

Department of Defense (DoD)
Department of Veterans Affairs (VA)
and
Social Security Administration (SSA)

**Virtual Lifetime Electronic Record
(VLER)**

VLER Capability Area 2 (VCA 2)

Concept of Operations

V7.5

Pre-Decisional

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TABLE OF CONTENTS

- 1 Executive Summary 2
- 2 VCA 2 Background..... 2
 - 2.1 Problem Statement 3
 - 2.2 Purpose and Scope 4
 - 2.3 Goal and Vision 4
 - 2.4 Governance 5
 - 2.5 VCA 2 Gap Analysis 6
 - 2.6 Assumptions and Dependencies 7
- 3 Capabilities to be Supported in VCA 2..... 8
- 4 VCA 2 Implementation Strategy 10
 - 4.1 VCA 2 Roadmap..... 11
- 5 Summary 12
- APPENDIX A: USE CASES IN SUPPORT OF VCA 2 13
- APPENDIX B: ACRONYMS 14

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1 Executive Summary

The goal of the Virtual Lifetime Electronic Record (VLER) Capability Area 2 (VCA 2) Department of Defense (DoD), Department of Veterans Affairs (VA) and Social Security Administration (SSA) initiative is to support the collaborative sharing of electronic administrative, personnel, and health information for disability claims processing.¹

The VCA 2 Concept of Operations (CONOPS) details the goals and capabilities for VCA 2 across the DoD, VA, and SSA landscape and how these organizations will address VCA 2-related challenges. The CONOPS is strategic in nature and does not include tactical details that may change as requirements, implementation, funding, and technology priorities are addressed. VCA 2 capability details are provided in this document to facilitate the future elaboration of the VCA 2 business requirements, coordinated by the VA/DoD Benefits Executive Council Information Systems/Information Management Requirements Working Group (BEC IS/IT RWG), technical requirements development, and subsequent implementation. The CONOPS includes a VCA 2 Implementation Strategy and Roadmap, which outlines the implementation of a future data sharing strategy and important milestones for VCA 2 capabilities. VCA 2 goals are presented in Table 1, VCA 2 Governance is summarized in Table 2, VCA 2 Foundational and Expanded Capabilities are listed in Table 3, and the VCA 2 Roadmap is presented in Table 4. As the specific VCA 2 initiatives within each organization may vary given specific missions and priorities, this document focuses on the significant VA/DoD/SSA shared initiatives that support VCA 2.

2 VCA 2 Background

VLER intends to facilitate better access to electronic health, benefits, and administrative information to Service members, Veterans, and their designees. It is envisioned to establish secure and seamless exchange of electronic health, benefits, and administrative information among DoD, VA, other federal agencies, and private sector partners. It aims to improve continuity of care, foster efficient adjudication of claims coupled with timely delivery of benefits, and provide one-stop electronic access to health, personnel, and administrative information for Service members, Veterans, and their designees. The broader VLER initiative is divided into four capability areas (VCAs), as outlined in the DoD/VA Interagency VLER Initiative Strategic Plan 2010-2014.²

VLER CAPABILITY AREAS

- VCA 1 – Enables the exchange of available health information needed for clinical encounter of a Service member or Veteran.
- **VCA 2 – Expands upon the VCA 1 health information exchange to include the complete set of available health information (i.e., the longitudinal health record) and additional non-clinical administrative data required to facilitate the processing of disability claims for a Service member or Veteran.**
- VCA 3 – Enables the exchange of the information needed to efficiently deliver benefits services to Service members, Veterans, and their designees such as housing, insurance, education, and memorials.
- VCA 4 – Provides a single access portal to health and benefits services information.

