

Accounts Receivable

Executive Summary

The *Code of Virginia* § 2.2-4800 et seq. requires the Department of Accounts, along with the Office of the Attorney General, to oversee, report on, and monitor the Commonwealth's accounts receivable program. In order to carry out this responsibility, DOA has issued policies and procedures on accounting, collecting, reporting, and writing off accounts receivable. In addition, DOA provides technical assistance to agencies and institutions and uses statistical analyses and audit reports to monitor the on-going effectiveness of agencies in managing their accounts receivable.

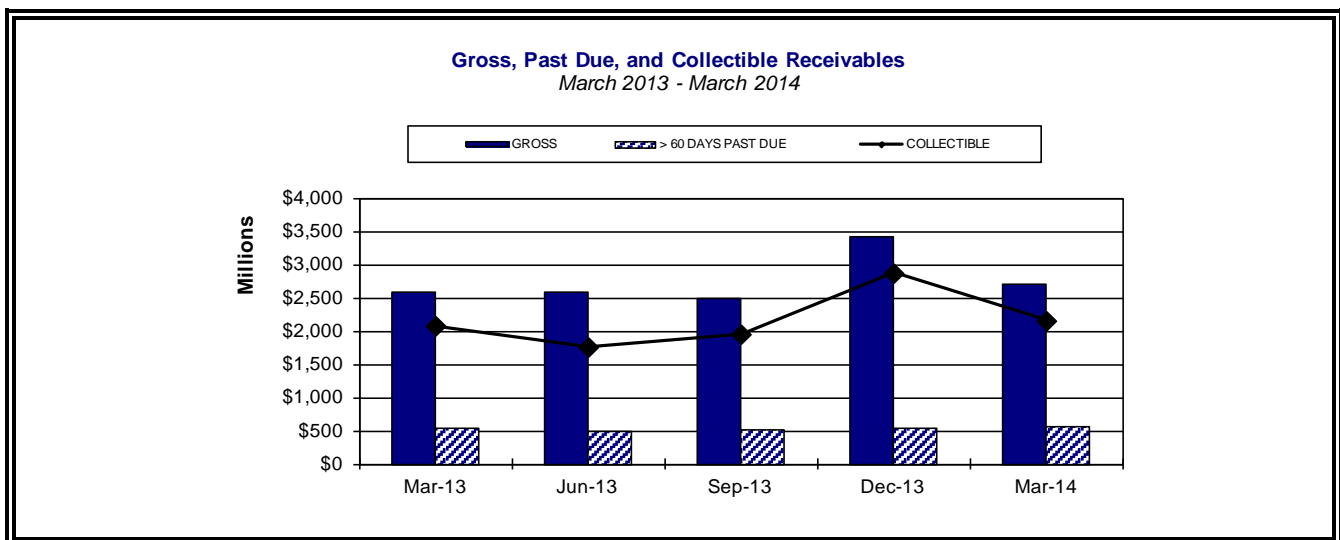
In an effort to present more meaningful information, DOA continues to exclude data from the tables (except for the final table on past due receivables) from the Department of Taxation, consisting largely of statutory assessments and non-filers assessments, and the circuit and district courts, which report judgments and fines with extremely low collection statistics.

Commonwealth agencies and institutions reported adjusted gross receivables of \$2.70

billion at March 31, 2014, with \$2.16 billion considered collectible. Receivables over 60 days past due as of March 31, 2014, totaled \$554.6 million. Of that amount, \$10.2 million was placed with private collection agencies, \$33.1 million was placed with the Division of Debt Collection and \$511.3 million was retained in-house for additional collection efforts.

It is important to note that the adjusted state receivables largely consist of unemployment taxes, tuition and fees, and billings for several indigent care programs, which present numerous special challenges in collection. "Trade receivables" typical of the private sector, which are generated by billings for the provision of goods and/or services, make up only a small portion of the state's receivables.

Further, the majority of the significant outstanding receivable balances have statutory or other restrictions specifying the distribution of any collections. The collection of the outstanding receivable balances would not provide additional resources to fund the Commonwealth's operations.



As of March 31, 2014, agencies expected to collect \$2.16 billion (80 percent) of the \$2.70 billion adjusted gross receivables. About 1 percent is due to the General Fund, primarily

for benefit recoveries and sales of permits. The balance, which contains Medicaid penalties that are no longer revertible, is due to several nongeneral funds.

