



CHARTER

UNIFORM BUSINESS OFFICE (UBO) ADVISORY WORKING GROUP

1. PURPOSE AND RESPONSIBILITIES

The Uniform Business Office (UBO) Advisory Working Group (AWG) serves as the advisory body to the Resourcing Decision Board (RDB) for developing and making recommendations on the strategic direction for the Third Party Collection Program (TCP), Medical Affirmative Claims (MAC), and Medical Services Accounts (MSA) activities for Army, Navy, Air Force, and Market fixed military treatment facilities (MTFs) funded by the Defense Health Program. Operational decisions and policies regarding UBO activities are established by DHA with input from the AWG. Additionally, the AWG reviews and recommends effective processes to identify, review, validate and prioritize functional changes and business process improvements to support MTF revenue cycle management activities.

The UBO AWG members are composed of the DHA, Army, Navy, Air Force and Markets. The AWG shall assist the MHS with ensuring billing business practices and processes are standardized and in compliance with legal requirements. This includes, but is not limited to, developing and assisting with determining new functional system requirements, or modifications to existing functional system requirements for the MTFs Composite Health Care System (CHCS), the Ambulatory Data Module (ADM), Armed Forces Billing and Collection Utilization Solution (ABACUS), the Patient Accounting Systems (PAS), Coding Compliance Editor (CCE), and any future centralized information management systems or billing solutions developed by DHA in coordination with the Services and Markets. The AWG provides input into training curriculums to sustain UBO program operations.

At a minimum, the AWG shall conduct the following activities:

- Identify key policy and legal issues to assist the Services, Markets, and their MTFs with improving collections;
- Monitor and oversee UBO initiatives to assist with providing the RWG with status briefs;
- Improve business processes to increase collections;
- Review coding issues and provide recommended solutions as they relate to billing processes;
- Oversee billing compliance processes;
- Analyze and review the Department of Defense (DoD) Inspector General, Army Inspector General, Navy Inspector General, Air Force Inspector General, and other external agency findings to ensure adequate, timely follow-up and resolution;
- Initiate or recommend approval of UBO related functional change requests (e.g., systems, reference tables, guidance documents, business rules) by the Services, the Markets, and their MTFs to improve performance;
- Recommend new UBO functional requirements to the UBO Program Manager, as needed. As necessary, the UBO AWG shall coordinate and maintain communication with affected Automated Information System (AIS) technical and functional program managers and Subject Matter Experts (SMEs) to ensure successful, timely, and effective integration of UBO related interfacing requirements; and
- Recommend effective training plans to improve collections. These plans shall focus on all



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aspects of revenue cycle management to include identification of patients with other health insurance (OHI) and collection of OHI, verification and follow-up on claims, appropriate internal management controls, and the proper accounting of collections.

- Provide a quarterly program status briefing to the Resource Steering Committee (RSC). Provide a program status briefing to the RDB as required or requested by the RSC.

2. MEMBERSHIP

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| • DHA UBO Program Manager | Chair |
| • Army UBO Program Manager | Member |
| • Navy UBO Program Manager | Member |
| • Air Force UBO Program Manager | Member |
| • Market UBO Program Manager | Member |
| • U.S. Coast Guard Billing Representative | Advisory/Supporting Member |
| • VA Billing Representative | Advisory/Supporting Member |
| • NOAA Billing Representative | Advisory/Supporting Member |
| • USPHS Billing Representative | Advisory/Supporting Member |
| • Army Legal Representative | Advisory/Supporting Member |
| • Navy Legal Representative | Advisory/Supporting Member |
| • Air Force Legal Representative | Advisory/Supporting Member |
| • Market Legal Representative | Advisory/Supporting Member |
| • Service AIS SMEs | Advisory/Supporting Member |
| • TPOCS Program Manager | Advisory/Supporting Member |
| • ABACUS Program Manager | Advisory/Supporting Member |
| • DHA and Service SMEs (e.g. DHMS, DHSS, DHA/IM, MEPRS, MCPO, JCGWC, and FPRS) | Advisory/Supporting Member |
| • Contract Support | Staff |

The Chair shall be responsible for coordinating all UBO AWG activities and the overall management and execution of the AWG initiatives. At a minimum, the Chair shall:

- Facilitate all UBO AWG meetings;
- Promulgate final UBO policies, guidance, and procedures;
- Routinely work with AIS functional managers concerning needs for UBO system(s);
- Participate in the AWG; and
- Manage workflow/taskers
- Final decision-maker on all recommendations forwarded by the WG.

The Members shall be responsible for reviewing, coordinating, and assisting with the development of requirements, policies, and guidance for the UBO program. This includes, but is not limited to, the TPCP, MAC, and MSA business rules and operations. The Members, as Service and Market Representatives, shall communicate their Service and Market position on these matters and shall be responsible for reporting AWG activities to their Service RSC/RDB or DHA principal and their leadership, as appropriate. Meeting attendance is optional for



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Advisory/Supporting Members.

Support Staff shall perform tasks and provide input as requested by the Chair.

3. MEETING MANAGEMENT

Meetings shall be held at least quarterly and at the call of the Chair. If a Member is unable to attend, the Member may designate an alternate.

Meeting proceedings shall be summarized. A draft of the meeting minutes shall be distributed to the AWG within 20 business days after the meeting concludes. AWG Members and Advisory/Supporting Members shall submit their comments to the minutes within 10 business days after receipt of the draft. The final meeting minutes shall be distributed to the AWG and submitted to the RSC within 5 business days upon receipt of comments.

4. DELIVERABLES

Records will be maintained as outlined above. The Service or Market Member representation the organization submitting change requests described in Section 1 shall present it to the AWG. Members shall advise on the necessity and priority of the change request. The disposition of the change request shall be included in the meeting summary.

The AWG shall develop standardized compliance, audit, training, and education materials, as applicable, and in accordance with regulations.

The AWG shall provide subject matter expertise to develop DoD and DHA Issuances to clarify policy issues, and to provide guidance to the Services and Market on the TPCP, MAC, MSA, billing compliance, and other MTF billing issues.

5. DURATION

The authority to convene this AWG automatically expires five years from the date this document is signed.

APPROVAL

ZOTTOLA.JEF
FREY.VINCENT
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ZOTTOLA.JEFFREY.VINC
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Date: 2019.02.04
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Mr. Jeffrey V. Zottola
Deputy Assistant Director (J-8)
Chief Financial Officer

_____ Date