The VCA 2 effort seeks to foster efficient adjudication of disability claims to support the timely delivery of disability benefits for Service members and Veterans. This CONOPS focuses on the

¹ VA-DoD JEC Joint Strategic Plan (JSP) FY 2011-2013 (final with Addendum)

² DoD/VA Interagency VLER Initiative Strategic Plan 2010-2014, www.va.gov/VA_2011-2015_Strategic_Plan_Refresh_wv.pdf

information sharing capabilities, strategy, and milestones for VCA 2 efforts, which address the sharing of administrative, personnel, and health information to support VA and SSA disability claims processing.

VCA 2 efforts will build upon the existing DoD and VA partnership that developed the current bi-directional capabilities to share health information for a shared patient population in VCA 1. DoD and VA have partnered with SSA to continue to build upon the foundational progress made with health data sharing and to incorporate VCA 2 expanded capabilities in support of disability claims processing. The goals of VCA 2 may be more attainable due to recent focused efforts of those involved in the disability benefits delivery services, the availability of emerging technologies, an increased use of data standards, and the growing support for the adoption of electronic records.

To fully realize the benefits of VCA 2, DoD, VA, and SSA have agreed to review and reform the underlying administrative and health record exchange practices and focus on the sharing of a complete, electronic record of Service member and Veteran information. VCA 2 shifts the information sharing paradigm from being producer focused to being Veteran centric, making the DoD, VA, and SSA responsible for improving the efficiency, effectiveness, and quality of the disability claims process. This vision may be achieved incrementally by first providing electronically viewable information and then later enabling the sharing of fully computable data.

2.1 Problem Statement

Service members and Veterans, to include those in the Reserve component, are entitled to VA disability compensation for diseases and injuries incurred during or as a result of a period of active duty service. This same population may be eligible for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) from SSA. Legal and policy changes, an aging Veteran population, a consistently high operational tempo and corresponding downsizing of the Armed Forces, and other economic factors will continue to drive increasing numbers of Service members and Veterans to seek VA, SSDI, and SSI benefits. A significant number of disability claims with more complex issues, coupled with VA's decision to expand compensation for Agent Orange-related illnesses through the Victims of Agent Orange Relief Act of 2011, has resulted in significant backlog issues for both organizations.³ While much progress has been made to reduce the claims backlog, the number of annual claims will continue to increase due to the draw down in Iraq and Afghanistan, increased accessibility and usability of the claim filing capabilities, and an increase in Veterans Service Organization (VSO) support of Veterans.

The VCA 2 focus varies among organizations: DoD's focus for VCA 2 is to provide available electronic data to support disability claims adjudication; VA's focus is the benefits rating decision; and SSA's focus is the disability decision and whether the person can perform substantial gainful activity or work. Both VA and SSA have complex disability claims adjudication processes, each of which requires a large and distinct set of administrative and health data. For Service members and Veterans, the state of this data is a hybrid of both paper-based and electronic information that may not be accessible by VA and SSA claims adjudicators. As a result, the existing electronic and paper-based information may be requested multiple times

³ Victims of Agent Orange Relief Act of 2011

during the disability claims adjudication process. This places the burden on the Service member, Veteran, and their family to provide supporting documentation for disability claims adjudicators or potentially undergo duplicative medical exams in order for VA and SSA to properly adjudicate the disability claim.

Because VA and SSA will be required to process more disability claims in the near future, initial VCA 2 efforts will focus on providing foundational health data to support the disability claims adjudication process and the synchronization of each organization's missions and priorities into the joint VCA 2 effort. Future efforts will expand upon the foundational VCA 2 data set to provide the expanded health and administrative data capability to support the disability claims process.

2.2 Purpose and Scope

The purpose of the CONOPS is to provide an overarching, high-level document to support execution of the planning, development, and implementation of VCA 2 as it relates to VCA 2-specific benefits to the executing organizations within DoD, VA, and SSA, for a more rapid benefits determination in the following scenarios:

- Veteran's application for service-connected and non service-connected VA disability benefits or a Service member's DoD disability benefits or; and
- Service member or Veteran's application to SSA for disability insurance or supplementary security income benefits.⁴

Service members and Veterans are entitled to the federal government's assistance in obtaining the evidence and other information necessary to determine their eligibility for disability benefits.⁵ Additionally, VLER supports the ability to restrict sensitive, private, and protected information in accordance with the preferences of the Service member or Veteran, and in accordance with the Office of Information Technology capabilities within each respective agency.

