

Atlanta RPO Update



**U. S. Department of Veterans Affairs
Atlanta Regional Processing Office**

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RPO Update

Current Month Timeliness

- Original claims – 19 days
- Supplemental claims – 10 days
- Emphasis on payment processing during peak enrollment periods

RPO Update

- Increase in claims processors from 800 FTE nationwide in August 2009 to 1,200 FTE in January 2010
- Voluntary overtime for RPO claims processing staff prior to implementation
- Mandatory overtime of 3 days per month for RPO claims processing staff
 - Daily extended hours
 - Sunday hours from October to February

RPO Update

- Redirected 70 RPO staff to claims processing duties
- Redirected customer service support to claims processing 2 days per week (Ended in February)

RPO Update

Satellite Offices

- 200+ employees at 5 Regional Offices
 - Columbia
 - San Diego
 - Seattle
 - Philadelphia
 - Phoenix
- Processing fiscal transactions nationwide
- Completed training on claims processing



Tuition & Fees

- Schools report tuition and fees charged
(do not adjust for benefit rate)
- Deduct any amount paid with Federal Funds (excluding Title IV funds)
- For Example:
 - ROTC
 - MyCAA
 - Health Professionals Scholarship
 - Government Employees' Training Act (GETA)



Financial Aid/Scholarships

- Title IV Funds include the following
 - FFEL
 - Stafford Loans
 - Federal Perkins Loans
 - FFEL Parent (Plus) Loans
 - Federal Pell Grants
 - Federal Supplemental Educational Opportunity Grant

Do not deduct these amounts from tuition reported to VA



Financial Aid/Scholarships

- VA should be considered first payer except when other federal funds are paying.
(VA pays on behalf of student and is not considered a 3rd party payer)
- School should return any additional funds to other sources in accordance with state law or established policies.
- Eligibility and/or continued eligibility to non-federal financial aid should be coordinated between the recipient and the provider.



Tuition Waivers

- What if my school “waives” tuition for a student?
- Tuition that is waived should *not* be reported to VA as charged tuition & fees



Refunding money to VA

- Schools should only refund to VA as follows:
 - Student died during the term & would have been due a refund
 - Student never attended
 - School received payment for an individual that is not a student at your school
 - School received a duplicate payment
 - School received an erroneous payment amount**

(All other over-ages should be refunded in accordance with institution's established refund policies)



School Refunds to VA

- Send one check per student
- Include the following:
 - Student's Name
 - Social Security Number
 - Term dates money applies to

(VA Finance will return any checks that include more than one student.)



Refunding money to VA

- Send a school check to Agent Cashier of the RO of jurisdiction (Atlanta – 1700 Clairmont Rd., Decatur, GA 30030)
- Return uncashed check to:
 - US Department of the Treasury, Financial Management Service, PO Box 51318, Philadelphia, PA 19115-6316

(These funds are not being applied to any over-payment created on the student)



Returning EFT Payments

- Return only a full payment by EFT
- Use ACH return code R31
- VA Tax ID Number is:
 - 741612229



Payments already returned to VA

- VA will deposit all school checks that have expiration dates in the future and the student can be identified.
- If the school reports that they reported more than necessary for tuition and fees, Education will process an amended award to show the reduced tuition and fee charge and will establish the appropriate 74B or 75B debts on the student's record.
- Debt Management Center will not deposit checks, but send them to the RPO of juris.



Over-Payments (O/P)

- No O/P on student when duplicate or erroneous payments made to schools
 - O/P for BAH & tuition/fees on student when:
 - School reports change in tuition & fees*
 - Student reduces/terminates after beginning of term*
- *School must refund tuition to student so that over-payment can be resolved by student*
- *O/P created on student will NOT be recouped from tuition payments*

Debts



- When is the student responsible for a debt?
 - School reports reduction in tuition and fees
 - Student reduces course load or terminates after the beginning of term
(Debt will be collected from student's housing allowance or B&S payment)

Debts



- When is the school responsible for a debt?
 - Student never attended or died during term
 - Duplicate or erroneous payment
(Debt will be NOT be collected from student's housing allowance/ B&S payment and will NOT be collected from future tuition payments.)



Erroneous Payment (VA error)

- School certifying official should send an email through the www.gibill.va.gov “Ask a question” feature
- Indicate “Fiscal Team” in Subject line
- Include student’s name, SSN, and amount of incorrect payment
- VA will confirm amount to be returned in response
- School should return that amount to VA



Atlanta Fiscal Team

- Senior VCE and VCE's resolving over-payment issues on students and returned checks
- Register in Right Now Web as School Official for priority processing



Advance Pay Over-Payments

- Created in student's account
- \$750 per month deducted from BAH
- Student can set up payment plan for lesser amount.
 - Call DMC at 1-800-827-0648
 - Submit electronic request through www.gibill.va.gov



Fall 2010-2011 Enrollment

CH 33 Enrollment Certifications

- Submit certifications beginning June 1, 2010
- Send Tuition & Fees only if confirmed
- If 2010-2011 T&F not confirmed, report \$0 in the tuition & fees field
- Submit an amended enrollment certification with tuition & fees when rates are finalized.



FRY SCHOLARSHIP

- Children of active duty members who have died in the line of duty on/after September 11, 2001.
- Benefit is effective August 1, 2009
- Receive up to the highest public, in-state undergraduate tuition and fees, plus a monthly living stipend and book allowance



Fry Scholarship - Eligible Children

- Are entitled to 36 months of benefits at the 100% level
- Have 15 years to use the benefit beginning on his/her 18th birthday
- May use the benefit until 33rd birthday
- Cannot use before age 18
- Are not eligible for the Yellow Ribbon Program



Fry Scholarship - When will benefits be paid?

- No later than August 1, 2010
- VA began accepting applications on May 1, 2010
- Payments issued by 8/1/10
- Children enrolled from 8/1/09 to 7/31/10 may receive retroactive payments.
- Children currently enrolled use Ch 35 until FRY established