

Enterprise Program Reporting System (EPRS)

Software Version 1.37

User Interface User Guide



May 2023

Department of Veterans Affairs

Office of Information and Technology (OIT)

Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

Date	Revision	Description	Author
05/12/2023	28.0	Software Version 1.37 updates: <ul style="list-style-type: none"> Added Incentive/Disincentive Factor 5 (IDF5) pages, Search and Add. Added screenshots and text instructions for IDF5 Add, Search pages, and the Search Results Display 	Booz Allen Hamilton
03/29/2023	27.0	Document version and date updated. No frontend User Interface changes for Software Version 1.36.	Booz Allen Hamilton
02/01/2023	26.0	Software Version 1.35 updates: <ul style="list-style-type: none"> Removed fields from the Search, Add, and Edit pages on the Complaints and Congressional Inquiry screens. Updated screen captures to reflect field removals and general display changes. 	Booz Allen Hamilton
12/27/2022	25.0	Software Version 1.34 updates: <ul style="list-style-type: none"> Added the Progress Tracking tab to the Search, Add, and Edit pages for Deviations. Made the Region field mandatory for the Congressional Inquiries and Complaints Add pages. Updates screen captures due to updated UI screen changes. 	Booz Allen Hamilton
11/10/2022	24.0	Software Version 1.33 updates: <ul style="list-style-type: none"> Added Export Data download instructions to the Search pages for Complaints, Congressional Inquiry, Corrective Action Plan, Deviations, Waivers, and Credentialing Audit. Updated screen captures due to updated UI screen changes. 	Booz Allen Hamilton
09/28/2022	23.0	Software Version 1.32 updates: <ul style="list-style-type: none"> Updated the Type of Entry drop-down menu to include White House Hotline selection on the Congressional Inquiry Search, Add, and Edit screens. Updated screen captures due to field appearance changes. 	Booz Allen Hamilton

Date	Revision	Description	Author
08/30/2022	22.0	Software Version 1.31 updates: <ul style="list-style-type: none"> Updated screen captures due to font change. Updated Quality Check Search as Region is now multiselect. Updated Quality Check screens due to an order change of the Release and Return buttons. Updated search result screens as they now include the Rows to Display drop-down menu. 	VetsEZ
07/29/2022	21.0	Software Version 1.30 updates: <ul style="list-style-type: none"> Updated screen captures and fields. Updated Credentialing Audit screens. Is On LEIE? was updated on the screen. Updated CAP and Congressional Inquiry screens for style changes. 	VetsEZ
06/17/2022	20.0	Software Version 1.29 updates: <ul style="list-style-type: none"> Updated screen captures and fields. Updated Document Upload references to include .ppt and .pptx file types. Updated Document Upload screen captures. 	VetsEZ
05/18/2022	19.0	Software Version 1.28 updates: <ul style="list-style-type: none"> Updated screen captures and fields. Added note for Clear Filters function. Updated screens to include deliverable export function. Updated Credentialing Audit to include LEIE and DEA Number field. Updated Quality Check search screens to include Release and Return buttons 	VetsEZ
04/13/2022	18.0	Software Version 1.27 updates: <ul style="list-style-type: none"> Updated screen captures and fields. Updated Deliverable Name drop-down menu to multiselect drop-down list. Updated the Edit CCN Corrective Action Plan screen. This screen now includes the History section that displays the name/date the record was created/modified. Updated note for Document Upload. 	VetsEZ

Date	Revision	Description	Author
03/23/2022	17.0	Software Version 1.26 updates: <ul style="list-style-type: none"> • Updated screen captures and fields. • Added QASP Category menu options screen capture in the Deviations section. • Added Reconsideration checkbox to Add Deviations screen. • Updated fields and definitions in Deviations section. 	VetsEZ
02/23/2022	16.0	Software Version 1.25 updates: <ul style="list-style-type: none"> • Updated screen captures and fields. • Updated the screen for the Decisions and Outcome tab under Edit Deviations. • Updated the Edit screen for: Complaints, Congressionals, Waivers, and Deviations. • Added a note stating that when uploading a duplicate document and saving the record, the confirmation pop-up appears after user selects save. • Added a note stating that when deleting a document and saving the record, the confirmation pop-up appears after user selects save. 	VetsEZ
01/19/2022	15.0	Software Version 1.24 updates: <ul style="list-style-type: none"> • Updated screen captures and fields. • Added Document Upload section to Congressional Inquiry screen. • Updated the Decisions & Outcome tab. Deviations Notification of Outcomes checkboxes enabled. • Updated Deviations screens to reflect the change to the multi-select fields as they are now drop-down menus. • Updated CAP screens to reflect the change to the multi-select fields as they are now drop-down menus. • Updated the Edit Congressional Inquiry screen to include the History section. 	VetsEZ

Date	Revision	Description	Author
12/08/2021	14.0	Software Version 1.22 updates: <ul style="list-style-type: none"> • Updated screen captures and fields. • Updated CCN Deviations section. • Updated Notification of Outcome options. • Performance Objective (PO) 1 Performance Element (PE) 7 – 10 options for Regions 1 – 4 selections were added to the drop-down menu within the CCN Deviations and CAPS UI. 	VetsEZ
10/27/2021	13.0	Software Version 1.20 updates: <ul style="list-style-type: none"> • Updated screen captures and fields. • Updated CCN Deviations section. 	VetsEZ
09/15/2021	12.0	Software Version 1.19 updates: <ul style="list-style-type: none"> • Updated screen captures and fields. • Updated CCN Complaints section. The screen now displays the Document Upload section. • Updated CCN Deviations section. The screen now displays the Decisions & Outcome tab. 	VetsEZ
08/04/2021	11.0	Software Version 1.17 updates: <ul style="list-style-type: none"> • Updated screen captures and fields. • Updated Waiver section. Added Document Upload section. • Updated Network Support Credentialing section name to Credentialing Audit. • Updated CCN Issues section name to CCN Complaints. • Updated CCN Issues section. Added COR Tracking section to Complaints, Grievances, Appeals, and Disputes pages. • Updated CCN Congressional Inquiry section. Added COR Tracking section to Congressional and VA Inquires pages. 	VetsEZ

Date	Revision	Description	Author
06/16/2021	10.0	Software Version 1.15 updates: <ul style="list-style-type: none"> • Updated screen captures and fields. • Updated Quality Check section. Region 5 added to Region menu options. • Updated CCN Issues section. ECAT ID field added to Details section. • Updated CCN Corrective Action Plans (CAP) section. Added Document Upload section. 	VetsEZ
03/31/2021	9.0	Software Version 1.11 updates: <ul style="list-style-type: none"> • Updated screen captures. • Added Network Support Credentialing section. • Updated order of sections found under 3.3 System Menu. • Updated order of sections found under 4. Using the Software. 	VetsEZ
02/24/2021	8.0	Software Version 1.10.3.1 updates: <ul style="list-style-type: none"> • Updated screen captures. • Updated Congressionals section. • Performed redaction. 	AbleVets
01/13/2021	7.0	Software Version 1.10.2.1 updates: <ul style="list-style-type: none"> • Updated screen captures. • Updated CCN Waivers section. • Updated CCN Corrective Action Plan (CAP) section. • Performed redaction. 	AbleVets
11/20/2020	6.0	Software Version 1.10.1.0 updates: <ul style="list-style-type: none"> • Updated screen captures. • Updated Congressionals section. • Updated Deviations section. 	AbleVets
10/30/2020	5.0	Software Version 1.10.0.0 updates: <ul style="list-style-type: none"> • Updated screen captures. • Updated instructions in the Gaining Initial Access to EPRS section. • Updated Complaints to CCN Issues. • Added Region 3 and Region 4 options to Quality Check section. • Updated Appendix A: Troubleshooting SharePoint UIs screens. 	AbleVets

Date	Revision	Description	Author
06/09/2020	4.0	Software Version 1.5.0.1 updates: <ul style="list-style-type: none"> Updated screen captures and figure numbers Relocated all references to Power BI reports to the Office of Community Care Informatics and Data Analytics Reporting User Guide 	Business Team & Business Contractor Support (Guidehouse & ERPi)
04/01/2020	3.0	Software Version 1.3.0.7 updates: <ul style="list-style-type: none"> Updated screen captures Added CCN Corrective Action Plan Added CCN Deviations Added CCN Waivers 	AbleVets
11/07/2019	2.1	<ul style="list-style-type: none"> Updated Power BI screen captures Updated Power BI steps and instructions 	Informatics & Data Analytics (IDA); Business Team Contractor Support (Guidehouse & ERPi)
10/01/2019	2.0	Software Version 1.1.0 updates: <ul style="list-style-type: none"> Updated screen captures. Added Quality Check Dashboard content. Added User Access Levels information. Added Data Flows section information. Updated Congressional Inquiry verbiage/screens. Included Power BI 	AbleVets
5/24/2019	1.0	Initial Draft	AbleVets

Artifact Rationale

Per the Veteran-focused Integrated Process (VIP) Guide, the User Guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed. A User Guide is a technical communication document intended to give assistance to people using a particular system, such as VistA end users. It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff. Most user guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The User Guide is a mandatory, build-level document, and should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.

Table of Contents

1. Introduction.....	1
1.1. Purpose	1
1.2. Document Orientation	1
1.2.1. Organization of the Manual.....	2
1.2.2. Assumptions	2
1.2.3. Coordination.....	2
1.2.4. Disclaimers.....	2
1.2.4.1. Software Disclaimer.....	2
1.2.4.2. Documentation Disclaimer	3
1.2.5. Documentation Conventions	3
1.2.6. References and Resources	3
1.3. National Service Desk and Organizational Contacts.....	3
2. System Summary	4
2.1. System Configuration	4
2.2. Data Flows.....	4
2.3. User Access Levels.....	4
2.4. Continuity of Operation.....	5
3. Getting Started.....	5
3.1. Gaining Initial Access to EPRS.....	5
3.2. Logging On.....	5
3.3. System Menu	6
3.3.1. Navigating EPRS SharePoint	6
3.3.1.1. Quality Check	6
3.3.1.2. CCN Complaints	6
3.3.1.3. CCN Congressional Inquiry	7
3.3.1.4. CCN Corrective Action Plan.....	8
3.3.1.5. CCN Deviations	8
3.3.1.6. CCN Waivers	9
3.3.1.7. Credentialing Audit.....	9
3.4. Exiting the System.....	10
4. Using the Software	10
4.1. Quality Check	11
4.1.1. Quality Check Search Workflow.....	13
4.2. CCN Complaints.....	16
4.2.1. Add Complaints, Grievances, Appeals, and Disputes Workflow.....	18
4.2.2. Search for Complaints, Grievances, Appeals, and Disputes Workflow	21
4.2.2.1. Edit Complaints, Grievances, Appeals, and Disputes Workflow	22
4.3. CCN Congressional Inquiry	23

4.3.1.	Add New Congressional Inquiry Workflow	24
4.3.2.	Search for Congressional Inquiries Workflow	28
4.3.2.1.	Edit Congressional Inquiry Workflow	29
4.4.	CCN Corrective Action Plans (CAP)	30
4.4.1.	Add CCN Corrective Action Plan (CAP) Workflow	32
4.4.2.	Search CCN Corrective Action Plan (CAP) Workflow	33
4.4.2.1.	Edit CCN Corrective Action Plan (CAP) Workflow	36
4.5.	CCN Deviations.....	37
4.5.1.	Add Deviation Workflow	40
4.5.2.	Search Deviation Workflow	46
4.5.2.1.	Edit Deviation Workflow	47
4.6.	CCN Waivers.....	50
4.6.1.	Add Waivers Workflow	51
4.6.2.	Search Waivers Workflow	54
4.6.2.1.	Edit Waivers Workflow	55
4.7.	Credentialing Audit	57
4.7.1.	Search Credentialing Review Workflow	59
4.7.1.1.	Edit Credentialing Records Review Workflow.....	60
4.8.	Incentive/Disincentive Factor 5 (IDF5).....	62
4.8.1.	Add IDF5 Reporting.....	62
4.8.2.	Search IDF5 Reporting.....	63
Appendix A: Troubleshooting SharePoint UIs		65
Appendix B: Acronyms and Abbreviations.....		66

Table of Figures

Figure 1: EPRS Home Page SharePoint Page.....	6
Figure 2: Quality Check SharePoint Page.....	6
Figure 3: Complaints, Grievances, Appeals and Disputes SharePoint Page.....	7
Figure 4: Congressional Inquiries SharePoint Page.....	7
Figure 5: Corrective Action Plans SharePoint Page	8
Figure 6: Deviations SharePoint Page	8
Figure 7: Waiver SharePoint Page	9
Figure 8: Credentialing Audit SharePoint Page.....	9
Figure 9: Quality Check Dashboard.....	11
Figure 10: Deliverable Name Menu Options.....	12
Figure 11: Quality Check Search Dashboard.....	13
Figure 12: Quality Check Search Results	13
Figure 13: Quality Check Record (1 of 2)	14
Figure 14: Quality Check Record (2 of 2)	14
Figure 15: Complaints, Grievances, Appeals, and Disputes Page (1 of 2)	16
Figure 16: Complaints, Grievances, Appeals, and Disputes Page (2 of 2)	18
Figure 17: Add Complaints, Grievances, Appeals, and Disputes Page	19
Figure 18: Add Complaints Auto Populated Fields	19
Figure 19: Search Complaints, Grievances, Appeals, and Disputes Page (1 of 2)	21

Figure 20: Search Complaints, Grievances, Appeals, and Disputes Page (2 of 2)	21
Figure 21: Complaints, Grievances, Appeals, and Disputes Search Results	22
Figure 22: Edit Complaints, Grievances, Appeals, and Disputes Page.....	22
Figure 23: Congressional and VA Inquiries Search Fields (1 of 2).....	23
Figure 24: Congressional and VA Inquiries Search Fields (2 of 2)	24
Figure 25: Add Congressional and VA Inquires.....	25
Figure 26: Add Congressional Inquiry – CCN Network Congressionals Auto Populated Fields	25
Figure 27: COR Tracking Section	26
Figure 28: Document Upload Section.....	27
Figure 29: Search Congressional and VA Inquiries (1 of 2).....	28
Figure 30: Search Congressional and VA Inquiries (2 of 2).....	28
Figure 31: Congressional and VA Inquiries Search Results.....	29
Figure 32: Edit Congressional and VA Inquiries (1 of 2).....	29
Figure 33: Edit Congressional and VA Inquiries (2 of 2).....	30
Figure 34: Add CCN Corrective Action Plan (CAP) Page (1 of 2).....	30
Figure 35: Add CCN Corrective Action Plan (CAP) Page (2 of 2).....	31
Figure 36: Add Corrective Action Plan (CAP) Page	32
Figure 37: Search Corrective Action Plan Page (1 of 2).....	34
Figure 38: Search Corrective Action Plan (2 of 2)	34
Figure 39: Corrective Action Plan Search Results.....	35
Figure 40: Edit CCN Corrective Action Plan (1 of 2)	36
Figure 41: Edit CCN Corrective Action Plan (2 of 2)	36
Figure 42: CCN Deviations (1 of 2).....	37
Figure 43: QASP Category Menu Options	38
Figure 44: CCN Deviations (2 of 2).....	39
Figure 45: Add Deviations Page	40
Figure 46: Rationale Tab	41
Figure 47: Justification Tab	42
Figure 48: Resolution Tab	43
Figure 49: Internal Review Tab	44
Figure 50: Decisions & Outcome Tab	44
Figure 51: Progress Tracking Tab.....	45
Figure 52: Upload Document Section.....	45
Figure 53: Search Deviations Page (1 of 2)	46
Figure 54: Search Deviations Page (2 of 2).....	46
Figure 55: Deviation Search Results.....	47
Figure 56: Edit Deviation (1 of 2).....	47
Figure 57: Edit Deviation (2 of 2).....	48
Figure 58: Decisions & Outcome Tab	48
Figure 59: Progress Tracking Tab.....	49
Figure 60: CCN Waiver (1 of 2).....	50
Figure 61: CCN Waiver (2 of 2).....	50
Figure 62: Add Waiver Page.....	51
Figure 63: Justification Tab	52
Figure 64: Impact Statement Tab.....	52
Figure 65: Duration of Waiver Request Tab.....	53
Figure 66: Legal/Contractual Impact Tab	54
Figure 67: Add Waiver Document Upload Section	54
Figure 68: Search Waiver Page.....	55
Figure 69: Waiver Search Results.....	55
Figure 70: Edit Waiver.....	56

Figure 71: Credentialing Audit Search Fields.....	57
Figure 72: Credentialing Records Review Fields	57
Figure 73: Credentialing Review Search Page	59
Figure 74: Credentialing Review Search Results	60
Figure 75: Edit Credentialing Records Review	61
Figure 76: IDF5 Add Fields.....	62
Figure 77: IDF5 Search Fields.....	63
Figure 78 Example of IDF5 Search Results Display	64
Figure 79: Missing Fields Error Message	65
Figure 80: Referral ID Not Found Error Message	65

1. Introduction

The Enterprise Program Reporting System (EPRS) will enable Veterans Health Administration (VHA) leadership, VHA Office of Community Care (OCC) staff, Veterans Integrated Service Network (VISN) leadership, and Department of Veterans Affairs (VA) Medical Center (VAMC) leadership to access program and operational reporting for the Community Care Program (CCP). This access will support contractor accountability and allow for program improvement. EPRS integrates with the Corporate Data Warehouse (CDW) and the Data Access Service (DAS). Through CDW EPRS pulls data elements captured by internal VA IT systems, and through DAS EPRS receives Community Care Network (CCN) Contractor Deliverables. These linkages enable EPRS to generate reports from data gathered across CCP. Data will be imported into EPRS daily for up-to-date reporting.

As enacted by the VA Maintaining Internal Systems and Strengthening Integrated Outside Networks Act of 2018 (MISSION Act) and the implementation of the Community Care Network (CCN), the VA is implementing an integrated, high performing health care network in partnership with community providers to improve Veteran access to care. EPRS has been designed to track and monitor adherence to network adequacy performance objectives.

1.1. Purpose

The purpose of this document is to provide simple and comprehensive instructions for using the EPRS User Interface (UI) Screens (developed using SharePoint).

The EPRS SharePoint UI screens enable CCN Administrators to add, edit, and manage key contracting data elements such as Congressional and VA Inquiries and CCN Issues. The UI screens also enable the CCN Administrators to review CCN Contractor Deliverable data for quality, to assess data integrity before either releasing the data for ingestion or rejecting and returning the data to the contractor for correction.