The scope of the CONOPS is on the information sharing capabilities, strategy, and milestones for joint VCA 2 efforts. It is strategic in nature and enduring, as implementation and funding priorities are addressed. Content that is tactical in nature will be addressed in subsequent joint and Department-specific deliverables, such as the objectives in the DoD/VA Joint Strategic Plan, Plan of Action and Milestone (POAM) documents, Performance Management Plans, and Implementation Plans.

2.3 Goal and Vision

The vision of VCA 2 is to increase the electronic sharing of administrative and health information for the purpose of disability claims adjudication.⁶ VCA 2 seeks to ensure that VA and SSA claims processing have the right information at the right time. Efforts to automate disability adjudication processes and re-engineer disability determination business processes support that objective.

⁴ DoD/VA Interagency Virtual Lifetime Electronic Record Initiative, 2010-2014 Strategic Plan, v.2.0

⁵ The Veterans Claims Assistance Act of 2000, 38 U.S.C. §§ 5100, 5102-5103A, 5106-5107, 5126

⁶ DoD/VA Interagency VLER Initiative Strategic Plan 2010-2014,

The goals for VCA 2 are described in Table 1 below.

Table 1. VCA 2 Goals

Goal	Desired Outcome	Measurement
Administrative and health information from all electronic sources will be identified, accessed, and utilized by authorized users, such as adjudicators and claims processors, via VA VLER architecture	VA and SSA claims processing will identify, access, and utilize administrative and health information from electronic sources to adjudicate a claim in a timely manner	# of claims file elements made available electronically /Total # of claims file elements necessary to adjudicate the claim
VLER will promote automated and standardized information exchange of administrative, personnel, and health information between DoD, VA, and SSA via VA VLER architecture	The automation of administrative and health information for disability benefits processing through implementation of VCA 2 capabilities	# of disability claims adjudicated using electronic data and through electronic means/Total # of claims adjudicated by VA and SSA
Use of technological identity management approaches to facilitate electronic transmission of information in a manner that protects privacy and ensures security	Accurate Service member and Veteran identification and access will support effective benefits adjudication and enhance Veterans’ trust and willingness to participate in a paperless system	Measure of accuracy regarding a secure method of authentication and Veteran correlation

2.4 Governance

The VLER initiative is organized into four VLER Capability Areas (VCAs) as described in section 2. It is governed at the highest interagency level by the VA/DOD Joint Executive Committee (JEC), with specific responsibilities outlined in Table 2 below. Specific statutory responsibilities and authorities for the governance bodies listed in the table are defined in their respective charters.

Table 2. VLER Governance

Responsibilities	HEC	BEC	HEC IM/IT and ICIB	BEC IS/IT	IPO	VA and DoD
Joint Requirements	VCA 1 (Joint Requirements)	VCA 2-4 (Joint Requirements)	VCA 1 (Joint Requirements)	VCA 2-4 (Joint Requirements)	-----	VCA 1-4 (Requirements)

Responsibilities	HEC	BEC	HEC IM/IT and ICIB	BEC IS/IT	IPO	VA and DoD
	Validation)	Validation)	Coordination/Adjudication)	Coordination/Adjudication)		Development)
Acquisition and Execution	-----	-----	-----	-----	VCA 1 and 2 Health	VCA 2-4
Risk Management	-----	-----	-----	-----	VCA 1 and 2 Health	VCA 2-4
Evaluation	VCA 1 (Joint Performance Objectives Approval)	VCA 2-4 (Joint Performance Objectives Approval)	VCA 1 (Joint Performance Objectives Coordination)	VCA 2-4 (Joint Performance Objectives Coordination)	VCA 1 and 2 Health (Performance Objectives Development)	VCA 2-4 (Performance Objectives Development)

