RFP-CE-OCM

Attachment A

(Current Environment Summary)

Table of Contents

Table of Contents 2

CURRENT ENVIRONMENT SUMMARY 3

I. OVERVIEW 3

II. MAJOR CLIENTS AND BUSINESS CLASSES 3

A. Ohio Department of Taxation-Business Tax 3

B. Ohio Department of Taxation- Personal Income Tax 4

C. Ohio Bureau of Workers' Compensation-Premium and Non-Compliance Obligations 4

D. Ohio Department of Medicaid 4

E. Ohio Department of Job and Family Services-Unemployment Compensation Insurance 5

F. Universities - State University debt, including medical debt from the state universities hospitals 5

G. Local Government Collections –Debt from political subdivisions 6

H. Miscellaneous State Agencies– ("SCS") 6

III. CURRENT CUBS FILES AND INTERFACES 6

IV. EPIC PROCESSES FOR MAJOR BUSINESS CLASSES 11

V. ARCHITECTURE 15

CURRENT ENVIRONMENT SUMMARY

I. OVERVIEW

Pursuant to R.C. 131.02(A), state agencies are required, and political subdivisions are permitted, to certify unpaid debts to the Ohio Attorney General's Collections Enforcement Section ("CE") for collections. The debt types include personal income tax, unemployment compensation benefits, workers' compensation premiums, and state university medical debt. In addition, CE collects various types of miscellaneous debt for local government clients. There are currently 700 client types associated with nearly 7 million active accounts in the AGO's collections system known as CUBS. CE recovered approximately $465 million in fiscal year 2018.

Once a debt is certified to CE, collection efforts begin with the CE staff sending a series of collection letters, utilizing skip tracing methods to locate debtors, and making calls to debtors to request payment on behalf of our clients. The AGO has the authority and ability to offset money owed to the debtor by way of state and federal tax refunds, unclaimed funds, as well as lottery or racino winnings. The AGO also has the ability to file liens and request liquor permit suspensions, nonrenewals, and revocations. Finally, the AGO works with the Department of Insurance to ensure that insurance agents resolve their outstanding tax obligations prior to renewing their licenses.

If the CE collection efforts are unsuccessful, the debts are sent out to either third party vendors ("TPVs") or outside attorneys designated as special counsel who have been appointed by the AGO specifically to collect these unpaid obligations in accordance with R.C. 109.08. Accounts not collected by TPVs or special counsel may be reassigned to different TPVs or special counsel. If the debt is deemed not collectible (e.g. taxpayer died, or moved out of state), the debt will be moved from the active collections database ("CUBS")[1] to the archived system. Revised Code 131.02 provides that the AGO shall cancel or cause debts to be cancelled if they remain unsatisfied after a period of forty (40) years. While most debts follow this general workflow, the debts certified by each agency (or each "Portfolio") may have certain attributes that require specific treatment.

II. MAJOR CLIENTS AND BUSINESS CLASSES

A. Ohio Department of Taxation-Business Tax

Business taxes include sales tax, use tax, employer withholding tax, corporate franchise tax, withholding school district tax and the commercial activity tax. Depending upon the amount of the debt, tax liens may be filed at any time, from immediately after issuance of the notice of certification letter to 150 days later. Most liens are automatically issued by the AGO system. Generally, any action to execute on the lien will not be filed until the debt has been assigned to special counsel, after collection efforts have stalled with CE in-house collectors and then with a TPV. Where the debtor is an individual, the AGO will attempt to setoff state funds otherwise due the debtor as discussed above. The AGO will also pursue the suspension, non-renewal or revocation of liquor permits issued to permit holders that owe business tax.

[1] CUBS stands for Columbia Ultimate Business System. Certified debts are immediately placed in CUBS, which tracks the status of each debt and engages in a myriad of collections functions such as issuing automatic letters, liens and notices, as well as assigning debts to collectors or special counsel.

B. Ohio Department of Taxation- Personal Income Tax

CE collects both personal income taxes and school district taxes for the Ohio Department of Taxation. The procedures for the collection of personal income taxes mirror those for the collection of business taxes described above; however school district income tax debts proceed immediately to TPVs for a six-month collection period. Further, the AGO will not only attempt to setoff state funds otherwise due the debtor, but also attempt to setoff federal income tax refunds as well.

C. Ohio Bureau of Workers' Compensation-Premium and Non-Compliance Obligations

The Bureau of Workers' Compensation ("Bureau") certifies several types of debt to CE. The two largest categories consist of premium obligations and non-compliance obligations. The AGO also collects on self-insured employer obligations and subrogation matters.

Premium obligations include the types of debts that the typical Ohio employer will pay to maintain state workers' compensation coverage. Upon receiving a certified premium debt, CE immediately issues a notice to the debtor and follows up with a notice of assessment. The debtor has 20 days to submit a protest to the assessment before a lien is filed. If the debtor is an individual rather than a corporation, CE will attempt to setoff state funds otherwise due the individual. CE will also pursue the suspension, non-renewal or revocation of liquor permits issued to permit holders that owe workers' compensation premiums.

If the Bureau receives an application for compensation relating to an injured debtor who does not appear to have state coverage, the Bureau will notify CE. The Bureau will conduct a review to ensure that the injured worker was employed by a non-complying debtor. Once this determination is made, the Bureau will send the injury report to CE and CE will file a recorder's lien against the debtor in the appropriate county. CE staff will also begin attempts to collect the debt. If unsuccessful, the debt is sent to special counsel who will reduce the liability to judgment. Thereafter, the typical non-compliance debt will follow the same progression as the premium obligations accounts.

D. Ohio Department of Medicaid

The Department of Medicaid ("Medicaid") also certifies a variety of debts to CE. Debts CE collects against Medicaid providers include franchise fees and provider overpayments. Additionally, CE handles the Medicaid Estate Recovery Program and Medicaid Tort Subrogation.

Franchise fees are bed taxes imposed upon nursing home or hospital providers. Overpayments are Medicaid overpayments made to any Medicaid provider. After certification of these debts, the collection process begins by sending notice letters to the provider. Simultaneously, a claims account representative will attempt to reach the provider by telephone. Like the majority of certified debts, if there has not been any progress in collecting the debt, the accounts are forwarded to TPVs and special counsel.

Upon receiving notice that a Medicaid recipient has died, Medicaid will notify CE. CE will inquire as to whether the decedent has any assets with which to reimburse Medicaid for any medical bills paid by Medicaid while the recipient was alive. If there are assets available, CE will submit a claim against the decedent's estate. If there is no response, or the responsible party indicates that no assets are available to pay any estate claims, CE will forward the debt to special counsel to verify that there are no available assets, and the debt is subsequently cancelled. If special

counsel determines that the decedent had assets, special counsel will take necessary steps to liquidate the assets and recover the medical expenses paid by Medicaid.

If Medicaid pays the medical bills of someone injured by another party and a lawsuit is filed, the AGO will represent Medicaid in the lawsuit in an attempt to recover the medical bills paid. This program is known as Medicaid Tort Subrogation.

E. Ohio Department of Job and Family Services-Unemployment Compensation Insurance

The Ohio Department of Job and Family Services ("ODJFS") certifies two major types of debts to CE, unemployment contributions and unemployment benefit overpayments.

