

Statement of Work (SOW)

3rd Party Electronic Data Interchange (EDI) lockbox transactions

- 1) **Purpose:** The Department of Veterans Affairs, Veterans Health Administration (VHA), eBusiness Solutions requires support for 3rd Party Electronic Data Interchange (EDI) lockbox transactions.
- 2) **Authority for the Project:** The Economy Act (31 U.S.C. 1535)
- 3) **Scope of Work:** The selected vendor will develop a solution as described in this Statement of Work to support the central request and receipt of payment advices and electronic explanations of benefits (EEOBs) for VHA. An ACH CCD+ payment collection capability, along with an EEOB data collection infrastructure, will be developed to support VHA's Financial Service Center's (FSC) delivery of payment and EEOB information to the respective VHA Medical Center (VAMC) systems.
- 4) **Governance:** The provider of the services contained in this Statement of Work (SOW) must have and maintain the following certifications/processes/accreditations.
 - A. Health Insurance Portability and Accountability Act (HIPAA) compliance Program (HIPAA Program) must be maintained by the provider.
 - a. This HIPAA Program will be managed by a Corporate Healthcare Compliance Process Manager and a HIPAA Privacy and Security Officer.
 - b. The management of the HIPAA Program will include a Corporate HIPAA Policy and a HIPAA Procedure Manual that covers the HIPAA Privacy and Security Rules, as well as HITECH requirements.
 - c. All HIPAA impacted business units are required to provide annual Privacy rules, security rule and breach reporting training to their employees. This training program will be updated annually.
 - d. An annual HIPAA risk assessment must be completed.
 - B. Electronic Healthcare Network Accreditation commission (EHNAC) Accreditations
 - a. Financial Services Accreditation Program (FSAP) electronic health network (EHN) – for an entity's healthcare-related EHN services and infrastructure. EHNs processes or facilitate processing of electronic transactions, in standard or nonstandard formats, between two or more trading partners in the healthcare community.
 - b. FSAP Lockbox – for entities, outsourcer organizations and other service-related companies having lockbox operations that handle healthcare data. Accreditation includes lockbox-specific criteria.
 - C. Council for Affordable quality Healthcare (CAQH) Committee on Operating Rules for Information Exchange (CORE) Participating Organization
 - a. At a minimum the Provider will be a CORE Participating Organization
 - b. The Provider will be compliant for Phase III CAQH CORE E Electronic Funds Transfer (EFT) & Electronic Remittance Advice (ERA) Operating Rules effective 8/10/2012, and subsequent revisions and updates.

- D. Must be a member of Workgroup for Electronic Data Interchange (WEDI)
(<http://www.wedi.org/>)

5) **Tasks and Project Plan:** The vendor shall perform the following tasks for VHA:

Task 5.1: VHA will provide selected vendor with trading partner documents for edits and comments. The selected vendor will suggest edits and comments for review and modification by VHA. The selected vendor will distribute the final forms of the agreements as modified and approved by VHA for execution by payers (estimated to be 1,200 by VHA). Together, these documents are collectively known as the Trading Partner Agreements (TPA) and may include:

- a. Letter to Payers
- b. Electronic Explanation of Benefits Authorization
- c. Electronic Funds Transfer Authorization
- d. Paper Remittances Authorization
- e. Payer checks converted to EFTs, as needed or requested
- f. Request for remittance (837's)
- g. Transaction enrolment forms – electronic and/or paper, determined by payer

Task 5.2: The selected vendor will provide additional enrolment documentation to payers on behalf of VHA including:

- a. Electronic Data Interchange (EDI) 835 Companion Document containing technical documentation for the 835 transaction set and EFT instructions. The Companion Document shall include contact information, VAMC Deposit Account Tax IDs, a description of the implementation process and testing, and data element maps for the EDI and EFT transactions.
- b. Payer Survey Related to Participating VAMCs for EEOB and EFT Transactions
- c. Provider/Payer agreement regarding ERA/EFT transactions ONLY

Task 5.3: The selected vendor will develop a plan and processes for the rollout of the Program, to ensure continuity of current operations, meeting the requirements for connectivity and sending electronic requests for remittance (837) and remittance advices in the current ANSI X12 835 format required by the Health Insurance Portability and Accountability Act of 1996, PPACA and the implementing regulations ("HIPAA"). The format required by HIPAA is referred to in this document as the "Standard Format".

