

VHA Patient Financial Services System - PFSS (EA-05)

Authoritative Source

- BY-2007 IT Project Portfolio

Stakeholders

- All veterans, their dependents, and their survivors
- VHA Business Line Managers and Health Care Providers

Related Segment Architectures

- “Proposed” Health Business Segment

Requirement Description

The purpose of this project is to provide VA with a centralized third-party insurance reimbursement system, for billing and receipt of insurance reimbursements, from the insurers of independently insured veterans, who have received health care at VA facilities. The facility will replace a variety of independent reimbursement methods that are currently employed at various VA medical facilities. The Veterans Health Administration (VHA) faces a growing demand for health care services. Currently, the functionality of several of VHA’s Veterans Health Information Systems & Technology Architecture (VistA) applications do not provide sufficiently robust data elements needed to support automated billing as commonly practiced in private sector hospitals. VHA’s VistA Clinical applications, Vista Integrated Billing (IB) & Accounts Receivable (A/R) applications do not efficiently or effectively support VHA’s financial business processes. Because of the challenges inherent to VHA’s collections systems, Congress mandated that VHA implement a commercial off the-shelf (COTS) patient accounting system as a pilot (see HR Report 107-272). The Patient Financial Services System (PFSS) program is the overall program bringing this mandate to fruition. The goal of the PFSS pilot project is to incorporate commercial sector best practices into the revenue cycle in order to operate in a more effective & efficient manner while accommodating VA-specific care & processes. To reach this goal, the COTS software will provide VA users with integration between front-end & back-end systems, improve data capture, increase automation, provide workflow friendly work lists, create robust master files, & employ extensive industry proven billing rules that facilitate exception-based processing. PFSS will also address front-end applications by replacing VistA ADT & Bed Control with COTS Patient Management software, as well as coordinate with existing modernization efforts for other front-end processes & applications such as Scheduling & Enrollment.

Recommended Solution

Replace the Integrated Billing and Accounts Receivable VistA applications with commercial off-the-shelf (COTS) applications. In addition to selecting COTS, this allows VHA to comply with the Congressional mandate, HR report 107-272, to implement a commercial patient financial services system in one VISN for a minimum of two years.

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
4.67	4.25	4.60	4.51

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>Human Capital Strategic Management of Human Capital and Competitive Sourcing via productivity gains and a focused acquisition strategy</p> <p>Financial Performance Improve Financial Performance via revenue cycle optimization & automation</p> <p>Expanded E-Government Expanded Electronic Government through building messaging infrastructure to support the bi-directional flow of patient data between Flowcast and VA applications</p>	<p>Honor and Memorialize: PFSS will provide increased veteran satisfaction by providing timely and efficient access to financial information, improved customer service, and timelier claim processing.</p> <p>One VA: PFSS aligns with the Agency’s target architecture objectives in that the investment promotes the reuse of shareable data, fits into the e-Gov initiative, is market-based, citizen-centric and results oriented. PFSS will leverage existing VistA data to meet its objective of improved billing and AR management through COTS standardization.</p> <p>Quality of Life: PFSS improves the overall health of veterans by enabling VA to better identify trends and thus prioritize services to meet healthcare needs of special groups of veterans. This results from more complete and accurate data collection and sophisticated reporting afforded by COTS systems.</p> <p>Smooth Transition: PFSS supports a smooth transition for veterans from active military service to civilian life and the corresponding VHA strategy of providing timely and appropriate access to healthcare by implementing best practices.</p>	<p>Measurement-1 Indicator % of AR greater than 90 days. Provides a measure of how long monies owed the VA sit uncollected.</p> <p>Measurement-2 Indicator Collections – Amount of dollars collected from insurance companies and veteran co-payments</p> <p>Measurement-3 Indicator Gross Days Receivable Out (GDRO) Provides a measure of the efficiency of the entire revenue cycle.</p> <p>Measurement-4 Indicator Days to Bill – Provides a measure of increased automation.</p>	<p>Measurement-1 Results Not deployed until Oct 06; Results will be available by Sep 07.</p> <p>Measurement-2 Results Not deployed until Oct 06; Results will be determined by Sep 07.</p> <p>Measurement-3 Results Not deployed until Oct 06; Results will be determined by Sep 07.</p> <p>Measurement-4 Results Not deployed until Oct 06; Results will be determined by Sep 07.</p>

Enterprise Impact

This project provides a COTS replacement solution must be integrated with existing and evolving VistA and HealthVet-VistA applications. The initiative also retires obsolete legacy subsystems from the VistA system complex. This sharable service will support 128 VA medical facilities.

Project Status

Funded from BY-2003 through BY-2007

Project currently at Milestone-2