

VHA Enrollment Enhancement (EA-63)

Authoritative Source

- BY-2008 Portfolio 9/30/2006

Stakeholders

- All VHA Executives, Managers and Employees
- Veterans and their dependents

Related Segment Architectures

- “Proposed” Benefits Business Segment

Requirement Description

The Health Eligibility Center (HEC) Legacy system processes enrollment applications, shares eligibility and enrollment data with all VA health care facilities, manages enrollment correspondence and telephone inquiries, and supports national reporting and analysis of enrollment data.

The original Enrollment Enhancement initiative supported the development of the Enrollment Database (EDB) that provides Income Verification Matching (IVM) functionality.

The replacement system will provide greater flexibility to meet critical requirements on a timely basis, better safeguards to meet security requirements, and improved reliability.

Recommended Solution

This is a Planning Initiative at Milestone-0, a solution has not been identified at this time.

EA Investment Scoring

The following table provides the EA evaluation score for BY-2008 (this is the project's most recent Exhibit-300 budget request). Scores are provided for business, data and implementation issues and for an overall project average. The Exhibit-300 EA evaluation procedure is defined within the Enterprise Architecture Portal "Procedures Tab"; all scoring is based on a scale from 0 through 5.

VA EA Evaluation			
Business	Data	Implementation	Average
3.50	4.00	3.20	3.57

Project Value Proposition, Performance Measures and Measured Results

The following table identifies the VA and PMA business objectives that this project will satisfy, along with the performance metrics with which project success will be evaluated. For projects that are mature enough to have produced measured results, those results are also provided.

Project Value Proposition			
Support for PMA Initiatives 1.A.13.a & 1.A.13.b	Support for VA Strategic Goals 1.A.29	Project Metrics 1.D.1	Project Results/Outcomes 1.D.1
<p>Financial Performance -----Income Verification Match identifies areas of potential fraud and initiates cost recovery</p> <p>Expanded E-Government -----Online application enables veterans to apply for health benefits at home</p> <p>Competitive Sourcing -----VHA will augment staff with contractors having specific skills necessary to meet requirements</p> <p>Coordination of VA & DoD Programs and Systems -----Will enable VHA to interact with One VA Eligibility and Registration, which will increase data sharing with DoD</p>	<p>Honor & Memorialize Automated support for eligibility determination and a database of enrollment information shared across VA health delivery organizations gives veterans faster, more coordinated access to health care benefits and services</p> <p>One VA A single source of enrollment and eligibility data integrated with automated eligibility determination and income verification makes information less redundant, more accurate, more consistent, and more secure.</p> <p>Quality of Life Automated support for eligibility determination and a database of enrollment information shared across VA health delivery organizations gives veterans faster, more coordinated access to health care benefits and services</p> <p>Ensure Smooth Transition Easy-to-use technology-enabled customer interfaces for enrollment and eligibility determination encourage veterans to make wider and more frequent use of VA benefits and services.</p>	<p>Measurement-1 Indicator Increase number of IMV cases worked to 62000 in 2007 (baseline = 44000 in 2006)</p> <p>Measurement-2 Indicator Enrollment system will test and recover full system successfully with less than 24 hours downtime by July 2007 (baseline = system recovery not yet tested)</p> <p>Measurement-3 Indicator Average system uptime will be 99.5% in FY2007 (2006 baseline = 97%)</p> <p>Measurement-4 Indicator Average of 99% of field queries will be processed within one hour (2006 baseline = 95%).</p>	<p>Measurement-1 Results Measure at end of 2007.</p> <p>Measurement-2 Results Measure at end of 2007.</p> <p>Measurement-3 Results Measure at end of 2007.</p> <p>Measurement-4 Results Measure at end of 2007.</p>

Enterprise Impact

The HEC Legacy system is being replaced by a new system that will provide greater flexibility to meet critical requirements on a timely basis, better safeguards to meet security requirements, and improved reliability. This new system is called Enrollment System Redesign (ESR) 3.0, which is scheduled for deployment in September 2006. Enrollment Enhancements supports the development of ESR and its enhancements.

ESR 3.1, which will replace the EDB system, is the first in a series of enhancements this investment will produce and includes a workflow component to create, assign, view, track, and complete work items. Data from IVM will be migrated to this new system. ESR 3.1 will be deployed in 2007.

Further enhancements planned for deployment through FY 2012 will identify patients who have dual eligibility (i.e. VA and DoD) so as to allow faster processing of their data; eliminate the requirement for certain veterans who must update their financial assessments annually; and incorporate standardized insurance information so that standard information including address, contact, and service areas, is available. Additional enhancements will address single sign-on, self-service application, front-end registration application, means test processing, and enhanced sharing of data between VHA and VBA. Enhancements as prioritized by the customer will be developed, tested and released as part of a regular quarterly release schedule.

Project Status

Will be funded in BY-2008

Project currently at Milestone-0