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Task 5.4: The selected vendor and VHA will jointly develop and implement a test process that will provide end-to-end testing between payers and VHA. Such testing shall include:

- a. ACHCCD+ to EDI 835/837 testing
- b. CHCCD+ testing (stand-alone)
- c. 835/837 testing (stand-alone)

Task 5.5: VHA will provide the selected vendor with names of the payers VHA would like to enroll for ERAs and EFTs.

Task 5.6: HIPAA Validation – The selected vendor shall utilize reasonably priced, commercially available software, hardware and/or other technology that meets minimum infrastructure integration standards and that performs edit checks of the Payers ERA transactions against the transaction set requirements of HIPAA (the “HIPAA validation software”).

- a. The selected vendor uses an off-line HIPAA validation technology to test VHA-identified Payers’ transactions against the Industry-Defined Testing Types, as defined by the WEDI – SNIP white paper entitled, “Transaction Compliance and Certification, version 3”. The six types of testing defined in this document include:
 - i. EDI Syntax Integrity Testing
 - ii. HIPAA Syntactical Requirement Testing
 - iii. Balancing
 - iv. Situation Testing
 - v. External Code Set Testing
 - vi. Product Type or Line of Service Testing,

Task 5.7: The selected vendor will assess new payer’s ability to transmit data through use of a Preliminary Assessment Questionnaire whether the payer can send that data in the Standard Format. If, based on this assessment, the payer is likely to meet requirements for connectivity and VHA’s requirements for transaction data in the Standard Format, the selected vendor will assist VHA in obtaining the executed TPA from the payer. Requests by payers for changes to and any questions about, the TPA will be referred to VHA for resolution.

Task 5.8: The selected vendor will set up the connectivity (either directly or indirectly through a clearinghouse) between itself and the payer(s), subject to VHA’s requirements for connectivity. The selected vendor must have a telecommunication infrastructure that supports acceptance and delivery of payer transmitted 835 data and Automated Clearing House (ACH) payments to VHA. This infrastructure will accommodate such delivery of payer data through the following methods: a) Payer Direct Point-to-Point Telecommunications c) Healthcare Clearinghouse Point to Point Telecommunication, d) ACH Net.

The selected vendor will successfully test up to six transaction sets for each payer prior to placing it into VHA production to ensure that the payer can transmit its transaction sets in the Standard Format.

Task 5.9: The selected vendor will provide VHA a weekly spreadsheet with the names and Tax IDs of those payers that they are communicating with, on behalf of

the VHA. Including those names and Tax IDs of the payers which are in the various stages of implementation – communication, testing and production.

Task 5.10: The selected vendor will coordinate the actual payer production processing "go live" date with an authorized VHA representative before moving any payer to the production environment.

Task 5.11: After a payer is in production, changes in the status of the payer's transmissions that affect VHA's ability to post the data will be communicated to the selected vendor by VHA. If VHA would like to remove a payer from the Program due to unacceptable data quality or other operational problems, VHA will notify selected vendor to that effect and selected vendor will notify the payer to discontinue sending the 835 and/or EFT transactions (if applicable) until further notice. Unless otherwise instructed by VHA, vendor will give the payer one weeks' notice prior to removing it from the current Payer Database used to accept EFT transactions.

Task 5.12: The selected vendor will develop and maintain a VHA Implementation Database to monitor the progress of each potential payer to be included in the Program and provide an excel spreadsheet with the status detail, to the VHA on a weekly basis. This database will include contact information, the payers' levels of readiness and other information needed to track the progress of the implementations.

