

# Health Eligibility Case Management System (HECMS)

## Release Notes



## Enrollment System Redesign (ESR)

**Version 4.3**

**September 2012**

Department of Veterans Affairs  
Product Development  
Management, Enrollment and Financial Systems (MEFS)

# Revision History

Date	Version	Description	Project Manager	Author
9/5/2102	4.3	Updated <i>Remedy Tickets Resolved, Defect Related Code CRs Resolved</i> and <i>Code CRs Found During SQA Testing</i> sections.	Glenda Miller	Tom Hamilton
6/1/2012	4.2	Added additional CCRs found during SQA testing.	Glenda Miller	Tom Hamilton
5/29/2012	4.1	Moved HL7 changes from <i>Overview</i> section to <i>Technical Release Notes/HL7 Messaging Changes</i> section per SQA review.	Glenda Miller	Tom Hamilton
5/23/2012 5/24/2012	4.0	Copied baselined ESR 3.7 Release Notes with all Track Changes accepted in preparation for ESR 3.8 Enhancements. Added ESR 3.8 release notes information.	Glenda Miller	Tom Hamilton
4/2/2012	3.2	Removed document version references in the Related Documents section as this requires excessive maintenance.	Glenda Miller	Tom Hamilton
3/13/2012- 3/14/2012	3.1	Added ESR 3.7 Remedy Tickets, CCRs and overall enhancements. Updated cover and footer dates to reflect new June 2012 release date. Removed "Draft" for ORT review.	Glenda Miller	Tom Hamilton
1/11/2012	3.0	Copied baselined ESR 3.6 Release Notes with all Track Changes accepted in preparation for ESR 3.7 Enhancements. Changed relevant ESR 3.6 to 3.7 and cover date to April 2012 (including footers). Added Draft indicators.	Glenda Miller	Tom Hamilton
12/5/2011	2.3	Updates from ORT review (Related Documents section). Updated cover release date and footer dates.	Glenda Miller	Tom Hamilton
10/12/2011	2.2	Added SQA Review updates.	Jennifer Freese	Tom Hamilton
9/6/2011 – 9/7/2011	2.1	Added SQA Review updates. Added HL7 Messaging Changes.	Jennifer Freese	Tom Hamilton
8/30/2011 – 9/1/2011	2.0	Copied baselined ESR 3.5 Release Notes with all Track Changes accepted in preparation for ESR 3.6 Enhancements. Changed relevant ESR 3.5 to 3.6 and cover date to December 2011 (including footers). Added Draft indicators. Added ESR 3.6 Release Notes.	Jennifer Freese	Tom Hamilton
8/16/2011	1.1	Added 2 additional Remedy Tickets Resolved.	Jennifer Freese	Tom Hamilton
7/18/2011	1.0	Initiated document version to replace application version on cover.	Jennifer Freese	Tom Hamilton
7/13/2011		Updated based on SQA review.	Jennifer Freese	Tom Hamilton
7/11/2011		Added <i>Deveolopers Guide</i> to Related Documents section. Changed <i>OED</i> to <i>Product Development</i> on cover.	Jennifer Freese	Tom Hamilton
5/16/11		Copied baselined ESR 3.4 Release Notes with all Track Changes accepted in preparation for adding ESR 3.5 Enhancements.	Jennifer Freese	Tom Hamilton

