

FIELD OFFICE RESPONSIBILITIES

Each field office performing services that are later billed must share in the responsibility to ensure the prompt collection for the services provided. Field office responsibilities include a full range of duties beginning before services are provided to assisting in the collection process after services have been billed. Field office involvement is necessary to implement and maintain an efficient and effective Agency debt management program. Since field office involvement must be incorporated in all phases, we have identified the responsibilities necessary for each phase.

Establishing Applicant Numbers and Accounts.

- ◆ Collect for services performed until applicant number is approved and assigned.
- ◆ Determine projected frequency of service from prospective applicant.
- ◆ Ensure APHIS Form 192, Application for Credit Account and Request for Services, or comparable form, is completed by applicant.
- ◆ Submit completed request for applicant number to MFSB for verification, approval, and assigning of applicant number.

Scheduling Billable Services.

- ◆ Request and verify the existence of a valid applicant number to be billed for services to be provided.
- ◆ Review the current Cash Basis Listing to determine if applicant has been placed on COD basis or is on the Denial Listing for reimbursable services.
- ◆ Provide services on a collection only basis, if no valid applicant number exists or the applicant is on the COD Basis Listing, and notify the recipient of these requirements.
- ◆ Schedule requested services, if a valid applicant number exists and the applicant is in good standing.

Performing Billable Services.

- ◆ Complete and submit APHIS Form 89, Report of Reimbursable Inspection and Quarantine Services and Instructions, to NFC or MFSB, as appropriate, upon completion of reimbursable services. See Chapter 10 for detailed procedures on preparing and submitting the forms.
- ◆ For VS User Fees, promptly transmit APHIS-81's, Statement of Services, to NFC in accordance with the VS User Fees Operating Procedures Manual.

Monitoring Billings and Collections (BLCO) Reports Produced by NFC and MFSB.

- ◆ Review BLCO reports received from NFC or MFSB.
- ◆ Respond to dispute letters received from NFC concerning specific APHIS Form 89's within 2 weeks from date of receipt.
- ◆ Respond to inquiries from NFC, MFSB, or applicant relating to billing clarifications.
- ◆ Provide copies of APHIS Form 89's, APHIS-81's, or APHIS 192's (or comparable form) when requested by NFC or MFSB.
- ◆ Place applicants on a COD basis or deny future reimbursable services as advised by MFSB.
- ◆ Notify MFSB of any changes to the Debtor Master Address Listing.
- ◆ Notify MFSB of applicant bankruptcy actions. MFSB will provide specific guidance and instructions for providing future services.