Task 5.13: The selected vendor will develop and maintain a VHA Trading Partner Database to manage those payers that have enrolled in the Program and are able to send data. This database will contain the following information: Tax ID, Payer Name, Mailing Address, Contact Name, Contact Telephone, Contact FAX, Contact email, Trading Partner Agreement status. The Trading Partner Database will be transmitted to the FSC for delivery to the VHA's EOB and Payment Healthcare Resolution Application (EPHRA) daily, as necessary for new payers, along with a standard comprehensive weekly delivery.

Task 5.14: The selected vendor will maintain the hard copies and electronic images of the payer-executed TPAs. Vendor will make electronic images of the payer-executed TPAs available to VHA, including those that have been revised by VHA through discussions with payers. The TPA images will be electronically delivered weekly to VHA by the selected vendor in a .jpeg, .gif, .bmp, or .pdf format or other mutually agreed upon format.

- a. **Task 5.15:** For each new Payer ID, the VHA's EPHRA system will be updated to include the Payer ID, Payer TIN, and Payer Address.
- b. Reports developed by the selected vendor are sent to the VHA before transmitting any test data
 - i. ACH Report – all ACH information from the 835 file is provided
 - ii. CLP Report – The report pulls all of the CLP and provider info from the 835 in the test file. This report contains all CLPs 01s found in the test file. The report calculates the percentage of CLPs that comply with the VHA claim format. If the percentage is below 80%, the test file is not transmitted to the VHA and the selected vendor follows up and works with the Payer to correct the claim format.
 - iii. Implementation Overview Report – Using the CLP report, the selected vendor provides a list of the individual segments in the file (N104 values), the VAMC name and Payer TINs contained in the test file.

Task 5.16: The selected vendor will maintain a table of the VAMC Tax IDs and NPIs as provided by VHA to validate incoming ACH transactions.

Task 5.17: ACH-Payer Tax ID and VAMC Tax ID Validation – The selected vendor will develop an infrastructure to provide "In-Stream" Payer Tax ID and VAMC Tax ID validation. This service will test each ACH transaction received by the selected vendor to determine that the Payer Tax ID found in Field 5 and the VAMC Tax ID found in Field 7 are included in the Program. The testing will occur upon receipt of the transaction by vendor and prior to depositing the funds. If either the Payer Tax ID or the VAMC Tax ID fails the test, the ACH will be returned to its originator without deposit. This infrastructure is to include:

- a) Payer Database and VAMC Database (See Sections II, B, 4 and II, B, 6)
- b) ACH Credit Authorization Process
- c) ACH Trace Number Augmentation
- d) Ad Hoc VHA Return Process
- e) Reject Report Notification
- f) Communication to the VHA regarding rejected ACH transaction(s)

Task 5.18: Force Management System (FMS) will provide the selected vendor with the legal names, addresses, Tax ID numbers and other required information related to the VAMCs to enable the selected vendor to set up demand deposit accounts (DDAs) for these stations. VA will provide NPIs.

Task 5.19: Using a zero balance account (ZBA) configuration, the selected vendor will establish zero balance Direct Deposit Accounts (DDA ZBAs) for VHA, each one corresponding to a participating VAMC, required for settlement and on-line station information reporting. the selected vendor will establish one related parent account known as the Master Demand Deposit Account Zero Balance Account (Master DDA ZBA) into which the funds from all the VAMC DDA ZBAs will be transferred. VHA will be charged at prevailing bank fees for accounts exceeding this maximum. The selected vendor will provide reports of the previous Business Day's activity for each of these accounts that can be accessed by the VAMCs through THE SELECTED VENDOR's Internet Service Center.

Task 5.20: For each DDA ZBA, the selected vendor will provide debit authorization service to return all ACH debit transactions, to their originators. The selected vendor will establish VHA on the Over The Counter (OTC) OTCNET deposit reporting system and develop a process to combine all incoming ACH VAMC station credits into a single deposit summary.

Task 5.21: The selected vendor will electronically deliver a copy of the daily SF215 deposit tickets to the FSC

Task 5.22: The selected vendor will build an SF5515 deposit notification and return item infrastructure, including capability to support FSC and VistA transaction reversals and corrections.

