AR-01 Generate Dunning Letters

Purpose

The purpose of this Quick Reference Guide (**QRG**) is to provide a step-by-step explanation of how to generate Dunning Letters in the North Carolina Financial System (**NCFS**).

Introduction and Overview

This QRG covers the generation of Dunning Letters in the NCFS which will enable you to generate and send Dunning letters to customers who have overdue invoices, debit memos, and/or credit memos.

User Tip

The following are prerequisites to generating Dunning letters:

1. Create Late Charges
2. Refresh Receivables Transactions for Customer Account Summaries
3. Collections Delinquency Management
4. Collections Scoring and Strategy Assignment

5. Update Collections Summary Data

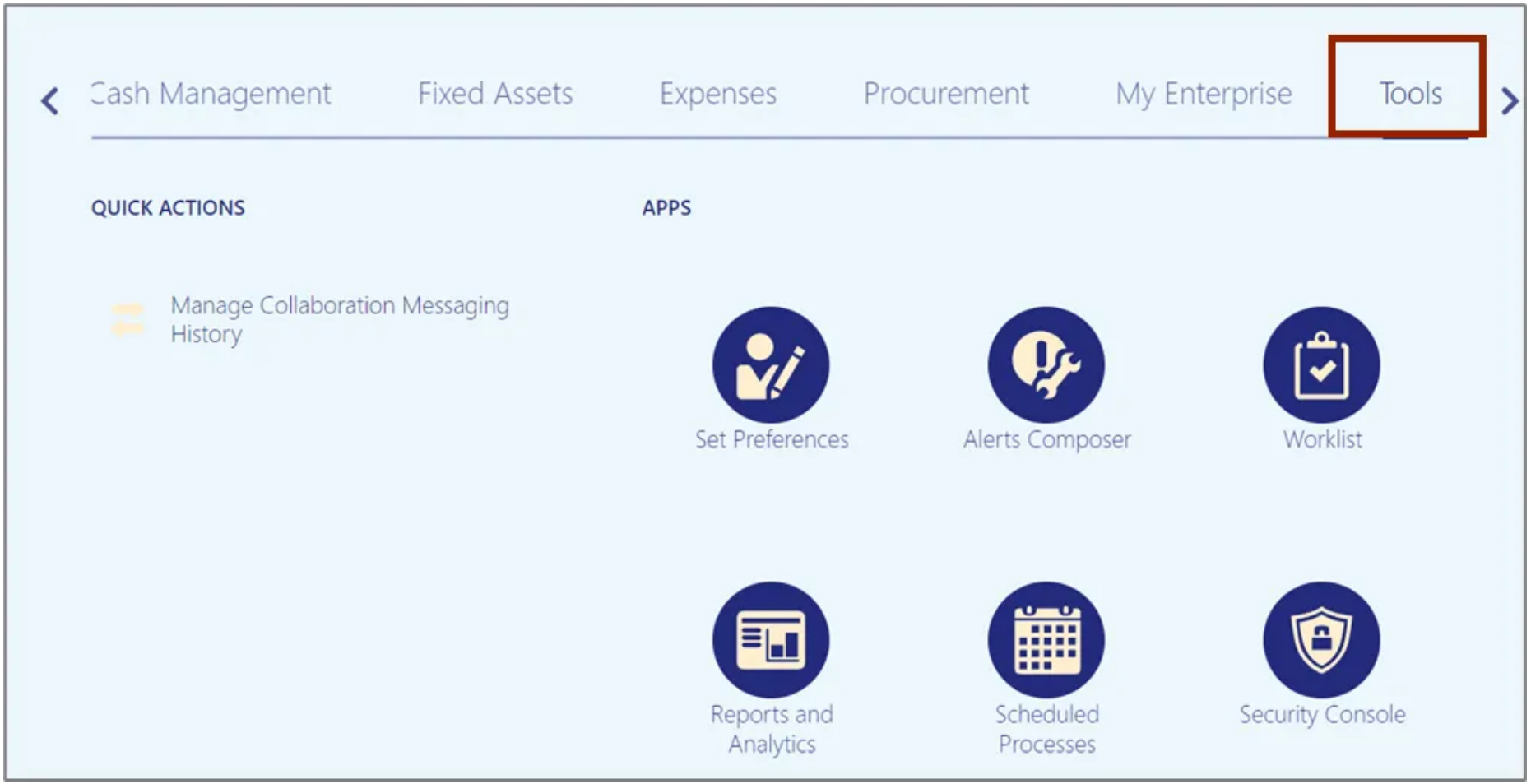
Generate Dunning Letters

To generate Dunning Letters in NCFS, please follow the steps below. There are 16 steps to complete this process.

Step 1. Log in to NCFS portal with your credentials to access the system.