Date	Version	Description	Project Manager	Author
		Changed ESR 3.4 to 3.5 and cover date to August 2011 (including footers). Added ESR 3.5 Release Notes.		
2/2/11		Added <i>Defect Related Code CRs Resolved</i> and corrected number on another.	Jennifer Freese	Tom Hamilton
1/28/11		Updated based on SQA review.	Jennifer Freese	Tom Hamilton
1/26/11		Copied baselined ESR 3.3 Release Notes with all Track Changes accepted in preparation for adding ESR 3.4 Enhancements. Changed ESR 3.3 to 3.4 and cover date to May 2011 (including footers). Updated document for the MSDS Phase II Enhancement.	Jennifer Freese	Tom Hamilton
1/19/11		Updated Duplicate Merge Tool Enhancement information. Added updated Remedy Ticket resolution data.	Jennifer Freese	Tom Hamilton
1/13/11		Added Duplicate Merge Tool Enhancement information.	Jennifer Freese	Tom Hamilton
1/5/11		Updated cover and footer dates.	Jennifer Freese	Tom Hamilton
12/14/10		Grayed out <i>Handbook Active System Parameter</i> , <i>Handbook Status</i> indicator and marked as (Future Rel.). Updated cover and footer date. Updated VOA definition to remove My Health@Vet references.	Jennifer Freese	Tom Hamilton
9/30/10		Updated cover date to estimated release date of December 2010.	Jennifer Freese	Tom Hamilton
9/29/10		Updated Technical Release Notes per SQA review.	Jennifer Freese	Tom Hamilton
9/23/10		Added Technical Release Notes data from review.	Jennifer Freese	Tom Hamilton
9/22/10		Added Patient Benefits Handbook details to the User Release Notes section (ESR 3.3).	Jennifer Freese	Tom Hamilton
9/21/10		Minor grammar and formatting updates	Jennifer Freese	Tom Hamilton
9/16/10		Incorporated ESR 3.3 SQA review updates.	Jennifer Freese	Tom Hamilton
9/10/10		General updates for the ESR 3.3 enhancements.	Jennifer Freese	Tom Hamilton
9/2/10		Preparation of baselined Release Notes document for ESR 3.3 Enhancements.	Jennifer Freese	Tom Hamilton
8/19/10		Updated cover VA Seal graphic and accepted all Track Changes in new file in preparation for ORT Review for ESR 3.2.	Brian Morgan	Tom Hamilton
8/17/10		Updated cover and footer dates to match delayed ESR 3.2 release date.	Brian Morgan	Tom Hamilton
7/19/10		In <i>Financials/Adjudication</i> section, changed “two statues” to “three statues” under “ <i>Do you want to send this for Adjudication?</i> ” question per SQA review.	Brian Morgan	Tom Hamilton
7/2/10		Added HECMS 3.2 update to the <i>Introduction/ Overview</i> section. Added General Counsel’s Ruling updates in the <i>Financials/Adjudication</i> section under <i>User Release Notes</i> ,	Brian Morgan	Tom Hamilton

<b>Date</b>	<b>Version</b>	<b>Description</b>	<b>Project Manager</b>	<b>Author</b>
4/26/10		Removed Draft indicators and checked accuracy for uploading final copy to VDL.	Brian Morgan	Tom Hamilton
4/7/10		General updates/typos. Added to Acronyms and Definitions lists.	Brian Morgan	Tom Hamilton
4/6/10		Added two relax restrictions on enrollment in Priority Group 8 Admin/System Parameters.	Brian Morgan	Tom Hamilton
3/29/10		Updated footers to correspond with release date.	Brian Morgan	Tom Hamilton
3/25/10		Added new Veteran Merge Search info in <i>Added/Updated Fields/Screens</i> section per CCR 10127.	Brian Morgan	Tom Hamilton
2/1/10		Added the following HL7 updates: Pseudo SSN Reason - ZPD-34 Amount Contributed to Child (Only on dependent child) - ZIR-4 Insurance Address Line 3 - IN1-5.8	Brian Morgan	Tom Hamilton
9/29/09		Added 2 Rules for new req. CR 2530 to <i>Date of Birth</i> field under <i>Standardizing Date Checks</i> section.	Sookie Spence	Tom Hamilton
9/22/09 – 9/23/09		Updated VOA-dependent field designators based on meeting with developer/SQA.	Sookie Spence	Tom Hamilton
9/11/09		Added to the 3.1/VOA <i>Added/Updated Fields/Screens</i> section.	Sookie Spence	Tom Hamilton
9/1/09		Updated HECMS main page and added additional 3.1/VOA functionality notes.	Sookie Spence	Tom Hamilton
12/18/07		Create Initial Draft Release Notes document	Gerry Lowe	Tom Hamilton
9/17/07		Updated HECMS main page and added additional 3.1 functionality notes.	Sookie Spence	Tom Hamilton

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# Introduction

## Overview

HECMS (Health Eligibility Case Management System) **V3.0** was the HealthVet replacement system for the product known as HEC (Health Eligibility Center) Legacy. It was both a re-host of HEC Legacy and in some instances (use cases/features), a re-engineering. HECMS allows staff at the HEC to work more efficiently and determine patient eligibility in a more timely manner. Messaging with the VAMC (Department of Veterans Affairs Medical Center) allows updates to the enterprise enrollment system to be shared with the field.