Task 5.23: The selected vendor will use commercially reasonable efforts to make timely upgrades to its own processes related to Treasury's financial management system, currently OTCNET. The upgrades required for the selected vendor will be charged to VHA and/or FMS at agreed upon rates

Task 5.24: The selected vendor will provide timely "helpdesk" support to VHA to include, but not limited to, searching missing transactions, identifying mismatches, matching payment and Explanation of Benefits (EOB) data and tracking/resolving reversals and other payer anomalies to allow accurate identification of payments and avoid adverse consequences for the Veteran.

A. CHANGES TO PERFORMANCE WORK STATEMENT

Any changes to this SOW shall be authorized and approved only through written correspondence from the CO. A copy of each change will be kept in a project folder along with all other products of the project. Costs incurred by the Contractor through the actions of parties other than the CO shall be borne by the contractor.

Notification and Escalation of transaction incident discovery

The assigned bank will provide notification and Escalation of transaction incident discovery including, but not limited to, outgoing 837 file error or incoming 835 file error which fails validation, internal processing errors within the bank operational system, or any disruption to the real-time processing capability of 837s and 835s. Notification will be provided at time of incident, discovery provides tracking number/date of escalation to payer or other resources with subsequent weekly updates until resolved. Root cause analysis to be submitted to the ePayments team once resolved, if it results in delay in files delivered to VA more than 24 hours.

B. INSPECTION AND ACCEPTANCE CRITERIA

Based on the tasks outlined above in the SOW; specific reports and/or documentation that are listed in the table below shall also be provided separately to the VHA program office staff at the frequencies outline in the table below. The Government shall monitor performance and review deliverables utilizing solicited and unsolicited feedback from all applicable resources as follows:

Task	Performance Indicator	Standard	Acceptable Quality Level	Method of Surveillance
5.2	Provides additional enrolment documentation to payers on behalf of	EDI 835 Companion Document; PAYER Survey; Provider/Payer agreement	100%	Random sampling

	VHA			
5.12	Develops and maintains a VHA Implementation Database to monitor the progress of each potential payer to be included in the Program	Monitor the progress of each potential payer to be included in the Program and provide an excel spreadsheet with the status detail, to the VHA on a weekly basis	100%	Random sampling
5.13	Develops and maintains a VHA Trading Partner Database to manage those payers that have enrolled in the Program and are able to send data.	Monitor the partner database to ensure it contains the proper information to include the Tax ID, Payer Name, Mailing Address, Contact Name, Contact Telephone, Contact FAX, Contact email, Trading Partner Agreement status.	100%	Random sampling
5.14	Maintain the hard copies and electronic images of the payer-executed TPAs.	Confirm that electronic images of the payer-executed TPA's were created.	100%	Random sampling
5.22	The selected vendor will build an SF5515 deposit notification	Monitor SF5515 deposit notification has been created.	100%	Random sampling
6(D)	The selected vendor shall remain EHNAC accredited	Monitor that the The selected vendor actively re-news their EHNAC accreditation prior to expiration	100%	Random sampling

6) VA Security Requirements.

Protecting VA Sensitive Personal Information (SPI) is an essential part of VA's mission towards America's Veterans. The vendor agrees following terms shall be appropriate:

Any contract, task order, work order, blanket purchase agreement, or any other arrangement/agreement with any third-party contractor(s) and/or sub-contractor(s) in which they must use, store, generate, modify, or transmit VA SPI in order to fulfil VA requirements or obligations then the following provisions shall be made applicable and included in all contracts/arrangements/agreements and any subsequent amendments as though fully set forth

A. Any contractor and/or subcontractor retained to do work for VA under this agreement that requires the access, use, storage, modification, or transmission of VA Sensitive Personal Information (SPI) must follow and adhere to the security controls, enhancements, compensating controls, protocols, regulations, and VA directions as the Contracting Officer (CO) shall direct, including, but not limited to those derived from the Federal Information Security Management Act (FISMA), OMB Circular No. A-130, and VA Directive 6500, Information Security Program and VA Handbook to ensure appropriate security controls are in place. Furthermore, Contractors are to adhere to all requirements established in VA Handbook 6500.6 Contract Security. The contractor must report any data breach according to the protocols and timeframes in HB 6500.