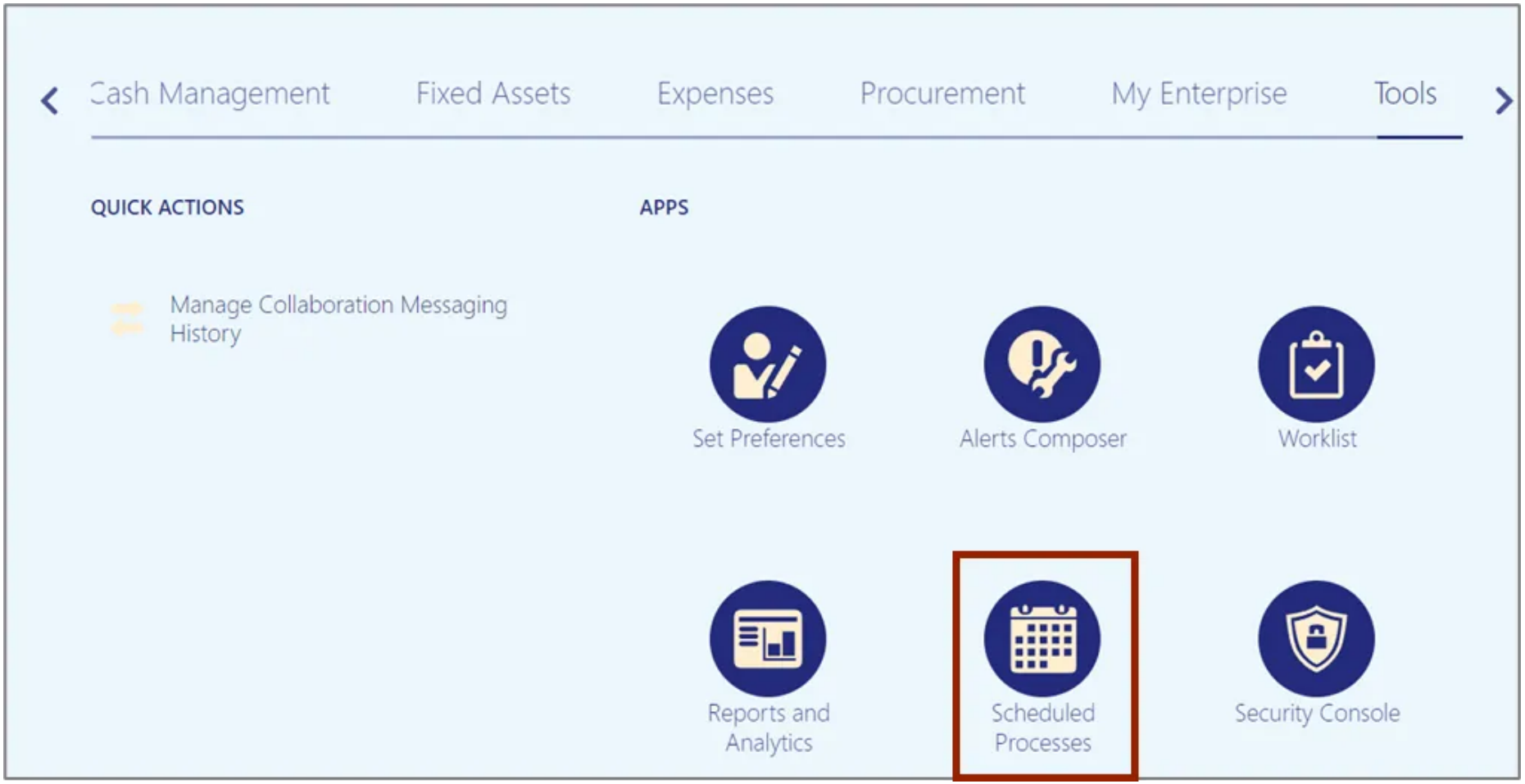
Step 2. On the **Home** page, click the **Tools** tab.

Image



Step 3. Click the **Scheduled Processes** app.