Collectible Receivables by Fund

Not Including Circuit Courts, District Courts, or Department of Taxation

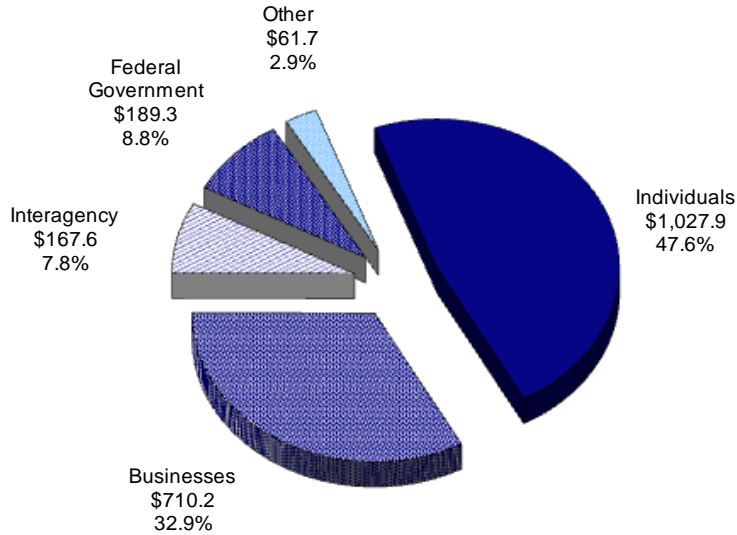
As of March 31, 2014

Fund	Source	Amount	Percent
General Fund 1%	Medicaid - Current Recoveries	\$ 18,401,520	57%
	Social Services	3,403,580	11%
	Labor and Industry Inspections	605,511	2%
	State Police Permits	1,975,043	6%
	Corrections	1,402,598	4%
	Other	2,489,760	8%
	Subtotal	28,278,012	88%
	Interagency Receivables	3,827,749	12%
	Total General Fund Collectible	\$ 32,105,761	100%
	Nongeneral Funds 99%	Medicaid - Dedicated Penalty Fees	\$ 78,361,807
Medicaid - Federal Reimbursements		26,592,525	1%
Unemployment Taxes *		513,103,703	24%
Transportation		79,112,747	4%
Child Support Enforcement		200,642,784	10%
Federal Government		37,697,265	2%
DBHDS Patient Services		20,333,918	1%
Hospital		554,801,397	26%
Enterprise		93,274,826	4%
Higher Education		327,587,444	15%
Other		29,348,648	1%
Subtotal		1,960,857,064	92%
Interagency Receivables		163,780,340	8%
Total Nongeneral Fund Collectible	\$ 2,124,637,404	100%	
All Funds	Grand Total	\$ 2,156,743,165	100%

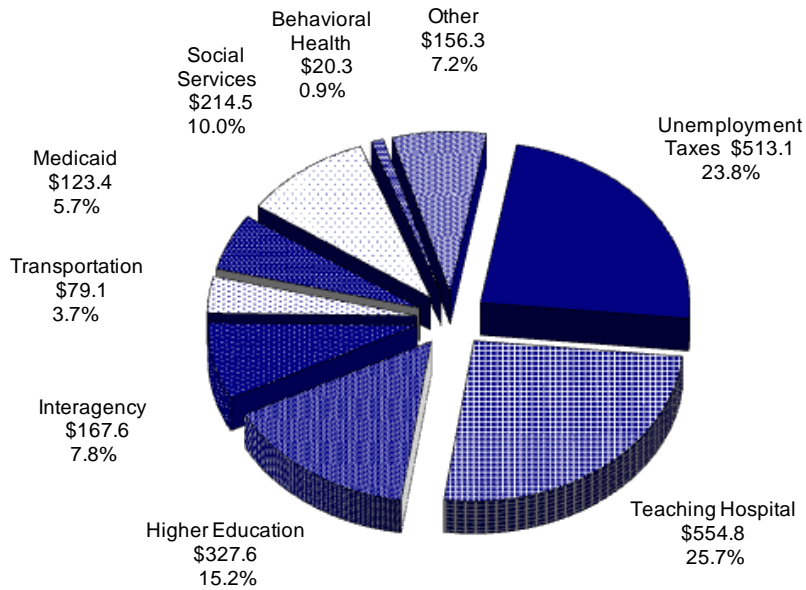
* Note: The Virginia Employment Commission provides Unemployment Taxes Information.