Similar to Bureau premiums, ODJFS requires the majority of Ohio employers to pay contributions into the unemployment compensation fund. Upon receiving certification of an unpaid unemployment compensation debt, the CE collections process begins. If the employer is an individual rather than a corporation, CE will attempt to setoff state funds otherwise due the debtor as discussed above. Further, like the Bureau premium and business tax debts, CE will also pursue the suspension, nonrenewal or revocation of liquor permits issued to permit holders that owe unemployment compensation. CUBS is programed to automatically send liens to the relevant county recorder's office forty-five (45) days after certification. These liens will attach to any real or personal property.

If an individual sought unemployment benefits and received more than they were entitled to, ODJFS will certify the overpayments to CE. These debts are worked in CE first, then sent to TPVs, and eventually special counsel for legal action. Like personal income taxes, CE will not only attempt to setoff state funds otherwise due the debtor, in many instances, but also attempt to setoff federal income tax refunds as well.

F. Universities - State University debt, including medical debt from the state universities hospitals

University debt involving a federal loan is not worked internally. It is assigned first to a TPV for a period of time and then transferred to a special counsel, if needed. If collection attempts are unsuccessful, the universities may write off these debts. In addition, the AGO will work with the institutions to help them streamline their late fees and penalties.

Debts that do not involve federal loans are treated like other debts. CE attempts collection and setoff of state funds otherwise due the debtor. If CE staff is unsuccessful, the debt will proceed to a TPV and then to a special counsel for enhanced collections.

Ohio State Medical Center and the University of Toledo Medical Center certify unpaid medical bills to CE. These debts are directly forwarded to TPVs who are trained in the privacy requirements of HIPAA. If these TPVs are not successful, the debts are forwarded to special counsel. Occasionally, if the client so requests, special counsel are given the accounts immediately.

G. Local Government Collections –Debt from political subdivisions

Currently, the AGO serves over 200 local government clients. Local government collections include a variety of different types of debt certified from various political subdivisions, such as county court clerk's offices, cities, and career centers. The program provides resources to local governments to help collect debts that they otherwise may not have the ability or staffing to collect. These debts follow the same collection flow as outlined above. The only exception is that certain local government agencies ask that CE not send their obligations to special counsel and TPVs. Like most other debts, CE will attempt to setoff state funds otherwise due the debtor to satisfy these claims.

The types of debt that may be collected include civil, criminal and domestic court costs, restitution, city taxes, emergency medical service fees, career center course fees, and personal property taxes against businesses. Some of these debts are certified with liens filed by the client against the debtor. Additionally, with some of the debts, the client has placed a legal hold against the debtor, such as a driver's license hold or a warrant, until the debt is paid. CE sends daily reports to the local government clients regarding these types of debts. This allows the clients to take appropriate actions to release the hold when the debt is paid.

H. Miscellaneous State Agencies– ("SCS")

The final category of debt type is considered miscellaneous because there are so many different types of debt from a wide variety of state agencies. CE collects debts on behalf of all state clients and programs. Examples include fines assessed in relation to violations of Ohio's Smoking Ban (R.C. Chapter 3794) for the Ohio Department of Health, and findings for recovery issued by the Ohio Auditor of State under R.C. 9.24(H)(3). CE also collects on judgments received by some of the AGO's Sections, for example, the Consumer Protection Section. For the most part, these debts follow the same collection flow described above.

III. CURRENT CUBS FILES AND INTERFACES

Following is a list of the current CUBS files and interfaces along with associated data:

Current CUBS Files and Interfaces											5/30/2019			
Name/Interface	COLOR	Import Export	Timing	Current Batch / Real Time	Desired Batch / Real Time	Description	Design Doc	File Format	Date Created	Business Class	Business Class Info/Notes	System Owner	Technical	Operational
TAX-SALESDQ-FTP	Client	export	Daily	Batch		File sent to Tax containing account balances for qualified accounts	102904.doc	ASCII	3/21/2011	BTX		TAX Systems	Medium	
TA**STARS-FTP	Client	import	Daily	Batch		Tax-STARS Certification	290706.doc	ASCII	1/30/2014	BTX	TAX- Certifications from BTX or Business Tax System of Debt owed to the Department of Taxation	TAX STARS System	Complex	
PO**ITAS-FTP	Client	import	Monthly	Batch		Direct pay; TAX/ICE		EBCDIC		BTX		ITAS TAX System EBCDIC Format for all Business Tax (BTX) legacy system in place before the STARS BTX updated system.	Complex	
TA**ITAS-FTP	Client	import	Monthly	Batch		Tax file seldom used…STARS is replacing it		ASCII		BTX	TAX Portfolio: STARS System Migration moved BTX portfolio from OLD sys. "ITAS" to New sys. "STARS"	ITAS TAX System EBCDIC Format for all Business Tax (BTX) legacy system in place before the STARS BTX updated system.	Medium	
TA**BWC-CORE-FTP	Client	import	Weekly	Batch				ASCII		BWC	BWC		Complex	
PO**BWC-CORE-FTP	Client	import	Weekly	Batch		Direct pay:BWC		ASCII		BWC		PowerSuite System @ Bureau of Workers Compensation (BWC) replaces Legacy BWC_CORE System	Complex	
PO**TAX-OFFSET-FTP	Client	import	Weekly	Real-Time		MISC OFFSET payments	134802.doc	ASCII	2/17/2006	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	All Eligible; Interface with TAX	TAX Offset System	Complex	
PO**DIRECT-FTP	Client	import	Daily	Real-Time		Generic DIRECT PAY interface	368386.doc	Excel	4/29/2013	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	ALL; but for TAX, UTX, and BWC	AGO	Medium	
PAYOUT-TAX	Client	export	Weekly	Batch		Tax Transaction File	370503.doc	ASCII	4/10/2013	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE		Tax	Medium	
Data Flow Manager (DFM)	Client	import	Daily	Real-Time		Excel Spreadsheets for small clients		Excel		BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Unsophisticated Clients	AGO	Low	
LGC-LEGAL-HOLD-REPORT	Client	export	Daily	Batch		Legal Hold Report Creation for LGC clients (Local Government Collection)	332407.doc	ASCII	10/2/2013	LGC		CUBS- AGO Collection System to enable Client to review Legal Hold details	Low	
LGC-MONTHEND-INVENTORY	Client	export	Monthly	Real-Time		Inventory Reports for LGC clients	332407.doc	ASCII	10/2/2013	LGC		CUBS- AGO Collection System to enable Client to review Inventory details	Medium	
TA**LGC-FTP	Client	import	Intermittent	Real-Time		New cetification files from LGC clients	332407.doc	Excel	10/2/2013	LGC		Local Govts Various Systems like "Courtview" that are Certifying Debts to AGO from various systems through FTP(S) channel using "Standardized" Tab Delimited Text Format	Complex	
PAYOUT-OSUH	Client	export	Daily	Batch		Payment file created for each client ID of Third Party Vendors	155635.xls	ASCII		MED		EPIC System	Medium	
PO**OSU100-FTP	Client	import	Daily	Real-Time		Direct pay: OSU	155635.xls 288340.doc	ASCII	3/6/2012	MED		EPIC System	Medium	
PO**OSUH-FTP	Client	import	Daily	Real-Time		Negative payments as adjustments for Direct payments	155635.xls 288340.doc	ASCII	3/6/2012	MED		EPIC System	Medium	
PO OSUPH-FTP	Client	import export	Weekly	Real-Time		Direct pay OSUPH & export error file	155635.xls 288340.doc	ASCII	3/6/2012	MED		EPIC System	Medium	
TA**OSUR-FTP	Client	import export	Daily	Real-Time		Close and Return	230786.doc	ASCII	7/22/2008	MED	Medical (Zero accounts from OSUR100 in Active CUBS)	OSU Medical System	Medium	
TA**OSUH-FTP	Client	import	Daily	Real-Time		Refresh Cancelled Accounts and update negatuive payments	288340.doc	ASCII	3/26/2010	MED		EPIC System	Medium	
PAYOUT-EPIC	Client	export	Daily	Real-Time		Payment Report sent to OSU	307162.doc		10/6/2010	MED	Outbound pmt file to Medical Client.	EPIC System	Medium	
PO OSUH-EPIC	Client	import export	Daily	Real-Time		Direct pay EPIC & export error file	307162.doc	ASCII	10/6/2010	MED		EPIC System	Medium	
RECON-EPIC	Client	export	Monthly	Real-Time		Reconcilliation File	307162.doc	ASCII	10/6/2010	MED		EPIC System	Medium	
TA OSUH-EPIC	Client	import export	Daily	Real-Time		export ACKNOWLEDGEMENT file	307162.doc	ASCII	10/6/2010	MED		EPIC System	Medium	
TA OSUR-EPIC	Client	import	Daily	Real-Time		Close and Return	307162.doc	ASCII	40457	MED		EPIC System	Medium	
RECON-OSUH	Client	export	Monthly	Real-Time				ASCII		MED			Medium	
TA**MCO-FTP	Client	import	Daily	Real-Time		MCO sends us several certification files	125281.doc	ASCII	MCO200	MED	(Client University of Toledo Medical Center {UTMC})	UTMC's Billing & Collection System	Medium	
AGCE-TPV-OFFSET-EXPORT	Client	export	Weekly	Real-Time		Tax Offsets Weekly export to Tax	134802.doc	ASCII	2/17/2006	PTX	TAX Interface with FMS	FMS - TAX Offset Collection System	Complex	
TA**ICE-CAN-FTP	Client	import	daily	Batch		Close and Return from Tax	206600.doc	ASCII	7/18/2007	PTX	Client ID PTX	ICE System in EBCDIC FORMAT	Complex	
PO**ICE-FTP	Client	import	Daily	Batch		includes STATE REFUND OFFSETS		EBCDIC		PTX		ICE-Tax System for Personal Income Tax (PTX) Inbound files are in EBCDIC Format	Complex	
TA**ICE-FTP	Client	import	Daily	Batch		EBCDIC Certification File from TAX; for PTX certifications		EBCDIC		PTX	PIT100 PSD100 WSD100	ICE-PTX System file delivered in EBCDIC FORMAT	Medium	
TA**DPCS-FTP	Client	import	Weekly	Real-Time		Send file to DPCS	192390.DOC	ASCII		SCS		DPCS - System; Department of Public Corrections and Safety System	Medium	
PAYOUT-DPCS	Client	export	Weekly	Real-Time		Payment file for DPCS	140511.doc	ASCII	3/10/2005	SCS		Dept Payrolless and Criminal System		
AGV100-ACK	Client	export	Daily	Batch		New business ack file Crime Victims		ASCII		SCS		Crime Victims System	Medium	
TA**AGV-FTP	Client	import	Daily	Batch		Crime Victims file	188200.doc	ASCII	4/10/206	SCS		AGO Crime Victims System	Medium	
TA**OSFC-FTP	Client	import	On-Demand	Real-Time		Match Contractor's with Outstanding Debt	239814.doc	ASCII	7/8/2009	SCS		Dept. of Insurance and other state clients	Medium	
LIQUOR-TAPE-FTP	Client	export	Monthly	Batch		UNPAID LIQUOR ASSESSMENTS		ASCII		SCS	All Eligible	OLC System, Ohio Liquor Commission and	Medium	
TA**ECSI-FTP	Client	import	Weekly	Real-Time		Add new accounts from ECSI file for University Perkins Loans.	117604.doc	ASCII	4/15/2004	UNV		Heartland ECSI-Aggregator of UNV debts	Complex	
TA**UNIV-FTP	Client	import	Weekly	Real-Time		Add new accounts from Universities.	117604.doc	ASCII	4/15/2004	UNV		All Public/State Universities Certifying Debts to AGO from various systems through FTP(S) channel	Medium	
OSU100-EXPORT	Client	export		Real-Time				ASCII		UNV		OSU University System	Medium	
PAYOUT-OSU100	Client	export		Real-Time				ASCII		UNV		OSU University System	Medium	
TA**UCTAX-A-FTP	Client	import	Daily	Batch		Creation of ERIC files…Certpolicy, AGWAS, and UCPAY.	152074.doc	ASCII	8/20/2010	UTX	UTX- OBESE100 Unemployment Business Insurance (part of 2 step process from Client to create accounts) from UTX to AGO	ERIC System	Complex	
TA**UCTAX-E-FTP	Client	import	Daily	Batch		Creation of ERIC files…Certpolicy, AGWAS, and UCPAY.	152074.doc	ASCII	8/20/2010	UTX	UTX- OBESE100 Unemployment Business Insurance (part of 2 step process from Client to create accounts) from UTX to AGO	ERIC System	Medium	
PAYOUT-OJI	Client	export	Daily	Batch		Payment File for OJI	157047.doc	ASCII	9/25/2013	UTX		ODJFS' --> Employee Unemployment Insurance Benefit = "OJI System" for Client ID OBESB100	Medium	
AGCE-NONMON-UCTAX	Client	export & import	Daily	Batch		ERIC (Employment Resource Information Center) conversion of OBEST100 (UCTAX) accounts to 1 Account=All assessments under Employer	152074.doc	ASCII	8/20/2010	UTX	UTX- OBESE100 Unemployment Business Insurance (part of 2 step process from Client to create accounts) from UTX to AGO	ODJFS' --> Employer Unemployment Insurance System = "ERIC System"	Complex	
PAYOUT-UCTAX	Client	export	Daily	Batch		Creation of ag_uctax_rev, ag_uctax_pa, and ag_uctax_nonmon ERIC files.	152074.doc	ASCII	8/20/2010	UTX	UTX- OBESE100 Unemployment Business Insurance payment file from AGO to UTX	ERIC System	Complex	
PO**UCTAX-FTP	Client	import	Daily	Batch		Creation of ERIC files…Certpolicy, AGWAS, and UCPAY.	152074.doc	ASCII	8/20/2010	UTX	UTX- OBESE100 Unemployment Business Insurance (part of 2 step process from Client to create accounts) from UTX to AGO	ERIC System	Complex	