The purpose of the Enrollment System Redesign (ESR) 3.1 project (a.k.a. HECMS **V3.1**) was to implement minor enhancements and some high-priority change requests to the ESR as requested by the customer and stakeholders, some of which were de-scoped from ESR 3.0. These enhancements were developed on both the VistA Registration, Eligibility and Enrollment (REE) Legacy and ESR systems. The idea was to ensure the VAMCs maintained their ability to make initial enrollment and eligibility determinations while supporting the replacement and enhancements of the HEC Legacy Software Application.

President Bush established a Task Force for returning Global War on Terror (GWOT) heroes which resulted in enhancements which improved the delivery of Federal services and benefits to GWOT service members and veterans. Among the recommendations associated with the Task Force was to focus on enhancing the delivery of services and information to GWOT service members and veterans within existing authority and resource levels.

To satisfy the *Program Management Accountability System* (PMAS) initiative to provide more frequent software releases with reduced functionality, ESR **V3.1** was released separate from the Veterans Online Application (VOA) package, which will be released at a later date. The unpopulated VOA fields are identified by adding “**VOA**” in parenthesis next to the respective field names throughout the User Manual. These placeholder fields will not be populated until VOA is released.

ESR **V3.2** added the General Counsel’s (GC) Ruling on changes to the Geographic Means Test Threshold (GMITT). The GC ruling dictates that people with very low income who live where the GMITT is less than the Means Test Threshold (MTT) and whose net income is less than the GMITT, yet their net income plus assets is greater than the Net Worth Threshold, be placed in Priority Group (PG) 7.

ESR **V3.3** added a number of Enhancements, some of which could be seen by the users and some of which were transparent.

The main areas in which some 3.3 enhancements were made are:

- Military Service Data Sharing (MSDS), Phase I

- VBA Pension Data Sharing
- E&E Web Services Phase II
- Priority Group Relaxation % Phase II
- Patient Benefits Handbook Phase I
- Remove Unnecessary Data Consistency Checks
- Duplicate Merge Tool Enhancement

ESR **V3.4** added the following Military Service Data Sharing (MSDS) capabilities.

- A manual query to the Beneficiary Identification Records Locator System (BIRLS) and VA/DoD Identity Repository (VADIR) via the MSDS Broker can be initiated from the *Military Service* page.
- The **MSDS Query Status** is displayed on the *Current Eligibility* page.
- The Veteran's record is updated if the incoming data received from BIRLS and VADIR is more favorable for the veteran.
- **Medal of Honor Indicator** data is stored and displayed on the *Military Service* page.
- When new Military Service Episode (MSE) or Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) data is received from a site, an MSDS Broker query is triggered.
- HEC and Broker data is used rather than site data to determine the **Veteran Indicator**, calculate the **Combat Veteran End Date**, and determine the veteran's **Period of Service**.
- MSE data is shared with the sites (VistA).

ESR **V3.5** added the following additional MSDS capabilities.

- Activations from VADIR are received and processed into ESR Military Service Episodes (MSE).
- The **Combat Veteran End Date** computation was modified to allow a recalculation to an earlier date based on a user edit of the Military Service and/or Combat Service data.
- ESR accepts precise dates from the Broker when ESR has imprecise MSE dates on record.
- ESR does not perform a query of the MSDS Broker for persons with null/missing identity traits.
- Additional choices for **Discharge Type** on the *Current Military Service* screen are available. They are: 1) Honorable for VA Purposes (**Honorable-VA**) and, 2) Dishonorable for VA Purposes (**Dishonorable-VA**).
- Incoming BIRLS data was modified to map *Branch of Service* values for *Air National Guard (ANG)* and *Army National Guard (ARNG)* to **Air Force** and **Army** in ESR, respectively, and also set the **Service Component** field to **Activated National Guard**.
- If the Broker fails to create an MSE record, ESR creates a HEC-owned MSE from the site data.

ESR **V3.5** added the following Public Law (PL111-163) requirement.