Access to each UI in EPRS is aligned to user roles and responsibilities. Some features included in this User Guide will not be visible or available to all users. Access requests will be routed to the EPRS Product Owner for disposition.

1.2. Document Orientation

The *Enterprise Program Reporting System (EPRS) v1.31 User Guide* will provide explanations of all user interface options within the context of an easy-to-understand demonstration data scenario. These interface options are the EPRS SharePoint UI screens.

This document is also designed to provide the user with screen-by-screen “how to” information on the usage of EPRS.

1.2.1. Organization of the Manual

Section 1: Introduction

The Introduction section provides the purpose of this manual, an overview of the EPRS software, an overview of the software used, project references, contact information for the user to seek additional information, and an acronyms and abbreviations list for this manual.

Section 2: System Summary

The System Summary section provides a graphical representation of the equipment, communication, and networks used by the system, user access levels, how the software will be accessed, and contingencies and alternative modes of operation.

Section 3: Getting Started

The Getting Started section provides a general walk-through of the system from initiation through exit, enabling the user to understand the sequence and flow of the system.

Section 4: Using the Software

This section gives the user the “how to” information for using EPRS, including many step-by-step procedures.

Appendix A: Troubleshooting SharePoint UIs

This section provides troubleshooting for the EPRS user.

Appendix B: Acronyms and Abbreviations

This section provides a list of acronyms and abbreviations found in this document.

1.2.2. Assumptions

This guide was written under the following assumptions of the audience’s experience/skills:

- User has basic knowledge of Microsoft SharePoint.
- User has a working knowledge of the business process supported by the data entry and Quality Check functionality.
- User has been provided the appropriate active roles, menus, and security keys for EPRS, as required per the access criteria developed by Informatics and Data Analytics (IDA).

1.2.3. Coordination

There are currently no coordination requirements for EPRS.

1.2.4. Disclaimers

1.2.4.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to Title 17 Section 105 of the United States Code (USC) this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed

and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.


1.2.4.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.2.5. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

Table 1. Documentation Symbols and Descriptions

Symbol	Description
	CAUTION: Used to caution the reader to take special notice of critical information.

NOTE: Notes are used to inform the reader of general information including references to additional reading material.

1.2.6. References and Resources

The following resources are maintained by the EPRS Product Owner and the EPRS project team:

- EPRS Solutions SharePoint Site
- EPRS Training Module in Talent Management System
- Community Care National Portal, Operational Guidebook Chapter 10

Questions on business requirements, system access, and other related matters should be directed to the EPRS Project Team.

Questions on technical issues in using the system should be reported as a YourIT Help Desk.

1.3. National Service Desk and Organizational Contacts

For issues related to EPRS that cannot be resolved by this manual or the site administrator, please contact the National Service Desk.

2. System Summary

2.1. System Configuration

- Users will access EPRS through their internet browser and secure VPN connection or VA Intranet.
- Users access the EPRS Quality Check interface and contract administration data entry screens through Microsoft SharePoint.
- Access to each UI in EPRS is aligned to user roles and responsibilities. Some features included in this User Guide will not be visible or available to all users. Access requests will be routed to the EPRS Quality Check interface Product Owner for disposition.

Instructions for accessing each portal are detailed in Section 3.

2.2. Data Flows

Data from the CCN contractor is transmitted to EPRS via DAS. This information flows through a series of orchestrated web services calls between DAS and EPRS. DAS will conduct a syntactical check of each Deliverable, and upon successful completion the Deliverable will be transmitted to the EPRS Quality Check. Once a data file is received in Quality Check, an automated message will be sent to the designated Business Owners for that Deliverable to notify them that the file is available for review. The Business Owners will be directed to the EPRS Quality Check UI to review the data for completeness and quality. If a Deliverable does not pass this review, the Business Owner will Return the file to the contractor for correction and resubmission. When a Deliverable passes the review, the Business Owner will “Release” the data to the ODS, ready for ETL into DW for EPRS.

EPRS offers a set of user entry screens (hosted by EPRS SharePoint), which enable the user to input data for Accreditation Waivers, Complaints & Grievances, Congressional Inquiries, Corrective Action Plans (CAPs), Network Adequacy Deviations, and Network Support Credentialing Reviews, which are then stored in the EPRS ODS for ETL into the DW.

2.3. User Access Levels

NOTE: *Additional user permissions and instructions will be included in this section with future iterations of the document.*

There are three EPRS user access levels

- **EPRS Members** – Edit permission levels. Can view, add, update, and delete list items and documents.
- **EPRS Owners** – Full Control permission levels. Has full control.
- **EPRS Visitors** – Read permission levels. Can view pages and list items and download documents.

Access to each report or feature in EPRS is aligned to user roles and responsibilities. Some features included in this User Guide will not be visible or available to all users. Access requests will be routed to the EPRS Product Owner for disposition.

2.4. Continuity of Operation

The VA Enterprise Cloud (VAEC) handles the Continuity of Operations.

3. Getting Started

This section describes the EPRS SharePoint UI and the EPRS Power BI application, from initiation through exit.

3.1. Gaining Initial Access to EPRS

To obtain access to the EPRS User Interface, the applicant must first complete an Access Form located on the EPRS Solutions SharePoint page. The applicant must also secure their supervisor's approval and document it on the Access Form. The applicant must then submit the completed form to the CCN Contracting Officer's Representative (COR) Records Management team for CCN Approval Authority disposition. The CORs will review the form, determine whether to approve or deny the request, and return the signed form to the applicant. If the request is approved, the applicant must then submit a VA Help Desk request via YourIT and attach the completed Access form.

The applicant will be notified via ticket update once access is granted, whereupon the approved user can then access EPRS. Once EPRS access is no longer required for the fulfillment of the user's responsibilities, the user (or their supervisor) is requested to submit another VA Help Desk request via YourIT, to have their access revoked.

3.2. Logging On

EPRS UI screens for inputting data are accessed through Microsoft SharePoint.

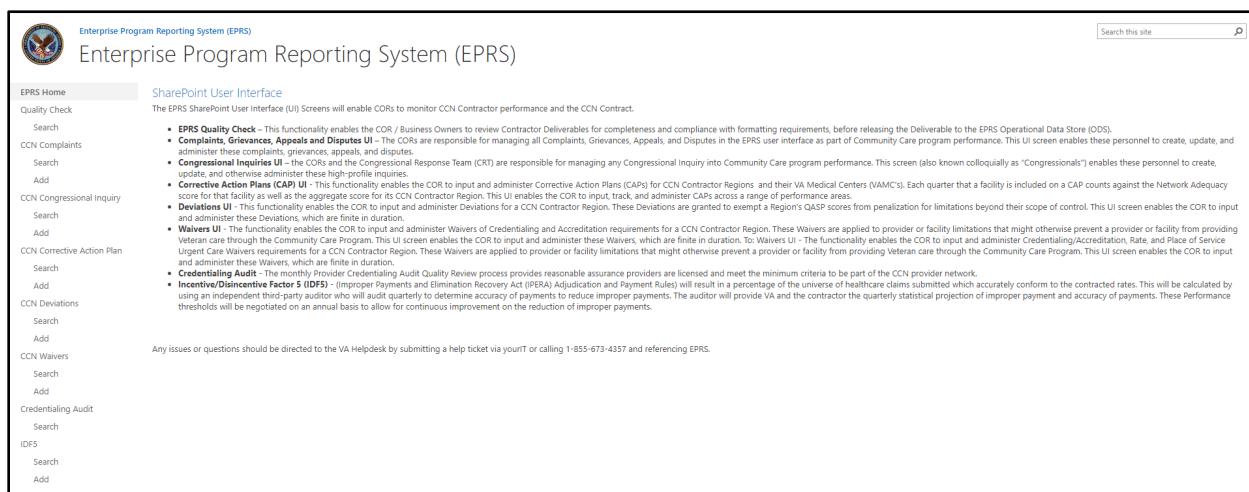
Users with the appropriate access permissions can access EPRS through the EPRS SharePoint site.

3.3. System Menu

3.3.1. Navigating EPRS SharePoint

The EPRS SharePoint offers seven landing pages: **Quality Check**, **CCN Complaints**, **CCN Congressional Inquiry**, **CCN Corrective Action Plan**, **CCN Deviations**, **CCN Waivers**, and **Credentialing Audit**.

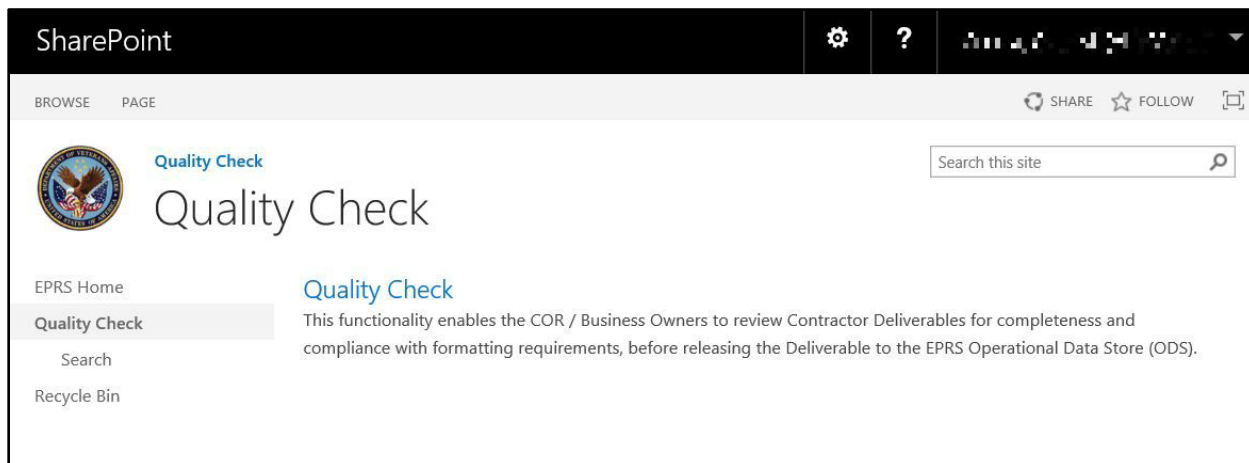
Figure 1: EPRS Home Page SharePoint Page



3.3.1.1. Quality Check

This functionality enables the COR / Business Owners to review contractor deliverables for completeness and compliance with formatting requirements, before releasing the deliverable to the EPRS Operational Data Store (ODS).

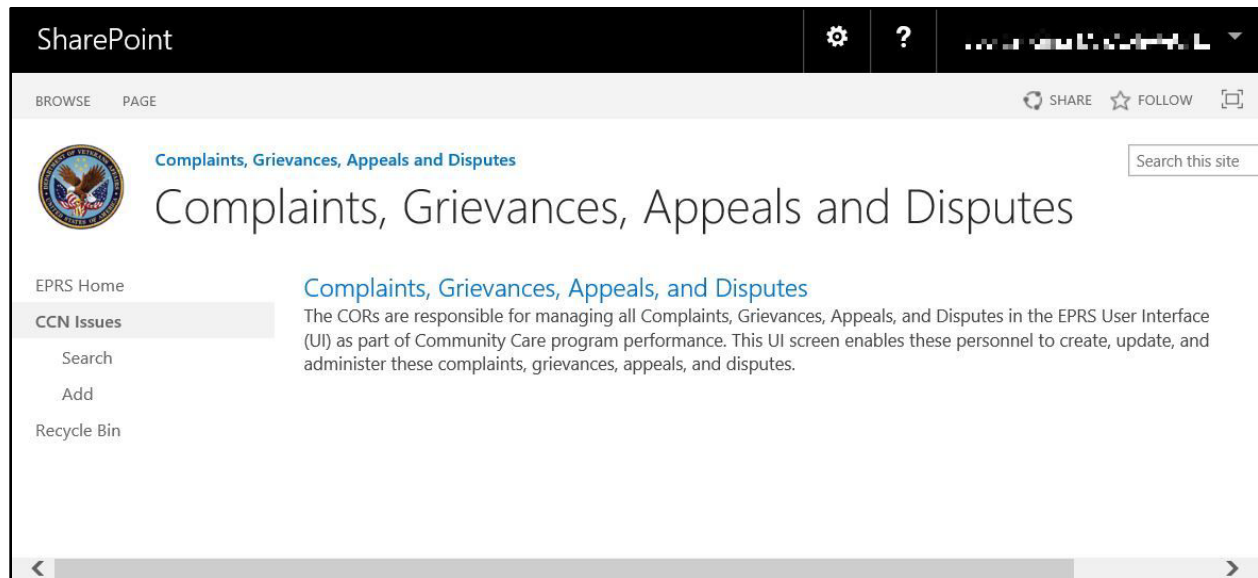
Figure 2: Quality Check SharePoint Page



3.3.1.2. CCN Complaints

The COR and business owners have responsibility for tracking any formal complaints or grievances filed against CCP or its contractors. This UI screen enables these personnel to create, input, and otherwise administer these formal complaints and grievances.

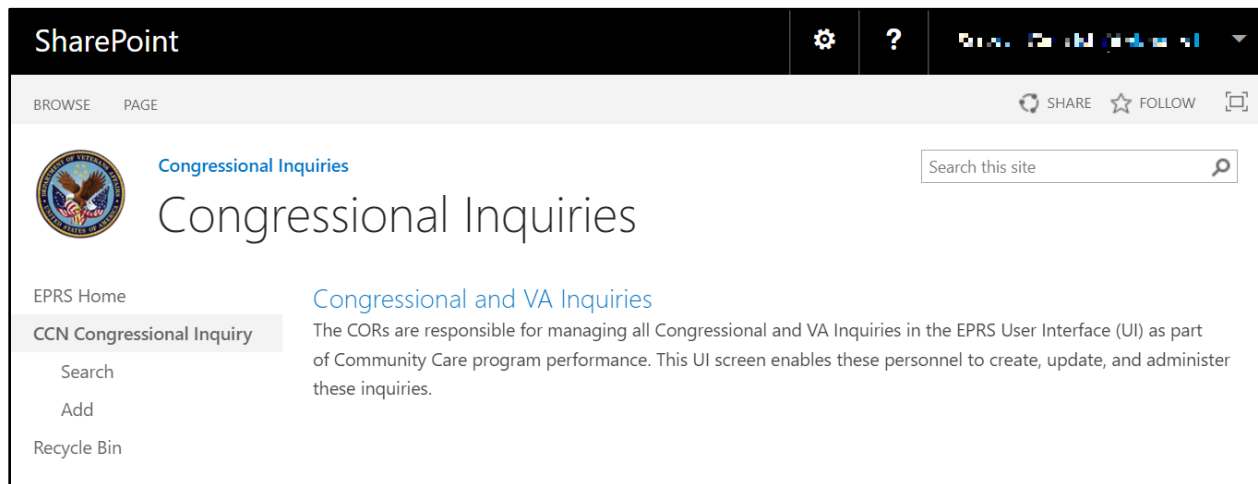
Figure 3: Complaints, Grievances, Appeals and Disputes SharePoint Page



3.3.1.3. CCN Congressional Inquiry

The CORs are responsible for managing any Congressional and VA Inquires into the EPRS User Interface (UI) as part of CCP performance. This UI screen enables these personnel to create, update, and administer these inquiries.

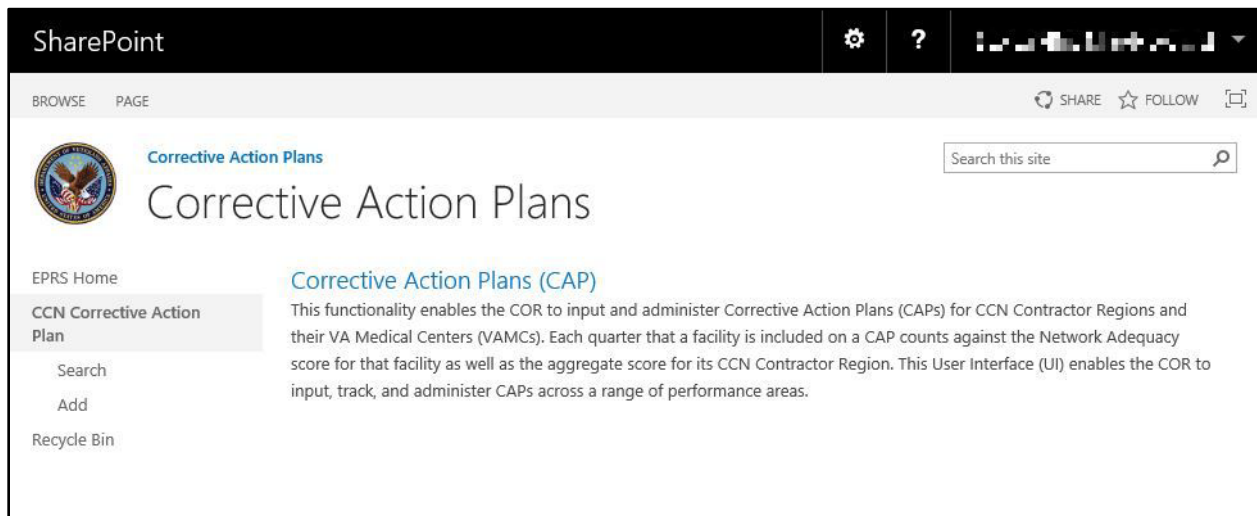
Figure 4: Congressional Inquiries SharePoint Page



3.3.1.4. CCN Corrective Action Plan

CCN Corrective Action Plan enables the COR to input and administer corrective action plans (CAPs) for CCN contractor regions and their VA medical centers (VAMCs). Each quarter that a facility is included on a CAP counts against the network adequacy score for that facility as well as the aggregate score for its CCN contractor region. This UI enables the COR to input, track, and administer CAPs across a range of performance areas.