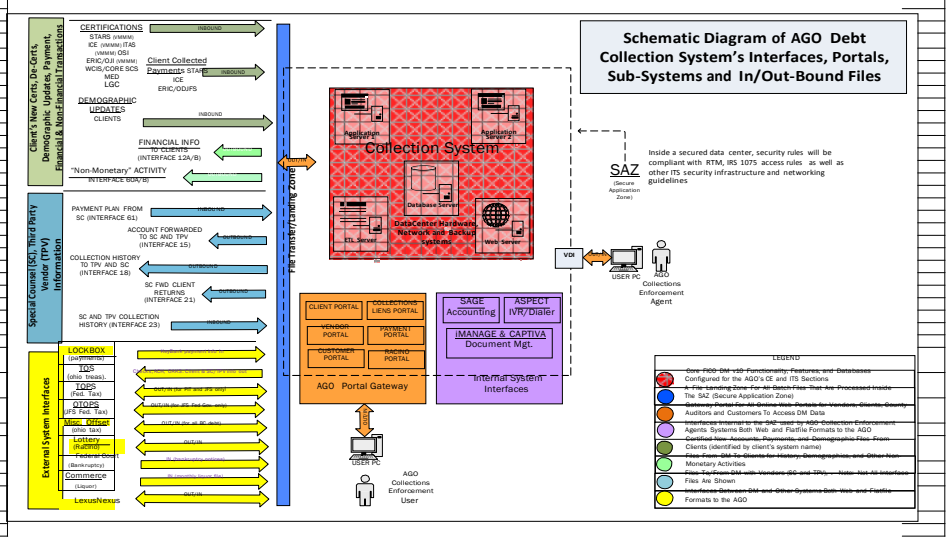
TA**WELE-FTP	Client	import	Monthly	Batch		Medicaid Certification		ASCII		WLE	Medicaid Estate Recovery_WELE100; I.U.R. Certification File	MITTS System aka the Ohio Medicaid Information Management System	Medium		
OAKS.EXPORT	Client	export	Weekly	Batch		From the Weekly Batch Build create a file to go to OAKS for the Wel* files	339368.doc	ASCII	8/23/2012	WLE	WLE aka Medicaid, this Payment file is created &s delivered weekly to OAKS-the CPU system that handles payments in the Ohio Department of Administrative Services for other State agencies.	OAKS- Ohio Administrative Knowledge System by DAS - Ohio Department of Administrative Services	Medium		
DNUM-IMAGE-DAYEND	Content Manager	export	Daily	Batch		Barcode, MIMS, XIMG command, Packet interface for Content Manager	151427.doc	ASCII	12/1/2006	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Functional Classes: Accounting & Collections Team including Clerks, CARS and ATTORNEYS.	CUBS-AGO System	Complex		
PACKET-IMAGE-DAYEND	Content Manager	export	Daily	Batch		Barcode, MIMS, XIMG command, Packet interface for Content Manager	151427.doc	ASCII	12/1/2006	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Functional Classes: Accounting & Collections Team including Clerks, CARS and ATTORNEYS.	CUBS-AGO System	Medium		
WORKGROUP-IMAGE-DAYEND	Content Manager	export	Daily	Real-Time		Barcode, MIMS, XIMG command, Packet interface for Content Manager	151427.doc	ASCII	12/1/2006	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Functional Classes: Accounting & Collections Team including Clerks, CARS and ATTORNEYS.	CUBS-AGO System	Medium		
MIMS.PAYMENTS	Content Manager	import export		Batch		Transactions from Content Manager; export ACK info Back To Content Manager		ASCII		BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE		Internal Interface CUBS System	Complex		
CLERK-LIEN-EXPORT	Liens	export	Weekly	Batch		Send CLERK liens to Counties	299132.doc	ASCII	4/1/2011	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Interface Exchange with counties of Ohio on behalf of AGO's Clients that issue liens against debtors in their county of residence or by default to Franklin County #25 for out of state or out of country debtors. (Weekly files built Thursday Night and delivered Friday Morning. for all Ohio counties.) Outbound from AGO to County Clerks.	"CUBS-AGO Collection System" builds files for 88 county Clerks in a standard Tab delimited Text format and queues the same info by County for the "AGO Website for County Liens by Compass"	Complex		
CLERK-LIEN-IMPORT	Liens	import	As completed	Real-Time		Receive filled out CLERK liens from Counties	299132.doc		4/1/2011	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Interface File Exchange with counties of Ohio whereby Clerks Offices submit files with lien filing information that will be loaded and stored in the collection system for record. These are inbound files from County Clerks to AGO.	"CUBS-AGO Collection System" builds files for 88 county Clerks in a standard Tab delimited Text format and queues the same info by County for the "AGO Website for County Liens by Compass"	Complex		
COMPASS-EXPORT-DAYEND	Liens	export	Daily	Batch		COMPASS lien data from AG	299132.doc	ASCII	4/1/2011	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Data Exchange Interface "outbound" where the AGO Collection System gives nightly updates to the AGO County Lien Website for the County Clerks to use especially with Lien Releases..	Compass built and supports the Website as well as it's interface setup and design for the daily data exchange method and processing for use by 88 County Clerks (Lien Releases & Filing).	Complex		
COMPASS-IMPORT-DAYEND	Liens	import	Daily	Batch		COMPASS lien data to AG	299132.doc	ASCII	4/1/2011	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Data Exchange Interface "inbound" where the Lien Website provides formatted nightly updates from the website to the Collection system.	Compass provides the Website as well as it's interface setup and design for the daily data exchange method and processing for use by 88 County Clerks (Lien Releases & Filing).	Complex		
PAYOUT-OCA-NEW	Special Counsel (SC) Third Party Vendors (TPV)	export	Daily	Batch		Payment file created for each client ID of Third Party Vendors	114550.doc	ASCII	8/30/2012	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Vendors: All	To all Vendors' Collection Systems	Medium		
TA**OCANOTES-NEW	Special Counsel (SC) Third Party Vendors (TPV)	import	Daily	Real-Time		Notes coming from Third Party Vendors	114550.doc	ASCII	8/30/2012	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Vendors: All	From all Vendors' Collection Systems	Low		
TA**OCAUPDATE-NEW	Special Counsel (SC) Third Party Vendors (TPV)	import	Daily	Real-Time		Notes coming from Third Party Vendors	114550.doc	ASCII	8/30/2012	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Vendors: All	From all Vendors' Collection Systems	Low		
CREATE-ACCOUNT-OCA-NEW	Special Counsel (SC) Third Party Vendors (TPV)	export	Daily	Batch		Creates a file of all data files for each ID of the Third Party Vendors	114550.doc 18224_v2.doc	ASCII	8/30/2012	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Vendors: All	To all Vendors' Collection Systems	Complex		
CREATE-ACCOUNT-OCA-RPT-NEW	Special Counsel (SC) Third Party Vendors (TPV)	export	Daily	Batch		Creates a report file for each ID of the Third Party Vendors	18224_v2.doc	ASCII	7/27/2012	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Vendors: All	To all Vendors' Collection Systems	Low		
CREATE-ACCOUNT-SC-NEW	Special Counsel (SC) Third Party Vendors (TPV)	export	Daily	Batch				ASCII		BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Vendors: All	To all Vendors' Collection Systems	Complex		
FORWARD-CLIENT-DEFORWARD	Special Counsel (SC) Third Party Vendors (TPV)	import	On-Demand	Real-Time		SC deforward by ' df ' files	116674.doc	ASCII	10/16/2003	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Vendors: All	From all Vendors' Collection Systems	Medium		
FORWARD-CLIENT-INV	Special Counsel (SC) Third Party Vendors (TPV)	export	Bi-weekly	Real-Time		Forward Client inventory files	116674.doc	ASCII	10/16/2003	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Vendors: All	To all Vendors' Collection Systems	Medium		
FORWARD-CLIENT-TOLLE	Special Counsel (SC) Third Party Vendors (TPV)	import	Intermittent	Real-Time		Files from Special Counsel to process those with _tolle_ dates	215566.doc	ASCII	5/7/2007	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Externals: ALL	From all Vendors' Collection Systems	Low		
FORWARD-CLIENT-NOTES	Special Counsel (SC) Third Party Vendors (TPV)	import	Daily	Real-Time		Special Counsel NOTES and ACTION CODES by ' nt ' files	216479.doc	ASCII	9/18/2009	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Externals: ALL	From all Vendors' Collection Systems	Medium		
AGCE-SC-PAYPLAN-IMPORT	Special Counsel (SC) Third Party Vendors (TPV)	import	Daily	Real-Time		Special Counsel payment plan info	241073.doc	ASCII	5/23/2008	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Externals: ALL	From all Vendors' Collection Systems	Complex		
PAYOUT-SC-NEW	Special Counsel (SC) Third Party Vendors (TPV)	export	Daily	Batch		Payment files created for each Special Counsel ID		ASCII		BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Externals: ALL	CUBS-AGO System	Medium		
FORWARD-CLIENT-RECON	Special Counsel (SC) Third Party Vendors (TPV)	import export	On Demand	Real-Time		_recon_ & _remove files		ASCII		BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Externals: ALL	From all Vendors' Collection Systems to CUBS and from CUBS AGO Collection System to Vendors Collection System	Low		
FORWARD-CLIENT-UPDATE	Special Counsel (SC) Third Party Vendors (TPV)	import	On Demand	Real-Time		Manual Recon		ASCII		BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	Externals: ALL	From all Vendors' Collection Systems to CUBS	Complex		
PO**OLC-FTP	System Interface	import	Weekly	Batch		Lottery web service/posting file	345931.doc	ASCII	8/13/2012	BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	ALL Eligible Classes, How: AGOs WEBSERVICE Receives inbound request and processes with response to the Ohio Lottery Commission on behalf of eligible Lottery Clients "Winnings vs. Balance Due" Capture information.	Ohio Lottery Commission Webservices	Complex		
GO.CREATE.FULL	System Interface	export	Daily	Batch		INET vendor file		ASCII		BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	ALL External: SALESFORCE.COM	Payment Portal	Complex		
GO.PAYMENT.PROCESS	System Interface	import	Daily	Batch		File transferred to Payment Portal		ASCII		BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	ALL External: SALESFORCE.COM	Payment Portal	Complex		
LEXIS-NEXIS-FTP	System Interface	export	Weekly	Batch		Lien file to Lexis-Nexus		ASCII		BWC, BTX, LGC, MED, PTX, SCS, UNV, UTX, WLE	External: Lexis-Nexis	Lexis-Nexis Information Management System	Medium		
PO**TOPS-FTP	System Interface	import	Weekly	Real-Time		Direct pay: FMS/TOPS/TAX	50915.doc	ASCII	12/28/2001	PTX	All Eligible; Interface for Inbound payment file includes Posting Exceptions for Fees	FMS - TAX Offset Collection System	Complex		