- PL111-163 provided additional benefits for Catastrophically Disabled Veterans by eliminating the Means Test and Rx Copay test obligation. A one-time 640K letter was sent to all Catastrophically Disabled veterans to notify them of the additional benefit. Depending on their eligibilities, some Veterans in Priority Groups 1, 2, 3, or 4 are required to complete an Rx Co-pay or Means Test. For these Veterans who had not already been notified they were now exempt from the Rx Co-Pay or Means Test, a 640K letter was also sent.

ESR V3.5 added the following Add a Person capabilities.

- Search to add a person (*Search and Add New Person*) – This functionality allows users to perform searches for a registrant by any combination of criteria and enables the user to register (Add) a new person to the HECMS system or update a person who is “In Process”.
- Save person in-process (*Save in Process*) – This option allows users to save registrant records in a state of “In Process” so they can be returned to for completion at a later time.
- Cancel a registration (*Cancel Registration*) – This option allows users to cancel a registration that is in progress, or a registration that has been resumed from being “Saved in Process”.
- As part of the Add a Person registration process,
  - enter Demographics information
  - enter Financial information
  - enter Eligibility information
  - enter Military Service information
  - enter Enrollment information
- Send a query to VBA when new person is added to ESR.
- Transmit registrant data using HL7 messaging.
- Run new reports (EED 19) to see person registration statuses.

ESR V3.5 added the following Preferred Facility capabilities.

- On the *Demographics/Personal* page, the **Preferred Facility** field is only editable when an active Primary Care Provider (PCP) is unavailable. The field next to it is the **Preferred Facility Source** field, which is the source of the Preferred Facility selection. It is not user-selectable but is automatically populated based on the source of the data.
- The Veteran’s Preferred Facility is determined by communicating with an outside (of ESR) source (Corporate Data Warehouse {CDW}).
- New *Missing Preferred Facility* report (EED 20) displays which Veterans have no Preferred Facility.

ESR V3.5 added the following Veteran Benefits Handbook functionality.

- Twenty-four new triggers were added for ESR to generate Veteran Benefits Handbooks.
- Users may display a published Veteran Benefits Handbook through a link on the *Veteran Overview* screen.
- Triggers for handbooks or inserts will only fire if the Preferred Facility is Dayton, enabling a controlled pilot project to be completed.
- Data is shared with the Content Management System (CMS) Vendor allowing the creation and mailing of patient specific Handbooks to individual Veterans.

ESR V3.6 added the following E&E Web Service/T-Pharm enhancements.

- In support of the FSC Fee and Dialysis groups, sixteen additional data fields were added to the “Get EE Summary” response, plus the ability to pass a date-of-service parameter on a second request.
- A new service request returns historical data based on a Date of Service.
- A new Eligibility Determination request returns “Eligible” or “Not Eligible” based on the Enrollment Status.

- The Eligibility Determination Service (EDS) was added in support of the Third-Party Pharmacy (T-Pharm) effort. This effort is being done in two phases. The first phase (ESR 3.6) involves ESR receiving an Integration Control Number (ICN), determining the Eligibility Status based on the business rules, and returning the value to the requestor.

ESR V3.6 added the following Public Law (PL111-163) requirement.

- Determine Enrollment calculates Medal Of Honor (MOH) recipients to Priority Group 3 if no other eligibilities exist that would allow a higher priority group.
- The *Medal of Honor Indicator* data stored and displayed on the *Military Service* page became editable.

ESR V3.6 added additional Veteran Benefits Handbook functionality.

- A new *HandBook Batch Request (Add)* screen was added to provide the user with the ability to add a batch request for a *Veterans Benefit Handbook* containing the Veteran's eligibility and benefit information, to be mailed to the Veteran.
- A new **Default Handbook Batch Release Control Number** *System Parameter* was added for changing the release control number to be used with a Handbook Batch Release.
- A new **Handbook Rollout Over** *System Parameter* was added for turning the new enrollment triggers on and off.
- A new **Handbook Active** *System Parameter* was added to activate “trigger” events that prompt the sending of Handbook communications to the CMS.

ESR V3.6 added additional VBA Pension Data Sharing functionality between VistA and ESR.

- A new **VBA Data Sharing Indicator** *System Parameter* was added for activating the new ZE2 segment (VistA) for sharing VBA Pension Data to/from VistA sites.
- VBA Pension data sharing with VistA sites.
- Eligibility for Dental benefits sharing with VistA sites.

