

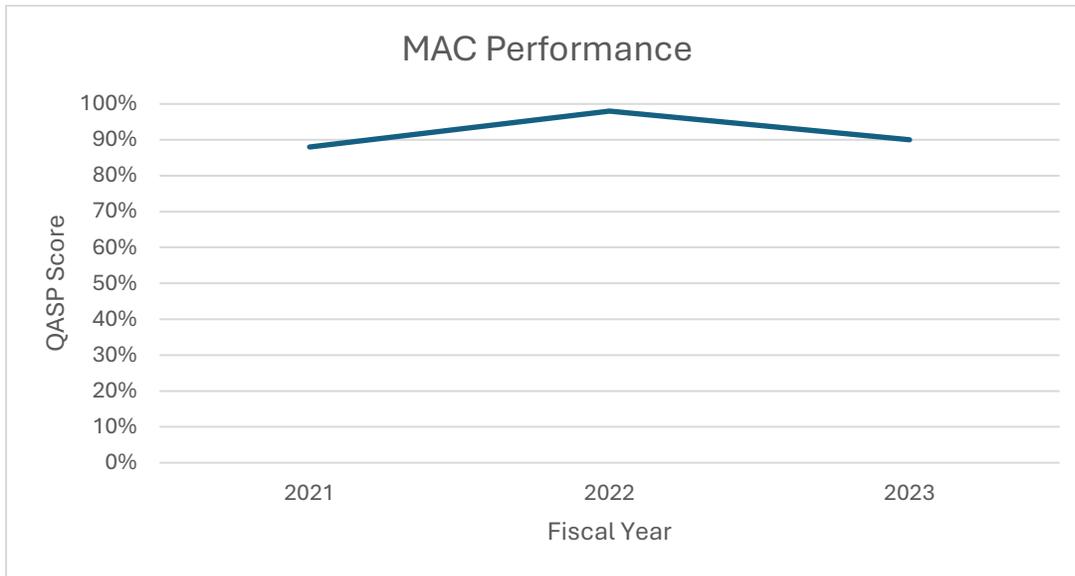
QASP Debt Management

What is measured?

The Debt Management QASP standards measure the following: Debt Referral Procedures; Overpayment recovery processes; Receipt of appeals request processes; Interest Calculations; Debt Transmittal and Collections Update Procedures; Receipt of Appeal Decision Processes; and Treasury Dispute Response Processes.

Performance Data

Fiscal Year	Avg	Low	Median	High
2021	88%	50%	95%	100%
2022	98%	80%	100%	100%
2023	90%	60%	100%	100%



Trends and Observations

A positive trend can be observed from Fiscal Year 2021 – 2023. Overall there has been a 2 percentage point increase (2% increase) in average scores. Every year at least one MAC was in 100% compliance.