13	<a href="#">MTF Did Not Comply with Utilization Review Procedures</a>	\$546,258.16	\$3,154,029.39	\$5,598,585.86	\$9,298,873.41
14	<a href="#">Refunds</a>	\$29,847.61	\$15,579.14	\$32,140.26	\$77,567.01
15	<a href="#">Patient Copays and Deductibles</a>	\$7,208,882.98	\$43,783,946.51	\$51,355,118.44	\$102,347,947.93
16	<a href="#">Other ()</a>	\$1,163,275.72	\$8,554,750.13	\$15,108,708.60	\$24,826,734.45
17	<a href="#">Other ()</a>	\$1,773,301.59	\$11,737,769.01	\$13,142,647.81	\$26,653,718.41
<b>Total Closed Claims</b>		<b>\$28,545,549.34</b>	<b>\$168,375,731.81</b>	<b>\$209,006,225.24</b>	<b>\$405,927,506.39</b>

- Running the DD 2570 too early or too late
- Not reporting dispositions and visits
- Not reporting cumulative totals
- Amount Remaining Uncollected  $\neq$  Total of all Open Claims
- Adjustments and Refunds  $\neq$  Total of all Closed Claims
- Entering negative numbers
- Transposition errors

- Health.Mil > Performance Measurements

<http://www.health.mil/Military-Health-Topics/Business-Support/Uniform-Business-Office/Performance-Measurements>

- DHA Launch Pad > Performance Measurements

<https://info.health.mil/bus/brm/ubo/SitePages/PerformanceMeasures.aspx>

- DHA UBO User Guide > TPCP – Report on Program Results

<http://www.health.mil/Military-Health-Topics/Business-Support/Uniform-Business-Office/Policy-and-Guidance>

- Contact DHA UBO Helpdesk

[UBO.Helpdesk@IntellectSolutions.com](mailto:UBO.Helpdesk@IntellectSolutions.com)

# Questions?





# Backup Slides

## 32 CFR §220.2 Statutory obligation of third party payer to pay.

(a) *Basic rule.* Pursuant to 10 U.S.C. 1095(a)(1), a third party payer has an obligation to pay the United States the reasonable charges for healthcare services provided in or through any facility of the Uniformed Services to a covered beneficiary who is also a beneficiary under the third party payer's plan. ***The obligation to pay is to the extent that the beneficiary would be eligible to receive reimbursement or indemnification from the third party payer if the beneficiary were to incur the costs on the beneficiary's own behalf.***

(b) *Application of cost shares.* If the third party payer's plan includes a requirement for a deductible or copayment by the beneficiary of the plan, then ***the amount the United States may collect*** from the third party payer ***is the reasonable charge for the care provided less the appropriate deductible or copayment amount.***

(c) *Claim from United States exclusive.* ***The only way for a third party payer to satisfy its obligation*** under 10 U.S.C. 1095 ***is to pay the facility*** of the uniformed service or other authorized representative of the United States. ***Payment by a third party payer to the beneficiary does not satisfy 10 U.S.C. 1095.***

## 32 CFR §220.4 Reasonable terms and conditions of health plan permissible.

(a) *Statutory requirement. **The statutory obligation of the third party to pay is not unqualified.***

Under 10 U.S.C. 1095(a)(1) (as noted in §220.2 of this part), the obligation to pay is to the extent the third party payer would be obliged to pay if the beneficiary incurred the costs personally.

(b) *General rules.*

(1) Based on the statutory requirement, after any impermissible exclusions have been made inoperative (see §220.3 of this part), ***reasonable terms and conditions of the third party payer's plan that apply generally and uniformly to services provided in facilities other than facilities of the uniformed services may also be applied to services provided in facilities of the uniformed services.***

(2) Except as provided by 10 U.S.C. 1095, this part, or other applicable law, third party payers are not required to treat claims arising from services provided in or through facilities of the Uniformed Services more favorably than they treat claims arising from services provided in other facilities or by other health care providers.



## 32 CFR §220.4 Reasonable terms and conditions of health plan permissible.

(c) ***Specific examples of permissible terms and conditions.*** The following are several specific examples of permissible terms and conditions of third party payer plans. These examples are not all inclusive.

