Minor MFR Process

A Minor MFR Error is one that does not cause the ATF or CCF to be cancelled.

The process when reviewing ATFs and CCFs for a compliant error-correction practice is to use a pen to circle the error or use our MFR stamp and note the initials of the person that found the error. Then indicate nearby what the correct information should be.

We have a rule that if there 3 or more administrative errors we will mark the CCF/ATF and also send a MFR to the collection facility. We want to ensure the collector and/or BAT is informed of the multiple errors on one form.

3 or More Administrative Error Process

MFR requests if the error is a correctable flaw that needs a formal MFR to correct the error or 3 or more administrative errors are to follow the procedure laid out below.

Make sure you have stamped the errors on the pdf ATF or CCF. Find the result in BOSS. This takes you to the collection table. Click on the MRF Request button.
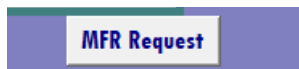
From here you will be taken to the table to send the MFR to the collector. From here you can fax, mail or email.
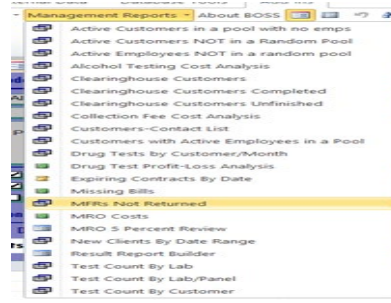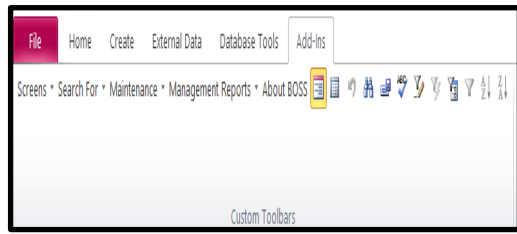

Under "Add Omission Error", find the error(s). Then you can put each error you want the collector to acknowledge.
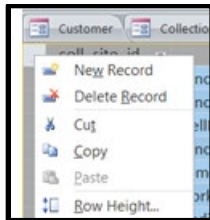
Checking the MFR Report

Weekly you should be pulling the MFR report from BOSS for any outstanding MFRs that have not been sent back from the collector. To do this, follow the instructions below:

When in BOSS, go to Add-Ins > Management Reports > MFRs Not Returned

The report will appear. You can now highlight the data, copy it and put it in an Excel list that you can work off. You do this by clicking in the box besite "coll_site_id", right click and then hit "copy".

Resending the MFR Report to the Clinic/Collector

1. Call the clinic and ask for the clinic manager to get their email address as you will want to send it to the clinic manager to make sure the MFR is addressed, signed and returned. You can go the collection site table and hit resend. You can put in a new email address to where this is to be emailed or faxed.
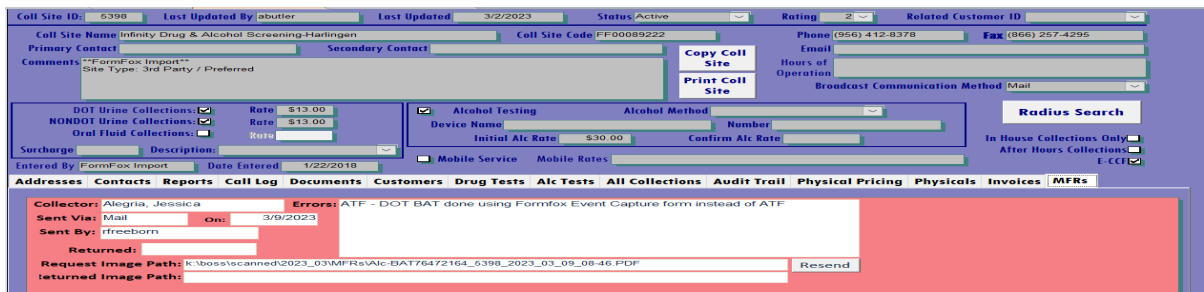
2. If you do not get a response and a 3rd attempt is needed, please escalate this to Mary or Lorri as we will work directly with the clinic manager to rectify this.

Note: Whenever getting a clinic manager's name, make sure you put that information in the Contacts tab in the Collection Site Table. Also make notes in the Call Log as well.