Summary of Receivables by Source

Sources of Collectible Receivables by Debtor
(dollars in millions)
As of March 31, 2014



Sources of Collectible Receivables by Type
(dollars in millions)
As of March 31, 2014



Not counting Taxation and the Courts, ten agencies account for 86 percent of the Commonwealth's adjusted gross and 85

percent of the adjusted collectible accounts receivable balances.

Accounts Receivable Summary
Not Including Circuit Courts, District Courts, or Department of Taxation
As of March 31, 2014

Agency	Gross	Allowance for Uncollectible Accounts	Collectible
University of Virginia Medical Center	\$ 597,737,048	\$ 22,033,910	\$ 575,703,138
Virginia Employment Commission	582,513,854	64,790,992	517,722,862
Department of Social Services	576,435,293	354,355,103	222,080,190
Department of Medical Assistance Services	167,072,226	43,438,779	123,633,447
Virginia Polytechnic Institute and State University	99,969,046	3,083,300	96,885,746
State Lottery Department	79,422,330	-	79,422,330
Department of Transportation	67,737,141	1,680,478	66,056,663
University of Virginia - Academic Division	56,852,825	1,057,576	55,795,249
Virginia Commonwealth University	53,189,959	5,957,460	47,232,499
Virginia Information Technologies Agency	41,908,597	-	41,908,597
Total	\$ 2,322,838,319	\$ 496,397,598	\$ 1,826,440,721
All Other Agencies	374,347,536	44,045,092	330,302,444
Grand Total	\$ 2,697,185,855	\$ 540,442,690	\$ 2,156,743,165

In addition to internal administrative collection efforts, agencies have three other collection tools available to them. These are computerized matching and debt setoff programs at the Departments of Taxation, Lottery and Accounts, private collection agencies, and the Attorney General's Division of Debt Collection.

DOA requires state agencies and institutions to use the computerized matching and debt setoff programs for receivables that are 30 days or more past due. DOA also requires the use of private collection agencies on delinquent accounts that are 60 days or more past due which are not sent to the Attorney General's Division of Debt Collection.

The Office of the Attorney General requires state agencies and institutions to send accounts of \$3,000 or more and 60 days or more past due to the Division of Debt Collection.

These additional collection tools recovered \$30.8 million during the quarter ended March 31, 2014. The Division of Debt Collection contributed \$2.4 million. Private collection agencies collected \$2.1 million, and the debt setoff programs (Tax, Comptroller's and Lottery) collected \$26.3 million.

Private collection agencies returned \$29.4 million of accounts to agencies, and the Division of Debt Collection discharged \$513,861 of accounts and returned \$925,934 of accounts to agencies.

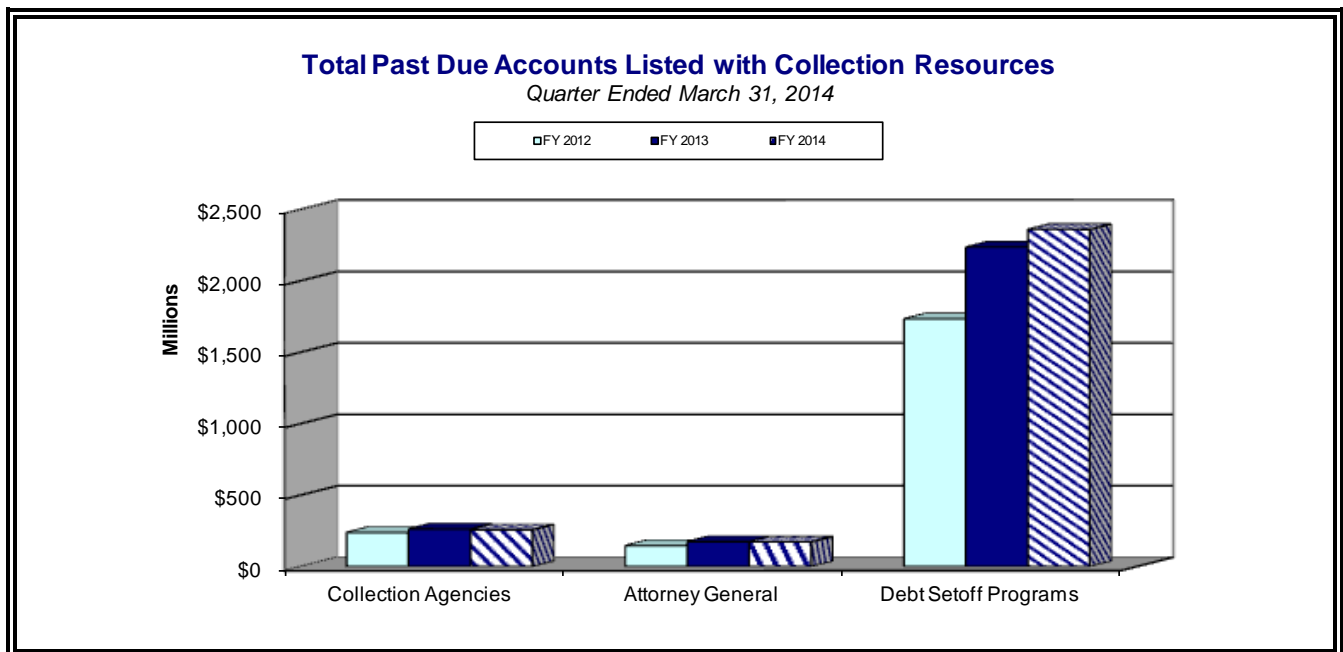
Collectible Receivables Over 60 Days Past Due