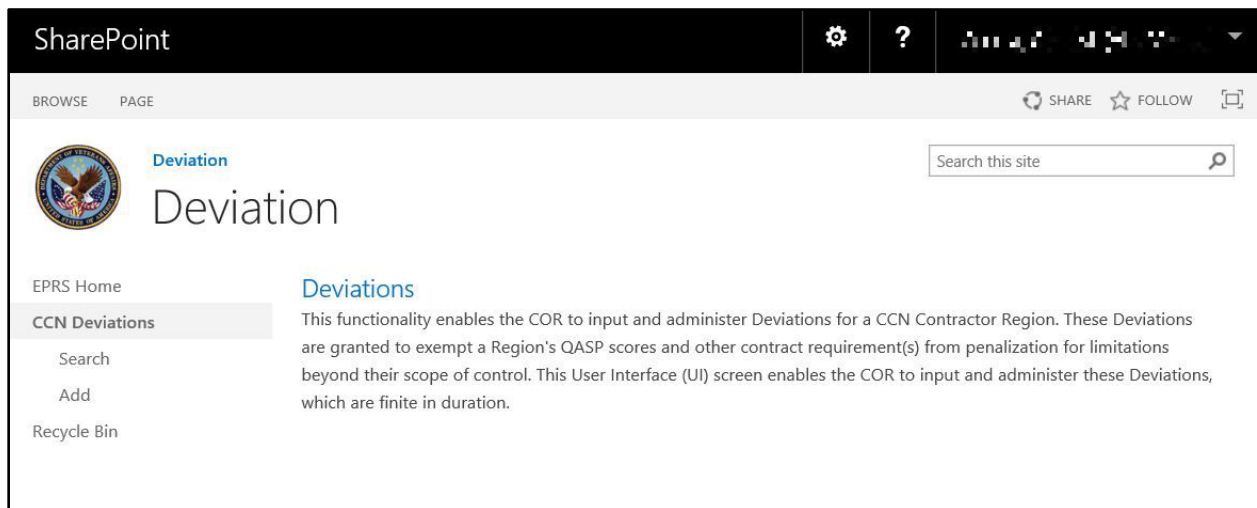
Figure 5: Corrective Action Plans SharePoint Page



3.3.1.5. CCN Deviations

The CCN Deviations UI enables the COR to input and administer Network Adequacy Deviations for a CCN contractor region. These deviations are granted to exempt a region's network adequacy QASP scores from penalization for network limitations beyond their scope of control. This UI screen enables the COR and Network Management personnel to input and administer these deviations, which are finite in duration.

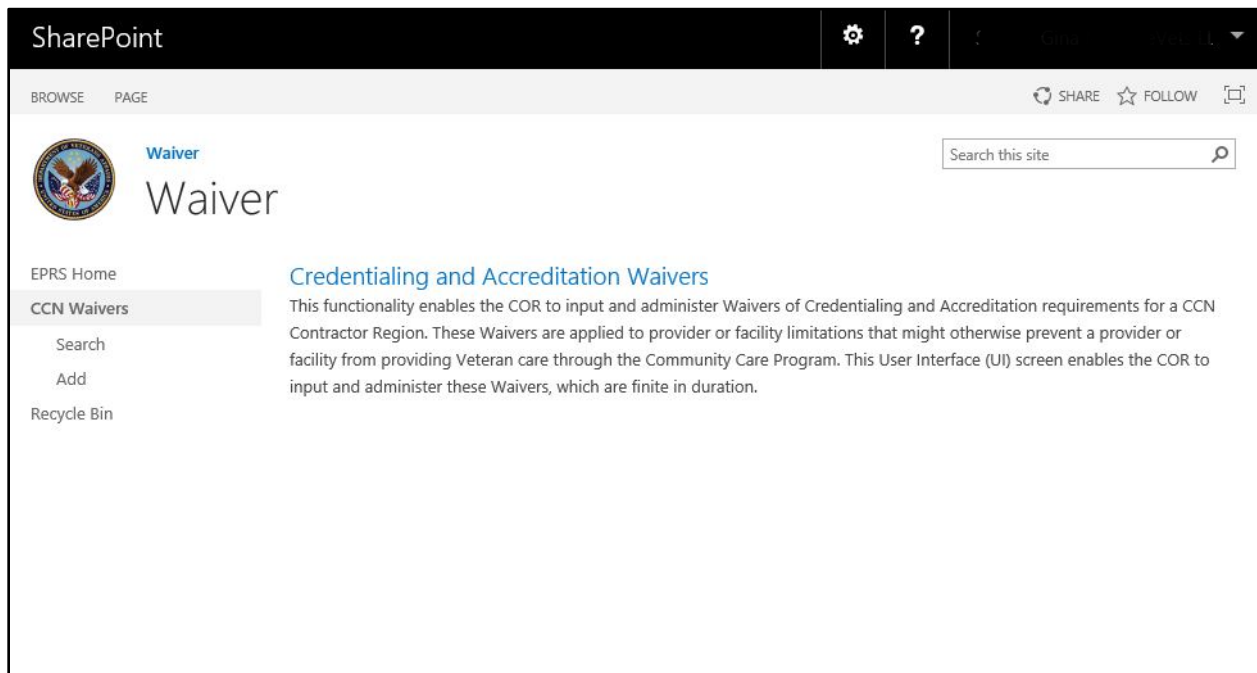
Figure 6: Deviations SharePoint Page



3.3.1.6. CCN Waivers

CCN Waivers enables the COR to input and administer Waivers of Accreditation requirements for a CCN contractor region. These accreditation waivers are applied to provider or facility limitations that might otherwise prevent a provider or facility from providing Veteran care through CCP. This UI screen enables the COR to input or administer these waivers, which are finite in duration.

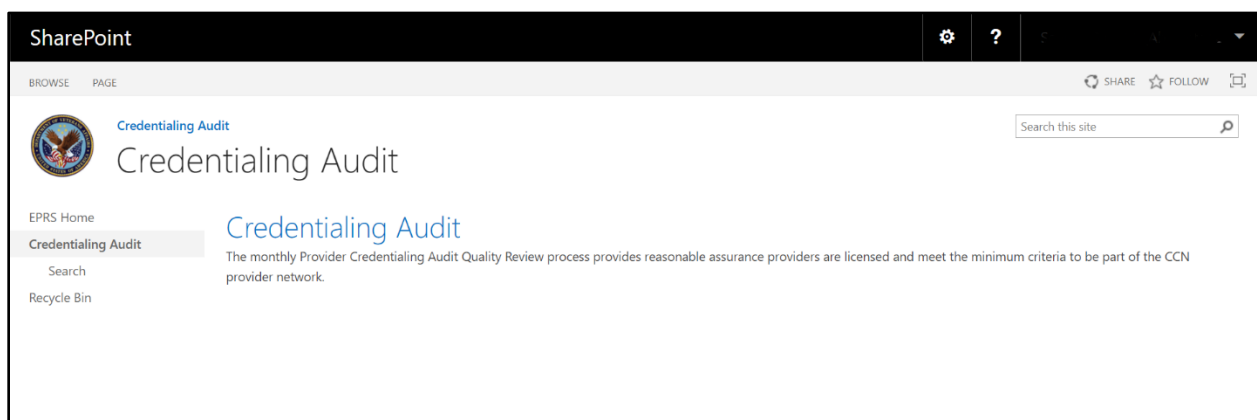
Figure 7: Waiver SharePoint Page



3.3.1.7. Credentialing Audit

The monthly Provider Credentialing Audit Quality Review process provides reasonable assurance providers are licensed and meet the minimum criteria to be part of the CCN provider network.

Figure 8: Credentialing Audit SharePoint Page



3.4. Exiting the System

To exit the EPRS SharePoint close any tabs that are open, select your name from the upper right corner, and select **Sign Out**.

4. Using the Software

EPRS provides user functionality for the following items:

- Quality Check
 - Search Quality Check
 - Edit Quality Check
- CCN Complaints
 - Add Complaints, Grievances, Appeals, and Disputes
 - Search Complaints, Grievances, Appeals, and Disputes
 - Edit Complaints, Grievances, Appeals, and Disputes
- CCN Congressional Inquiry
 - Add New Congressional Inquiry
 - Search Congressional Inquiry
 - Edit Congressional Inquiry
- CCN Corrective Action Plan
 - Add New Corrective Action Plan
 - Search Corrective Action Plan
 - Edit Corrective Action Plan
- CCN Deviations
 - Add New CCN Deviations
 - Search CCN Deviations
 - Edit CCN Deviations
- CCN Waivers
 - Add New CCN Waivers
 - Search CCN Waivers
 - Edit CCN Waivers
- Credentialing Audit
 - Search Credentialing Review
 - Edit Credentialing Records Review

4.1. Quality Check

The Quality Check enables the community care business owner to conduct a spot-audit of CCN contractor data to ensure quality and reliability before releasing the data for ingestion into the EPRS ODS. The ability to view data, return it to the contractor for correction, or release it to make it available for reporting is accessible via the EPRS Quality Check UI.

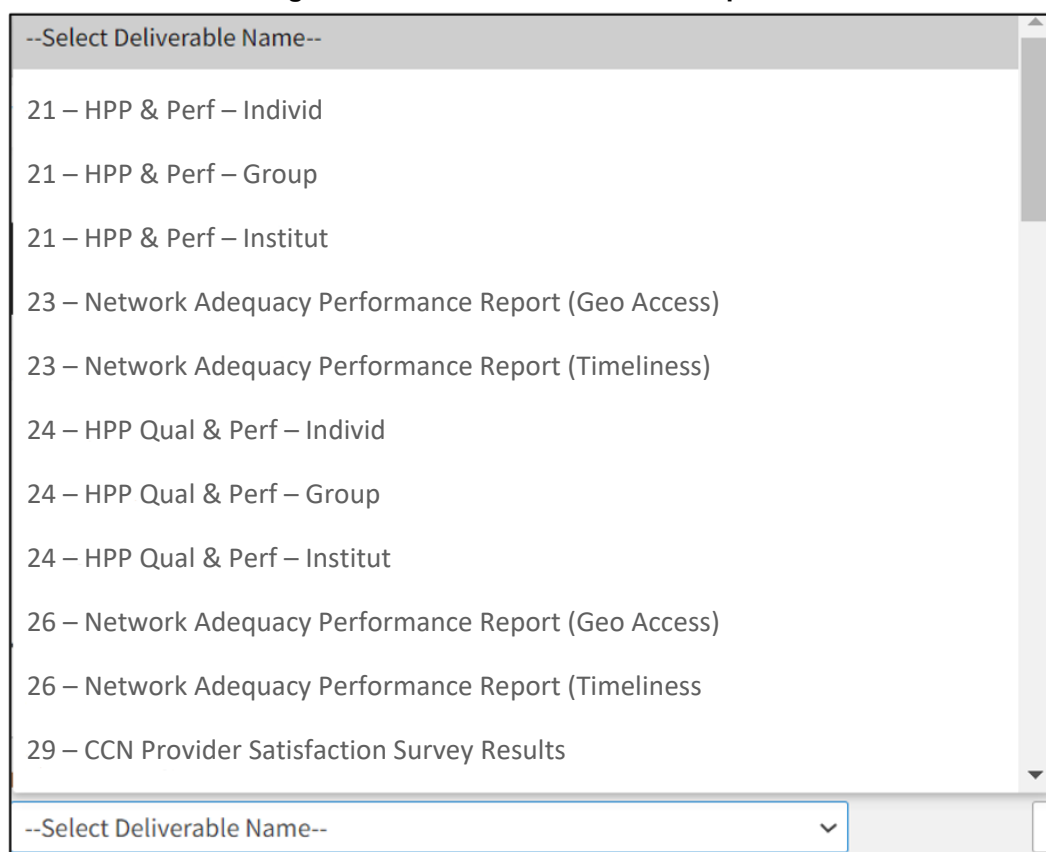
Data from the CCN contractor is transmitted to EPRS via DAS. This information flows through a series of orchestrated web services calls between DAS and EPRS. DAS will conduct a syntactical check of each deliverable, upon successful completion of which the deliverable will be transmitted to the EPRS quality check. The business owner will be directed to the EPRS Quality Check UI to review the data for completeness and quality. If no action is taken by the fourth business day, the system sends a second notification. The user will search for and select the file to review and determine its accuracy. If there is reason to not accept the file, Return is selected along with a Return Reason. To approve and release the file so that EPRS can intake the data and make it available for reporting, the business owner selects to release the document.

Figure 9: Quality Check Dashboard

The screenshot shows the EPRS Quality Check Dashboard. The top navigation bar includes the SharePoint logo and various icons. The main header area displays the 'Quality Check' title and a search bar. Below the search bar, there are several filter fields: 'Region' (multiselect dropdown), 'Deliverable Name' (text input), 'Frequency' (dropdown), 'Reporting Period End Date' (text input), 'Business Owner' (text input), and 'Status' (dropdown). At the bottom of the filter section are 'Clear Filters' and 'Search' buttons.

- **Region** – the region that the VAMC or contractor is assigned to. The multiselect drop-down menu lists the options available to the specific region’s contractor.
 - **Region 1**
 - **Region 2**
 - **Region 3**
 - **Region 4**
 - **Region 5**
- **Deliverable Name** – Deliverables that the contractor is responsible for.

Figure 10: Deliverable Name Menu Options



The screenshot shows a web-based dropdown menu. The header of the menu is a grey bar with the text "--Select Deliverable Name--". Below this, a list of deliverable names is displayed. The list includes: "21 – HPP & Perf – Individ", "21 – HPP & Perf – Group", "21 – HPP & Perf – Institut", "23 – Network Adequacy Performance Report (Geo Access)", "23 – Network Adequacy Performance Report (Timeliness)", "24 – HPP Qual & Perf – Individ", "24 – HPP Qual & Perf – Group", "24 – HPP Qual & Perf – Institut", "26 – Network Adequacy Performance Report (Geo Access)", "26 – Network Adequacy Performance Report (Timeliness)", and "29 – CCN Provider Satisfaction Survey Results". At the bottom of the menu, there is a search bar with the placeholder text "--Select Deliverable Name--" and a downward arrow icon.

- **Frequency** – Length of time the deliverable needs to be reported.
 - **30 days after SHCD then monthly**
 - **60 days following conclusion of the survey quarter**
 - **Monthly**
 - **Quarterly**
 - **Weekly**
- **Reporting Period End Date** – date for the last day in the reporting period. Field that allows you to input or select the calendar icon to select a date.
- **Business Owner** – Field to enter the name of the business owner. Name needs to be the Full First and Last Name is logged in the record.
- **Status** – This is the business owner status that describes whether the report is:
 - **Pending**
 - **Processed**
 - **Released**
 - **Returned**

4.1.1. Quality Check Search Workflow

To perform a Quality Check, follow the steps listed below:

- From the EPRS SharePoint page, select **Search** under **Quality Check**. The **Quality Check Dashboard** page displays.

Figure 11: Quality Check Search Dashboard

The screenshot shows the 'Quality Check Dashboard' in a SharePoint environment. On the left, there's a navigation pane with 'EPRS Home', 'Quality Check', 'Search', and 'Recycle Bin'. The main area features a search form with the following fields: 'Region' (multiselect dropdown), 'Deliverable Name' (multiselect dropdown), 'Frequency' (dropdown), 'Reporting Period End Date' (text field with MM/DD/YYYY format), 'Business Owner' (text field), and 'Status' (dropdown). Below the form are 'Clear Filters' and 'Search' buttons. The top of the page shows the SharePoint header with 'SharePoint', settings, help, and user profile icons.

- Region** – multiselect drop-down list, select the region(s) of the deliverable.
- Deliverable Name** – multiselect drop-down list, select the name(s) of the deliverable.
- Frequency** – drop-down menu, select the frequency option.
- Reporting Period End Date** field to enter or select the end date.
- Business Owner** – field to enter the name of the Business Owner.
- Status** drop-down menu – select **Pending**, **Processed**, **Released**, or **Returned**.
- Select **Search**. The **Quality Check** results display at the bottom of the window.

NOTE: To clear the fields and start your search over, select **Clear Filters**.

Figure 12: Quality Check Search Results

ID	Region	Deliverable Name	Frequency	Reporting Period End Date	Date Received	Business Owner	Business Owner Decision Date	Business Owner Status	Return Reason	Related Resubmissions	File Name	Date Received Syntax Check	Syntax Check
1297	Region 1	67 - Continuity of Operations Report	30 days after SHCD then monthly	04/18/2022	04/18/2022	...	04/20/2022	Returned	Other - Test		COOP_VACCN1_20220418_007_2311042660.xml	04/18/2022	Passed
1295	Region 2	67 - Continuity of Operations Report	30 days after SHCD then monthly	04/12/2022	04/12/2022	...	04/13/2022	Returned	Other - testing		COOP_VACCN2_20220412_007_2311042673.xml	04/12/2022	Passed
1294	Region 1	67 - Continuity of Operations Report	30 days after SHCD then monthly	04/12/2022	04/12/2022	...	04/14/2022	Returned	Other - Test		COOP_VACCN1_20220412_007_2311042660.xml	04/12/2022	Passed
1291	Region 2	35 - CCN Provider Satisfaction Survey Results	60 days following conclusion of the survey quarter	03/14/2022	03/18/2022	SQA Test	04/08/2022	Returned	Other - SFeFwefewefew		CCNProvSatsfSrvyReslts_VACCN2_20220314_008_2201339876.xml	03/18/2022	Passed
	Region	58 - Weekly Claims	Weekly	03/15/2021	12/20/2021	SQA	04/08/2022	Returned	Does not conform with	1040, 1143, 1147, 1158, 1180, 1183, 1193, 1263	WklyClaimsProcnsr VACCN4_20210315_003_1.xml	12/20/2021	Passed

- From the search records, select the ID number to view the file for that record.

Figure 13: Quality Check Record (1 of 2)

SharePoint

Quality Check EDIT LINKS

Quality Check Dashboard

EPRS Home
Quality Check
Search
Recycle Bin
EDIT LINKS

Note: Changes are not allowed after a deliverable has been returned or released for processing. A ticket needs to be submitted if a returned or processed deliverable must be updated for any reason.