Image



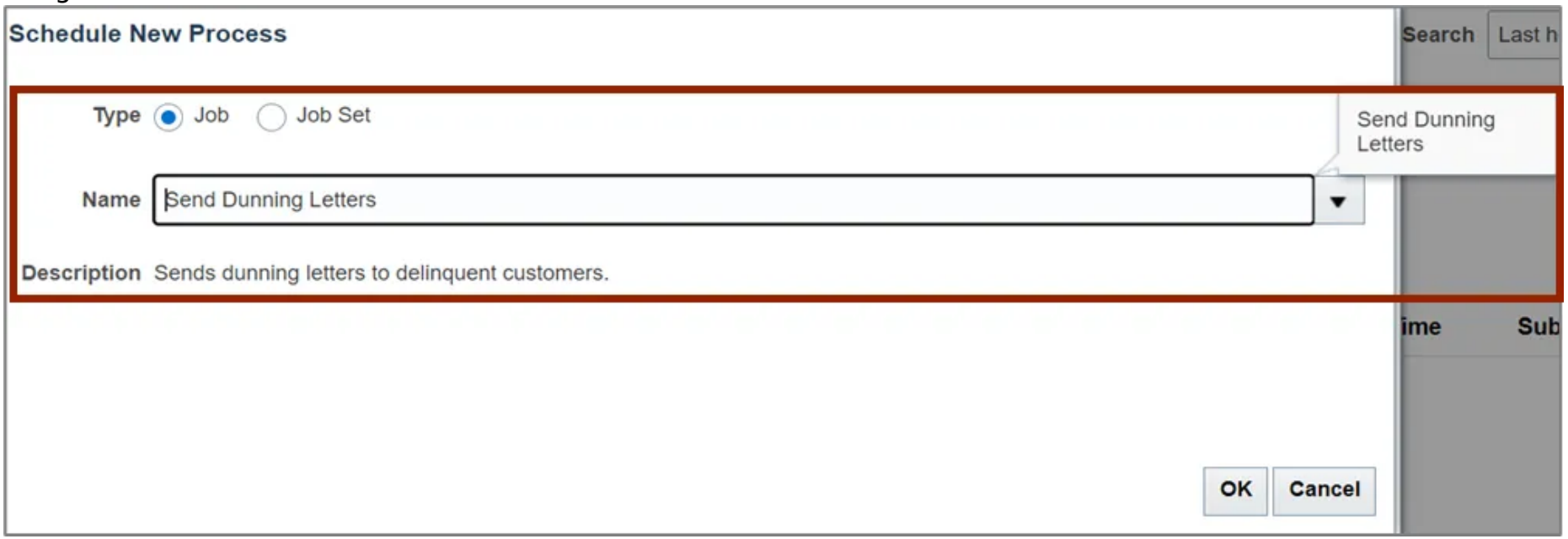
Step 4. On the **Schedule Processes Overview** page, click the **Schedule New Process** button.

Image



Step 5. On the *Schedule New Process* pop-up, enter **Send Dunning Letters** in the ***Name*** field. Alternatively, you can search from the drop-down choice list.

Image



Step 6. Click the **OK** button.

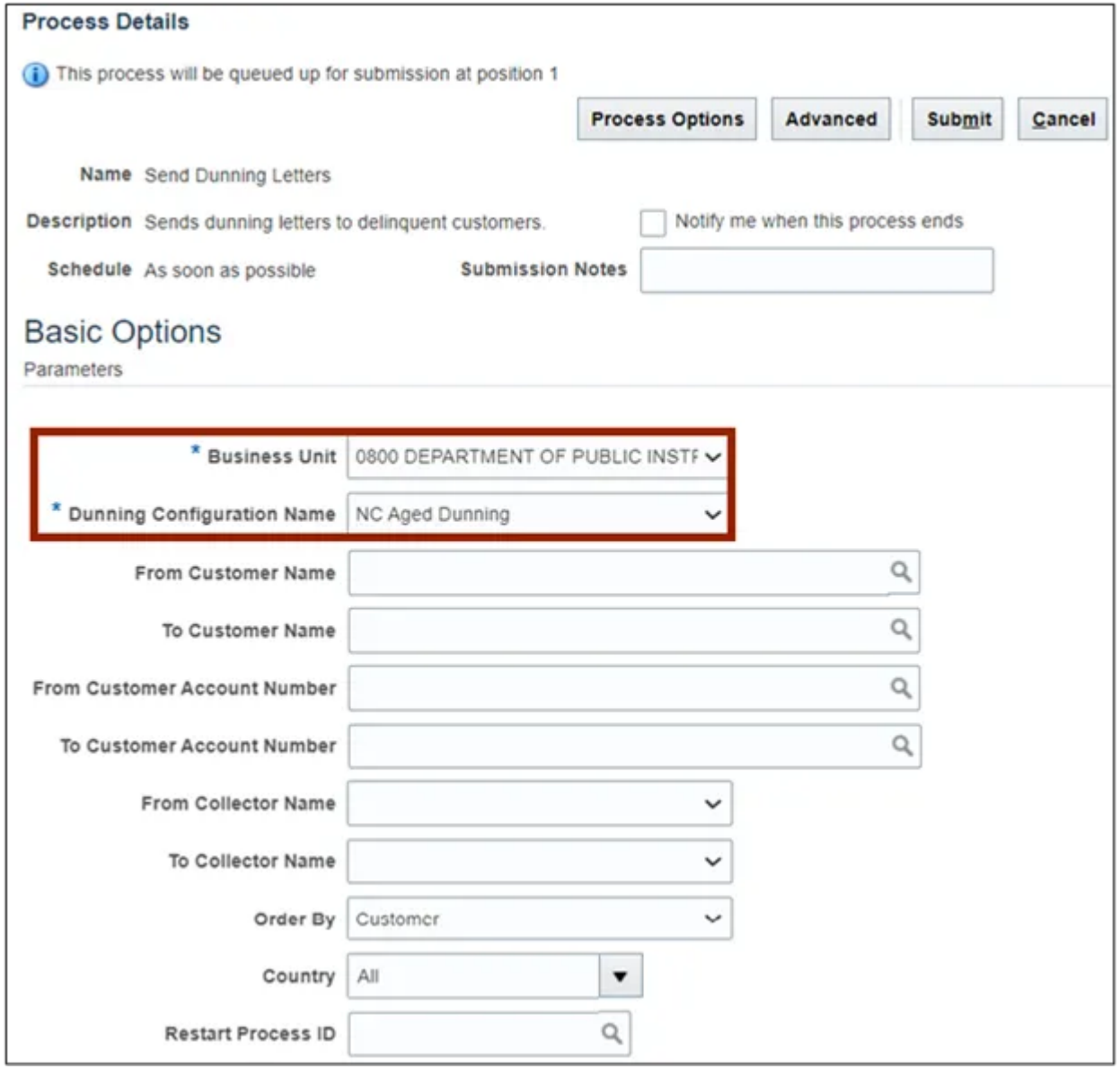
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Step 7. On the *Process Details* pop-up, select the applicable **Business Unit** and **Dunning Configuration Name** from the respective drop-down choice list.