TOPS-SEND-ERR-RPT-FTP	System Interface	import	Weekly	Real-Time		TOPS ERROR REPORT		ASCII		PTX	All Eligible; External: FMS	FMS - TAX Offset Collection System	Low		

PO**OTOP-FTP	System Interface	Import	Weekly	Real-Time		Direc pat: FMS/TOPS/ODJFS		ASCII		UTX	External: FMS	FMS builds the Inbound Payment file for CUBS-AGO to post to eligible accounts identified and delivered by ODJFS' through OJI-Employee Benefit System-Interface that Delivers the Inbound File containing the Offset Eligibility Details By account/rule, CUBS-AGO Collection System receives and loads then by rule builds the outbound file for FMS-and the Treasury Offset Program is full cycle.	Complex	

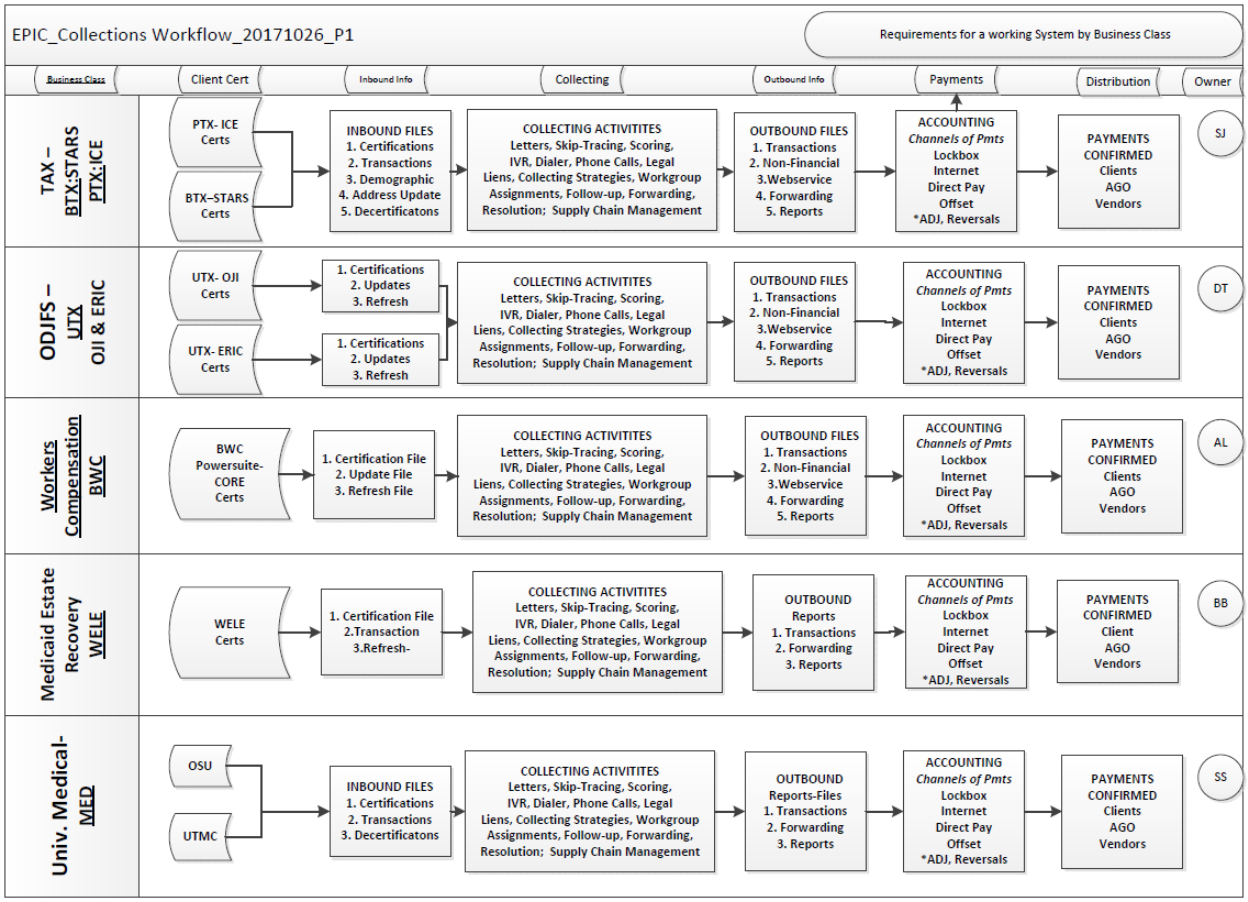
Some Acronyms:	
STARS	Tax client's system
ICE	Tax
ITAS	Tax (system converting to STARS)
ERIC	JFS Client OBESE
OJI	JFS Client OBESB
OSI	TPV, but not used now
BWCWICIS	BWC (phased out)
BWCCORE	BWC client
SCS	State Client Services
LGC	Local Gov. Collections
MED	MED - OSU -med, UTMC or MCO (Toledo med),
EPIC	OSU-Med (new)
MITTS	Medicaid Recovery
DPCS	Dept of Parolees/Corrections
OTOPS	JFS Federal Client (FMS)
TOPS	Tax Federal Client (FMS)
MIMS	Internal Bookeeping
OLC	Lottery
COMPASS Liens	County Clerks
COMPASS Reports	SC, TPV, SCS, Internal use
UNV	all state universities (exc. Med)
BWC100, WELE100, MCO100:	Examples of Client ID's (Business classes and numbers)

