



UNITED STATES OFFICE OF PERSONNEL MANAGEMENT
NATIONAL BACKGROUND INVESTIGATIONS BUREAU



Federal Investigations Notice

Notice No. 18-05

Date: August 9, 2018

Subject: Update to Discontinued Billing Policy – Effective September 1, 2018

NBIB is pleased to announce an update to our Discontinued Billing Policy, which will supersede all previously published policy regarding Discontinued Billing. The legacy policy only allowed credits for discontinued cases for up to 30 days after cases were initially scheduled (see page 4 of FIN 17-04 “FY 2018 Investigations Reimbursable Billing Rates Effective October 1, 2017” for the most current version of the legacy policy). The updated policy will allow for credits to be made throughout the duration of work on ordered investigations, up until the point of case closing.

Credits will be made immediately following the customer request to discontinue work on a particular case. Depending on the timing of the request to discontinue work, it is possible that credits would be made in a subsequent fiscal year from when the case was initially billed. Therefore, based on the type of funding used by the customer agency for background investigation orders, reimbursed funds (credits) may not be available to the customer agency for re-execution, if the original funding source has expired. NBIB advises that to take advantage of this new policy, customer agencies should periodically review open orders to determine whether investigative work is still needed and consult with their financial offices regarding how best to fund their initial background investigation orders and process reimbursement associated with soon to be expiring or already expired funds.

The policy established with this FIN applies only to cases initially discontinued on or after the effective date. Reopened cases discontinued prior to the effective date are not eligible.

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Director

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Code:	736, Investigations
Distribution:	SOIs/SONs
Notice Expires:	Until superseded
Attachment:	Update to Discontinued Billing Policy – Effective September 1, 2018

Update to Discontinued Billing Policy – Effective September 1, 2018

This updated Discontinued Billing Policy supersedes all previously published billing policies related to discontinued billing and will be applied to all cases initially¹ discontinued September 1, 2018 or later, regardless of when the case was originally ordered. The updated policy will allow for credits to be made throughout the duration of work on ordered investigations, up until the point of case closing. Table 1 represents the percentage reduction from the base rate for discontinued cases by Case Type and Investigative Phase. The following is a brief definition of each Investigative Phase:

- Scheduled – All initial casework is scheduled, but fieldwork has yet to be initiated
- In the Field – Fieldwork has been initiated, but is not complete and quality review has yet to be initiated
- In Review – Fieldwork is complete and quality review has been initiated, but the case is not complete

The credit amount, which will be made immediately following a customer agency request to discontinue work on a specific case, will be calculated by multiplying the appropriate percentage below with the base rate and rounding to the nearest whole dollar (see examples in Table 2).

Recommendation to Maximize the Use of this Policy: Depending on the type of funding used for background investigation orders, reimbursed funds (credits) may not be available for re-execution due to the expiration of the original funding source. Agencies should periodically review open orders to determine whether investigative work is still needed and consult with their financial offices regarding how best to fund their initial background investigation orders and process reimbursement associated with soon to be expiring or already expired funds.

Table 1: Investigations Discontinued Billing Credit Percentages

Case Type	Investigative Phase		
	Scheduled	In the Field	In Review
NAC & T1	50% ^[1]		20%
T2 & T2R	75%	30%	15%
T2S & T2RS ^[2]	90%	40%	10%
T3 & T3R	75%	30%	15%
T4 & T4R	90%	40%	10%
T5 & T5R	90%	40%	10%

¹NAC and T1 case types have minimal to no fieldwork

²T2S and T2RS case types that received a credit for the removal of the Subject Interview will use the T2 & T2R percentages

Table 2: Examples of Discontinued Credit Amounts

Example	Base Rate	Investigative Phase	Percentage	Credit Amount
FY 2017 Tier 5 Priority Service	\$5,820	Scheduled	90%	\$5,238
FY 2018 Tier 3R Standard Service	\$417	In Review	15%	\$63
FY 2019 T1 Standard Service	\$198	In the Field	50%	\$99

For discontinue request instructions, please refer to the most current version of the INV 15, [Requesting NBIB Personnel Investigations](#).

¹ Reopened cases discontinued prior to September 1, 2018 are not eligible.