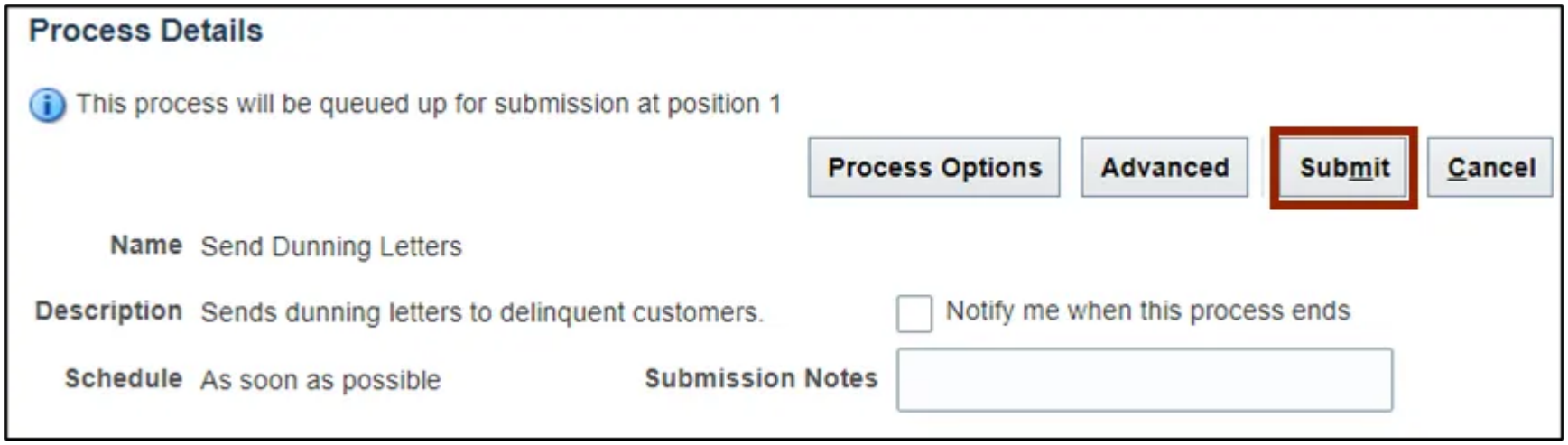
In this example, we choose **0800 DEPARTMENT OF PUBLIC INSTITUTE** for the ***Business Unit** drop-down choice list and **NC Aged Dunning** from the ***Dunning Configuration Name** drop-down choice list.