2.5 VCA 2 Gap Analysis

Administrative and health data exchange is relevant in the context of VCA 2 planning and development. Currently a significant volume and variety of health data is being shared between DoD and VA through the Bi-directional Health Information Exchange (BHIE), which supports the continuity of healthcare and benefits processing. DoD and VA have traditionally exchanged benefits data via a point-to-point interface between the Defense Manpower Data Center’s (DMDC) Defense Enrollment and Eligibility Reporting System (DEERS), VA/DoD Identity Repository (VADIR), Compensation and Pension Records Interchange (CAPRI), and the VA Beneficiary Identification Records Locator Subsystem (BIRLS) to support benefits eligibility, entitlement determination, and benefits delivery.

In FY 2011 and 2012, the BEC IS/IT RWG conducted a VCA 2 and 3 foundational data gap analysis. It was ascertained that VA and SSA’s needs for administrative and health data vary. Constraints on administrative and health data must take into account that DoD’s Service Treatment Record (STR) and personnel files exist as hybrid records – partly electronic and partly paper-based. Additionally, administrative and health data may also reside in Service-specific electronic systems or other Enterprise-wide systems.

SSA’s validation of the VCA 1 foundational data set is sufficient to begin their benefits adjudication. To support a more comprehensive SSA and VA benefits adjudication process, expansion of the foundational health data will be required to determine whether a claim is well-grounded and to substantiate any associated and claimed conditions.

DoD, VA, and SSA will continue to review the identified data gaps and incorporate them into specific data sharing requirements to support the electronic disability adjudication process through VLER. Additionally, it is recommended that Title 10 be amended to include the requirement of a copy of STR transfer/data sharing with SSA.

These combined efforts will enable streamlining of interagency data sharing as well as adding efficiencies to Veterans and Service members' electronic disability adjudication processes within VA and SSA.

2.6 Assumptions and Dependencies

Development and implementation of VCA 2 capabilities are predicated on the following assumptions:

- Commitment from DoD, VA, and SSA to achieve VCA 2 capabilities to benefit the Service member and Veteran
- VA VLER Architecture is sufficiently scalable and robust to provide for a seamless electronic information exchange of administrative and health information between DoD, VA, and SSA
- VCA 1 achieves a “Go” decision for the Nationwide incremental rollout of the health information exchange through the Nationwide Health Information Network (NwHIN) in July 2012
- Ability to process Health Insurance Portability and Accountability Act (HIPAA) compliant authorizations and other authorizations to access or exchange medical information based on entity authentication from SSA prior to releasing PII and PHI for disability benefits processing
- Inclusion of processes for improved identity management
- Office of National Coordinator (ONC) release of the CONNECT software version that will include deferred patient discovery to support the authorization validation process
- Business processes in place that maximize the benefits of enabling information technologies; and
- Capability requirements will be developed that are detailed, comprehensive, and sufficient to support the development of disability benefits information technology (IT) solutions

The achievement of VCA 2 capabilities depends on several key factors:

- Recommendation and concurrence by stakeholders to make specific data elements available electronically
- Readiness of electronic information systems to exchange administrative and health information between DoD, VA, and SSA
- Ability to access and view administrative and health information from source systems needed for VA and SSA benefits disability adjudication
- Existence and implementation of national standards to support VCA 2
- Legacy and future Electronic Health Record (EHR) data sharing capabilities that support the implementation of VCA 2 capabilities
- Ability to securely exchange information electronically between the partners exists; and

- Milestones dates are built on an assumption of funding availability in all organizations