B. If any contractor/sub-contractor retained to do work for VA that requires access, use, etc., of VA SPI as aforesaid, and if an actionable data breach occurs because of the contractor/subcontractor's acts, omissions, or negligence in following the VA-directed security controls, enhancements, compensating controls, protocols, and/or measures, including, but not limited to the sources above, the contractor/subcontractor is further subject to the statutory requirement to assess liquidated damages against contractors and/or subcontractors under 38 U.S.C. §5725 in the event of a breach of Sensitive Personal Information (SPI)/Personally Identifiable Information (PII). Liquidated damages shall be assessed [IAW VA Handbook 6500.6 Appendix C, Chapter 7. LIQUIDATED DAMAGES FOR DATA BREACH, para b.](#) per affected Veteran or beneficiary. A breach in this context includes the unauthorized acquisition, access, use, or disclosure of VA SPI which compromises not only the information's security or privacy but that of the Veteran or beneficiary as well as the potential exposure or wrongful disclosure of such information as a result of a failure to follow proper data security controls and protocols.

C. The preceding shall not apply unless any contractor/subcontractor retained must access, use, store, modify, or transmit VA-owned SPI in the course of providing services, etc. to VA.

D. The contractor shall possess and maintain their Electronic Healthcare Network Accreditation commission (EHNAC) Accreditations as outlined below.

a. Financial Services Accreditation Program (FSAP) electronic health network (EHN) – for an entity's healthcare-related EHN

services and infrastructure. EHNs processes or facilitate processing of electronic transactions, in standard or nonstandard formats, between two or more trading partners in the healthcare community.

b. FSAP Lockbox – for entities, outsourcer organizations and other service-related companies having lockbox operations that handle healthcare data. Accreditation includes lockbox-specific criteria.

PAPER LOCKBOX COLLECTIONS

1. MAIL COLLECTION

The third-party contractor or the Qualified Lockbox Provider (QLP) shall pick up mail from the post office in accordance with the bank’s mail pickup schedule. Mail will be processed on a “first-in, first-out” basis.

2. PROCESS MAIL

A. All payments processed by 6AM and all express (overnight) mail received by noon local time will be included in the same day VHA and ECP file transmissions. Lockbox provider receives mail multiple times per day from the U.S. Post Office.

B. Extract contents - Acceptable forms of remittances include: personal checks, business checks, money orders, certified checks, cashier’s checks and cash. If the contents contain correspondence only, re-insert contents and forward to agency.

(1) LIST OF ACCEPTABLE PAYEES:

VHA accepts all payees.

(2) CHECK DATES: Process the items listed below:
Stale dated – Process

Post-dated – Process

No date – Process

(3) DIFFERING AMOUNTS: If written and numeric courtesy amounts differ, the check will be guaranteed from the written amount only. If the legal amount is missing or unclear, the courtesy amount will be accepted. If the amount cannot be determined, the check will be returned to the agency with envelope and contents.

- (4) MISSING SIGNATURE: Stamp signature line “Contact Maker for Signature” and process.
- (5) FOREIGN CHECKS: Foreign checks payable in U.S. dollars and drawn through a QLP shall be processed. Foreign checks payable in U.S. dollars drawn on foreign banks, or foreign currency drawn on foreign banks should be rejected and returned to the Agency for handling in accordance with I TFM 5-6000.
- (6) RESTRICTIVE ENDORSEMENT: (Agency Complete)
- (7) TWO PARTY CHECKS: If both parties have endorsed the check to an acceptable payee process. Otherwise, image the check as correspondence, do not deposit, and return the original check back to VHA with daily mailout package
- (8) CHECKS MARKED PAID IN FULL AND OTHER RESTRICTIVE ENDORSEMENTS: Process All
- (9) THIRD PARTY CHECKS: Third party checks shall be returned to the Agency, unless otherwise specified by the Agency.
- (10) THIRD PARTY CHECKS PAYABLE TO THIRD PARTY: Image and data capture all documents as usual, but process the check as a correspondence document. Do not deposit the check or include check amount in the control totals. Return the original check, the envelope, and any document contents back to VHA with daily mail-out package
- (11) MULTIPLE DOCUMENTS: Process All.
- (10) BLANK PAYEES: Process All.