Image



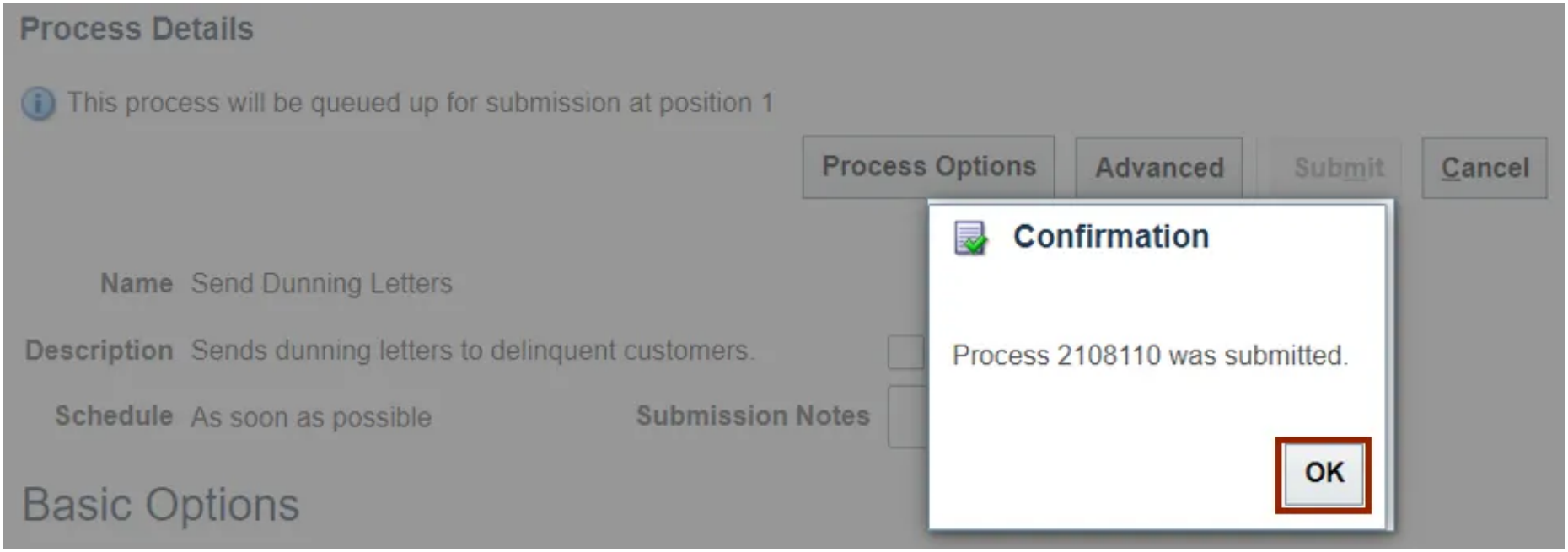
Step 8. Click the **Submit** button.

Image



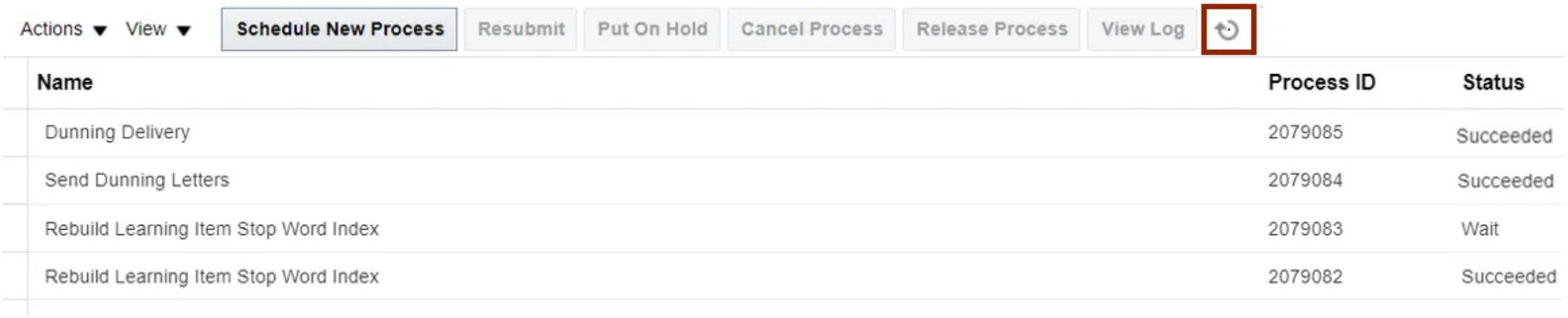
Step 9. The *Confirmation* pop-up page is displayed with the **Process ID** number. Click the **OK** button.

Image



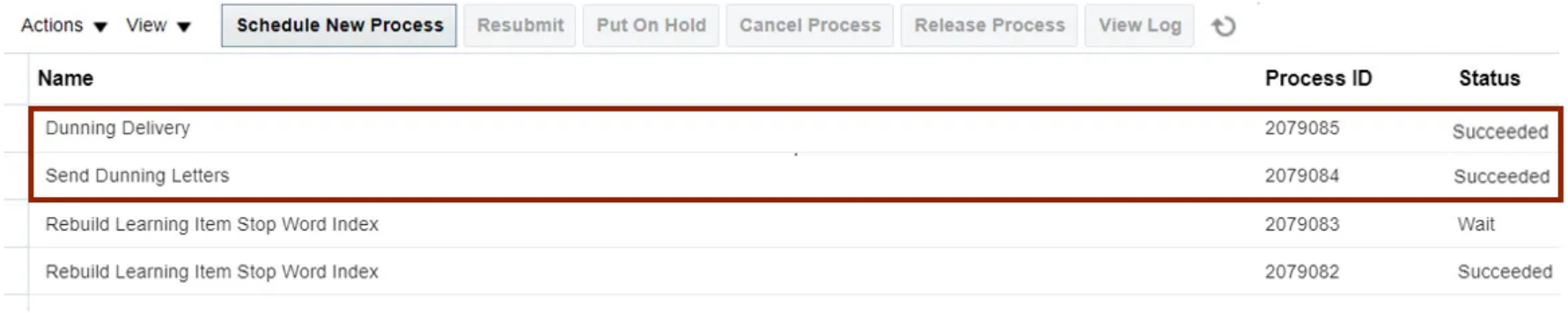
Step 10. The *Overview* page is displayed. Click the **Refresh** icon until the ***Status*** field displays **Succeeded**.

