

BUREAU OF HEALTH PROFESSIONS

To: Lenders/Holders/Servicers Participating in the Health Education Assistance Loan (HEAL) Program

Subject: Litigation Dataset Accuracy and Review of HEAL Litigation Business Rules and Error Messages
Lender Policy Memorandum L-2004-3

Attached are the results of the litigation dataset you sent to us for processing. These results need to be reviewed and any accounts that appear on the LITIGATION ERROR TRANSACTION report must be corrected and resubmitted to the HEAL Program by the next month's submission as SO's (Submission Original). This includes canceled, closed and active litigations. Also, the accounts appearing in the LITIGATION NOT SENT report should be submitted to close out the litigation record.

In the past, these errors have remained uncorrected on subsequent monthly submissions which have adversely affected the integrity of our database. If these errors remain unresolved we are considering the suspension of payment of claims until the required corrections are made. This is a step we do not wish to take but may be necessary to protect the accuracy of our database. We will not enforce this action until we have allowed the Lenders/Holders/Servicers adequate time to resolve the outstanding errors. We will begin closely monitoring the "Litigation Error Transaction" report and the "Litigation Not Sent" report with the May 2004 submission of the April 2004 data.

Since the "HEAL Litigation Business Rules" are the basis for the HOPS program that determines claim penalties, please perform a thorough review of our "HEAL Litigation Business Rules" and the error messages contained therein and address any concerns to the HEAL program by April 1, 2004.

Thank you for your attention to this matter. If you have any questions, please contact Linda Redmond or Dick Horton of the HEAL program at 301 443-1540.

Henry Lopez, Jr.
Director
Division of Health Careers
Diversity and Development

Attachments