3. IMAGE PROCESSING

- A. The QLP will image the front and back of checks and image the front and bank of any associated remittance documents.
- B. During the imaging process, the following virtual endorsement will be overlaid on the back of the image of the check.

FRB-Cleveland

>RT Number<

DATE

- C. The imaging process will electronically affix these checks and remittance documents together. More specifically, a single electronic record (e.g., data block or transaction) should include the front and back of the check and all associated material allowing for easy retrieval of information.
- D. The QLP will transmit the images to the Federal Reserve Bank of Cleveland (FRB Cleveland) where the images will be made available to the agency for viewing and individual check download via ECP.
- E. Envelopes (choose one of the following):

X	Will not be imaged
	Will be imaged (ANCILLARY CHARGES APPLY)

- F. Safekeeping and Destruction:

(1) Paper checks: The QLP shall store the original paper checks for 10 days before the secure onsite shredding is performed.

(2) Data and Images: The QLP is required to store check and remittance data and images for 45 days.

(3) Disposal of Paper Envelopes/Remittance Documents/Vouchers: All remittance documents and vouchers will be destroyed after 15 days. Envelopes will destroyed the next business day with the exception of envelopes for exception items. Envelopes with exception items will be returned to the agency.

4. PROCESS REMITTANCES

- A. BATCH SORTING: Specify any special requirements.
- B. BATCH PROCESSING: Specify any special requirements.
- C. ELECTRONIC CHECK PROCESSING (ECP): All negotiable items shall be scanned, transmitted, and settled through the Bureau of the Fiscal Service Electronic Check Processing (ECP) System. As part of the remittance process under ECP, the QLP shall image all items, as described above, and also key enter and verify the dollar deposit amount of the check. All items will be processed either through truncation under Check 21 or by conversion to ACH using Paper Check Conversion (PCC). Bureau of the Fiscal Service, VHA and FRB Cleveland will work together to determine the specifics on which method, or combination of, will be used. The ECP system will submit the deposit data via the Fiscal Service Debit Gateway to the Treasury's Collection Information Repository (CIR). Reporting will be readily available to VHA via ECP or CIR. VHA must complete, and the Bureau of the Fiscal Service will review, an Agency Cash flow Profile (ACP) document that will detail the terms and

parameters of the cash flow. The Bureau of the Fiscal Service requires an ACP to be completed for each new cash flow before processing commences. The ACP shall be completed with assistance from the ECP Implementation Manager, the Qualified Lockbox Provider, and the GLN Team.

D. DATA CAPTURE: The following data element fields will be electronically captured or key entered:

i. Electronically captured from a check:

	Check number
	Checking account number
	Check Routing Transit number
	Check Amount
	MICR line

ii. Key entered from a check:

	Check amount (if not automatically read and validated by the system)
	Any character/digit in the MICR of the check that was not captured by the system.
	Other field

iii. Key entered from a document:

	Account Number
	Invoice Number
	Amount
	Other field

E. ACCOUNT NUMBER VALIDATION (choose one):

	Account number contains check digit*
	Validate using flat file
	Key twice (no check digit)

*document check digit algorithm in Appendix B

- F. **AUDIT TRAIL:** The audit trail will include deposit date, batch number, sequence number, and amount.
- G. **CANDLING:** QLP will candle all envelopes opened (non-exception items).