Image



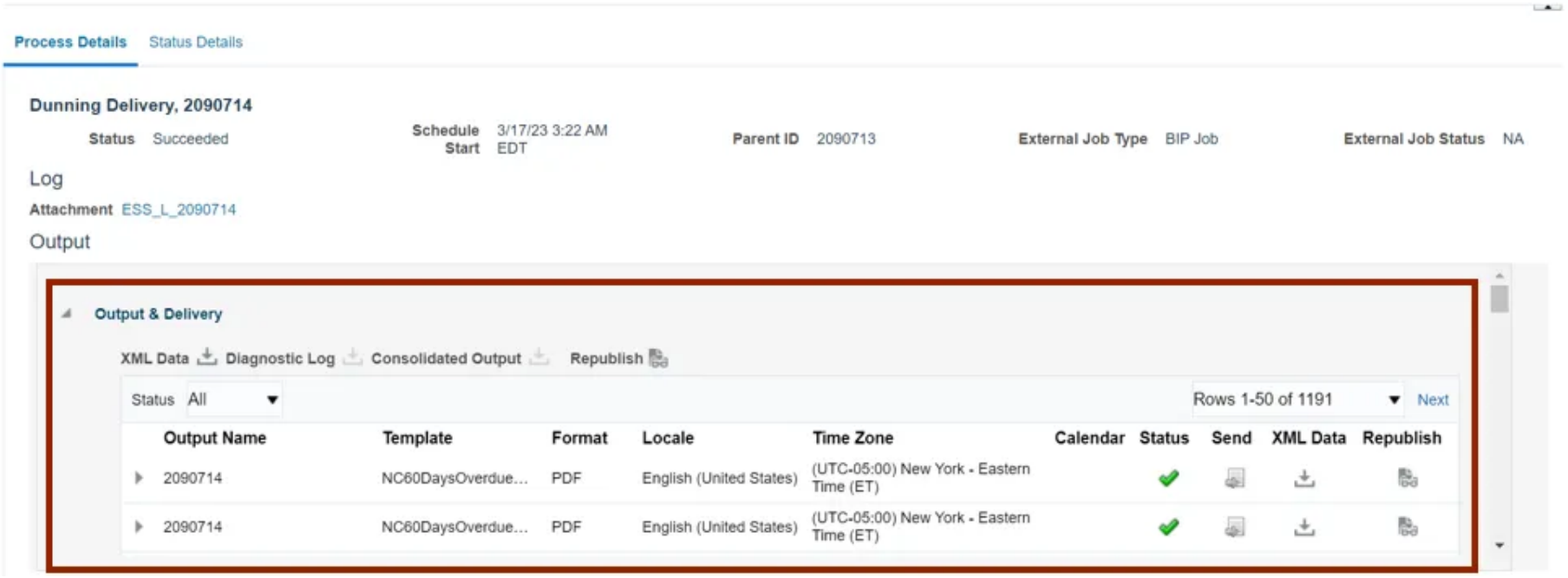
Step 11. Select **Send Dunning Letters** under the **Name** section.

Image



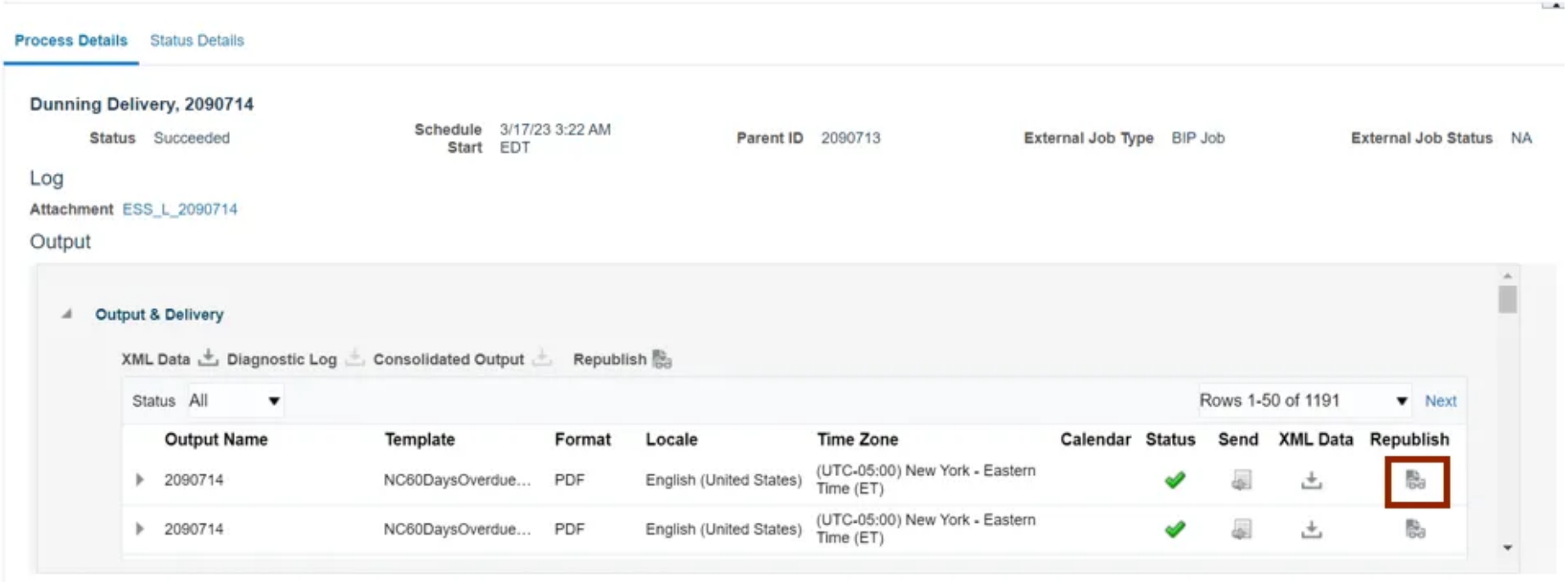
Step 12. Scroll down to view the succeeded output and Deliver of the Dunning letter.