ESR V3.6 added the following MSDS enhancements.

- Automatic determination of OEF/OIF combat episodes using military pay and deployment records.
- Closing and removing unwanted work items created from MSDS broker data processing.
- Ignoring combat pay record from VADIR/BIRLS if there is no Combat Pay End Date.

ESR V3.7 added the following additional capabilities/changes:

- The Business Rule for Enrollment History records was changed. The number of data element changes that create enrollment history records was reduced. Changes to *Enrollment Status*, *Priority Group*, or *EGT* will produce new history records, most other changes will not.
- Updated the Priority Group 8 Report (P8G 2) to use the appropriate Relaxation Percentage rather than the fixed, initial percentage.
- An *Appointment Request Response* may now be selected during the ESR Registration (Add a Person) process on the *Demographics/Personal* screen.

- When registration of a patient (Add a Person) is completed, a bulletin is sent to the patient's chosen Preferred Facility.
- *Demographics/Identity Traits* screen, *Mother's Maiden Name* field is no longer shared with VistA.
- ESR sends a query to the MSDS Broker when a person is registered through ESR (AAP).
- The Country Code from VADIR Deployment to Service Location for Combat Pay is now mapped (MSDS).
- ESR shares *Permanent Address* and *Home Telephone* with the Master Veteran Index (MVI).
- MVI notifies ESR of Date of Death updates.
- E&E Web Service returns multiple Preferred Facilities for a Veteran if that Veteran has more than one active *Preferred Facility*.
- ESR uses HEC-entered Eligibility Verification status for NSC and SC 0% non-compensable persons registered through ESR (AAP) to attempt to verify the Eligibility Status.

ESR V3.8 adds the following additional capabilities/changes:

- Handbook:
  - The *Communications* tab now has a *Delivery Preference* sub tab which supports delivery preferences of either "Mail" or "Online" for the Veteran Benefits Handbook.
- MSDS:
  - HECMS will now use MSDS data to verify eligibility.
- Permanent Address:
  - ESR will now separate *Home Phone* last update date/time from *Permanent Address* last update date/time.
- Add A Person:
  - On the Add A Person *Search* screen The *FIRST NAME* and *MIDDLE NAME* fields have been rearranged.
  - On the *Demographics/ Identity Traits* screen, the *Place of Birth State* field is now a dropdown menu with a list of state codes and foreign locations.
  - The *Race* field now allows multiple selections.
  - Inconsistency in requirement for length of name – for *Associates*, the minimum length for the *LAST NAME* is now 2 characters, and *FIRST NAME* is 1 character.

## ***Purpose of this Manual***

The purpose of this Release Notes document is to provide high-level user and technical information about enhancements to enrollment-related functionality in the ESR system.

## ***Related Documents***

- [ESR 3.8 \(HECMS\) User Manual](#) Written version of the ESR V3.8 Online Help System
- [ESR 3.8 \(HECMS\) Installation Guide](#) Updated ESR V3.8 Installation Guide
- [ESR 3.8 \(HECMS\) Security Guide](#) Updated ESR V3.8 Security Guide
- [ESR 3.8 \(HECMS\) Systems Management Guide](#) Updated ESR V3.8 Systems Management Guide
- [ESR 3.8 \(HECMS\) Developers Guide](#) ESR V3.8 (HECMS) Developers Guide

## ***Remedy Tickets Resolved***

- HD731848 (CCR 11629 - Z07s failing with NullPointerException) - duplicates are HD 738399, HD741104, HD744029, HD746202, & HD746977.
- HD716545 (CCR 11681 - *Combat Veteran End Date* is set to 1/27/03 on eligible Veterans with more recent service) - duplicate is HD716660.