Not Including Circuit Courts, District Courts or the Department of Taxation

As of March 31, 2014

Agency	Total Over 60 Days	With Collection Agency	With Attorney General	Retained by State Agency
Department of Social Services	\$ 204,948,885	\$ 4,973	\$ 67,478	\$ 204,876,434
Department of Medical Assistance Services	78,684,195	22,720	2,346,291	76,315,184
Virginia Employment Commission	77,067,546	-	12,671,064	64,396,482
University of Virginia Medical Center	74,324,780	-	-	74,324,780
Department of Behavioral Health and Developmental Services	14,083,897	-	-	14,083,897
Department of Transportation	11,094,251	-	6,090,046	5,004,205
Virginia Community College System	10,349,091	3,024,279	-	7,324,812
Virginia Commonwealth University	8,763,620	275,152	179,502	8,308,966
George Mason University	8,051,782	2,129,859	-	5,921,923
Virginia Polytechnic Institute and State University	7,062,696	1,032,359	1,074,506	4,955,831
TOTAL	\$ 494,430,743	\$ 6,489,342	\$ 22,428,887	\$ 465,512,514
All Other Agencies	60,219,959	3,743,346	10,716,681	45,759,932
TOTAL OVER 60 DAYS	\$ 554,650,702	\$ 10,232,688	\$ 33,145,568	\$ 511,272,446
Uncollectible Amounts Placed for Collection, Including Accounts Written Off	2,236,150,910	247,434,571	140,290,330	1,848,426,009
TOTAL COLLECTION EFFORTS	\$ 2,790,801,612	\$ 257,667,259	\$ 173,435,898	\$ 2,359,698,455

Note: The additional amounts retained by agencies are placed for collection with several debt setoff collection programs.



Comptroller's Debt Setoff (CDS) Program

CDS is one of the debt setoff programs used by agencies to collect past due accounts receivable owed to the State, primarily by businesses and individuals acting in a business capacity. Under CDS, a payment made by the State to the debtor may be

withheld, in full or in part, to satisfy the debt owed to the State. CDS collected \$2.9 million for the fourth quarter with a total of \$14.8 million collected through FY 2014. Please note the amount reported is before any refunds.

Receivable Trend Data

One way to measure an agency's effectiveness at collecting its accounts receivable is to look at how efficient collection procedures are on accounts that are more than 60 days past due. The following

table looks at trend percentages of receivables over 60 days past due as a percentage of gross receivables for the agencies with the largest amounts over 60 days past due.