3 Capabilities to be Supported in VCA 2

VCA 2 capabilities, once implemented, are expected to directly support VA and SSA disability claims adjudicators as they query, access, and use evidentiary information to substantiate Service member and Veteran’s disability claims. Data sets selected for exchange by DoD, VA, and SSA will be evaluated to ensure they can support a full range of disability determination business processes with electronically available information. Key offices within VA and SSA that would utilize these data sets are:

- VA Regional Offices (VAROs) and Pension Management Centers (PMCs) that process disability compensation and non-service connected disability claims; SSA State Disability Determination Services (DDS) Offices responsible for developing medical evidence and making the initial determination on whether or not a claimant is disabled or blind under the law; and
- SSA field offices that obtain applications for disability benefits in person, by telephone, by mail, or by filing online.

VCA 2 will be accomplished within two capability sets: 1) Foundational and 2) Expanded Capabilities. VA will support VCA 2 foundational data capability by providing the foundational health data, as defined by the DoD/VA Interagency Clinical Informatics Board (ICIB) made available in VCA 1, to VBA and SSA benefits adjudicators by December 31, 2012.⁷ DoD will support VCA 2 foundational data capability to VBA benefits adjudicators by December 31, 2012.⁸ DoD will expand this capability to SSA once the technical ability to perform authorization verification has been implemented. For VCA 2 to achieve the expanded health data capability, DoD, VA, and SSA functional communities will continue to define and validate the expanded health data requirements. VCA 2 expanded capabilities will provide the complete set of data needed for VA and SSA disability benefits adjudication by December 2014.⁹

The VCA 2 capabilities are defined in Table 3 below.

Table 3. VCA 2 Capabilities Summary

Identification Number	Description	Users
VCA 2 Foundational Capability	Provide the foundational health data set necessary to support electronic disability claims adjudication, as defined by the VCA 1 CONOPs	VA and SSA disability benefits adjudicators at VA Regional Offices, PMCs, SSA Field Offices and state DDS Offices

⁷ Virtual Lifetime Electronic Record (VLER) VLER Capability Area 1 (VCA 1) Concept of Operations

⁸ Virtual Lifetime Electronic Record (VLER) VLER Capability Area 1 (VCA 1) Concept of Operations

⁹ VA-DoD JEC Joint Strategic Plan (JSP) FY 2011-2013 (final with Addendum)

Identification Number	Description	Users
1.	Allow secure query and display to access health evidentiary information to substantiate Service members' / Veterans' disability claims adjudication	VA and SSA disability benefits adjudicators at VA Regional Offices, PMCs, SSA Field Offices and state DDS Offices
2.	Automate the capability that will allow secure query and display of relevant administrative information to verify eligibility, establish service connection, and render a rating decision	VA service and non-service connected disability adjudication personnel
3.	Verify eligibility based on administrative information/Service data reported by DoD after separation or discharge/release from active duty and validate Veterans' status and other associated details	VA service and non-service connected disability benefits adjudicators at VA Regional Offices and PMCs
4.	Provide secure query and access to relevant health and administrative information on an as-needed basis and in response to submission of a claim by the Service member / Veteran or their designee	VA and SSA disability benefits adjudicators at VA Regional Offices, PMCs, SSA Field Offices, and state DDS Offices
5.	Allow secure query and display of health information to support the periodic review of claimants' health information for SSA's SSDI and SSI programs to ensure a claimant's disability is still present	SSA Field Offices and state DDS Offices
5.1.	<p>Provide pertinent health data from VA to SSA for claimants who are both SSA and VA beneficiaries, for SSA's disability adjudication process</p> <p>Pertinent health data from SSA to VA also will need to be made available as part of VCA 2 for VA's disability adjudication process</p>	VA Regional Offices, SSA Field Offices and state DDS Offices