## ***Defect Related Code CRs Resolved***

- 11547 – Permanent fix to guarantee thread integrity on Pre-validation of inbound messages
- 11558 – CV End Date calculating incorrectly in some cases
- 11596 – ESR 3.7 508 compliance defect - "\$" in “amount contributed to” field not read by JAWS
- 11604 – Missing VBA rules from 3.7 MSDS project implementation
- 11605 – Process VBA Scenario 14 is always true even when RDs are absent
- 11606 – Selection of SSN from Manage Registry search results causes Webpage Not Found error
- 11725 – ESR is sending a null SSN Verification Status to MVI

## ***Code CRs Found During SQA Testing***

- 11481 - Update ESR to handle Time-out reply from MSDS Broker
- 11512 - AAP: Place of Birth if foreign -- need to be able to view foreign codes to put in State field
- 11520 - Verify the configuration of logs in the MSDS web service
- 11551 - Setup Vet Handbook Delivery preference
- 11552 - AAP: Inconsistency in reqt for length of name
- 11553 - ESR Changes for address to support VistA permanent address updates - Separate Phone Update from Address Update
- 11554 - Parse RF1 segment for PHH
- 11562/11563/11564 - AAP: Name order on AAP screen should be Last, First, Middle
- 11565 - AAP: Race should allow for multiple selections
- 11569 - ESR Changes for address to support VistA permanent address updates - Phone Update in ORUZ05
- 11570 - Use MSDS data to verify eligibility
- 11575 - AAP: ORFZ11 from VBA rejected with AE: Pending Identity traits
- 11578 - ESR Changes for address to support VistA permanent address updates - Modify Permanent Address /Phone Update Via UI
- 11580 - Display Country NAME rather than CODE in the Combat Service Location
- 11582 - AAP: Completed registration without POB -- system sets to 'Complete' prior to "Missing POB" msg
- 11583 - Double Z11s sent when site edits Preferred Facility
- 11586 - Imprecise date of death from IdM in E&E web service person notification for primary view update
- 11588 - View Military Svc History causes Stack Error
- 11592 - MSDS broker response does not upload precise dates to replace imprecise dates
- 11602 - ESR build failures
- 11609 - Initial ADD/EDIT Home Phone on ESR did not create the RFI segment for PHH on Z05

- 11610 - RF1 (PHH type) not built on Z05 when address and phone changed at same time on UI
- 11611 - SUC1013.6.28 HL7 from site with new MSE for an existing Veteran – failed
- 11614 - SUC2031.3.4.2 - failed. (the broker is being queried when Ineligible Dt/Reason are on the site record )
- 11625 - Handbook Delivery Preference -Application Error is Displayed if Email Type is NOT selected
- 11627 - Handbook Delivery Preference - Chg History Source of Chg Value Does NOT Display HEC
- 11628 - Handbook Delivery Preference -E-Mail Confirmation Not Received
- 11629 - Z07s failing with NullPointerException
- 11637 - AAP: Complete Registration (with Hm Phone) is not always building the PHH
- 11639 - AAP: NullPointerException at Complete Registration if no Home Phone type
- 11643 - Handbook Delivery Preference - Change History is Not Updated with NEW VALUE
- 11644 - Hdbk Del Pref -Del Pref Chgs are Updating Date/TimeStamp Chg History Records
- 11645 - RF1 PHH not included on the Z05 unless there is an update to the phone
- 11652 - MSDS Broker returned Qualifying MSE, but veteran eligibility remains 'Pending Verification'
- 11653 - Qualifying MSE in VADIR (Criteria 5) was not uploaded
- 11655 - EE Web Service: Update Delivery preference to Online ignores invalid e-mail type
- 11656 - EE Web Service: Updating Delivery Preference to Mail allows e-mail update at same time
- 11657 - EE Web Service: Delivery Preference requests return "Error 500" when invalid VPID sent
- 11659 - 508 Compliance: \$ is not present in floating text on Contributed to Spousal Support field
- 11663 - 3.5 Interim Test Report - Correct 508 compliance issues
- 11664 - BIRLS data (Qualifying MSE Criteria 6) not uploaded
- 11671 - Hdbk Del Pref -Hdbk Trigger does NOT generate E-mail Confirmation or display Hdbk Status entry
- 11689 - Delivery Preference: hyperlink in e-mail gives "Page not found" error from MHV portal

### ***Merge Verification Code CRs***

This section lists the Code CRs that were verified in ESR 3.8, but were initially implemented in a previous release (ESR 3.7). This happens when the CCR is verified after the code stream is split for a new release.

- 11566 – 3.5 Interim Test Report - Correct 508 compliance
- 11581 – P8G 2 Report - Header - Column title lists 'test %' when there aren't any data for that time frame.