Percentage of Gross Receivables Over 60 Days Past Due

Agency	Percent 3/31/14	Comparative	
		Percent 12/31/13	Percent 9/30/13
Department of Medical Assistance Services	47%	47%	35%
Department of Social Services	36%	35%	35%
Department of Behavioral Health and Developmental Services	33%	29%	27%
Virginia Community College System	24%	7%	20%
George Mason University	19%	17%	4%
Virginia Commonwealth University	16%	3%	8%
Department of Transportation	16%	22%	19%
Virginia Employment Commission	13%	49%	45%
University of Virginia Medical Center	12%	12%	11%
Virginia Polytechnic Institute and State University	7%	2%	5%
Statewide Average - All Agencies	21%	16%	20%

Another way to measure agency debt collection effectiveness is to compare amounts collected to amounts billed. The table below presents trend percentages for the ten agencies with the highest collectible accounts receivable balances. In total, these ten agencies are responsible for 85 percent of the Commonwealth's collectible receivables balances, as adjusted to exclude the Department of Taxation and the circuit and district courts. Percentages over 100 percent indicate the collection of prior balances as well as current billings.

In evaluating these percentages it is important to understand that the percentages may fluctuate based on how the different agencies conduct their business and the cycles that those businesses typically follow.

The statewide average of 98 percent indicates that for every dollar billed during the quarter ended March 31, 2014, the state collected 98 cents. This rate is two percent lower than last year and the same as two years ago.

Collections as a Percentage of Billings

Agency	Percent 3/31/14	Comparative	
		Percent 3/31/13	Percent 3/31/12
University of Virginia - Academic Division	342%	336%	322%
Virginia Commonwealth University	314%	311%	301%
Virginia Polytechnic and State University	206%	183%	214%
Virginia Information Technologies Agency	104%	115%	108%
Department of Transportation	102%	122%	94%
Department of Social Services	95%	97%	101%
State Lottery Department	92%	100%	93%
Department of Medical Assistance Services	73%	54%	69%
University of Virginia Medical Center	26%	29%	28%
Virginia Employment Commission	22%	28%	40%
Statewide Average - All Agencies	98%	100%	98%

Commonwealth Receivables Analysis

The following individual accounts receivable narratives describe agency collection programs and related trend information:

Department of Medical Assistance Services (DMAS)

DMAS is responsible for overseeing service delivery to eligible recipients, and reviewing and auditing the providers of a variety of federally and State funded health care programs. These programs include Medicaid, Family Access to Medical Insurance Security (FAMIS), and State and Local Hospitalization (SLH) programs.

DMAS' collectible accounts receivable of \$123.6 million at March 31, 2014, is a \$19.0 million increase over the \$104.6 million reported at March 31, 2013. Over the same period, total past due receivables of \$83.6 million have increased by \$13.8 million.

University of Virginia Medical Center (UVAH)

UVAH provides primary and specialty health care for Central Virginia by operating a 500 bed hospital, a School of Medicine, and over 20 research centers. The majority of its receivables consist of Medicaid and Medicare reimbursements and payments from third party insurers.

UVAH collectible receivables of \$575.7 million at March 31, 2014, were a \$69.6 million increase from the \$506.1 million reported the previous year. Past due receivables increased by \$43.2 million to \$233.8 million at March 31, 2014.

Virginia Employment Commission (VEC)

VEC is responsible for paying unemployment insurance benefits to workers who have become unemployed. VEC also provides employment assistance for job seekers and analyzes and reports on a variety of labor market information.

VEC collectible receivables were \$517.7 million at March 31, 2014, a decrease of \$18.9 million from the previous year. Total past due receivables were \$79.6 million, a \$6.7 million increase over last year. VEC collects employer tax receivables in-house. The Attorney General's Office is involved in contested cases. Unemployment benefit overpayments to individuals are referred to private collections agencies after in-house efforts have produced no results and when debtors have left the state.

Virginia Information Technologies Agency (VITA)

VITA is the state's central information technologies provider. VITA operates the information technology infrastructure for much of State government, providing both hardware and services. VITA also procures hardware and software for agencies and institutions of higher education.

VITA reported collectible receivables at March 31, 2014, of \$41.9 million, which is a decrease of \$2.1 million reported in the previous year. Most of these receivables are due from other state agencies. As of March 31, 2014, \$1.2 million was over 60 days past due, a decrease of \$459,744 from the previous year.

State Lottery Department (SLD)

The State Lottery Department is an independent agency responsible for operating the State's on-line lottery and scratch-off games and actively participates in four multi-state games, Mega Millions, Powerball, Win for Life and Decades of Dollars. Retail merchants who sell the State Lottery games are covered by surety bonds and deposit Lottery receipts into bank accounts approved by the State Treasurer.

At March 31, 2014, the State Lottery reported net receivables of \$79.4 million, a \$12.1 million increase from the previous year. Billings increased by \$16.9 million and collections decreased by \$1.4 million during the March 31, 2014 quarter when compared to the March 31, 2013 quarter. At March 31, 2014, the State Lottery had \$300,760 that was over 60 days past due. The total amount owed is covered by surety bonds.

Department of Education (DOE)

Education acts as the pass-through agency for state and federal education funds and determines the allocation of funds to local school divisions under the Direct Aid to Public Education Program. Localities file expenditure reimbursement requests with the Department who then reviews the claims for accuracy and correctness. Eligible expenditures under federal grants are paid by DOE, which then draws down the money from the U. S. Department of Education.

At March 31, 2014, DOE had no accounts receivable due from the Federal government under Direct Aid to Public Education. This is consistent with the prior year.

Virginia Polytechnic Institute and State University (VPISU)

VPISU is one of the Commonwealth's largest universities and one of two land grant institutions in the state. At March 31, 2014, the University reported net collectible receivables of \$96.9 million, a decrease of \$7.8 million over the prior year. At the same time, total past due receivables of \$13.6 million increased by \$254,190 over the prior year.

The University uses a variety of collection methods to encourage payments. At March 31, 2014, VPISU had \$7.1 million of accounts over 60 days past due. \$1.1 million was placed with the Attorney General's Division of Debt Collection, another \$1.0 million was placed with private collection agencies, and \$5.0 million was subject to additional in-house efforts.

Department of Behavioral Health and Developmental Services (DBHDS)

DBHDS operates 16 facilities around the State to treat patients. These facilities account for nearly all of the department's receivables, consisting primarily of fees due for patient care. DBHDS bills third party insurers and patient assistance programs such as Medicare and Medicaid whenever they are available. In other cases, the Department looks to responsible family members and tangible real and personal property for payment. When property is located, a lien is filed in the local courts so that when estates are liquidated, DBHDS can recover some of the costs involved in a patient's care.

At March 31, 2014, the Department reported collectible receivables of \$20.3 million, a \$12.1 million decrease over the previous year. \$22.4 million was past due, with \$14.1 million being over 60 days past due. Total past due receivables decreased by \$12.1 million over the year, and accounts over 60 days past due decreased by \$12.5 million. At March 31, 2014, the Department had a total of \$7.8 million of accounts placed with the Attorney General and \$1.1 million listed in Taxation's Debt Setoff Programs.

Department of Transportation (VDOT)

Depending upon how a particular road construction project is funded, VDOT receives payments from a variety of sources. These include the federal government, local government units, and for damage repairs, responsible parties or their insurers. The majority of VDOT receivables stem from these sources.

At March 31, 2014, VDOT reported \$66.1 million of collectible receivables, an increase of \$26.2 million from the prior year. VDOT also reported \$12.4 million total past due and \$11.1 million being over 60 days past due. Past due receivables increased by \$1.7 million over the year, while receivables over 60 days past due increased by \$1.8 million. VDOT reports that the large majority of the accounts over 60 days past due continue to be amounts owed by cities, counties and towns that are participating on long-term construction projects with the department and where the local fund shares are provided by local debt financing.

VDOT reported placing \$6.1 million of their accounts over 60 days past due with the Attorney General's Division of Debt Collection.

Department of Social Services (DSS)

Social Services provides financial assistance to eligible individuals and families through 121 local departments of social services. The assistance programs include the Temporary Assistance for Needy Families (TANF), Medicaid, Food Stamps, and Community Services Block Grants. In addition to the assistance programs, DSS is the federally - mandated state agency to provide child support enforcement assistance. Child support paid for children receiving money from an assistance program is required to be paid to reimburse the federal and state funds which provide the assistance. Overpayments of assistance benefits from ineligible participants must also be repaid to the originating funds. Receivables due from the Federal government usually are the Federal share of assistance payments and allowable cost recoveries made through the local offices during the preceding month.

At March 31, 2014, DSS reported gross receivables of \$576.4 million, an allowance for doubtful accounts of \$354.3 million and collectible receivables of \$222.1 million. Past due receivables totaled \$208.2 million, of which \$204.9 million was over 60 days past due.

Of these amounts, the Division of Child Support Enforcement (DCSE) was responsible for \$526.7 million (91 percent) of the gross receivables, \$326.1 million (92 percent) of the allowance for doubtful accounts and \$200.6 million (90 percent) of the collectible receivables.