Fields marked in * are required

DOCUMENT REVIEW

Quality Check Id 1324	Region Region 2	Deliverable Name 24 - HPP Qual & Perf - Institut
Frequency Quarterly		
Reporting Period End Date 07/31/2022	Date Received 08/16/2022	Business Owner * <input type="text"/>
Business Owner Decision Date		
Business Owner Status Pending	File Name MonthlyHPPInstitut_VACCN2_20220731_007_3010656592.xml	Date Received Syntax Check 08/16/2022
Syntax Check Passed	Return Reason * --Select Return Reason--	

Go Back Return Release

Figure 14: Quality Check Record (2 of 2)

SharePoint

Go Back Return Release

DOWNLOAD DATA

rowID	Name	Address	City	State	Zip	Institution TIN	Threshold	Overall Score	CoE Designation
1	edtrtrtLrtweneLwpwe QQwecBwee	6555 jlrvbeuBnertNe QQBe	QQdneHiohJwprt	IL	50522	060006026	0	0	U
2	efrdHio fwa sqneHiodnewphJc	60065 46 sqnevwe ferL	vewea pUhJvBneertewe	MI	32032	036464550	5.00	5.00	Y
3	jldrtewedhJrhwee pUwedhJrhnerthJv bewehJvBd	6500 edt pUertac bnwewee ferL jLBwe 400	sqnevahJbeuBNwewe	WI	06405	036235455	0	0	U
4	pUewecBartrtt bewehJvBd QQhJewe bycBweeeteneNeweNe	502 edt nbeuertehJ ferL	verteBdanewevL	OH	33052	055530062	0	0	U
5	jLBuewepweepe QQwecBwee fwa dbdhJvJehJwirtrt	6400 edt QQwecBewe nrhwe jLBwe 505	efrteBhJwpwe	MI	35043	055553435	0	0	U
6	pUehJnecweeL YBhJBNweNe jLBuewepweepe QQwecBwee	56553 naNevwe bne	pUhJveBwee	MN	05340	400556335	0	0	U
7	jletenecwp gnwea bertNeetneBhJv	640 YBrteweBBrt ferL	YBwertwhJcrtc	KY	30066	400500353	2.65	-0.36	N
8	bewevnehJ bewehJvBdHiohJewe fwa bycweewppe	450 by QQrtvwwewpwe jLB	bycweewppe	IL	54566	400354055	0	0	U
9	QQwecBweeetrtneCB nertwbeuvhJBrtepe jLBuewepweepe QQwecBwee	55000 by 65Bd jLB jLBwe 500	naclweetweclwechIowe	MO	53002	400520232	0	0	U
10	fwrhnel bewehJvBdHiohJewe	5320 by sq 45	fwrhnel	MI	32255	400252652	0	0	U
11	sqneLaweNeB bnnerrhneNenertc ferrtdw	52050 jlrtbeuBd 25 benewpdahJpe	pUwewBrtc	MO	53054	400205054	2.05	4.36	N

- Enter the **Business Owner** name in the field.

- From the **Quality Check Dashboard**, select **Release** to release the file so it can then be processed at some point to the ETL to make it available for reporting on or select **Return** to return the file (and enter a return reason).

NOTE: *Only those with permission levels of EPRS Owner or EPRS Members will have access to Release or Return files.*

NOTE: *When a file is returned, nothing happens at that point. EPRS will not send any notifications. When the form is released, the file gets processed, and the data becomes available to ETL for reporting.*

- Select **Download Data** to export the Quality Check information to an Excel file.

4.2. CCN Complaints

This section documents the process for responding to and resolving Complaints, Grievances, Appeals, and Disputes against the CCN contractor.

Figure 15: Complaints, Grievances, Appeals, and Disputes Page (1 of 2)

The screenshot shows the EPRS Home page for Complaints, Grievances, Appeals, and Disputes. The page has a sidebar on the left with links for Search, Add, Recycle Bin, and EDIT LINKS. The main content area is titled 'Search Complaints, Grievances, Appeals, and Disputes' and contains three main sections: DETAILS, DEMOGRAPHICS, and ISSUE TIMELINE. The DETAILS section includes fields for Issue ID, Referral ID, Urgent Care Number, Contractor Tracking Number, ECAT ID, Issue Type (dropdown), VA Tracking Number, Type of Entry (dropdown), and QASP Category (dropdown). The DEMOGRAPHICS section includes fields for CCN Contractor (dropdown), Region (dropdown), State (dropdown), VISN (dropdown), and VAMC Station Number/Name (dropdown). The ISSUE TIMELINE section includes fields for Date Received by Contractor, Date Contractor Submitted to VA, Date Contractor Submits Relevant Background Info to VA, Date VA Requests Supplemental Information from Contractor, Date Contractor Acknowledges Supplemental Information Request, Date VA Receives Full written response from CCN Contractor, Full Written Response Extension Request by CCN Contractor, and Full Written Response VA Contracting Office Approved Extension. There is also a checkbox for 'Request for Additional Information'.

The fields and menus found within the Add, Search, and Edit pages are defined below:

Details Section

- **Referral ID**
- **Urgent Care Number**
- **Contractor Tracking Number**
- **ECAT ID**
- **Issue Type (required field)**
 - Appointment Availability of Network Provider
 - Care Coordination
 - Claims
 - Customer Service
 - Eligibility
 - Geoaccessibility of Network Provider
 - Provider Issue
 - Request for Information
- **VA Tracking Number**
- **Type of Entry** – The type of complaint submitted.
 - P - Complaints
 - A - Appeals
 - G - Grievances
 - D - Disputes

- **QASP Category** – The Quality Assurance Surveillance Plan that the complaint falls under.
 - **Primary Care**
 - **General Dentistry**
 - **General Care**
 - **Complementary & Integrative HC Services**
 - **Specialty Dentistry**

Demographics Section:

- **CCN Contractor** – Contractor the complaint is related to.
 - **Optum**
 - **TriWest**
- **Region (required field)** – VAMC region the complaint is related to.
 - **1**
 - **2**
 - **3**
 - **4**
 - **5**
- **State** – Drop-down menu.
- **VISN** – Veterans Integrated Services Network that the complaint is related to.
- **VAMC Station Number/Name** – the VA Medical Center (VAMC) name the complaint is related to.

Issue Timeline Section

- **Date Received by Contractor (required field)** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Date Contractor Submitted to VA (required field)** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Date Contractor Submits Relevant Background Information to VA** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Date VA Requests Supplemental Information from the Contractor** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Date Contractor Acknowledges Supplemental Information Request** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Date VA Receives Full Written response from CCN Contractor** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.

- **Full Written Response Extension Request by CCN Contractor** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Full Written Response VA Contracting Office Approved Extension** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Request for Additional Information**

Figure 16: Complaints, Grievances, Appeals, and Disputes Page (2 of 2)

COR TRACKING

Issue Subject

Comments

DOCUMENT UPLOAD

Note: You must save changes in order to confirm the documents you add or delete in this section.

Accepted text formats: .pdf, .doc, .docx, .txt, .xls, .xlsx, .csv, .ppt, .pptx

Accepted image formats: .bmp, .jpg, .jpeg, .png

[Choose Files](#)

[Cancel](#) [Add](#)

COR Tracking Section

- **Issue Subject** – Field to enter the type of issue.
- **Comments** – Field to enter additional comments.
- **Document Upload** – Allows you to upload files that include pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

4.2.1. Add Complaints, Grievances, Appeals, and Disputes Workflow

To add/record CCN Complaints, Grievances, Appeals, or Disputes data into EPRS, follow the steps listed below:

- From the **EPRS SharePoint** page, select **Add under CCN Issues**. The **Add Complaints, Grievances, Appeals, and Disputes** page displays.

Figure 17: Add Complaints, Grievances, Appeals, and Disputes Page

- In the **Details** section, enter the Referral ID in the field and then select **Populate**. The system will auto-populate the **QASP Category** field within the **Details** section and the **CCN Contractor**, **Region** (required field), **State**, **VISN**, and **VAMC Station Number/Name** fields within the **Demographics** section.

Figure 18: Add Complaints Auto Populated Fields

- **Urgent Care Number** field – enter the number.
- **Contractor Tracking Number** field, enter the number.
- **ECAT ID** field, enter the ID number.
- **Issue Type** drop-down menu, select **Appointment Availability of Network Provider**, **Care Coordination**, **Claims**, **Customer Service**, **Eligibility**, **Geoaccessibility of Network Provider**, **Provider Issue**, or **Request for Information**. *(This is a required field.)*
- **VA Tracking Number** field, enter the number.

- **Type of Entry** drop-down menu, select **P- Complaints**, **A- Appeals**, **G- Grievances**, or **D- Disputes**.

Issue Timeline Section

- **Date Received by Contractor** field, enter the date or select a date using the pop-up calendar. *(This is a required field.)*
- **Date Received by Contractor Submitted to VA** field, enter the date. *(This is a required field.)*
- **Date Contractor Submits Relevant Background Information to VA** field, enter the date.
- **Date VA Requests Supplemental Information from Contractor** field, enter the date.
- **Date Contractor Acknowledges Request for Supplemental Information** field, enter the date.
- **Date VA Receives Full written response from CCN Contractor** field, enter the date.
- **Full Written Response Extension Request by CCN Contractor** field, enter the date.
- **Full Written Response VA Contracting Office Approved Extension** field, enter the date.
- Select the **Request for Additional Information** check box to request additional information.

COR Tracking Section

- **Issue Subject** field, enter subject for the issue.
- **Comments** field, enter any comments pertaining to the issue.
- **Document Upload** section, upload files that pertain to the Complaint. Accepted file types include .pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

NOTE: *When uploading a duplicate document and saving the record, a confirmation message displays after the user selects **Save**. When deleting a document and saving the record, the confirmation message displays after the user selects **Save**.*

- Select **Add**. A message displays at the top of the page stating that the issue was successfully added. After the issue is successfully saved, the form will clear.

4.2.2. Search for Complaints, Grievances, Appeals, and Disputes Workflow

To search Complaints, Grievances, Appeals, and Disputes, follow the steps listed below:

- From the **EPRS SharePoint** page, select **Search under CCN Complaints**. The **Search Complaints, Grievances, Appeals, and Disputes** page displays.

Figure 19: Search Complaints, Grievances, Appeals, and Disputes Page (1 of 2)

Figure 20: Search Complaints, Grievances, Appeals, and Disputes Page (2 of 2)

- Details, Demographics, Issue Timeline, and COR Tracking** sections – fields to enter your search information.
- Select **Search**. The **Complaints, Grievances, Appeals, and Disputes Search Results** display.

NOTE: To clear the fields and start your search over, select **Clear Filters**.

Figure 21: Complaints, Grievances, Appeals, and Disputes Search Results

Clear Filters

Search

Rows to display: 20 Rows

1

2

3

4

5

6

7

8

9

10

...

>>

Download Data

Issue ID	Referral ID	QASP Category	Type of Entry	Issue Subject	Urgent Care Number	Contractor Tracking Number	VA Tracking Number	ECAT ID	CCN Contractor	Region	State	VISN	VAMC Station Number/Name	Date Received by Contractor	Date Contractor Submitted to VA	Date Contractor Submits Relevant Background Info to VA	Date VA Requests Supplemental Information from Contractor	Date Contractor Acknowledges Supplemental Information Request	Date VA Receives Full Written Response from CCN Contractor	Full Written Response Extension Request by CCN Contractor	Full Written Response VA Contracting Office Approved Extension	Issue Closed Date	Issue Closed	Request for Additional Information	MoveIT/Secure Email Inquiry Message	MoveIT/Secure Email CO Notification Message
369			Appointment Availability of Network Provider						1				-	12/01/2022	12/02/2022							No	No			
368		CIHS	Eligibility	Test Validation outline					Optum	3	IL	VISN 23: VA Midwest Health Care Network	578 - Edward Hines Junior Hospital	08/12/2022	08/12/2022							No	No			
367		CIHS	Eligibility						Optum			VISN 23: VA Midwest Health Care Network	-	08/12/2022	08/12/2022							No	No			

- Select **Download Data** to export the **Complaints, Grievances, Appeals, and Disputes** information to an Excel file.


4.2.2.1. Edit Complaints, Grievances, Appeals, and Disputes Workflow

Once a search is initiated and displayed from the Complaints, Grievances, Appeals, and Disputes section, you can select the Complaints, Grievances, Appeals, or Disputes to edit the fields.

Follow the steps listed below to edit the inquiry:

- From the **Complaints** search results, select the **ID** for the Complaint or Grievance you would like to edit. The selected **Edit Complaints, Grievances, Appeals, and Disputes** page displays.

Figure 22: Edit Complaints, Grievances, Appeals, and Disputes Page


Complaints, Grievances, Appeals and Disputes
EDIT LINKS

Edit Complaints, Grievances, Appeals, and Disputes

Fields marked in * are required

EPRS Home

CCN Complaints

Search

Add

Recycle Bin

EDIT LINKS

DETAILS

Issue ID: 370

Referral ID:

Urgent Care Number:

Contractor Tracking Number:

ECAT ID:

Issue Type*: Claims

VA Tracking Number:

Type of Entry: --Select Type of Entry--

QASP Category:

DEMOGRAPHICS

CCN Contractor: Optum

Region: 2

State:

VISN:

VAMC Station Number/Name: -

ISSUE TIMELINE

Date Received by Contractor*: 01/10/2023

Date Contractor Submitted to VA*: 01/09/2023

Date Contractor Submits Relevant Background Info to VA: MM/DD/YYYY

Date VA Requests Supplemental Information from Contractor: MM/DD/YYYY

Date Contractor Acknowledges Supplemental Information Request: MM/DD/YYYY

Date VA Receives Full written response from CCN Contractor: MM/DD/YYYY

Full Written Response Extension Request by CCN Contractor: MM/DD/YYYY

Full Written Response VA Contracting Office Approved Extension: MM/DD/YYYY

☐ Request for Additional Information

- Edit the fields as needed.
- Select **Save**. The **Update was Successful** confirmation message displays.

4.3. CCN Congressional Inquiry

This section allows the CORs to create, update, and administer Congressional and VA Inquiries.

Figure 23: Congressional and VA Inquiries Search Fields (1 of 2)

The screenshot shows a web application interface for searching Congressional and VA inquiries. The page has a header with the EPRS logo and navigation links. The main content area is titled 'Search Congressional and VA Inquiries'. It contains three main sections: 'DETAILS', 'DEMOGRAPHICS', and 'CONGRESSIONAL/VA INQUIRY TIMELINE'. The 'DETAILS' section includes fields for Inquiry ID, Referral ID, Urgent Care Number, QASP Category, Type of Entry, Inquiry Type, Contractor Tracking Number, VA Tracking Number, and ECAT ID. The 'DEMOGRAPHICS' section includes fields for Region, Veteran Congressional District, CCN Contractor, VISN, VAMC Station Number/Name, State, and VAMC Congressional District. The 'CONGRESSIONAL/VA INQUIRY TIMELINE' section includes fields for Date Received by Contractor, Date Contractor Submitted to VA, Date VA Requests Supplemental Information from Contractor, Date Contractor Acknowledges Request for Supplemental Information, Date VA Receives Full Written Response from Contractor, and Inquiry Closed Date. There are also checkboxes for 'Request for Additional Information' and 'Inquiry Closed'.

Details Section

- **Inquiry ID** – field to enter the issue.
- **Referral ID**
- **Urgent Care Number**
- **QASP Category** – select the related Quality Assurance Surveillance Plan.
- **Type of Entry** – select whether this entry was submitted through Congressionals, VA, or White House Hotline.
- **Inquiry Type** – select the category that best fits this inquiry.
- **Contractor Tracking Number**
- **VA Tracking Number**
- **ECAT ID**

Demographics Section

- **Region** – select the region where this inquiry originated.
- **Veteran Congressional District** – field to enter Congressional District of the VA where the inquiry is located.
- **CCN Contractor**
- **VISN**
- **VAMC Station Number/Name**
- **State**
- **VAMC Congressional District**

Congressional/VA Inquiry Timeline Section

- **Date Received by Contractor** – the date is in the original inquiry record.

- **Date Contractor Submitted to VA** – the date is in the original inquiry record.
- **Date VA Request Supplemental Information from Contractor**
- **Date Contractor Acknowledges Request for Supplemental Information**
- **Date VA Receives Full Written Response from Contractor**
- **Inquiry Closed Date**
 - **Request for Additional Information** – if needed, check this box to request for more information.
 - **Inquiry Closed** – check this box if the inquiry is closed/resolved.

Figure 24: Congressional and VA Inquiries Search Fields (2 of 2)

COR TRACKING

Inquiry Subject

Closed Report Date
MM/DD/YYYY

Check Back
--Select Check Back--

Check Back Due Date
MM/DD/YYYY

Comments

[Clear Filters](#) [Search](#)

COR Tracking Section

- **Inquiry Subject**
- **Closed Report Date**
- **Check Back**
- **Check Back Due Date**
- **Comments**

4.3.1. Add New Congressional Inquiry Workflow

The steps to add a new Congressional or VA Inquiry into EPRS are noted below.

- From the **Congressional Inquiries SharePoint** page, select **Add**. The **Add Congressional and VA Inquiries** page displays.

Figure 25: Add Congressional and VA Inquires

- In the **Demographics** section, enter the **Referral ID** in the field and then select **Populate**. The system will auto-populate the **QASP Category** within the **Details** section and **Region** (required field), **CCN Contractor**, **VISN**, **VAMC Station Number/Name**, **State**, and **VAMC Congressional District** fields within the **Demographics** section. If there is no Referral ID, these fields can be manually entered.

Figure 26: Add Congressional Inquiry – CCN Network Congressionals Auto Populated Fields

- **Details** section – enter the **Contractor Tracking Number** in the field provided.
- **Urgent Care Number** field – enter the urgent care number.
- **QASP Category** drop-down menu – select the QASP category, if not already auto-populated.
- **Type of Entry** drop-down menu – select C-Congressional Inquiry, V-VA Inquiry, or W-White House Inquiry.
- **Inquiry Type** drop-down menu – select the type of inquiry.

- **Contractor Tracking Number** field – enter the tracking number.
- **VA Tracking Number** field – enter the tracking number.
- **ECAT ID** field – enter the Emergency Care Authorization Tool ID.
- **Demographics** section – select the **Region** from the drop-down menu, if not already auto-populated. (*This is a required field.*)
- **Veteran Congressional District** field – enter the congressional district number.
- **CCN Contractor** field – enter the CCN, if not already auto-populated.
- From the **VISN** drop-down menu, select the Veterans Integrated Service Network, if not already auto-populated.
- **State** field – enter the state for the inquiry, if not already auto-populated.
- **VAMC Congressional District** field – enter the district information, if not already auto-populated.
- **Congressional/VA Inquiry Timeline** section – enter the date in the **Date Received by Contractor** field or select a date using the pop-up calendar. (*This is a required field.*)
- **Date Contractor Submitted to VA** field – enter the date or select a date using the pop-up calendar. (*This is a required field.*)
- **Date VA Requests Supplemental Information from Contractor** field – enter the date or select a date using the pop-up calendar.
- **Date Contractor Acknowledges Request for Supplemental Information** field – enter the date or select a date using the pop-up calendar.
- **Date VA Receives Full Written Response from Contractor** field – enter the date or select a date using the pop-up calendar.
- **Inquiry Closed Date** field – enter the date or select a date using the pop-up calendar.
 - Select the **Request for Additional Information** check box to request additional information.
 - Select the **Inquiry Closed** check box if the inquiry is closed.
- **COR Tracking** section – enter the subject for the issue in the **Inquiry Subject** field.