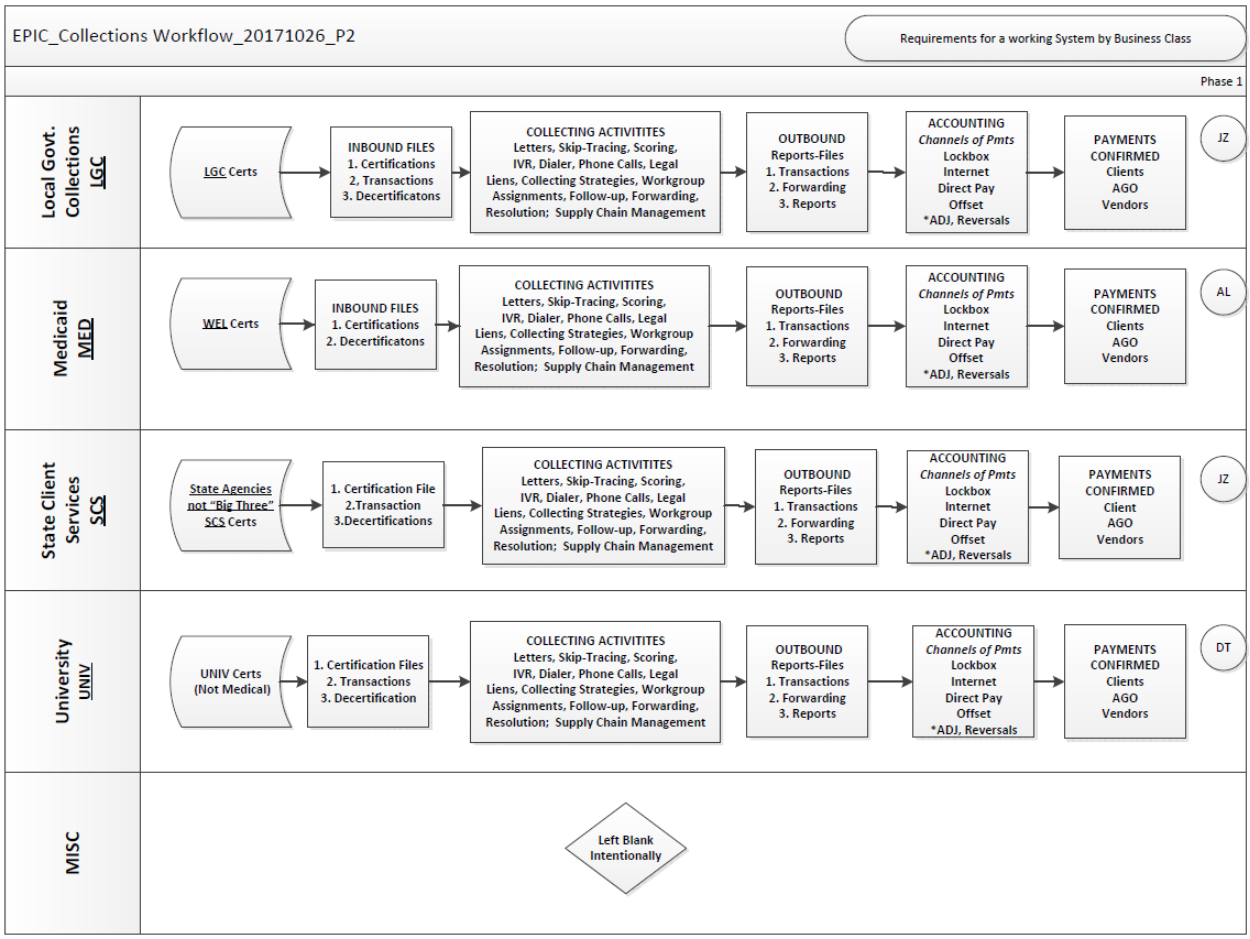
Business Classes	
BWC	Bureau of Workers Comp
LGC	Local Government Collections
MED	University Medical Hosptals
PTX	Personal Tax
SCS	State Client Services
BTX	Business Tax
UNV	Universities
UTX	JFS (OBESE & OBESB) TAX
WLE	Medcaid

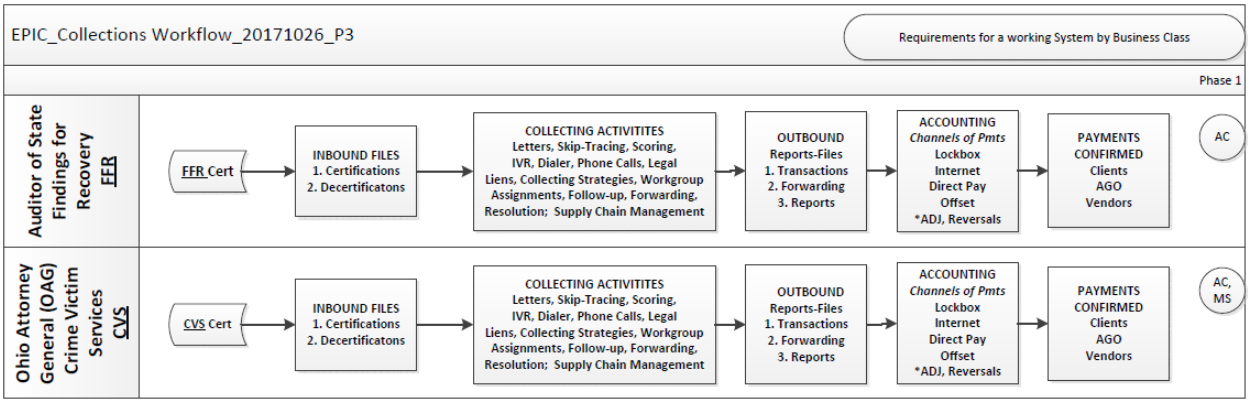


IV. EPIC PROCESSES FOR MAJOR BUSINESS CLASSES

Following are EPIC Business Class Processes:




EPIC_Collections Workflow_20171026_P2
Requirements for a working System by Business Class
Phase 1
Local Govt. Collections LGC
LGC Certs
INBOUND FILES 1. Certifications 2, Transactions 3. Decertificatons
COLLECTING ACTIVITITES Letters, Skip-Tracing, Scoring, IVR, Dialer, Phone Calls, Legal Liens, Collecting Strategies, Workgroup Assignments, Follow-up, Forwarding, Resolution; Supply Chain Management
OUTBOUND Reports-Files 1. Transactions 2. Forwarding 3. Reports
ACCOUNTING Channels of Pmts Lockbox Internet Direct Pay Offset *ADJ, Reversals
PAYMENTS CONFIRMED Clients AGO Vendors
JZ
Medicaid MED
WEL Certs
INBOUND FILES 1. Certifications 2. Decertificatons
COLLECTING ACTIVITITES Letters, Skip-Tracing, Scoring, IVR, Dialer, Phone Calls, Legal Liens, Collecting Strategies, Workgroup Assignments, Follow-up, Forwarding, Resolution; Supply Chain Management
OUTBOUND Reports-Files 1. Transactions 2. Forwarding 3. Reports
ACCOUNTING Channels of Pmts Lockbox Internet Direct Pay Offset *ADJ, Reversals
PAYMENTS CONFIRMED Clients AGO Vendors
AL
State Client Services SCS
State Agencies not "Big Three" SCS Certs
1. Certification File 2.Transaction 3.Decertifications
COLLECTING ACTIVITITES Letters, Skip-Tracing, Scoring, IVR, Dialer, Phone Calls, Legal Liens, Collecting Strategies, Workgroup Assignments, Follow-up, Forwarding, Resolution; Supply Chain Management
OUTBOUND Reports-Files 1. Transactions 2. Forwarding 3. Reports
ACCOUNTING Channels of Pmts Lockbox Internet Direct Pay Offset *ADJ, Reversals
PAYMENTS CONFIRMED Client AGO Vendors
JZ
University UNIV
UNIV Certs (Not Medical)
1. Certification Files 2. Transactions 3. Decertification
COLLECTING ACTIVITITES Letters, Skip-Tracing, Scoring, IVR, Dialer, Phone Calls, Legal Liens, Collecting Strategies, Workgroup Assignments, Follow-up, Forwarding, Resolution; Supply Chain Management
OUTBOUND Reports-Files 1. Transactions 2. Forwarding 3. Reports
ACCOUNTING Channels of Pmts Lockbox Internet Direct Pay Offset *ADJ, Reversals
PAYMENTS CONFIRMED Clients AGO Vendors
DT
MISC
Left Blank Intentionally


EPIC_Collections Workflow_20171026_P3
Requirements for a working System by Business Class
Phase 1
Auditor of State Findings for Recovery FFR
FFR Cert
INBOUND FILES 1. Certifications 2. Decertificatons
COLLECTING ACTIVITITES Letters, Skip-Tracing, Scoring, IVR, Dialer, Phone Calls, Legal Liens, Collecting Strategies, Workgroup Assignments, Follow-up, Forwarding, Resolution; Supply Chain Management
OUTBOUND Reports-Files 1. Transactions 2. Forwarding 3. Reports
ACCOUNTING Channels of Pmts Lockbox Internet Direct Pay Offset *ADJ, Reversals
PAYMENTS CONFIRMED Clients AGO Vendors
AC
Ohio Attorney General (OAG) Crime Victim Services CVS
CVS Cert
INBOUND FILES 1. Certifications 2. Decertificatons
COLLECTING ACTIVITITES Letters, Skip-Tracing, Scoring, IVR, Dialer, Phone Calls, Legal Liens, Collecting Strategies, Workgroup Assignments, Follow-up, Forwarding, Resolution; Supply Chain Management
OUTBOUND Reports-Files 1. Transactions 2. Forwarding 3. Reports
ACCOUNTING Channels of Pmts Lockbox Internet Direct Pay Offset *ADJ, Reversals
PAYMENTS CONFIRMED Clients AGO Vendors
AC, MS

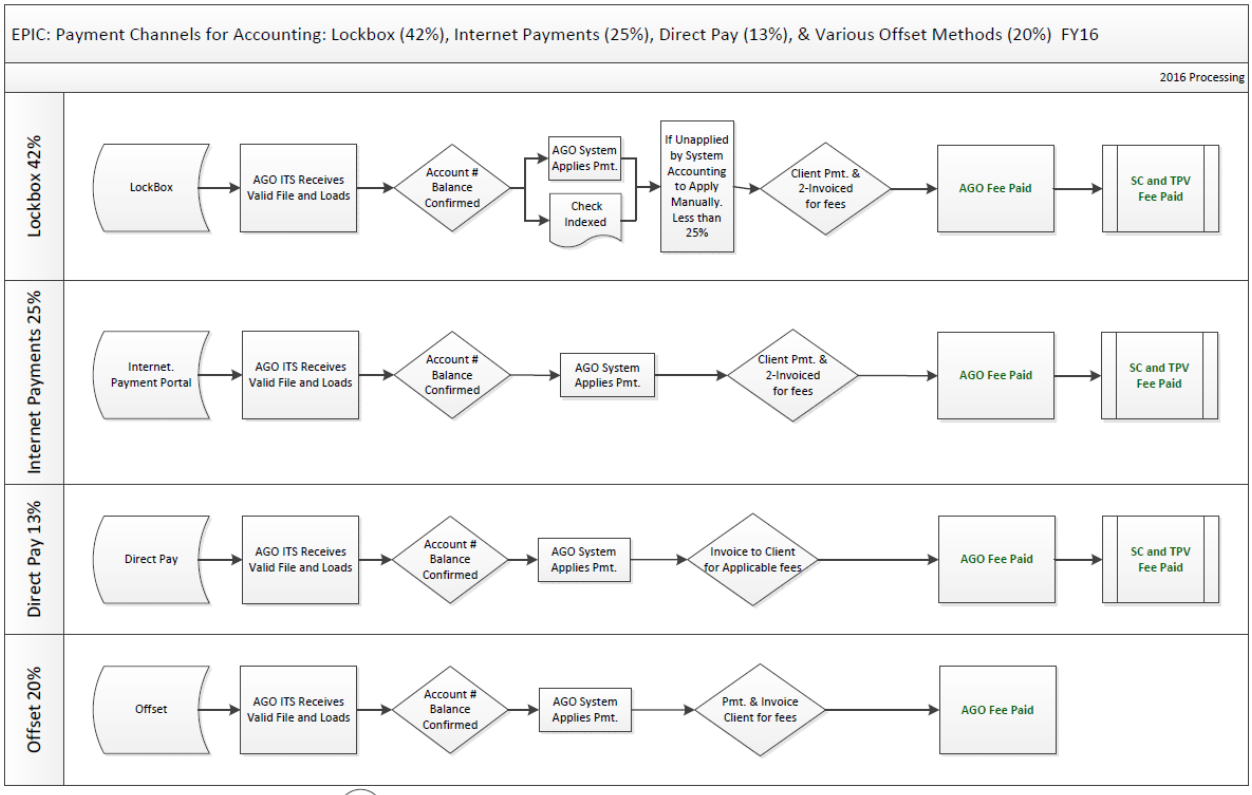
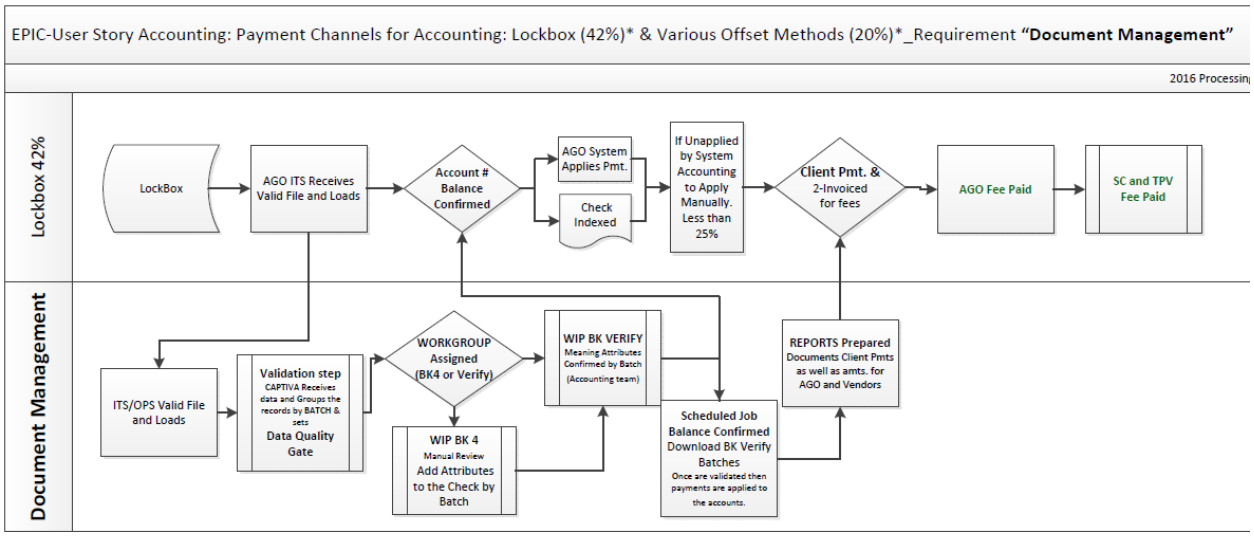


