Invoicing and Collections Training: Payments, Invoicing and Collections Process for ACA Programs

1 Purpose

This document covers the requirements that apply to the Initial Dunning Letter and Intent to Refer Letter sent to Issuers by the Department of Health and Human Services (HHS) for the collection of monies owed.

2 Introduction

For every month an Issuer owes the HHS outstanding charges or fees, HHS will send that Issuer a Dunning Letter as notification of monies owed.

3 Key Concepts

There are (2) types of Dunning Letters:

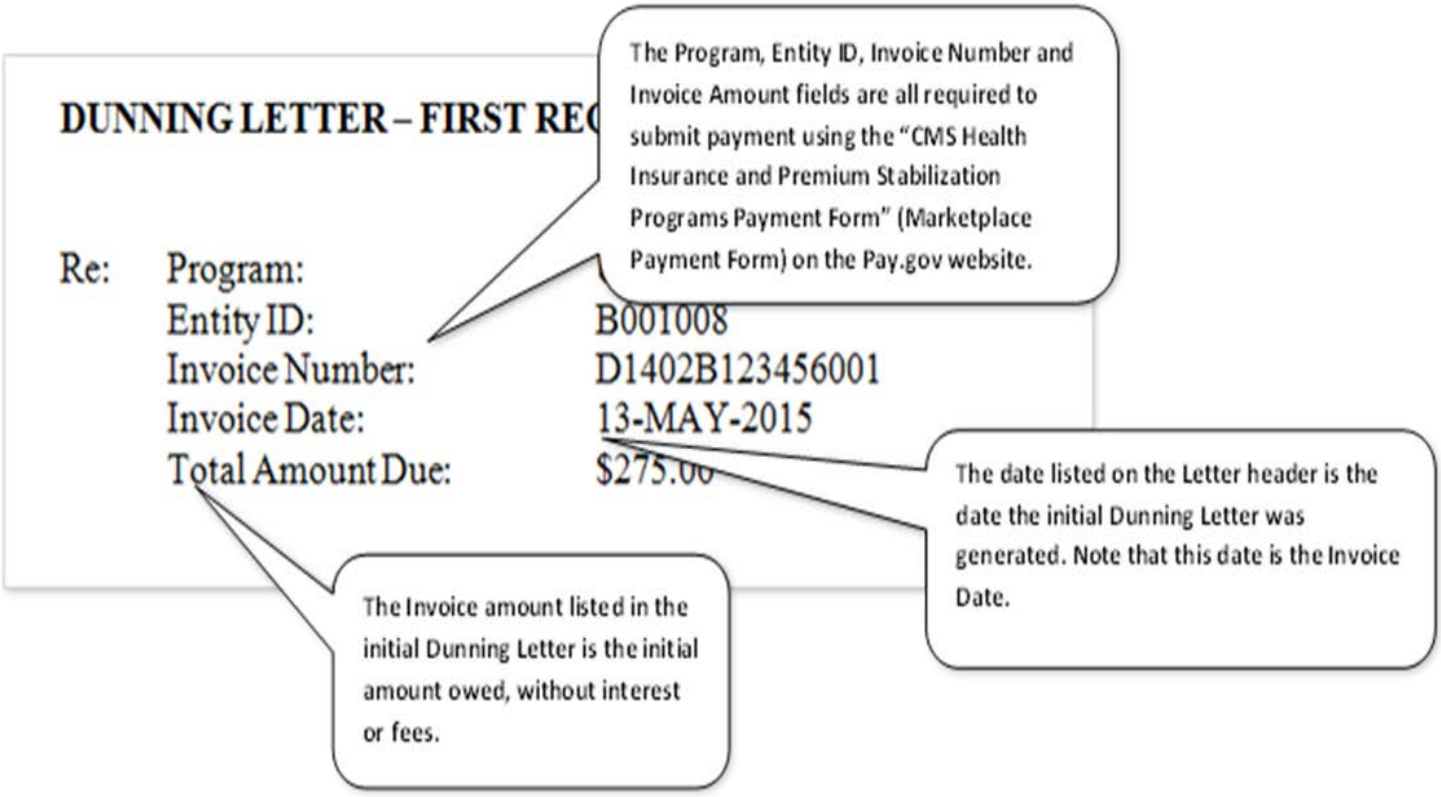
- **Initial Dunning Letter –**The first bill or invoice that gives Issuers a predetermined number of days (terms) to pay the receivable. Issuers will typically receive Initial Dunning Letters around the middle of the month, and will have 30 calendar days to submit payment. Issuers will not accrue additional charges during this time. Issuers will receive one (1) Dunning Letter for each program for which the Issuer owes a payment.
- **Intent to Refer (ITR) Letter –** HHS sends the ITR Letter 60 days after the Invoice Date of the Initial Dunning Letter. This letter signals the intent of HHS to refer the Issuer's debt to the Treasury Department after a period of 90 days from the original Invoice Date.