Identification Number	Description	Users
6.	Provide DoD originating data from DoD to VA and SSA in accordance with Title 44, United States Code and managed in accordance with DoD's records life cycle management requirements	VA and SSA disability adjudication personnel
6.1.	<p>Comply with relevant federal laws including but not limited to Federal Information Security Management Act (FISMA), Privacy Act of 1974 (as amended), and Health Information Technology for Economic and Clinical Health (HITECH) Act, Health Insurance Portability and Accountability Act (HIPAA)</p> <p>Note: Under the Privacy Act, SSA shares information with VA under a routine use, based on compatible program purposes; therefore, an individual authorization is not involved</p>	VA and SSA disability adjudication personnel
VCA 2 Expanded Capability	Provide data electronically that has been identified in the requirements and use cases by the VA and SSA functional communities to support disability benefits adjudication and has been approved and funded by DoD and VA leadership	VA and SSA disability benefits adjudicators at VA Regional Offices, PMCs, SSA Field Offices and state DDS Offices

4 VCA 2 Implementation Strategy

The VCA 2 Implementation Strategy will be collaboratively developed between DoD, VA, and SSA to focus on the management and coordination of the delivery of joint VCA 2-required functionality by the DoD, VA, and SSA organizations. A VCA 2 POAM will outline roles and responsibilities, critical success factors for each capability, and a deliverable timeline for the exchange of administrative and health data to support disability benefits adjudication.

In support of disability benefits adjudication, the VA VLER Architecture is a robust set of services intended to make information sharing easier, more transparent, secure and consistent

with Service member and Veteran preferences.¹⁰ The VA VLER Architecture is federated between partners so that each partner has a local architecture that is linked to others via cross-community architecture. VA VLER Architecture specifications will apply at the communication boundaries between partners.¹¹ The VCA 2 POAM and Department-specific implementation plans will describe the recommended use of the VA VLER Architecture in support of administrative and health information sharing capabilities for disability benefits adjudication.

4.1 VCA 2 Roadmap

Table 4 outlines the VCA 2 Roadmap, which includes milestones defined in the VA/DoD Joint Executive Council (JEC) Strategic Plan (JSP) FY 2011-2013 (final with Addendum) which was approved during the JEC December 2011 meeting. The VCA 2 POAM and Department-specific implementation plans will define the path to achieve the VCA 2 capabilities in accordance with the milestones.

Table 4. VCA 2 Roadmap: Phases and Deliverables

Phase	Deliverable	Milestone
CONOPS	DoD, VA, and SSA will develop a VCA 2 Concept of Operations.	March 31, 2012
Health Data Requirements to support disability claims processing	For VCA 2 to achieve the expanded health data capability, DoD, VA, and SSA functional communities will define and validate the health data requirements.	March 31, 2012
POAM	DoD and VA will develop a Plan of Action and Milestones (POAM) for VCA 2 foundational data capability.	May 31, 2012
DoD and VA Capability to Review Authorizations prior to the release of PHI to SSA	DoD will develop the information technology capability for DoD to review patient authorizations for the release of Protected Health Information (PHI) to release health information to adjudicate SSA disability claims.	Pending technical solution to support deferred patient discovery and the authorization validation process
DoD/VA Foundational Capability to VA	DoD will support VCA 2 foundational data capability by providing the foundational health data made available through VCA 1 to Veterans	December 31, 2012

¹⁰ Virtual Lifetime Electronic Record (VLER) VLER Capability Area 1 (VCA 1) Concept of Operations

¹¹ Virtual Lifetime Electronic Record (VLER) VLER Capability Area 1 (VCA 1) Concept of Operations

Phase	Deliverable	Milestone
disability claims adjudicators	Benefit Administration (VBA) benefits adjudicators.	
DoD/VA Foundational Capability to SSA disability claims adjudicators	<p>VA will support VCA 2 foundational data capability by providing the foundational health data made available through VCA 1 to SSA benefits adjudicators.</p> <p>DoD will support VCA 2 foundational data capability by providing the foundational health data made available through VCA 1 to SSA benefits adjudicators.</p>	<p>December 31, 2012</p> <p>Pending technical solution to support deferred patient discovery and the authorization validation process</p>
Lessons Learned	DoD and VA will begin to capture VCA 2 lessons learned and incorporate into subsequent implementations.	March 31, 2013