- 11584 – AAP Search screen should enforce date format for DOB
- 11585 – Handbook Batch Request performance falls far short of need
- 11589 – ES Web Service returning "UNKNOW\_ERROR" rather than "PERSON\_NOT\_FOUND"

## Acronyms and Definitions

### Acronyms

Acronym	Description
ADR	Administrative Data Repository
ADT	Admissions, Discharges, Transfers
BIRLS	Beneficiary Identification Records Locator System
CBO	Chief Business Office
CDW	Corporate Data Warehouse
CEV	Centralized Eligibility Verification
CMS	Content Management System
CV	Combat Veteran
E&E	Eligibility and Enrollment
EDS	Eligibility Determination Service
EGT	Enrollment Group Threshold
ESR	Enrollment System Redesign
FSC	Financial Services Center
GMTT	Geographic Means Test Threshold
GWOT	Global War on Terror
HEC	Health Eligibility Center
HECMS	Health Eligibility Case Management System
ICN	Integration Control Number
IVM	Income Verification Match
MSDS	Military Service Data Sharing
MSE	Military Service Episode
MT	Means Test
MVI	Master Veteran Index
NSC	Non service-connected
OEF/OIF	Operation Enduring Freedom/Operation Iraqi Freedom
PCP	Primary Care Provider
PIMS	Patient Information Management System
REE	Registration, Eligibility and Enrollment
SC	Service-connected
SDS	Standard Data Service
TBD	To Be Determined
T-Pharm	Third-Party Pharmacy
UFT	User Functional Test
UI	User Interface
VA	Department of Veterans Affairs
VADIR	VA/DoD Identity Repository
VAMC	Department of Veterans Affairs Medical Center
VBA	Veteran Benefit Administration
VistA	Veterans Health Information Systems and Technology Architecture
VHA	Veterans Health Administration
VOA	Veterans Online Application

## Definitions

<b>Term</b>	<b>Definition</b>
BIRLS	The Beneficiary Identification Records Locator System (BIRLS) is a Department of Veterans Affairs (VA) Veterans Benefits Administration (VBA) database containing records of all beneficiaries, including Veterans whose survivors applied for death benefits. In addition to these applications for VA benefits, sources of data include Veterans discharged from the military service since March 1973, MOH recipients, and service members with accounts for VA education benefits.
Disenrollment	Voluntary request from veteran to discontinue enrollment in the VA Health Care system
Geographic Means Test (GMT) Thresholds	a.k.a. HUD Indices. Geographical income level thresholds set yearly by the U.S. Department of Housing and Urban Development (HUD). Recognizing that the cost of living can vary significantly from one geographic area to another, Congress enacted legislation adding income thresholds based upon geographic locations (GMT thresholds) to the existing VA National Income Thresholds for financial assessment purposes. This assists lower-income veterans who live in high-cost areas by providing an enhanced enrollment priority (Priority Group 7) and reducing the amount of their inpatient copay by 80% for treatment of nonservice-connected conditions. The copay reduction applies only to inpatient services. Outpatient services, long-term care, as well as medication copays, are not affected by the VA National Geographic Income Thresholds.
Health Eligibility Center (HEC)	The HEC serves as the National Service Center for registration, enrollment and eligibility activities and serves as the business owner for administrative information systems supporting the delivery of VA health care benefits. The HEC achieves VA's Gold Standard of honoring America's veterans by providing accurate and timely health care eligibility and enrollment determinations and accurate, responsive and respectful customer service. The HEC supports VA's health care delivery system by providing centralized eligibility verification and enrollment processing services. The HEC determines veteran's health eligibility and facilitates the process by providing guidance to the field through training, and collaborates with Chief Business Office (CBO) Policy and other administrative offices on the implementation of policy.
HEC Legacy System	M-based database formerly used by the HEC and replaced by the HECMS
HL7	Health Level 7 is an interface specification designed to standardize the way in which health care information is transferred between systems. IVM utilizes the <i>VistA</i> HL7 package to assist in transporting data using this specification.
IVM	Income Verification Match. A program designed to verify income and insurance data reported by the veteran with that received from IRS (Internal Revenue Service), SSA (Social Security Administration), and other sources
Means Test	Eligibility for VA hospital care and nursing home care is divided into two categories - mandatory and discretionary. An income assessment is made to determine whether a non service-connected veteran, who is not in receipt of VA monetary benefits or otherwise exempt from income assessment, is eligible for cost-free VA medical care. This income assessment is known as "Means Testing". Patients whose income is above the defined income levels must agree to make copayments to VA for outpatient and inpatient care rendered.
MT Thresholds	Income threshold levels set yearly within the VA for the purpose of establishing benefit levels for veterans
VA/DoD Identity Repository	VADIR provides VA with detailed electronic information directly from DoD on separating service members.
Veterans Online Application (VOA)	The 10-10EZ online application for healthcare benefits was replaced by an enhanced Veterans Online Application (VOA) benefits package to self-identify GWOT service members, and expand the use of DoD military service information to establish eligibility for health care benefits ( <b>VOA</b> ). Unlike the 10-10EZ data, which was placed in a temporary file and accessed through the Enrollment Application System (EAS) for manual processing by the intake clerk at the sites, the VOA data is transferred directly into the HECMS system.