From March 31, 2013 to March 31, 2014, gross receivables increased by \$35.9 million and collectible receivables increased by \$6.6 million. Total past due receivables increased by \$16.0 million and receivables over 60 days past due increased by \$15.7 million.

Department of Rail and Public Transportation (DRPT)

DRPT is responsible for overseeing Virginia's railroads, providing funding and project resources for public transportation, and researching feasible alternatives for commuters. DRPT works closely with VDOT, the railroads, local governments, the Washington Metropolitan Area Transit Authority, and the Federal Transit Authority.

At March 31, 2014, DRPT had gross and net receivables of \$39.4 million. The majority of this money is due via an interagency transfer from VDOT. DRPT reported past due receivables of \$2.8 million at March 31, 2014.

Virginia Commonwealth University (VCU)

VCU, based in Richmond, offers more than 200 degree programs to over 32,000 students in a variety of fields ranging from accounting to pharmacy at both undergraduate and graduate levels.

At March 31, 2014, VCU had \$47.2 million of collectible receivables, a \$1.2 million decrease from March 31, 2013. Total past due accounts were \$9.3 million, a \$14.2 million decrease from March 31, 2013. Accounts over 60 days past due (\$8.8 million) decreased by \$14.2 million from the prior year. Billings increased by \$3.2 million to \$76.8 million and collections increased by \$12.1 million to \$241.2 million for the March 31, 2014 quarter, when compared to the March 31, 2013 quarter.

The following table is prepared to present the March 31, 2014, aging information in conformity with the provisions of the *Code of Virginia* § 2.2-603.E.(ii).

Commonwealth's total \$2.75 billion past due accounts receivable at March 31, 2014. Another 18 agencies accounted for 27 percent (\$755.5 million), leaving 55 other agencies to comprise the last two percent at \$39.9 million

Taxation and the Circuit and District Courts accounted for 71 percent (\$1.95 billion) of the

Agencies with the Largest Volume of Past Due Receivables

As of March 31, 2014

Agency	Total Past Due	1 to 180 Days Past Due	181 to 365 Days Past Due	Over One Year
Department of Taxation	\$ 1,582,655,791	\$ 167,018,908	\$ 169,660,012	\$ 1,245,976,871
Localities' Circuit and District Courts	372,045,817	34,911,082	63,142,491	273,992,244
Total - Taxation Assessments and Court Fines and Fees	\$ 1,954,701,608	\$ 201,929,990	\$ 232,802,503	\$ 1,519,969,115
All Other Large Dollar Agencies:				
University of Virginia Medical Center	233,822,554	210,416,939	18,151,702	5,253,913
Department of Social Services	208,160,374	9,937,987	9,916,120	188,306,267
Department of Medical Assistance Services	83,566,260	36,290,607	8,838,994	38,436,659
Virginia Employment Commission	79,604,141	12,787,210	11,655,489	55,161,442
Department of Behavioral Health and Developmental Services	22,410,074	17,788,448	15,122	4,606,504
University of Virginia - Academic Division	21,492,543	19,682,069	1,288,234	522,240
Virginia Community College System	16,856,132	13,316,021	2,312,835	1,227,276
Virginia Polytechnic Institute and State University	13,638,009	10,842,389	910,075	1,885,545
Department of Transportation	12,383,265	3,852,928	2,737,772	5,792,565
George Mason University	11,221,165	8,874,754	1,736,531	609,880
Department of State Police	9,344,199	5,150,652	2,391,474	1,802,073
Virginia Commonwealth University	9,337,538	3,693,445	1,521,771	4,122,322
Virginia Information Technologies Agency	6,507,534	6,331,486	78,737	97,311
Old Dominion University	6,055,707	5,278,456	700,524	76,727
Virginia Port Authority	5,789,782	5,789,782	-	-
Department of General Services	5,780,973	2,337,110	795,488	2,648,375
Virginia Workers' Compensation Commission	5,742,392	1,284,818	1,269,131	3,188,443
Norfolk State University	3,816,366	3,251,693	159,356	405,317
Total - Largest Dollar Volume Agencies	\$ 755,529,008	\$ 376,906,794	\$ 64,479,355	\$ 314,142,859
All Other Agencies	39,945,878	23,354,560	5,767,722	10,823,596
Grand Total Past Due Receivables	\$ 2,750,176,494	\$ 602,191,344	\$ 303,049,580	\$ 1,844,935,570