(1) ***Generally applicable coverage provisions.*** Generally applicable provisions regarding particular types of medical care or medical conditions covered by the third party payer's plan are permissible grounds to refuse or limit third party payment.

(2) ***Generally applicable utilization review provisions.***

(i) Reasonable and ***generally applicable provisions of a third party payer's plan*** requiring pre-admission screening, second surgical opinions, retrospective review or other similar utilization management activities ***may be permissible grounds to refuse or reduce third party payment if such refusal or reduction is required by the third party payer's plan.***

(ii) Such provisions are not permissible if they are applied in a manner that would result in claims arising from services provided by or through facilities of the Uniformed Services being treated less favorably than claims arising from services provided by other hospitals or providers.

(iii) Such provisions are not permissible if they would not affect a third party payer's obligation under this part. For example, concurrent review of an inpatient hospitalization would generally not affect the third party payer's obligation because of the DRG-based, per-admission basis for calculating reasonable charges under §220.8(a) (except in long stay outlier cases, noted in §220.8(a)(4)).

(3) ***Restrictions in HMO plans.*** Generally applicable exclusions in Health Maintenance Organization (HMO) plans of non-emergency or non-urgent services provided outside the HMO (or similar exclusions) are permissible. However, HMOs may not exclude claims or refuse to certify emergent and urgent services provided within the HMO's service area or otherwise covered non-emergency services provided out of the HMO's service area. In addition, opt-out or point-of-service options available under an HMO plan may not exclude services otherwise payable under 10 U.S.C. 1095 or this part.

## 32 CFR §220.4 Reasonable terms and conditions of health plan permissible

(d) *Procedures for establishing reasonable terms and conditions.* In order to establish that a term or condition of a third party payer's plan is permissible, the ***third party payer must provide appropriate documentation*** to the facility of the Uniformed Services.

- ***This includes***, when applicable, ***copies of explanation of benefits (EOBs), remittance advice, or payment to provider forms.***
- It also includes ***copies of policies, employee certificates, booklets, or handbooks, or other documentation detailing the plan's health care benefits, exclusions, limitations, deductibles, co-insurance, and other pertinent policy*** or plan coverage and benefit information.

This in-service webinar has been approved by the American Academy of Professional Coders (AAPC) for 1.0 Continuing Education Unit (CEU) credit for DoD personnel (.mil address required). Granting of this approval in no way constitutes endorsement by the AAPC of the program, content or the program sponsor. There is no charge for this credit.

- **Live broadcast webinar (Post-Test not required)**
  - Login prior to the broadcast with your: 1) full name; 2) Service affiliation; and 3) e-mail address
  - View the entire broadcast
  - After completion of both of the live broadcasts and after attendance records have been verified, a Certificate of Approval including an AAPC Index Number will be sent via e-mail to participants who logged in or e-mailed as required. This may take several business days.
- **Archived webinar (Post-Test required)**
  - View the entire archived webinar (free and available on demand at <http://www.health.mil/Military-Health-Topics/Business-Support/Uniform-Business-Office/UBO-Learning-Center/Archived-Webinars>)
  - Complete a post-test available *within* the archived webinar
  - E-mail answers to [UBO.Helpdesk@IntellectSolutions.com](mailto:UBO.Helpdesk@IntellectSolutions.com)
  - If you receive a passing score of at least 70%, we will e-mail MHS personnel with a .mil email address a Certificate of Approval including an AAPC Index Number
- The original Certificate of Approval may not be altered except to add the participant's name and webinar date or the date the archived Webinar was viewed. Certificates should be maintained on file for at least six months beyond your renewal date in the event you are selected for CEU verification by AAPC
- For additional information or questions regarding AAPC CEUs, please contact the AAPC.
- Other organizations, such as American Health Information Management Association (AHIMA), American College of Healthcare Executives (ACHE), and American Association of Healthcare Administrative Managers (AAHAM), may also grant credit for DHA UBO Webinars. Check with the organization directly for qualification and reporting guidance.