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4 Initial Dunning Letter

This section outlines the key data elements and defines key terminology in the Initial Dunning Letter.

Figure 1: Initial Dunning Letter Data Elements

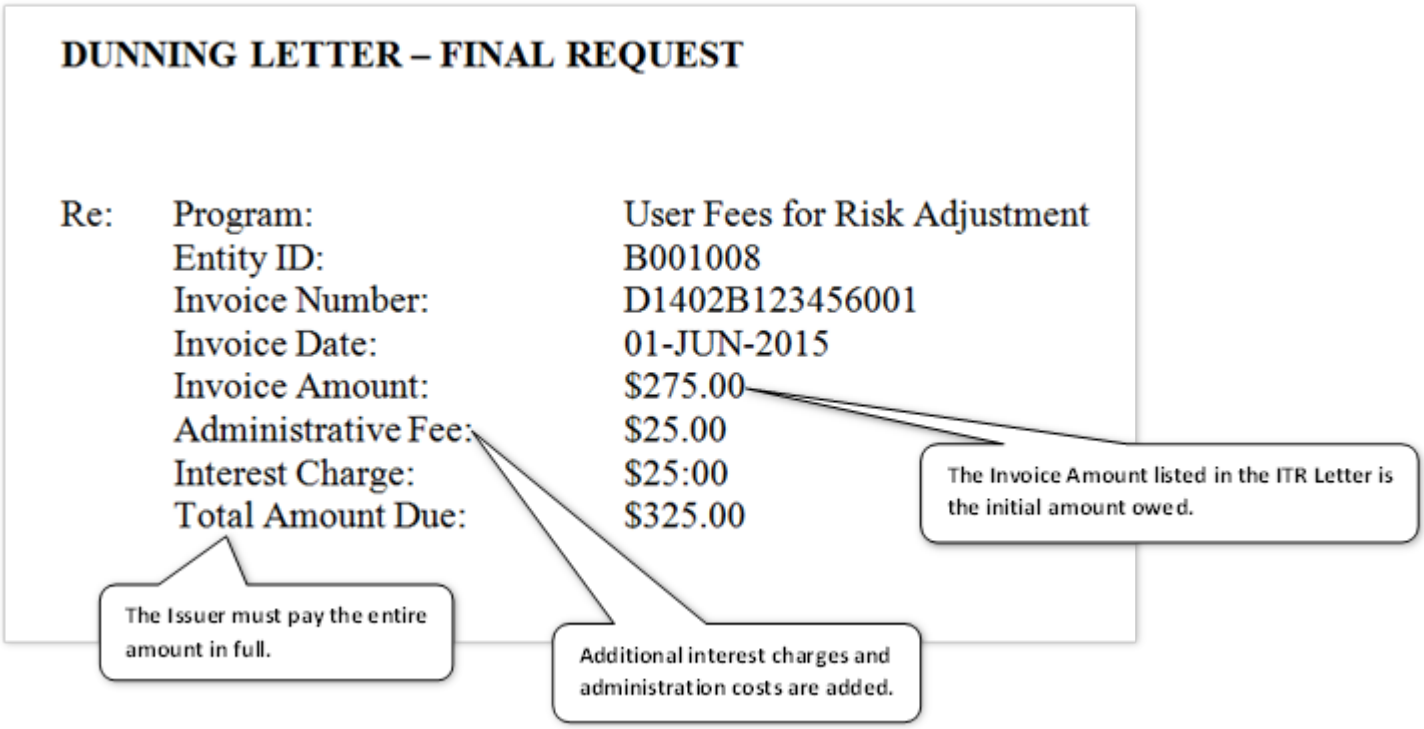


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5 Intent to Refer Letter

This section outlines the key data elements and defines key terminology in the ITR Letter.

Figure 2: Final Dunning Letter Data Elements



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6 Data Elements Used in the Pay.gov Payment Submission Process

Dunning Letters contain data that is critical to completing the payment submission process. The graphic below illustrates which data Issuers will need to complete the Marketplace Payment Form to submit payment through Pay.gov.

Figure 3: Data Elements Required for Submitting the Marketplace Payment Form