Image



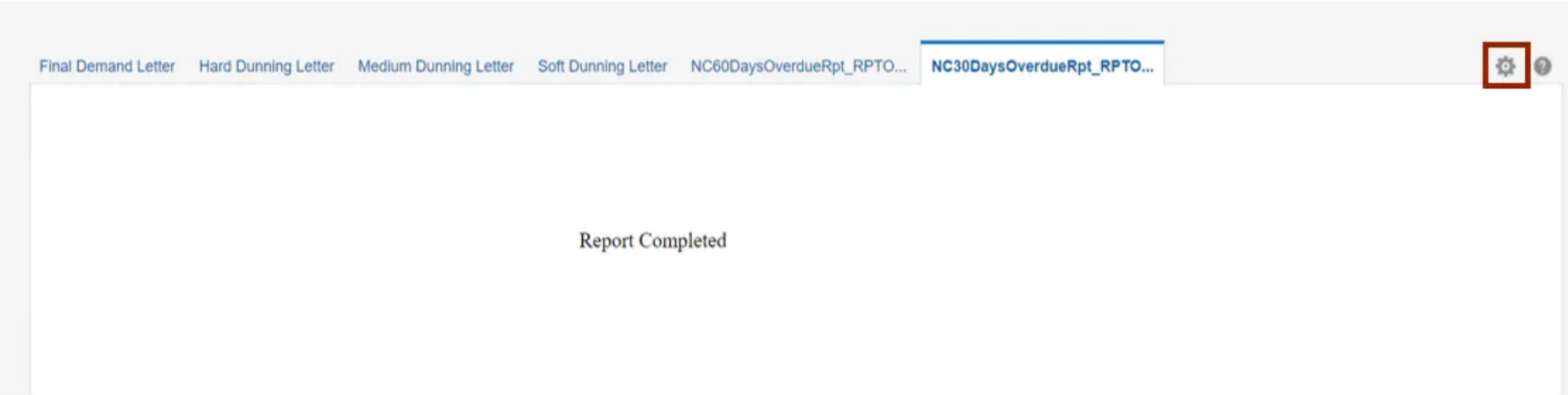
Step 13. Click the **Republish** icon to view the Dunning letter.

Image



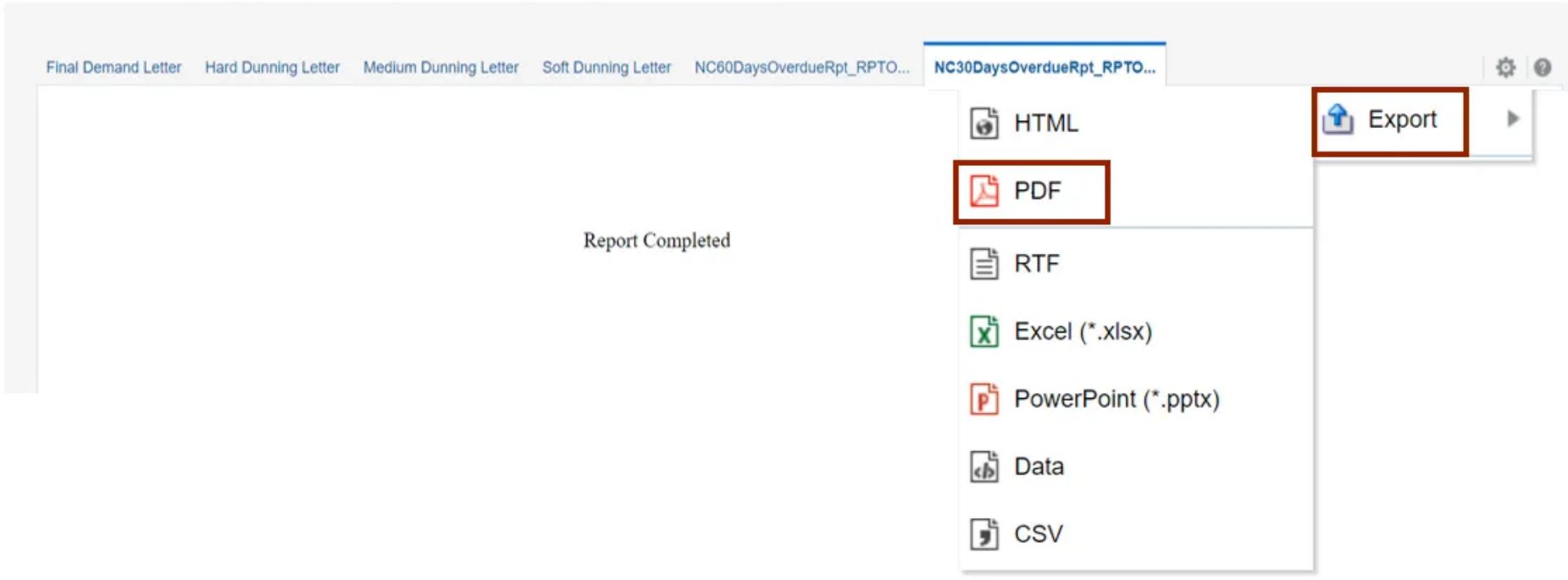
Step 14. Click the **Settings** icon.

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Step 15. Click the *Export* drop-down choice list, then select **PDF**.

Image



Step 16. View the Dunning Letter in PDF format.

Image

NCDHHS

03/17/2023

1CONNECT LLC
1CONNECT LLC
C/O DHHS OFFICE OF THE CONTROL
RALEIGH NC 27699 2022

Subject: Courtesy Reminder
- Health Assessment Desk Audit FYE 9/30/19
- Cost Settlement Desk Audit FYE 9/30/19
Provider #, NPI #1619281144
Customer ID 50162

Records of the Department of Health and Human Services (DHHS), Office of the Controller indicate your Medicaid account is past due. Please immediately remit the current amount balance listed below. The current amount due includes the principal, a 10% penalty on the principal amount and interest accrued at 5% annually (.417% per month).
We will initiate recoupment of the Medicaid share $ of the amount indicated below from your pending Medicaid claims on the next available check write. The Non-Medicare share $ must be submitted by you; however, if you are no longer filling Medicaid claims you are responsible for submitting the entire balance due.

The North Carolina General Assembly has defined in law (G.S. 147-86.23) interest and penalties shall be charged on all past due accounts receivable from the due date until the date payment is made. Consistent with NC G.S. 105.241.21, this law requires State agencies to assess interest charges at a rate set semi-annually by the Department of Revenue and impose a 10% penalty on all accounts owed.

We will continue to assess interest on your account at the rate of 5% per year (.417 % per month), until your account is paid in full. Additionally, the Office of State Controller's Accounts Receivable policy requires DHHS to refer accounts 60 days past due to the Office of the Attorney General or a collection agency. Your account is more than sixty (60) days past due and is in the process of being forwarded to the appropriate agency for collection.

We have attempted to recoup funds from your Medicaid claims; however, you are responsible for submitting payment if you are no longer filing claims. As of the date of this letter, we have not been successful in recouping the balance due.

Remit To
DHHS HEALTH BENEFITS
2022 MAIL SERVICE CENTER
Raleigh NC 27609 2022

We will continue to assess interest on your account at the rate of 5% per year (.417 % per month), until your account is paid in full. Additionally, the Office of State Controller's Accounts Receivable policy requires DHHS to refer accounts 60 days past due to the Office of the Attorney General or a collection agency. Your account is more than sixty (60) days past due and is in the process of being forwarded to the appropriate agency for collection.

Transaction	Account	Bill To	Due Date	Original Amount	Current Amount	Finance Charges	Currency	Legal Entity
0313P12819AR	19126	80995	01/28/2013	20,249.87	20,249.87	0.00	USD	NC DHHS HEALTH BENEFITS
0413P12819AR	19126	80995	01/28/2013	5,577.81	5,577.81	0.00	USD	NC DHHS HEALTH BENEFITS
1113P12819AR	19126	80995	01/28/2013	5,456.55	5,456.55	0.00	USD	NC DHHS HEALTH BENEFITS
1213P12819AR	19126	80995	01/28/2013	5,517.18	5,517.18	0.00	USD	NC DHHS HEALTH

Wrap-Up

Generate Dunning Letters using the steps above, for any late charges like overdue invoices, debit memos, and/or credit memos.

Additional Resources

- Virtual Instructor-Led Training (vILT)
  - AR101: Collections Management

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