5. **EXCEPTION PROCESSING INSTRUCTIONS**

- A. Check payments received without any agency name or SOA forms and without Employer Identification Number (EIN) listed on check on check stub.
- B. **CASH:** Any cash received will be processed using a check as a substitute item for the cash payment.
- C. **UNPROCESSABLE ITEMS:**

Returned to VHA with daily mail-out package. Examples of unprocessable items not specifically covered in other areas of this SOW document include, but are not limited to the following:

- (1) Mutilated remittances
- (2) Foreign Coin and Foreign Items
- (3) Blank Check or No Dollar Amount Stated
- (4) Correspondence
- (5) Remittance without a Remittance Document

- 6. **RETURNED CHECKS:** Under ECP, items will be subject to redeposit once for Check 21 items and up to twice for ACH conversion using Paper Check Conversion (PCC). Redeposit options are covered by the Agency Cash flow profile (ACP) document. Following return of the item for any reason, FRB Cleveland will report a debit to ECP/CIR. ECP Customer Service will contact the Agencies if there is any adjustments or correction that need to take place. The Agency will also have access to the Debit Voucher Report that lists SF 5515 information via the FRB's secure website.

7. **DATA TRANSMISSION:** The QLP will provide a single daily comprehensive CSV file (Excel or WordPad format) containing all data elements along with a TIFF image of each document in a daily zip file. CSV file will indicate type of document, required data elements, and which specific documents belong to each envelope.

The QLP will utilize SFTP with PGP encryption to transmit the daily zip file by 6:00 p.m. (ET) to VHA.

8. **DAILY MAILOUTS:** If required, the Bank will deliver via UPS or FedEx using the agency's Shipping Account billing number:

Address for Mailout packages:

ATTN:

Phone:

The remittance package(s) will include:

	Daily Lockbox Batch Report
	Any unprocessable items

9. **REPORTS:** There are 13 Deposit and Payment reports available through the ECP system for Agencies to access their data. For additional information on report inquiries, contact ECP Customer Service.
10. **ANCILLARY SERVICES:** Any ancillary services must be pre-approved by the contracting officer or designated representative.
11. **DEPOSIT REPORTING:** On the day after lockbox items are processed by the QLP:
- FRB Cleveland will report deposits via Debit Gateway to CIR.
 - The agency is able to view the deposits in CIR via the Preliminary Voucher Query module; the agency will also be able to view the deposit ticket (SF 215) in ECP.
 - As required for settlement, vendor established Demand Deposit Accounts (DDAs) for VHA, each one corresponding to a participating VA Medical Center (VAMC). Vendor established one related parent account. Vendor provides reports of the previous Business Day's activity for each of these accounts that can be accessed by the VAMC's through vendor online reporting service.
12. **PAYMENT EXCEPTIONS:** ACH and Wire deposits will not be processed by the QLP.

13. QUALITY ASSURANCE: In order to meet VHA's requirements to verify all data, the QLP will perform data entry key verification of all required VHA keyed data elements. The QLP shall maintain a system of internal control, including but not limited to providing security for Agency funds, to ensure accuracy of accounting data, and to meet the scheduled deposit times.

- (1) Internal Control: The QLP shall implement specific controls to ensure all of the below listed conditions:
 - a. Cash collections, blank money orders, blank checks, and/or cash are not diverted.
 - b. Required services are performed within the timeframes identified herein.
 - c. All remittances and remittance documentation are safeguarded while enroute to and from various delivery/pickup points; e.g., Post Office(s), Lockbox Provider, NCC-KC, Agency Finance Office and while on Lockbox Depository premises.
 - d. Borrower information is not revealed to the public or any other organization.
 - e. Deposit of funds has taken place to ensure maximum availability of funds.
 - f. Backup of transmitted data can be regenerated in case of theft, damage, or destruction for at least 10 workdays after deposit.
- (2) QUALITY REVIEW. The QLP shall perform a quality review of work in process and daily output on a weekly basis and shall establish quality controls to ensure that deliverables meet acceptable quality measurements as defined by the Treasury's lockbox performance standards.
- (3) ONSITE REVIEW. The QLP shall agree to periodic onsite reviews (both announced and unannounced) by the Treasury and VHA to ensure that remittances are processed in accordance with the pattern procedures set forth in this document.