Figure 27: COR Tracking Section

The screenshot shows a form titled "COR TRACKING". It contains the following elements:

- Inquiry Subject**: A text input field.
- Closed Report Date**: A text input field with the placeholder "MM/DD/YYYY".
- Check Back**: A dropdown menu with the text "--Select Check Back--" and a downward arrow.
- Check Back Due Date**: A text input field with the placeholder "MM/DD/YYYY".
- Comments**: A large text area for entering comments.

- **Inquiry Subject**
- **Closed Report Date** field – enter or select the date the report was closed.

- **Check Back** drop-down menu – select For Closing, For Sending in Closed Report, or No Action Required.
- **Check Back Due Date** field – enter or select the due date.
- **Comments** field – enter any comments pertaining to the inquiry.
- **Document Upload** section – upload files that pertain to the inquiry. Accepted file types include .pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

Figure 28: Document Upload Section

DOCUMENT UPLOAD

Note: You must save changes in order to confirm the documents you add or delete in this section.

Accepted text formats: .pdf, .doc, .docx, .txt, .xls, .xlsx, .csv, .ppt, .pptx

Accepted image formats: .bmp, .jpg, .jpeg, .png

[Choose Files](#)

[Cancel](#) [Add](#)

NOTE: When uploading a duplicate document and saving the record, a confirmation message displays after the user selects **Save**. When deleting a document and saving the record, the confirmation message displays after the user selects **Save**.

- Select **Add**. A message displays at the top of the page stating that the inquiry was successfully added. After the inquiry is successfully saved, the form will clear.

4.3.2. Search for Congressional Inquiries Workflow

To search Congressional or VA Inquiries, follow the steps listed below:

- From the **Congressional Inquiries SharePoint** page, select **Search**. The **Search Congressional and VA Inquiries** page displays.

Figure 29: Search Congressional and VA Inquiries (1 of 2)

Search Congressional and VA Inquiries

DETAILS

Inquiry ID: Referral ID:

Urgent Care Number: QASP Category:

Type of Entry:

Inquiry Type: Contractor Tracking Number:

VA Tracking Number: ECAT ID:

DEMOGRAPHICS

Region: Veteran Congressional District:

CCN Contractor: VISN:

VAMC Station Number/Name:

State: VAMC Congressional District:

CONGRESSIONAL/VA INQUIRY TIMELINE

Date Received by Contractor: Date Contractor Submitted to VA:

Date VA Requests Supplemental Information from Contractor: Date Contractor Acknowledges Request for Supplemental Information:

Date VA Receives Full Written Response from Contractor: Inquiry Closed Date:

☐ Request for Additional Information

☐ Inquiry Closed

Figure 30: Search Congressional and VA Inquiries (2 of 2)

COR TRACKING

Inquiry Subject:

Closed Report Date: Check Back: Check Back Due Date:

Comments:

- **Details, Demographics, Congressional VA Inquiry Timeline, and COR Tracking** sections, enter the information into the fields you would like to search by.
- Select **Search**. The **Congressional and VA Inquiries Search Results** display.
- Select **Download Data** to export the **Congressional and VA Inquiries** information to an Excel file.

NOTE: To clear the fields and start your search over, select **Clear Filters**.

Clear Filters

Search

Rows to display: 20 Rows

1

2

3

4

5

6

7

8

9

10

...

>>

Download Data

Inquiry ID	Referral ID	Urgent Care Number	QASP Category	Type of Entry	Inquiry Type	Inquiry Subject	Contractor Tracking Number	VA Tracking Number	ECAT ID	Region	Veteran Congressional District	CCN Contractor	VISN	VAMC Station Number/Name	State	VAMC Congressional District	Date Received by Contractor	Contractor Submission Date to Inquirer	Date Contractor Submitted to VA	Date VA Requests Supplemental Info From Contractor	Date Contractor Acknowledges Request for Supplemental Info	Date VA Receives Full Written Response From CCN Contractor	Inquiry Closed Date	Inquiry Closed	CCE Number
1891										1	UNABLE TO DETERMINE	Optum	-				12/01/2022		12/02/2022				No		
1891											UNABLE TO DETERMINE						11/01/2022		11/02/2022				No		
1890										3	UNABLE TO DETERMINE	Optum	-				11/10/2022		11/16/2022				No		
1889				V-VA Inquiry/W-White House Hotline							UNABLE TO DETERMINE						09/01/2022		09/02/2022				No		
1888				C- Congressional Inquiry/W-White House Hotline	Appointment						UNABLE TO DETERMINE						08/02/2022		08/02/2022				No		

Once a search is initiated and displayed from the Congressional section, you can select the inquiry to edit the fields. Follow the steps listed below to edit the inquiry:

- ### Figure 32: Edit Congressional and VA Inquiries (1 of 2)

EPRS v1.37
User Guide

Figure 33: Edit Congressional and VA Inquiries (2 of 2)

COR TRACKING
Inquiry Subject

Closed Report Date: MM/DD/YYYY

Check Back: --Select Check Back--

Check Back Due Date: MM/DD/YYYY

Comments

HISTORY

Created By	Created On	Modified By	Modified On
	1/27/2023 7:34:54 PM		

DOCUMENT UPLOAD

Note: You must save changes in order to confirm the documents you add or delete in this section.

Accepted text formats: .pdf, .doc, .docx, .txt, .xls, .xlsx, .csv, .ppt, .pptx

Accepted image formats: .bmp, .jpg, .jpeg, .png

Choose Files

There are currently no uploaded files.

Cancel Save

- Edit the fields as needed.
- Select **Save**. The **Update was Successful** confirmation message displays.

4.4. CCN Corrective Action Plans (CAP)

This functionality enables the COR to input and administer CAPs for CCN contractor regions and their VAMCs. Each quarter that a facility is included on a CAP counts against the Network Adequacy score for that facility as well as the aggregate score for its CCN contractor region. This UI enables the COR to input, track, and administer CAPs across a range of performance areas.

Figure 34: Add CCN Corrective Action Plan (CAP) Page (1 of 2)

SharePoint

Corrective Action Plans

Add CCN Corrective Action Plan (CAP)

EPRS Home

CCN Corrective Action Plan

Search

Add

Recycle Bin

Fields marked in * are required

Click the Cancel button to return to the Search page

CAP ASSESSED TIME PERIOD

Quarter*: --Select Quarter--

Fiscal Year*: --Select Fiscal Year--

CAP ASSESSED LOCATION

Region*: --Select Region--

Contractor Name

VISN

--Select VISN--

VAMC Station Number/Name*: --Select VAMC--

The fields and menus found within the CAP Add, Search, and Edit pages are defined below:

CAP Assessed Time Period section:

- **Quarter** – Drop-down menu that allows the user to select the quarter. This is a required field.

- **First (Oct. – Dec.)**
- **Second (Jan. – Mar.)**
- **Third (Apr. – Jun.)**
- **Fourth (Jul. – Sep.)**
- **Fiscal Year** – Drop-down menu that allows the user to select the year. This is a required field.

CAP Assessed Location section:

- **Region** – Select the region that the contractor and VAMC(s) listed in the CAP is located in. Selecting a region will auto-populate the contractor name. It will also filter the VISN and VAMC to those assigned to the region.
 - **1**
 - **2**
 - **3**
 - **4**
 - **5**
- **Contractor Name** – will auto populate after the region value is selected. Optum or TriWest.
- **VISN** – the Veterans Integrated Services Networks that the CAP applies to.
- **VAMC Station Number/Name** – VAMC station the CAP applies to.

Figure 35: Add CCN Corrective Action Plan (CAP) Page (2 of 2)

SharePoint

SHANE FOLLOW

CAP INFORMATION

Performance Objective/Contract Requirement
(Select a Region prior to making any other selection)*

--Select Performance Objective--

Performance Element/Contract Requirement Subsection
--Select Performance Element--

Contractor CAP Submission Date* MM/DD/YYYY

CAP Start Date* MM/DD/YYYY

Target Performance Date* MM/DD/YYYY

Actual Performance - Deficiency Percentage

Threshold Percentage

Status
Active

COR Signature*

COR Signature Date* MM/DD/YYYY

DOCUMENT UPLOAD

Note: You must save changes in order to confirm the documents you add or delete in this section.

Accepted text formats: .pdf, .doc, .docx, .txt, .xls, .xlsx, .csv

Accepted image formats: .bmp, .jpg, .jpeg, .png

Choose Files

Cancel Add

CAP Information section:

- **Performance Objective/Contract Requirement** – This will be populated by options that is available to the region you select earlier. Performance objectives are conditions the contractor must meet to stay compliant with VA’s specifications.
- **Performance Element/Contract Requirement Subsection**
- **Contractor CAP Submission Date** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **CAP Start Date**
- **Target Performance Date** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Actual Performance – Deficiency Percentage**
- **Threshold Percentage** – This auto populates based on the percentage you record in the Actual Performance – Deficiency Percentage field. It can vary from Marginal to Good
- **Status**
- **COR Signature**
- **COR Signature Date** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Document Upload** – Allows you to upload files that include pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

4.4.1. Add CCN Corrective Action Plan (CAP) Workflow

To add/record CCN Corrective Action Plan (CAP) into EPRS, follow the steps listed below:

- From the **EPRS SharePoint** page, select **Add under CCN Corrective Action Plan**. The **Add CCN Corrective Action Plan (CAP)** page displays.

Figure 36: Add Corrective Action Plan (CAP) Page

Add CCN Corrective Action Plan (CAP)

Fields marked in * are required

Click the Cancel button to return to the Search page

CAP ASSESSED TIME PERIOD

Quarter*
--Select Quarter--

Fiscal Year*
--Select Fiscal Year--

CAP ASSESSED LOCATION

Region*
--Select Region--

Contractor Name
--Select Contractor--

VISN
--Select VISN--

VAMC Station Number/Name*
--Select VAMC--

CAP INFORMATION

Performance Objective/Contract Requirement
(Select a Region prior to making any other selection)*
--Select Performance Objective--

Performance Element/Contract Requirement Subsection
--Select Performance Element--

Contractor CAP Submission Date*
MM/DD/YYYY

CAP Start Date*
MM/DD/YYYY

Target Performance Date*
MM/DD/YYYY

Actual Performance - Deficiency Percentage

Threshold Percentage

Status
Active

COR Signature*

COR Signature Date*
MM/DD/YYYY

NOTE: Fields marked with an asterisk (*) are required,

CAP Assessed Time Period

- **Quarter** drop-down menu – select **First (Oct.-Dec.)**, **Second (Jan.-Mar.)**, **Third (Apr.-Jun.)**, or **Fourth (Jul.-Sep.)**. *(This is a required field.)*
- **Fiscal Year** drop-down menu – select the year. *(This is a required field.)*

CAP Assessed Location

- **Region** drop-down menu, select the region for the CAP. *(This is a required field.)*
- The **Contractor Name** field is auto populated based on the region selection made.
- **VISN** field – select the VISN from the list of options. Hold down the Ctrl key to select multiple values.
- **VAMC Station Number/Name** – select the station number/name for the CAP. Hold down the Ctrl key to select multiple values. *(This is a required field.)*

CAP Information

- **Performance Objective/Contract Requirement** drop-down menu, select the objective for the CAP. You must select a region prior to making a selection. *(This is a required field.)*
- **Performance Element/Contract Requirement Subsection** drop-down menu – select the requirement.
- **Contractor CAP Submission Date** field – enter/select the date. *(This is a required field.)*
- **CAP Start Date** field – enter the start date. *(This is a required field.)*
- **Target Performance Date** field – enter the target date. *(This is a required field.)*
- **Actual Performance-Deficiency Percentage** field – enter the percentage.
- The **Threshold Percentage** field is auto populated based on the Actual Performance-Deficiency Percentage selection made.
- The **Status** field is auto populated with a status of **Active** when a new CAP record is added.
- **COR Signature** field – the COR will enter their signature. *(This is a required field.)*
- The **COR Signature Date** field is auto populated once a value is entered and saved in the COR Signature field. *(This is a required field.)*

Document Upload section – upload files that pertain to the CAP. Accepted file types include .pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

NOTE: When uploading a duplicate document and saving the record, a confirmation message displays after the user selects **Save**. When deleting a document and saving the record, the confirmation message displays after the user selects **Save**.

- Select **Add**. A message displays at the top of the page stating that it was successfully added.

4.4.2. Search CCN Corrective Action Plan (CAP) Workflow

To search CCN Corrective Action Plans, follow the steps listed below:

- From the **CCN Corrective Action Plan SharePoint** page, select **Search**. The **Search Waiver** page displays.

Figure 37: Search Corrective Action Plan Page (1 of 2)

CAP Assessed Time Period section – enter the information into the fields you would like to search by.

CAP Assessed Location section – enter the information into the fields you would like to search by.

Figure 38: Search Corrective Action Plan (2 of 2)

CAP Information section – enter the information into the fields you would like to search by. Select **Search**. The **CCN Corrective Action Plan** search results display at the bottom of the window.

Select **Download Data** to export the **CCN Corrective Action Plan** information to an Excel file.

NOTE: To clear the fields and start your search over, select **Clear Filters**.

Figure 39: Corrective Action Plan Search Results

SharePoint

Status
--Select Status--

Clear Filters Search

Rows to display: 20 Rows

1 2 3 4 5 6 7 8 9 10 ... >>

CAP ID	Quarter	Fiscal Year	Region	Contractor Name	VSN	VAMC Station Number/Name	Performance Objective/Contract Requirement	Performance Element/Contract Requirement Subsection	Contractor CAP Submission Date	CAP Start Date	Target Performance Date	Closure Date	Actual Performance Deficiency Percentage	Threshold Percentage	Status	Created By	Created On	Modified By	Modified On
346	Q2	2020	1	Optum	VSN 1: VA New England Healthcare System	402 - Togus VAMC	PO3 Dental Contractor Network Adequacy	PE1 for PO3 (Geographic Accessibility (Veteran) - Performance Percentage / Average drive time) Urban Rural/Rurality Patients	08/12/2022	08/12/2022	08/14/2022				Active	...	8/12/2022 4:33:09 PM		
345	Q2	2020	1	Optum	VSN 1: VA New England Healthcare System	402 - Togus VAMC	PO3 Dental Contractor Network Adequacy	PE1 for PO3 (Geographic Accessibility (Veteran) - Performance Percentage / Average drive time) Urban Rural/Rurality Patients	08/12/2022	08/12/2022	08/14/2022				Active	...	8/12/2022 4:28:00 PM		
344	Q4	2020	1	Optum	VSN 1: VA New England Healthcare System	402 - Togus VAMC	PO3 Dental Contractor Network Adequacy	PE1 for PO3 (Geographic Accessibility (Veteran) - Performance Percentage / Average drive time) Urban Rural/Rurality Patients	08/12/2022	08/12/2022	08/14/2022				Active	...	8/12/2022 4:23:04 PM		
343	Q3	2020	3	Optum	VSN 7: VA Southeast Network	502 - Alexandria VAMC	PO3 Dental Contractor Network Adequacy	PE4 for PO3 (Appointment availability Percentage / Average) Urban Rural/Rurality Patients	08/12/2022	08/12/2022	08/14/2022				Active	...	8/12/2022 4:18:08 PM		
342	Q2	2020	1	Optum	VSN 1: VA New England Healthcare System	402 - Togus VAMC	PO3 Dental Contractor Network Adequacy	PE1 for PO3 (Geographic Accessibility (Veteran) - Performance Percentage / Average drive time) Urban Rural/Rurality Patients	08/12/2022	08/12/2022	08/14/2022				Active	...	8/12/2022 4:13:10 PM		
341	Q2	2020	1	Optum	VSN 1: VA New England Healthcare System	402 - Togus VAMC	PO3 Dental Contractor Network Adequacy	PE1 for PO3 (Geographic Accessibility (Veteran) - Performance Percentage / Average drive time) Urban Rural/Rurality Patients	08/11/2022	08/11/2022	08/13/2022				Active	...	8/11/2022 3:32:43 PM		

DOWNLOAD DATA

4.4.2.1. Edit CCN Corrective Action Plan (CAP) Workflow

Once a search is initiated and displayed from the CCN Corrective Action Plan section, you can select the Waiver to edit the fields. Follow the steps listed below to edit the inquiry:

- From the **CCN Corrective Action Plan** search results, select the ID for the inquiry you would like to edit. The selected inquiry displays in the **Edit CCN Corrective Action Plan** window.

Figure 40: Edit CCN Corrective Action Plan (1 of 2)

SharePoint

Corrective Action Plans

Edit CCN Corrective Action Plan (CAP)

EPRS Home
CCN Corrective Action Plan
Search
Add
Recycle Bin

Fields marked in * are required

Click the Cancel button to return to the Search page

CAP ASSESSED TIME PERIOD

CAP ID
336

Quarter
Q2

Fiscal Year*
2020

CAP ASSESSED LOCATION

Region
1

Contractor Name

VISA
VISA 1: VA New England Healthcare System

VAMC Station Number/Name

CAP INFORMATION

Performance Objective/Contract Requirement
(Select a Region prior to making any other selection)*
PO3 Dental Contractor Network Adequacy

Performance Element/Contract Requirement Subsection
PE1 for PO3 (Geographic Accessibility (Veteran) - Performance Percentage / Avera

Contractor CAP Submission Date*
06/28/2022

CAP Start Date*
06/28/2022

Target Performance Date*
06/30/2022

Closure Date
MM/DD/YYYY

Actual Performance - Deficiency Percentage

Threshold Percentage

Status
Active

COR Signature*
test User

COR Signature Date*
06/28/2022

Updated COR Signature

Updated COR Signature Date
MM/DD/YYYY

Figure 41: Edit CCN Corrective Action Plan (2 of 2)

HISTORY

Created By	Created On	Modified By	Modified On
test User (Corporation)	6/28/2022 8:41:13 PM		

DOCUMENT UPLOAD

Note: You must save changes in order to confirm the documents you add or delete in this section.