Illustration Notes: DB

- **AGO Expects Debt Manager to accept and process files delivered through the 4 Payment Channels and to operate with Actual Payment files:**

1. **Source** --Lockbox, Internet Payments, Client Direct Payments, and Various Offset Files (TOPS, OTOPS, Lottery and Miscellaneous Offset).
2. **Action**-- Payments apply to the accounts in DM9 consistent with the current processing 100% verify push metrics but for; "Lockbox" Less than 25% Manual.
3. **Process- Accurate Client Payments (All Clients) & Client Invoices- for AGO Fees relative to Collection Activity (OBES and OSU-Medical)**
4. **Validation- Confirm Fee Paid= Accurate "AGO amount Due for All Clients" - bank account updated & "SC &TPV Amount Due for All Clients"-ACH transfers initiated for all.**



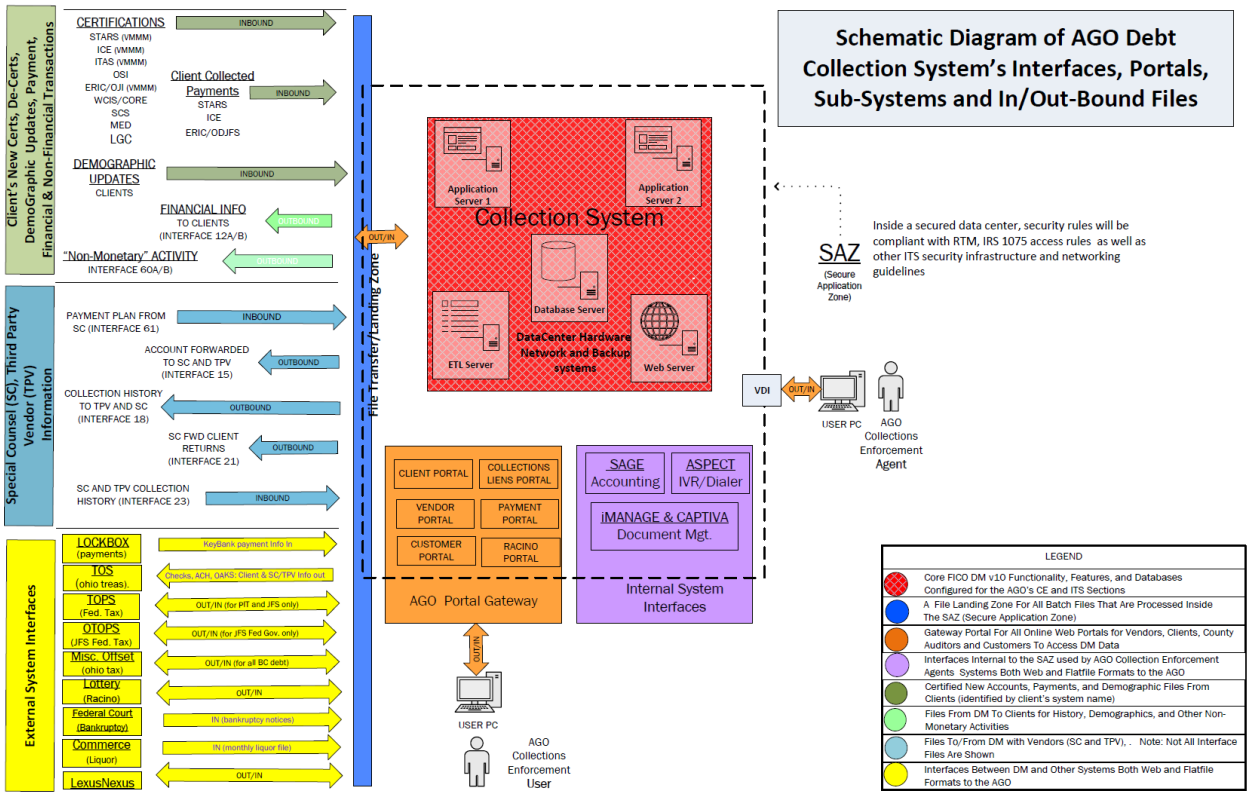
- **AGO Expects Debt Manager Maintain continuity with a document management system aka (Document Repository).**

1. Source –Lockbox files contain images of all checks received daily. These checks are validated by "Bar Code" Reading or Data Viewing as complete or incomplete & Batching by groups of 100.
2. Action A:-- Workgroup assignment; Lockbox Metrics- BK4 (25% Manual) or BK Verify (75% approx.) Meaning 25% or less items per batch (100 each) from the thousands of records in the daily file require manual intervention meaning someone from the Accounting team must add 1 or more attributes to enable the check to be loaded to system.
3. Action B:– Attribute adding process completed record flagged to BK Verify Workgroup and record joins batch mates from Step 1.
4. Files by batch are processed and loaded into the Collection System daily after validation confirms attribute readiness to apply the payments/checks to the proper accounts. (VERIFY-PUSH: Job runs)
5. Reports are generated for Clients AGO and AGO Vendors enabling reconciliation of all monies received and posted on a daily basis.

***Illustration Notes:**

- AGO Expects Debt Manager to accept and process files delivered through the *LockBox Payment Channel and maintain a referenced Document Repository.

1. **Source** --*Lockbox, Internet Payments, Client Direct Payments, and Various Offset Files* (TOPS, OTOPS, Lottery and Miscellaneous Offset).
2. **Action**-- Payments apply to the accounts in DM9 consistent with the current processing 100% verify push metrics but for; "Lockbox" Less than 25% Manual.
3. **Process- Accurate Client Payments (All Clients) & Client Invoices- for AGO Fees relative to Collection Activity (OBES and OSU-Medical)**
4. **Validation- Confirm Fee Paid= Accurate "AGO amount Due for All Clients" - bank account updated & "SC &TPV Amount Due for All Clients"-ACH transfers initiated for all.**

V. ARCHITECTURE

Following is an updated CUBS architecture document: