DEPARTMENT OF THE ARMY
Europe Regional Medical Command
Accounting & Billing Operations
Uniform Business Office
CMR 402, APO AE 09180

MCEU-RM-A-UBO 06 March 2008

To All Concerned:

In October 2006, with the exception of the SHAPE clinic, each of ERMC's individual billing offices was closed and consolidated into one centralized European Uniform Business Office (eUBO) as part of ERMC G8, Accounting & Billing Operations, located at Landstuhl, Germany. The basis for the consolidation was an audit performed by the Army Audit Agency that revealed the inability of the individual offices to keep up with the workload or to establish reliable record keeping systems. Upon consolidation, the new eUBO organization inherited over 70,000 accounts; 41,000 ($6.3M) of which were in an aged status; some of the accounts were more than five years old. A major task of the eUBO is to follow up on all outstanding accounts. This has proven to be a monumental task since we are only staffed to accommodate current workload and not to tackle such a large backlog. Each of the MTFs, including Brussels, has contributed to the backlog, since many of the accounts do not appear to have been billed or filed with our patients' insurance companies. Nevertheless, we have been successful in collecting over 50% of those aged accounts.

To make matters worse, in May 2007, the Centers for Medicare and Medicaid Services (CMS), the agency responsible the claim filing system in the U. S., changed the insurance claim form from the UB92 to the UB04. In 2003, the ERMC Commander decided that MTFs would file insurance claims on patients' behalf. Since this decision was not supported by either the Army Medical Command (MEDCOM) or DoD, ERMC was forced to independently upgrade its systems. A programmer was assigned to change the local CHCS to accommodate the new form; an undertaking that took six months to complete. This upgrade was finally completed in December 2007 and resulted in the generation, analysis, and mailing out of over 36,000 bills during December 2007 and January 2008. Many patients, who have insurance, now have to wait for their insurance company to respond to the claims before we can mail out invoices for any remaining balances. We regret the delay in getting these invoices to you and hope that you will understand that we continue to strive to improve our processes.

Although eUBO files claims as a courtesy, sponsors must also take an active role in ensuring that we have the correct billing address and insurance information. To ensure prompt, quality service, please refer all questions to our Customer Service Department via e-mail, phone, or website (please see the information below).

We invite you to visit our eUBO website. It contains much information of interest, including the ability to estimate pharmacy costs, as well as an opportunity for you to send any questions directly to us.

We ask for your continued support as we cope with the changes driven by European Transformation and try to find innovative ways to deliver prompt, quality customer service.

Sincerely,
The staff
Europe Regional Medical Command
Uniform Business Office

Mail Payments to: ERMC-UBO, CMR 402 APO AE 09180
eUBO Customer Service Dept: DSN (314) 486-8879 or -5337 / from the U.S.: 011-49-6341-86-8879 or -5337
From within Europe: +49-6371-86-8879 or -5337 / from within Germany at 00800-9050-9050
eubo@amedd.army.mil
http://www.eubo.healthcare.hqusareur.army.mil/