5 Summary

VCA 2 capabilities will ultimately support the collaborative sharing of electronic administrative and health information for disability claims processing.¹² Participating agencies and associated implementing organizations may develop additional program management, systems development, and implementation documentation within their own organizations. This documentation would be developed in order to support VCA 2 business requirements development, infrastructure, technical specifications development, development and testing, and implementation. DoD, VA, and SSA will need to undertake VCA 2 risk identification and implement risk response planning strategies to include mitigation and implementation of resolutions if the risks are realized as issues. Additionally, participating agencies are required to report as appropriate to the VLER Benefits governance and oversight bodies (e.g., IPO, BEC IS/IT, BEC, HEC, and JEC) in order to bolster VCA 2 development, implementation, and evaluation.

¹² VA-DoD JEC Joint Strategic Plan (JSP) FY 2011-2013 (final with Addendum)

APPENDIX A: USE CASES IN SUPPORT OF VCA 2

The following use cases have been developed by the BEC IS/IT RWG specifically for VCA 2:

1. VA disability compensation for service connection/initial rating determination
2. SSDI
3. VA disability compensation for evaluation for increased rating
4. SSI

The four use cases, developed by the BEC IS/IT RWG for VCA 2 capabilities, support the VCA 2 vision and are defined as an output of a process within the VCA 2 scope. The intent of the business use cases is to document the output of a business process based on the business and individual data needs of the current DoD, VA, and SSA disability benefits adjudication environment. These use cases specifically detail each disability benefit, associated administration, triggers, preconditions, post conditions, business rules, laws, regulations, policies, and outline the data required for adjudication of each disability benefit. The four use cases will form the basis for the analysis of gaps in technology, processes, and policies throughout current DoD, VA, and SSA information sharing.

The business use cases developed by the BEC IS/IT RWG and the associated gap analysis formed the basis for the Business Requirements Documents (BRD), which has been developed by the VA Office of Business Process Integration (OBPI), DoD, and SSA. In addition, the business use cases will serve as inputs into the functional requirements development processes and eventually into the system and technical requirements development processes as part of the DoD, VA, and SSA systems development life cycles.

APPENDIX B: ACRONYMS

Acronym	Definition
BEC	Benefits Executive Council
BEC IS/IT	Benefits Executive Council Information Sharing/Information Technology
BIRLS	Beneficiary Identification Records Locator Subsystem
BRD	Business Requirements Document
CONOPS	Concept of Operations
DEERS	Defense Eligibility and Enrollment Reporting Service
DoD	Department of Defense
DMDC	Defense Manpower Data Center
EPMO	VLER Enterprise Program Management Office
HEC	Health Executive Council
iEHR	Integrated Electronic Health Record
IPO	Interagency Program Office
JEC	Joint Executive Committee
JEPS	Joint Evaluation Plan for Success
NwHIN	Nationwide Health Information Network
OBPI	Office of Business Process Integration
ONC	Office of National Coordinator
PMC	Pension Management Centers
POAM	Plan of Actions and Milestones
RWG	Requirements Working Group
SGLI	Servicemembers' Group Life Insurance
SSA	Social Security Administration
SSDI	Social Security Disability Insurance
SSI	Supplemental Security Income
STRs	Service Treatment Records
TSGLI	Traumatic Servicemembers' Group Life Insurance
VA	Department of Veterans Affairs
VADIR	VA/DoD Identity Repository
VAROs	VA Regional Offices
VBA	Veterans Benefits Administration
VCA	VLER Capability Area
VGLI	Veterans Group Life Insurance
VLER	Virtual Lifetime Electronic Record
WG	Work Group