Accepted text formats: .pdf, .doc, .docx, .txt, .xls, .xlsx, .csv, .ppt, .pptx

Accepted image formats: .bmp, .jpg, .jpeg, .png

[Choose Files](#)

There are currently no uploaded files.

[Cancel](#) [Save](#)

- Edit the fields as needed.
- Select **Save**. The **Update was Successful** confirmation message displays.

4.5. CCN Deviations

This functionality enables the COR to input and administer Deviations for a CCN contractor region. These deviations are granted to exempt a region's QASP scores and other contract requirement(s) from penalization for limitations beyond their scope of control. This User Interface (UI) screen enables the COR to input and administer these deviations, which are finite in duration.

Figure 42: CCN Deviations (1 of 2)

The screenshot shows a SharePoint page titled "Deviation" with a "Search Deviations" form. The form is organized into sections. The "REQUEST DETAILS" section includes fields for "Deviation ID", "CCN Contractor Request Date" (with a date picker showing MM/DD/YYYY), "Serving Region" (a dropdown menu), and "CCN Contractor" (a dropdown menu). Below these are dropdown menus for "Serving Region VAMC Station Number/Name", "County(ies)", "Performance Objective/Contract Requirement", "Associated SEOC", "Specialty", "Performance Element/Contract Requirement Subsection", "Taxonomy Code", and "QASP Category". There are also checkboxes for "Resubmission" and "Reconsideration", and an "Associated Deviation ID" field. The left sidebar shows "EPRS Home", "CCN Deviations", "Search", "Add", and "Recycle Bin".

The fields and menus found within the CCN Deviations Search page are defined below:

- **Request Details Section**
 - **Deviation ID** – ID that is automatically created by EPRS after a Deviation is recorded.
 - **CCN Contractor Request Date** – Date on the Deviation request form.
 - **Region** – Region location for the Deviation. Selecting a region will auto-populate the CCN contractor field. It will also filter the VAMC and performance objective to those assigned to the region and contractor.
 - 1
 - 2
 - 3
 - 4
 - 5
 - **CCN Contractor**
 - **Optum**

- **TriWest**

- **VAMC Station Number/Name** – VAMC the deviation request applies to.
- **County(ies)** – County or counties the deviation request applies to. This is often based on the VAMC selected.
- **Performance Objective /Contract Requirement** – The performance objectives that the contractors are obligated to achieve based on their contract.
- **Performance Element/Contract Requirement Subsection** – Subsection of performance objective/contract requirement.
- **Associated SEOC** – Standard Episodes of Care associated with the deviation request.
- **Taxonomy Code** – Taxonomy code associated with the deviation request you are recording.
- **Specialty** – Specialty service associated with the deviation request.
- **QASP Category** – List of Quality Assurance Surveillance Plan categories.

Figure 43: QASP Category Menu Options

The screenshot shows a dropdown menu titled "QASP Category". The selected option is "--Select QASP Category--". The dropdown list contains the following options: --Select QASP Category--, Art/IVF, CIHS, Emergency Care, Extended Care, General Dental, Mental Healthcare, Pharmacy, Primary Care, Specialized Dental, Specialty Care, Urgent Care, and Not applicable.

- **Resubmission** – Checkbox. When a COR sees a discrepancy or invalid data in a deviation document sent from a contractor, they will ask for corrections. A resubmission document contains the corrected information from the provider.
- **Reconsideration** – Checkbox. When a COR does not approve a deviation, they will return it and notify the contractor. The contractor may send a document requesting a reconsideration with detailed information on why the initial document should be acceptable.
- **Associated Deviation ID** – ID for associated deviation.

Figure 44: CCN Deviations (2 of 2)

The screenshot displays a web form for CCN Deviations, organized into three main sections:

- DECISIONS & OUTCOME**: Contains dropdown menus for 'Network Adequacy Recommendation' and 'COR Recommendation', signature fields for 'Network Adequacy Signature' and 'COR Signature', a dropdown for 'CO Decision', and a date field for 'CO Decision Date'.
- APPROVED DEVIATION DETAILS**: Contains date fields for 'Approval Date', 'Start Date for PMR', 'Next Review Date', and 'Expiration Date'.
- PROGRESS TRACKING**: Contains date fields for 'Date Received from Network Support', 'Date Sent to SAC', 'Checkback Date to SAC', and 'Date Received from SAC'.

- **Decisions & Outcome Section**
 - **Network Adequacy Recommendation**
 - **Network Adequacy Signature**
 - **COR Recommendation**
 - **COR Signature**
 - **CO Decision**
 - **CO Decision Date** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Approved Deviation Details Section**
 - **Approval Date** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
 - **Start Date for PMR** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
 - **Next Review Date** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
 - **Expiration Date** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
- **Progress Tracking Section**
 - **Date Received from Network Support** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
 - **Date Sent to SAC** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
 - **Checkback Date to SAC** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
 - **Date Received from SAC** – Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.

4.5.1. Add Deviation Workflow

To add/record Network Adequacy Deviations into EPRS, follow the steps listed below:

- From the **EPRS SharePoint** page, select **Add** under **CCN Deviations**. The **Add Deviation** page displays.

Figure 45: Add Deviations Page

NOTE: Fields marked with an asterisk (*) are required,

In the **Request Details** section, enter the **CCN Contractor Request Date** found on the Deviation request form. *(This is a required field.)*

From the **Region** drop-down menu, select **Region 1, 2, 3, 4, or 5**. Selecting a Region will auto-populate the CCN contractor field. It will also filter the VAMC and performance objective to those assigned to the region and contractor. *(This is a required field.)*

The **CCN Contractor** field is auto-populated from the region selection. Verify that the selection of Optum or TriWest is correct. *(This is a required field.)*

From the **VAMC Station Number / Name** drop-down menu, select VAMC(s) the deviation request applies to.

From the **County(ies)** drop-down menu, select the county or counties that the deviation request applies to. This is often based on the VAMC selected.

From the **Performance Objective / Contract Requirement** drop-down menu, select the performance objectives that the contractors are obligated to achieve based on their contract.

From the **Performance Element / Contract Requirement Subsection** drop-down menu, select the subsection of performance objective / contract requirement.

From the **Associated SEOC** drop-down menu, select the Standard Episodes of Care associated with the deviation request.

From the **Taxonomy Code** drop-down menu, select the taxonomy code associated with the deviation request you are recording.

From the **Specialty** drop-down menu, select the specialty service associated with the deviation request.

From the **QASP Category** drop-down menu, select the Quality Assurance Surveillance Plan category associated with the deviation request.

Select the **Resubmission** checkbox to confirm that the deviation request needed to be resubmitted.

Select the **Reconsideration** checkbox to confirm a request for reconsideration.

In the **Associated Deviation ID** field, enter the ID for associated deviation.

Select the **Rationale** tab.

Figure 46: Rationale Tab

The screenshot shows a web form with a tabbed interface. The 'Rationale' tab is selected and highlighted. Below the tabs, the form is titled 'Rationale for Deviation'. It contains three questions, each with 'Yes' and 'No' radio button options: 'Did Contractor attest to review?', 'Did Contractor identify new providers?', and 'Did Contractor find providers outside of standards?'. Below these questions is a section titled 'Sources of Research' with five input fields labeled 'Source 1:' through 'Source 5:'. To the right of these fields is a larger text area labeled 'Other:'. The form has a light gray background and a thin black border.

Select if the contractor attested to review.

Select if the contractor identified new providers.

Select if the contractor found providers outside of the standards.

In the **Source of Research** fields, enter the sources used.

In the **Other** section, enter additional comments.

Select the **Justification** tab.

Figure 47: Justification Tab

The screenshot shows a web application interface with five tabs: **Rationale**, **Justification** (selected), **Resolution**, **Internal Review**, and **Decisions & Outcome**. The **Justification** tab is active and contains two main sections. On the left is a large text area labeled "Justification for Deviation". On the right is a section titled "Non-Contracted Providers" which includes two checkboxes: "No other Providers Available" and "Separate file of Providers Attached". Below these are several form fields: "Provider/Facility Name:", "NPI#:", "Provider Street Address:", "Provider City:", "Provider State:" (a dropdown menu currently showing "--Select State--"), "Provider Zip Code:" (with a "#####" placeholder), "Provider Phone Number:", "Reason for Not Contracting:", and "Additional Notes:". Each of these fields has a corresponding text input box.

In the **Justification for Deviation** field, enter a detailed explanation.

Under the Non-Contracted Providers section, select if No other Providers Available or Separate file of Providers Attached.

In the **Provider / Facility Name** field enter the provider / facility name.

Enter the number in the **NPI#** field.

Enter the street address for the provider.

Enter the city in the **Provider City** field.

From the **State** drop-down menu, select the state.

Enter the zip code in the **Provider Zip Code** field.

Enter the phone number for the provider in the **Provider Phone Number** field.

In the **Reason for Not Contracting** field, enter a reason.

In the **Additional Notes** field, enter additional comments.

Select the **Resolution** tab.

Figure 48: Resolution Tab

The screenshot shows a web application interface with five tabs at the top: 'Rationale', 'Justification', 'Resolution' (which is selected and highlighted), 'Internal Review', and 'Decisions & Outcome'. Below the tabs, the 'Resolution' tab contains several input fields. On the left, there is a 'Contractor POC' field and an 'Email' field. To the right of these are 'Phone' and 'Extension' fields. Below the 'Contractor POC' and 'Email' fields is a large text area labeled 'Resolution Plan' with a red asterisk indicating it is a required field. The entire form is set against a light gray background.

In the **Contractor POC** field, enter the name of the contractor point of contact. (*This is a required field.*)

In the **Phone** field, enter the phone number for the contractor point of contact. (*This is a required field.*)

In the **Extension** field, enter the phone extension for the contractor point of contact.

In the **Email** field, enter the email address for the contractor point of contact. (*This is a required field.*)

In the **Resolution Plan** field, enter a detailed resolution plan. (*This is a required field.*)

Select the **Internal Review** tab.

Figure 49: Internal Review Tab

The screenshot shows a tabbed interface with five tabs: Rationale, Justification, Resolution, Internal Review (selected), and Decisions & Outcome. The Internal Review tab contains a large, empty text area labeled "VA Comments" with a small cursor icon at the bottom right corner.

Enter comments in the **VA Comments** field.

Select the Decisions & Outcome tab.

Figure 50: Decisions & Outcome Tab

The screenshot shows the Decisions & Outcome tab selected. The interface is divided into two main sections: "NETWORK ADEQUACY ONLY" on the left and "COR ONLY" on the right. The "NETWORK ADEQUACY ONLY" section includes a "Network Adequacy Recommendation" dropdown, a "Network Adequacy Signature" text field, "Approved Deviation Details" with four date pickers (Approval Date, Start Date for PMR, Next Review Date, Expiration Date), and a "Date VAMC Notice Sent" text field with a note. The "COR ONLY" section includes a "COR Recommendation" dropdown, a "COR Signature" text field, and a "Notification of Outcome" section with a text instruction and three checkboxes: Clinical Integration, Network Support, and Regional PM. At the bottom left, there is a "CO ONLY" section with a "CO Decision" dropdown and a "CO Decision Date" text field.

NOTE: The Decisions & Outcome tab should only be completed while editing the deviation within the Edit Deviation section. The Decisions & Outcome fields will only be completed by the

Network Adequacy group, COR, or CO. For additional information on completing this tab, please see section 4.5.2.1 Edit Deviation.

Figure 51: Progress Tracking Tab

The screenshot shows a tabbed interface with the following tabs: Rationale, Justification, Resolution, Internal Review, Decisions & Outcome, and Progress Tracking. The Progress Tracking tab is active. It contains a section titled "PROGRESS TRACKING" with four date input fields: "Date Received from Network Support" (placeholder: MM/DD/YYYY), "Date Sent to SAC" (placeholder: MM/DD/YYYY), "Checkback Date to SAC" (placeholder: Date Sent to SAC + 10 Business Days), and "Date Received from SAC" (placeholder: MM/DD/YYYY).

Enter date received from the Network Support focal in the **Date Received from Network Support** field.

Enter date sent to SAC in the **Date Sent to SAC** field.

Enter date received from SAC in the **Date Received from SAC** field.

Figure 52: Upload Document Section

The screenshot shows a section titled "DOCUMENT UPLOAD". It contains a note: "Note: You must save changes in order to confirm the documents you add or delete in this section." Below the note, it lists accepted text formats: ".pdf, .doc, .docx, .txt, .xls, .xlsx, .csv, .ppt, .pptx" and accepted image formats: ".bmp, .jpg, .jpeg, .png". There is a "Choose Files" button. At the bottom of the section, there are "Cancel" and "Add" buttons.

In the **Document Upload** section, upload files that pertain to the deviation. Accepted file types include .pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

NOTE: *When uploading a duplicate document and saving the record, a confirmation message displays after the user selects **Save**. When deleting a document and saving the record, the confirmation message displays after the user selects **Save**.*

Select **Add**. A message displays at the top of the page stating that it was successfully added.

4.5.2. Search Deviation Workflow

To search deviations, follow the steps listed below:

- From the **Deviation SharePoint** page, select **Search**. The **Search Deviation** page displays.

Figure 53: Search Deviations Page (1 of 2)

SharePoint

Deviation

Search Deviations

EPRS Home

CCN Deviations

Search

Add

Recycle Bin

REQUEST DETAILS

Deviation ID

CCN Contractor Request Date

Serving Region

CCN Contractor

Serving Region VAMC Station Number/Name

Provider Region VAMC Station Number/Name

County(ies)

Performance Objective/Contract Requirement

Performance Element/Contract Requirement Subsection

Associated SEOC

Taxonomy Code

Specialty

QASP Category

☐ Resubmission ☐ Reconsideration

Associated Deviation ID

Figure 54: Search Deviations Page (2 of 2)

DECISIONS & OUTCOME

Network Adequacy Recommendation

COR Recommendation

CO Decision

Network Adequacy Signature

COR Signature

CO Decision Date

APPROVED DEVIATION DETAILS

Approval Date

Next Review Date

Start Date for PMR

Expiration Date

PROGRESS TRACKING

Date Received from Network Support

Date Sent to SAC

Checkback Date to SAC

Date Received from SAC

Clear Filters

Search

In the **Request Details**, **Decisions & Outcomes**, and **Approved Deviation Details** sections, enter the information into the fields you would like to search by.

Select **Search**. The **Deviation Search Results** display at the bottom of the window.

Select **Download Data** to export the **Deviation Search Results** information to an Excel file.

NOTE: To clear the fields and start your search over, select **Clear Filters**.

Figure 55: Deviation Search Results

Deviation ID	Contractor Request Date	Serving Region	CCN Contractor	Serving Region VAMC Station Number/Name	Provider Region VAMC Station Number/Name	County(ies)	Performance Objective/Contract Requirement	Performance Element/Contract Requirement Subsection	Associated SEOC	QASP Category	Specialty	Taxonomy Code	Resubmission	Reconsideration	Associated Deviation ID	Network Adequacy Recommendation	Network Adequacy Signature	COR Recommendation	COR Signature
2478	12/21/2022	1	Optum	402 - Togus VAMC			PO1 CCN Healthcare Services Contractor Network Adequacy						No	No					
2477	04/22/2022	4	TrillWest	666 - Sheridan VA Medical Center	501 - Raymond G. Murphy VAMC	WV, WASHAKIE	PO1 CCN Healthcare Services Contractor Network Adequacy	PE1 for PO1 (Appointment availability Percentage / Average) Highly Rural Rurality Patients		Specialty Care	Ophthalmology		No	No		Approved		Approved	
2476	04/22/2022	4	TrillWest	666 - Sheridan VA Medical Center	501 - Raymond G. Murphy VAMC	WV, WASHAKIE	PO1 CCN Healthcare Services Contractor Network Adequacy	PE1 for PO1 (Geographic Accessibility (Veteran) - Performance Percentage / Average drive time) Highly Rural Rurality Patients		Specialty Care	Ophthalmology		No	No		Approved		Approved	

4.5.2.1. Edit Deviation Workflow

Once a search is initiated and displayed from the Deviation section, you can select the deviation to edit the fields. Follow the steps listed below to edit the inquiry:

- From the **deviation** search results, select the ID for the inquiry you would like to edit. The selected inquiry displays in the **Edit Deviation** window.

Figure 56: Edit Deviation (1 of 2)

Deviation

Edit Deviation

EPRS Home
CCN Deviations
Search
Add
Recycle Bin

Fields marked in * are required

Click the Cancel button to return to the Search page

REQUEST DETAILS

Deviation ID
984

Contractor Request Date *
08/12/2022

Serving Region *
1

CCN Contractor *

Serving Region VAMC Station Number/Name *
AK, Aleutians East

Provider Region VAMC Station Number/Name

Performance Objective/Contract Requirement *
PO1 CCN Healthcare Services Contractor Network Adequacy

Performance Element/Contract Requirement Subsection
PE1 for PO1 (Geographic Accessibility (Veteran) - Performance Percentage / Average drive time) Urban Rurality Patients

Associated SEOC
Acupuncture Chronic Care Management

Specialty
Acupuncturist

Taxonomy Code
101200000X Drama Therapist

QASP Category
CHS

☐ Resubmission ☐ Reconsideration

Associated Deviation ID

HISTORY

Created By
Awan, Wajahat A. (GCIO / Intelligence Systems Corporation)

Created On
8/12/2022 5:47:07 PM

Modified By

Modified On

Figure 57: Edit Deviation (2 of 2)

Edit the fields as needed.

Select the **Decisions & Outcome** tab. This tab is broken down into three sections and will need to be completed by the appropriate group for that section: **Network Adequacy**, **COR**, or **CO**.

Figure 58: Decisions & Outcome Tab

Approval Date	Start Date for PMR	Next Review Date	Expiration Date
08/13/2022	08/14/2022	08/15/2022	08/12/2023

In the **Network Adequacy Only** section, select **Approved** or **Not Approved** from the **Network Adequacy Recommendations** drop-down menu. *Completed by the Network Adequacy team.*

In the **Network Adequacy Signature** field, the Network Adequacy business owner will enter their signature. *Completed by the Network Adequacy team.*

In the **Approval Date** field, enter or select the approval date. *Completed by the Network Adequacy team.*

In the **Start Date for PMR** field, enter or select the start date. *Completed by the Network Adequacy team.*

In the **Next Review Date** field, enter or select the date for the next review. *Completed by the Network Adequacy team.*

In the **Expiration Date** field, enter or select the expiration date. *Completed by the Network Adequacy team.*

In the **Date VAMC Note Sent** field, enter or select the date the notice was manually sent to the VAMC. *Completed by the Network Adequacy team.*

In the CO Only section, select **Approved** or **Not Approved** from the **CO Decision** drop-down menu. *Completed by the CO.*

In the **CO Decision Date** field, enter or select the decision date. *Completed by the CO.*

In the COR Only section, select **Approved** or **Not Approved** from the **COR Recommendation** drop-down menu. *Completed by the COR.*

In the **COR Signature** field, the COR will enter their signature. *Completed by the COR.*

From the **Notification of Outcome** section, select one or more of the options: **Clinical Integration, Network Support, Regional PM.** *Completed by the COR.*

NOTE: Depending on the options selected, an email will be automatically sent out to the Clinical Integration, Network Support, or Regional PM groups.

Select **Save**. The **Update was Successful** confirmation message displays.

Figure 59: Progress Tracking Tab

The screenshot shows a web application interface with a tabbed menu at the top. The tabs are: Rationale, Justification, Resolution, Internal Review, Decisions & Outcome, and Progress Tracking. The 'Progress Tracking' tab is selected and highlighted. Below the tabs, there is a section titled 'PROGRESS TRACKING'. Inside this section, there are four input fields arranged in a 2x2 grid. The first field is labeled 'Date Received from Network Support' and has a placeholder 'MM/DD/YYYY'. The second field is labeled 'Date Sent to SAC' and has a placeholder 'MM/DD/YYYY'. The third field is labeled 'Checkback Date to SAC' with a sub-label 'Date Sent to SAC + 10 Business Days'. The fourth field is labeled 'Date Received from SAC' and has a placeholder 'MM/DD/YYYY'.

In the **Date Received from Network Support** field, enter or select the date the notice was manually received from Network Support. *Completed by the COR.*

In the **Date Sent to SAC** field, enter or select the date the notice was manually sent to SAC. *Completed by the COR.*

The **Checkback Date to SAC** is auto-populated as the Date Sent to SAC entry + 10 business days.

In the **Date Received from SAC** field, enter or select the date the notice was manually received from SAC. *Completed by the COR.*

4.6. CCN Waivers

This functionality enables the COR to input and administer Waivers of Credentialing and Accreditation requirements for a CCN contractor Region. These Waivers are applied to provider or facility limitations that might otherwise prevent a provider or facility from providing Veteran care through CCP. This UI screen enables the COR to input or administer these waivers, which are finite in duration.

Figure 60: CCN Waiver (1 of 2)

The fields and menus found within the CCN Search Waivers page are defined below:

- **Waiver ID** – This ID is automatically created by EPRS after a Waiver is recorded (Every workflow such as CAPs, complaints, etc., should have an ID on the search page and Edit page that was created by EPRS)
- **VAMC Station Number** – VAMC(s) that the waiver request applies to.

Figure 61: CCN Waiver (2 of 2)

- **Region** – The CCN region the waiver request applies to. Selecting a Region will filter the VAMC and CCN Contractor form fields on the page.
- **State** – The state the waiver applies to.
- **CCN Contractor** – The contractor that requested the waiver. If on the Add page, it's automatically selected for user.

- **Provider/Organization Name**
- **Service/Provider Type**
- **Impact Category**
- **VISN** – This is filtered by the region you select. Select the VISNs listed in the waiver request.
- **Waiver Request Date** – Field to enter date.
- **Waiver Approved Date** – Field to enter date.
- **Waiver Effective Date** – Field to enter date.
- **Waiver Review Date** – Field to enter date.
- **Waiver Expiration Date** – Field to enter date.
- **Waiver Status** – Drop-down menu to select Status option.

4.6.1. Add Waivers Workflow

To add/record waivers into EPRS, follow the steps listed below:

- From the **EPRS SharePoint** page, select **Add** under **CCN Waivers**. The **Add Waiver** page displays.

Figure 62: Add Waiver Page

NOTE: Fields marked with an asterisk (*) are required.

In the **Demographics** section, from the **Region** drop-down menu, select the region number. (*This is a required field.*)

The **CCN Contractor** field is auto populated based on the Region selection made.

From the **VAMC Station Number/Name** field, select the station number/name. (*This is a required field.*)

The **State** field is auto populated based on the VAMC Station selection made.

From the **Service / Provider Type** drop-down menu, select the service / provider type from the list of options.

From the **VISN** field, select the VISN from the list of options.

In the **Provider / Organization Name** field, enter the name for the provider / organization. (*This is a required field.*)

Select the **Justification** tab.

Figure 63: Justification Tab

The screenshot shows the SharePoint interface with the 'Justification' tab selected. The form contains three text input fields: 'Why are you unable to get accreditation?' (with a subtext '(Specifically identify which parts of the accreditation process are preventing you from obtaining accreditation.)'), 'What are your proposed alternative accreditation/qualification standards?', and 'How will you assure the Veteran will receive a similar standard of quality?'. At the bottom are 'Cancel' and 'Add' buttons.

In the **Why are you unable to get accreditation?** field, enter a detailed reason what is preventing the requestor from obtaining accreditation. (*This is a required field.*)

In the **What are your proposed alternative accreditation / qualification standards?** field, enter a detailed proposed alternative. (*This is a required field.*)

In the **How will you assure the Veteran will receive a similar standard of quality?** field, enter a detailed explanation. (*This is a required field.*)

Select the **Impact Statement** tab.

Figure 64: Impact Statement Tab

The screenshot shows the SharePoint interface with the 'Impact Statement' tab selected. The form includes a dropdown menu for 'Impact Category' (currently showing '--Select--'), and two text input fields: 'What is the potential impact to Veteran?' (with a subtext '(e.g. Veteran will have to drive 100 miles to see a different provider.)') and 'What is the potential impact to Network Accreditation?' (with a subtext '(e.g. URAC.)'). At the bottom are 'Cancel' and 'Add' buttons.

From the **Impact Category** drop-down menu, select the **Rurality, Accessibility, or Patient Care**.

In the **What is the potential impact to Veteran?** field, enter a detailed explanation of the potential impact the Veteran might experience. *(This is a required field.)*

In the **What is the potential impact to Network Accreditation?** field, enter a detailed explanation of the potential impact to Network Accreditation. *(This is a required field.)*

Select the **Duration of Waiver Request** tab.

Figure 65: Duration of Waiver Request Tab

The screenshot shows a SharePoint interface with a dark header bar. Below the header, there are four tabs: 'Justification', 'Impact Statement', 'Duration of Waiver Request' (which is active), and 'Legal/Contractual Impact'. The 'Duration of Waiver Request' tab contains the following fields:

- Waiver Request Date ***: A date input field with a placeholder 'MM/DD/YYYY'.
- Length of Waiver in Days**: A text input field.
- Waiver Review Date (Prior to Expiration Date)**: A date input field with a placeholder 'MM/DD/YYYY'.
- Duration until Waiver Expiration in Days**: A text input field.
- Waiver Approved Date**: A date input field with a placeholder 'MM/DD/YYYY'.
- Waiver Expiration Date**: A date input field with a placeholder 'MM/DD/YYYY'.
- Waiver Effective Date**: A date input field with a placeholder 'MM/DD/YYYY'.
- Waiver Status**: A dropdown menu with '--Select--' as the selected option.

At the bottom of the form, there are two buttons: 'Cancel' and 'Add'.

In the **Waiver Request Date** field, enter / select the date the waiver was requested. *(This is a required field.)*

In the **Waiver Approved Date** field, if the waiver was approved by the time you are entering this record, enter / select the date the waiver was approved.

In the **Waiver Effective Date** field, if the waiver was approved by the time you are entering this record, enter / select the date the waiver took effect.

In the **Length of Waiver in Days** field, the system will calculate the number of days the waiver is in effect. The number will update after saving the record and refreshing the page.

In the **Waiver Review Date (Prior to Expiration Date)** field, enter / select the date the waiver was reviewed.

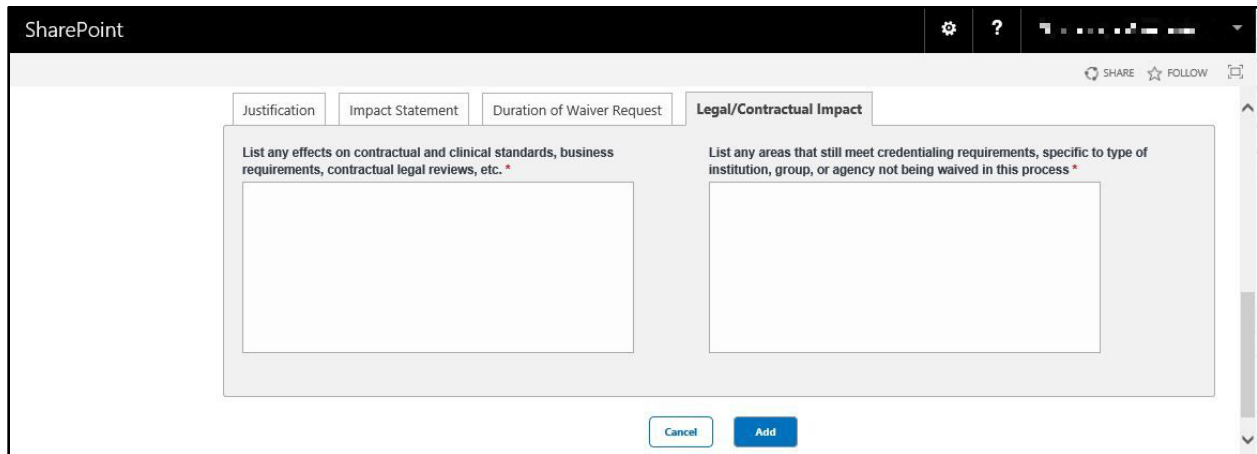
In the **Waiver Expiration Date** field, enter / select the date the waiver expires.

From the **Waiver Status** drop-down menu, select **Approved, Expired, Pending, or Rejected** for the status.

In the **Duration until Waiver Expiration in Days** field, the system will calculate the number of days until the waiver expires. The number will update after saving the record and refreshing the page.

Select the **Legal / Contractual Impact** tab.

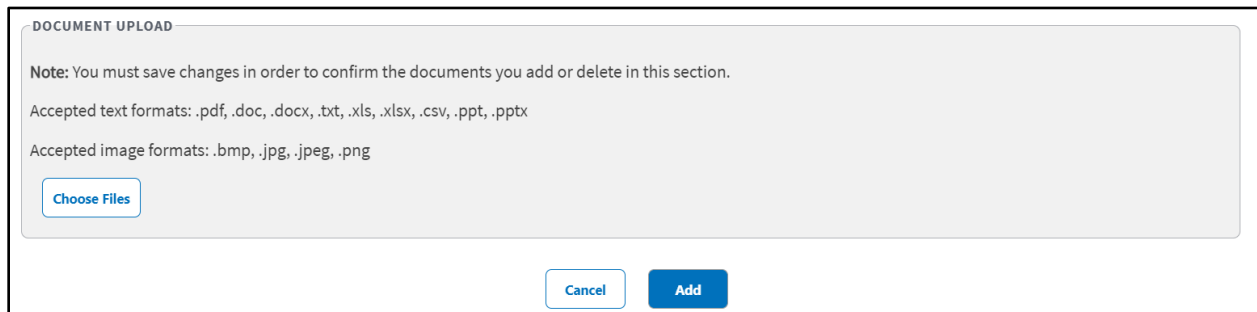
Figure 66: Legal/Contractual Impact Tab

The screenshot shows a SharePoint form with a dark header bar containing the 'SharePoint' logo and navigation icons. Below the header, there are four tabs: 'Justification', 'Impact Statement', 'Duration of Waiver Request', and 'Legal/Contractual Impact'. The 'Legal/Contractual Impact' tab is active. It contains two large text input areas. The left area is labeled 'List any effects on contractual and clinical standards, business requirements, contractual legal reviews, etc. *'. The right area is labeled 'List any areas that still meet credentialing requirements, specific to type of institution, group, or agency not being waived in this process *'. At the bottom of the form, there are 'Cancel' and 'Add' buttons.

In the **List any effects on contractual and clinical standards, business requirements, contractual legal reviews, etc.** field, enter a detailed list. *(This is a required field.)*

In the **List any areas that still meet credentialing requirements, specific to type of institution, group, or agency not being waived in this process** field, enter a detailed list. *(This is a required field.)*

Figure 67: Add Waiver Document Upload Section

The screenshot shows a 'DOCUMENT UPLOAD' section. It includes a 'Note' stating: 'You must save changes in order to confirm the documents you add or delete in this section.' Below the note, it lists 'Accepted text formats: .pdf, .doc, .docx, .txt, .xls, .xlsx, .csv, .ppt, .pptx' and 'Accepted image formats: .bmp, .jpg, .jpeg, .png'. There is a 'Choose Files' button. At the bottom of the section, there are 'Cancel' and 'Add' buttons.

In the **Document Upload** section, upload files that pertain to the waiver. Accepted file types include .pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

NOTE: When uploading a duplicate document and saving the record, a confirmation message displays after the user selects **Save**. When deleting a document and saving the record, the confirmation message displays after the user selects **Save**.

Select **Add**. A message displays at the top of the page stating it was successfully added.

4.6.2. Search Waivers Workflow

To search Waivers, follow the steps listed below:

- From the **Waiver SharePoint** page, select **Search**. The **Search Waiver** page displays.

Figure 68: Search Waiver Page

SharePoint

Waiver

EPRS Home
CCN Waivers
Search
Add
Recycle Bin

Search Waiver

DEMOGRAPHICS

Waiver ID

VAMC Station Number/Name

Region

State

CCN Contractor

Provider/Organization Name

Service/Provider Type

Impact Category

VISN

DURATION OF WAIVER REQUEST

Waiver Request Date

Waiver Approved Date

Waiver Effective Date

Waiver Review Date (Prior to Expiration Date)

Waiver Expiration Date

Waiver Status

Clear Filters Search

In the **Demographics** section, enter the information into the fields you would like to search by. Select **Search**. The **Waiver Search Results** display at the bottom of the window. Select **Download Data** to export the **Waiver Search Results** information to an Excel file.

NOTE: To clear the fields and start your search over, select **Clear Filters**.

Figure 69: Waiver Search Results

Clear Filters Search

Rows to display: 20 Rows

DOWNLOAD DATA

Waiver ID	Region	CCN Contractor	Service/Provider Type	VISN	VAMC Station Number/Name	State	Provider/Organization Name	Impact Category	Waiver Request Date	Waiver Approved Date	Waiver Effective Date	Waiver Review Date	Waiver Expiration Date	Waiver Status	Created By	Created On	Modified By	Modified On
2575	1	Optum	Behavioral Medicine/Mental Health		402 - Togus VAMC	ME		Rurality	10/01/2022	10/01/2022					L...	10/19/2022 6:09:55 PM		
2574	1	Optum	Infusion Therapy		405 - White River Jct VAMC	VT			10/19/2022						P...	10/17/2022 10:39:23 PM		10/7/2022
2573	5	TriWest	Infusion Therapy	VISN 20c Northwest Network	403 - Alaska VA Medical Center	AK	S...	Accessibility	06/28/2022	06/29/2022	06/30/2022	07/01/2022	06/28/2023	Pending	L...	6/28/2022 11:10:47 PM		
2572	4	TriWest	Dialysis Center	VISN 19c Rocky Mountain Network	554 - Denver VA Medical Center	CO	F...	Accessibility	06/28/2022	06/29/2022	06/30/2022	07/01/2022	06/28/2023	Pending	B...	6/28/2022 11:01:57 PM		
2571	3	Optum	Laboratory	VISN 8c VA Sunshine Healthcare Network	573 - Malcolm Randall VAMC	FL	L...	Rurality	06/28/2022	06/29/2022	06/30/2022	07/01/2022	06/28/2023	Pending	L...	6/28/2022 10:53:08 PM		
2570	2	Optum	Hospital/Facility	VISN 9c VA MidSouth Healthcare Network	437 - Fargo VAMC	ND		Patient Care	06/28/2022	06/29/2022	06/30/2022	07/01/2022	06/28/2023	Pending	L...	6/28/2022 10:44:13 PM		
2569	1	Optum	DME/Medical Supply	VISN 2c New York/New Jersey VA Health Care Network	52846 - Bath VA Medical Center	NY	S...	Rurality	06/28/2022	06/29/2022	06/30/2022	07/01/2022	06/28/2023	Pending	L...	6/28/2022 10:35:30 PM		
2568	5	TriWest	Infusion Therapy	VISN 20c Northwest Network	403 - Alaska VA Medical Center	AK	---	Accessibility	06/13/2022	06/14/2022	06/15/2022	06/16/2022	06/13/2023	Pending	L...	6/14/2022 3:15:38 AM		

4.6.2.1. Edit Waivers Workflow

Once a search is initiated and displayed from the waivers section, you can select the waiver to edit the fields. Follow the steps listed below to edit the inquiry:

- From the **Waivers Search Results**, select the ID for the inquiry you would like to edit. The selected inquiry displays in the **Edit Waiver** window.

Figure 70: Edit Waiver

Waiver

EPRS Home
CCN Waivers
Search
Add
Recycle Bin

Edit Waiver

Fields marked in * are required

Click the Cancel button to return to the Search page

DEMOCRAPHICS

Waiver ID 2403	Region * 1	VAMC Station Number/Name * 402 - Togus VAMC
VISN VISN 1: VA New England Healthcare System	State ME	
CCN Contractor Optum	Service/Provider Type * DME/Medical Supply	Provider/Organization Name * SQA Test Group

Justification Impact Statement Duration of Waiver Request Legal/Contractual Impact

Why are you unable to get accreditation? *
(Specifically identify which parts of the accreditation process are preventing you from obtaining accreditation.)

Justification form 1

What are your proposed alternative accreditation/qualification standards? *

Justification form 2

Edit the fields as needed.

Select **Save**. The **Update was Successful** confirmation message displays.

4.7. Credentialing Audit

The monthly Provider Credentialing Audit Quality Review process provides reasonable assurance providers are licensed and meet the minimum criteria to be part of the CCN provider network.

Figure 71: Credentialing Audit Search Fields

The screenshot shows the 'Credentialing Review Search' form in a SharePoint environment. The form is titled 'Credentialing Audit' and 'Credentialing Review Search'. It includes a sidebar with 'EPRS Home', 'Credentialing Audit', 'Search', and 'Recycle Bin'. The main form area contains several sections: 'REVIEW TIME PERIOD' with dropdowns for 'Review Fiscal Year', 'Review Quarter', and 'Review Month'; 'PROVIDER LOCATION' with dropdowns for 'Region', 'State', 'City', and 'ZIP', and a text field for 'NPI'; 'PROVIDER INFORMATION' with dropdowns for 'Provider Type', 'Provider Name', 'Specialty', 'Review Status', and 'Licensed State', and a text field for 'Date Pulled for PPMS Providers'. At the bottom, there are 'Clear Filters' and 'Search' buttons.

Figure 72: Credentialing Records Review Fields

The screenshot shows the 'Credentialing Record Review' form in a SharePoint environment. The form is titled 'Credentialing Audit' and 'Credentialing Record Review'. It includes a sidebar with 'EPRS Home', 'Credentialing Audit', 'Search', and 'Recycle Bin'. The main form area contains several sections: 'DOCUMENT REVIEW' with fields for 'NPI', 'Review Fiscal Year', 'Review Quarter', 'Review Month', 'Provider Type', 'Provider Name', 'State', 'Zip', 'Is on LEIE?', 'DEA Status', 'State Licensed', 'Specialty', 'Region', 'DEA Number', and 'License Number'; 'PRIMARY REVIEW' with dropdowns for 'DEA Status' and 'State Licensed'; 'SECONDARY REVIEW' with dropdowns for 'DEA Status' and 'State Licensed'; and a 'Comments' text area. At the bottom, there are 'Cancel' and 'Submit' buttons.

The fields and menus found within the **Credentialing Audit Search** and **Credentialing Records Review** page are defined below:

- **Review Time Period** – Information about the audit report's date. Reports are pulled monthly.
 - **Review Fiscal Year** – Drop-down menu of fiscal year options.
 - **Review Quarter** – Drop-down menu. Fiscal quarter options: **1, 2, 3, 4**.
 - **Review Month** – Drop-down menu of calendar month options.
- **Provider Location** – The provider's location should correspond to the location recorded in the NPI Registry.
 - **Region** - Drop-down menu. Region options: **1, 2, 3, 4, and 5**.
 - **State** - Drop-down menu of state options.
 - **City** - Drop-down menu of city options.
 - **Zip** - Field to enter the zip code.
 - **NPI** - National Provider Identifier (NPI) record number.
- **Provider Information** – The following information needs to be verified by reviewing the provider's Provider Profile Management System (PPMS) licensing information and NPI Registry information.
 - **Provide Type** - Drop-down menu of provider type options.
 - **Provider Name** - Drop-down menu of provider options.
 - **Specialty** - Drop-down menu of specialty service options.
 - **Date Pulled for PPMS Providers** - The date that EPRS retrieved the data to create this report. Field where the user enters the date in the format MM/DD/YYYY manually or selects the date from the calendar field.
 - **Review Status** – Drop-down menu options:
 - **Incomplete**
 - **Primary Complete**
 - **Secondary Complete**
 - **License Number** – Field to enter the license number.
 - **Licensed State** – Drop-down menu of specialty state options.
- **Document Review** – *Credentialing Records Review page only section*.
 - **DEA Number** – *Credentialing Records Review page only field*. A DEA Registration Number is a unique identifier provided by the Drug Enforcement Agency to medical practitioners like pharmacists, nurse practitioners, doctors, dentists, etc., allowing them to prescribe, dispense and administer drugs defined to be Controlled Dangerous Substances.
 - **Is On LEIE?** – *Credentialing Records Review page only field*. The Office of Inspector General's List of Excluded Individuals/Entities (LEIE) provides information to the health care industry, patients and the public regarding individuals and entities currently excluded from participation in Medicare, Medicaid, and all other federal health care programs.

- **Primary Review – Credentialing Records Review page only section.**
 - **DEA Status** – Drop-down menu with list of options:
 - **Incomplete**
 - **N/A**
 - **Pass**
 - **Fail**
 - **State Licensed** – Drop-down menu with list of options:
 - **Incomplete**
 - **N/A**
 - **Pass**
 - **Fail**

4.7.1. Search Credentialing Review Workflow

To search monthly Provider Credentialing Audit Quality Reviews, follow the steps listed below:

- From the **Credentialing Audit** page, select **Search**. The **Credentialing Review Search** page displays.

Figure 73: Credentialing Review Search Page

In the **Review Time Period** section, enter the information into the fields you would like to search by.

In the **Provider Location** section, enter the information into the fields you would like to search by.

In the **Provider Information** section, enter the information into the fields you would like to search by.

Select **Search**. The **Credentialing Review** search results display at the bottom of the window. Select **Download Data** to export the **Credentialing Review** information to an Excel file.

NOTE: To clear the fields and start your search over, select **Clear Filters**.

Figure 74: Credentialing Review Search Results

Credentialing ID	Review Status	Review Month/Year	Contractor Region	Date Pulled for PPMs	City	State	Zip	NPI	Provider Type	Provider Name	Specialty	Network	DEA Number	License Number	Licensed State	Is on LEIS?
13168	Incomplete	11/2022	4	12/01/2022	-DBUGEXTABEE	TX	78660	10057	Individual	f j claze h	Dermatology	CCN Region 4				No
13167	Incomplete	11/2022	2	12/01/2022	kejiu el-aj	IA	52402	10038	Individual	kkoax we	Obstetrics & Gynecology	CCN Region 2				No
13166	Incomplete	11/2022	1	12/01/2022	z bbl	CT	06084	10049	Individual	j w ca juei	Physician Assistant	CCN Region 1				No
13165	Incomplete	11/2022	1	12/01/2022	ftudj	MA	01451	10069	Individual	k x lkkki ef j "	Family Medicine	CCN Region 1				No
13164	Incomplete	11/2022	1	12/01/2022	a e bl	NY	11501	10114	Individual	jexappa fexq g	Nurse Practitioner - Adult Health	CCN Region 1				No
13163	Incomplete	11/2022	1	12/01/2022	w xla zax	MA	01655	10240	Individual	bixu bbat e	Emergency Medicine	CCN Region 1				No
13162	Incomplete	11/2022	2	12/01/2022	ax u zia	MI	49801	10510	Individual	zaxz baf	Otolaryngology	CCN Region 2				No
13161	Incomplete	11/2022	1	12/01/2022	k k x	NH	03301	10152	Individual	cuh k jze	Social Worker - Clinical	CCN Region 1				No
13160	Incomplete	11/2022	4	12/01/2022	E ZZBE	WA	98101	10441	Individual	b use -fabacalghu g	Orthopaedic Surgery	CCN Region 4				No
13159	Incomplete	11/2022	1	12/01/2022	jexhq	CT	06418	10316	Individual	j ak f eb	Internal Medicine	CCN Region 1				No
13158	Incomplete	11/2022	3	12/01/2022	j f abbe	TN	37203	10403	Individual	l jexgaadd kq jraf	Nurse Anesthetist, Certified Registered	CCN Region 1				No
13157	Incomplete	11/2022	4	12/01/2022	- B_ BZ_	CA	94303	10225	Individual	jalkfbic up l e neae	Ophthalmology	CCN Region 4				No
13156	Incomplete	11/2022	1	12/01/2022	x bc	VA	23502	10246	Individual	k oxq k j j e	Nurse Practitioner - Family	CCN Region 1				No

4.7.1.1. Edit Credentialing Records Review Workflow

Once a search is initiated and displayed from the Credentialing Review section, you can select the record to edit the fields. Follow the steps listed below to edit the record:

- From the **Credentialing Review Search Results**, select the ID for the record you would like to edit. The selected record displays in the **Edit Credentialing Records Review** page.

Figure 75: Edit Credentialing Records Review

SharePoint

Credentialing Audit

Credentialing Record Review

EPRS Home
Credentialing Audit
Search
Recycle Bin

DOCUMENT REVIEW

NPI: 7218
Review Fiscal Year: 2022
Provider Name: [ifx be]bae
State: MI
Zip: 48043
Review Quarter: 2
Review Month: March
Specialty: Nurse Practitioner - Primary Care
Region: 2
DEA Number:
License Number:

Is on LEIE? Yes

PRIMARY REVIEW

DEA Status: Incomplete
State Licensed: Incomplete

SECONDARY REVIEW

DEA Status: --Select Secondary Review DEA Sta
State Licensed: --Select Secondary Review State Li

Comments:

Cancel Submit

- Edit the fields in the **Document Review**, **Primary Review**, **Secondary Review**, and **Comments** sections as needed.
- Select **Submit**. The **Update was Successful** confirmation message displays.

4.8. Incentive/Disincentive Factor 5 (IDF5)

Incentive/Disincentive Factor 5 (IDF5) (Improper Payments and Elimination Recovery Act (IPERA) Adjudication and Payment Rules) will result in a percentage of the universe of healthcare claims submitted which accurately conform to the contracted rates. This will be calculated by using an independent third-party auditor who will audit quarterly to determine accuracy of payments to reduce improper payments. The auditor will provide VA and the contractor the quarterly statistical projection of improper payment and accuracy of payments. These performance thresholds will be negotiated on an annual basis to allow for continuous improvement on the reduction of improper payments.

4.8.1. Add IDF5 Reporting

To add IDF5 records into EPRS, follow the instructions below.

Figure 76: IDF5 Add Fields

The screenshot shows the 'Add Incentive/Disincentive Factor 5 (IDF5)' form in the EPRS system. The form is titled 'Add Incentive/Disincentive Factor 5 (IDF5)' and includes a sidebar with 'EPRS Home', 'Search', and 'Add' (selected). The main area has a title 'Add Incentive/Disincentive Factor 5 (IDF5)' and a note 'Fields marked in * are required'. Below this is a 'DETAILS' section with dropdown menus for 'Region *', 'Quarter *', and 'Audit Report Type *'. To the right are text input fields for 'CCN Contractor *' and 'Fiscal Year *'. Below these is a 'DOCUMENT UPLOAD' section with a note about saving changes and accepted file formats (pdf, doc, docx, txt, xls,.xlsx, csv, ppt, pptx for text; bmp, jpg, jpeg, png for images). At the bottom are 'Cancel' and 'Add' buttons.

- **Region** – Drop-down menu with list of options. **Select** a Region: **1, 2, 3, 4** or **5**.
- **Quarter** – Drop-down menu with list of options. **Select** a Quarter:
 - **First (Oct. – Dec.)**
 - **Second (Jan. – Mar.)**
 - **Third (Apr. – Jun.)**
 - **Fourth (Jul. – Sep.)**
- **Audit Report Type:** – Drop-down menu with applicable options populated based on user input to the Region field. **Select** the appropriate Audit Report Type: **Annual** or **Quarterly**.

NOTE: If user selects Regions 1, 2, or 3 the following options will populate:
- **Independent Audit Quarterly Report (1-3)**
- **Independent Audit Annual Statistical Projection of Improper Payments Report (1-3)**
If user selects Regions 4 or 5, the following options will populate:
- **Independent Audit Quarterly Report (4/5)**
- **Independent Audit Annual Report (4/5)**

- **CCN Contractor** – Enter the **CCN Contractor Name**.
- **Fiscal Year** – Drop-down menu with list of options. **Select** Fiscal Year: **2018, 2019, 2020, 2021, 2022, 2023**.
- **Annual Error Rate or Quarterly Error Rate** – this field will display based on the user's selection from the Audit Report Type options. **Enter** the **Annual or Quarterly Error Rate** in **Percentage** form.

In the **Document Upload** section, upload files that pertain to the record if needed. Accepted file types include .pdf, .doc, .docx, .ppt, .pptx, .txt, .xls, .xlsx, .csv, .bmp, .jpg, .jpeg, and .png.

NOTE: When uploading a duplicate document and saving the record, a confirmation message displays after the user selects **Save**. When deleting a document and saving the record, the confirmation message displays after the user selects **Save**.

- Select **Add**. A message displays at the top of the page stating it was successfully added.

4.8.2. Search IDF5 Reporting

To Search IDF5 records into EPRS, follow the instructions below.

Figure 77: IDF5 Search Fields


- **Region** – Drop-down menu with list of options. **Select** a Region: **1, 2, 3, 4** or **5**.
- **Quarter** – Drop-down menu with list of options. **Select** a Quarter:
 - **First (Oct. – Dec.)**
 - **Second (Jan. – Mar.)**
 - **Third (Apr. – Jun.)**
 - **Fourth (Jul. – Sep.)**
- **Audit Report Type:** – Drop-down menu with applicable options populated based on user input to the Region field. **Select** the appropriate Audit Report Type: **Annual** or **Quarterly**.

NOTE: If user selects Regions 1, 2, or 3 the following options will populate:
 - **Independent Audit Quarterly Report (1-3)**
 - **Independent Audit Annual Statistical Projection of Improper Payments Report (1-3)**
 If user selects Regions 4 or 5, the following options will populate:

- *Independent Audit Quarterly Report (4/5)*
 - *Independent Audit Annual Report (4/5)*

- **Quarterly Error Rate** – Field to enter **Quarterly Error Rate** in **Percentage** form.
- **CCN Contractor** – Enter the **CCN Contractor Name**.
- **Fiscal Year** – Drop-down menu with list of options. Select Fiscal Year: **2018, 2019, 2020, 2021, 2022, 2023**.
- **Annual Error Rate** – Field to enter the **Annual or Quarterly Error Rate** in **Percentage** form.
- **Incentive/Disincentive Percent** – Field to enter the **Incentive/Disincentive Percentage** number.
- Select **Search**. The search results will display below the search form.

Figure 78 Example of IDF5 Search Results Display

Rows to display: 20 Rows		 DOWNLOAD DATA											
Audit ID	Region	Contractor Name	Fiscal Year	Quarter	Audit Report Type	Annual Error Rate	Quarterly Error Rate	Incentive/Disincentive Percent	Created By	Created On	Modified By	Modified On	
6	1	Cyprus	2018	Q1	Independent Audit Quarterly Report (1-3)		25.00	-0.04	Eugene, W	5/10/2023 6:06:03 PM			
5	3	Cyprus	2020	Q4	Independent Audit Quarterly Report (1-3)		55.00	-0.04	Eugene, W	4/26/2023 8:16:14 PM			
4	5	Cyprus	2021	Q3	Independent Audit Annual Report (4/5)	85.00		-0.04	Eugene, W	4/26/2023 8:15:28 PM	Eugene, W	4/26/2023 8:19:58 PM	
3	2	Cyprus	2021	Q4	Independent Audit Quarterly Report (1-3)		75.00	-0.04	Eugene, W	4/26/2023 7:58:15 PM			
2	3	Cyprus	2023	Q2	Independent Audit Quarterly Report (1-3)		30.00	-0.04	Eugene, W	4/26/2023 7:51:24 PM			
1	1	Cyprus	2020	Q1	Independent Audit Quarterly Report (1-3)		25.00	-0.04	Eugene, W	4/14/2023 12:29:25 PM	Eugene, W	4/26/2023 8:21:27 PM	

- Select **Download Data** to export the **IDF5 Report** information to an Excel file.

NOTE: To clear the fields and start your search over, select **Clear Filters**.

Appendix A: Troubleshooting SharePoint UIs

The missing fields error message displays when one or more fields are missing. Verify that all fields with a red asterisk are filled in.

Figure 79: Missing Fields Error Message

The screenshot shows the SharePoint interface for 'Complaints, Grievances, Appeals and Disputes'. The main heading is 'Add Complaints, Grievances, Appeals, and Disputes'. Below the heading, a note states: 'Note: Enter all applicable referral ID, urgent care ID, and/or internal VA tracking number if available. If referral ID is entered, click the Populate button.' Below this, a message indicates: 'Fields marked in * are required'. A red message states: 'The following field(s) are required:'. A list of required fields is shown: 'Issue Type', 'Date received by Contractor', and 'Date Contractor Submitted to VA'. The form is divided into two main sections: 'DETAILS' and 'ISSUE TIMELINE'. The 'DETAILS' section includes fields for 'Referral ID', 'Urgent Care Number', 'Contractor Tracking Number', 'Issue Type*' (with a dropdown menu), and 'VA Tracking Number'. The 'ISSUE TIMELINE' section includes fields for 'Date Received by Contractor*', 'Date Contractor Submitted to VA*', 'Date Contractor Submits Relevant Background Information to VA', 'Date VA Requests Supplemental Information from Contractor', 'Date Contractor Acknowledges Request for Supplemental Information', and 'Date VA Receives Full written response from CCA Contractor'. The 'Referral ID' field is highlighted with a red border, and a red message 'Referral ID is a Required Field' is displayed below it.

The Referral ID Not Found error message displays when you try to find a referral ID that cannot be located.

Figure 80: Referral ID Not Found Error Message

The screenshot shows the same SharePoint interface as Figure 79, but with the 'Referral ID' field populated with the value '00892'. A red message 'Referral ID not found.' is displayed next to the 'Populate' button. The 'DETAILS' section now includes an additional field, 'Type of Entry', with a dropdown menu. The 'ISSUE TIMELINE' section includes an additional field, 'Full Written Response Extension Request by CCA Contractor', with a date field. The 'Referral ID' field is still highlighted with a red border, and the red message 'Referral ID not found.' is still displayed.

Appendix B: Acronyms and Abbreviations

Acronym	Definition
CAP	Corrective Action Plans
CCN	Community Care Network
CCP	Community Care Program
CDW	Corporate Data Warehouse
COR	Contracting Officer's Representative
CRT	Congressional Response Team
DAS	Data Access Service
DW	Data Warehouse
EPRS	Enterprise Program Reporting System
ETL	Extract, Transfer, and Load
IDA	Informatics & Data Analytics
MISSION Act	Maintaining Internal Systems and Strengthening Integrated Outside Networks Act of 2018
NSD	National Service Desk
OCC	Office of Community Care
ODS	Operational Data Store
OIT	Office of Information and Technology
QASP	Quality Assurance Surveillance Program
SHCD	Start of Health Care Delivery
UI	User Interface
VA	Department of Veterans Affairs
VAEC	VA Enterprise Cloud
VAMC	VA Medical Center
VDL	VA Software Document Library
VHA	Veterans Health Administration
VISN	Veterans Integrated Service Network
VistA	Veterans Health Information Systems and Technology Architecture
VPN	Virtual Private Network