# User Release Notes

## ***New Features, Functions, and Enhancements***

### Handbook Enhancements

- *A new Handbook Delivery Preference capability is now available to ESR users.*

This functionality allows the delivery preferences for the *Veteran Benefits Handbook* to be accessible to HEC users who are authorized to access this functionality. The user can search for a specific Veteran and have the ability to view the delivery preferences, change the delivery preference from mail to online or from online to mail, input or edit an email address, and input or edit an email type.

After updating the changes to the delivery preferences, an email will be sent to the Veteran to acknowledge the change. The existing Confidential, Temporary, or Permanent addresses in ESR will be used as the mailing address for those who select the delivery preference of “mail.”

The user also has the ability to view the delivery preferences change history by clicking on the [VIEW HISTORICAL DELIVERY PREFERENCES](#) link. This information includes the name of the user who made the change, the change source (either HEC or Veteran Self Service), the information changed, and the date/time stamp when the change(s) were made.

ESR **V3.8** adds the following additional Handbook capabilities.

- The *Communications* tab has a *Delivery Preference* sub tab which supports delivery preferences of either “Mail” or “Online” for the *Veteran Benefits Handbook*.
- After updating the changes to the delivery preferences, an email is sent to the Veteran to acknowledge the change.
- The ability to view the delivery preferences change history.

## Military Service Data Sharing (MSDS)

- *New MSDS enhancements are now available to ESR users.*

MSDS implements process improvements for accessing military service information through real-time systems components (and interfaces) that access, evaluate and utilize military service information.

It focuses on collecting information required to definitively determine basic Veteran eligibility as well as VHA Combat Veteran eligibility and identify Veterans who have served in Operation Enduring Freedom (OEF) or Operation Iraqi Freedom (OIF).

There are existing Veterans whose eligibility has not been verified by the site or VBA, as a result, leaving them with an eligibility status of “Pending” in ESR. To clean-up the existing Veterans with a Pending status, ESR will query the MSDS Broker to identify a qualifying Military Service Episode (MSE).

A onetime clean-up “Pending Verification” process will be initiated by OI&T. Once the clean-up is completed, ESR allows the user to run a report detailing the clean-up information.

ESR **V3.8** adds the following MSDS enhancement.

- HECMS will use MSDS data to verify eligibility.

## Permanent Address

- *New Permanent Address capabilities are now available to ESR users.*

ESR **V3.8** adds the following Permanent Address capability.

- ESR now separates *Home Phone* last update date/time from *Permanent Address* last update date/time.

## Add A Person (AAP)

- *New AAP change now available to ESR users.*

Introduced in ESR V3.5, this functionality allows users to perform searches for a registrant by any combination of criteria and enables the user to register (Add) a new person to the HECMS system or update a person who is “In Process”.

ESR **V3.8** adds the following AAP change.

- On the AAP *Search* screen, the *FIRST NAME* and *MIDDLE NAME* fields have been rearranged.

## Demographics/Identity Traits

- *New Identity Traits screen changes are now available to ESR users.*

ESR V3.8 adds the following *Identity Traits* screen changes.

- The *Place of Birth State* field is now a dropdown menu with a list of state codes and foreign locations.
- The *Race* field now allows multiple selections by holding down the Ctrl key and selecting.

# Technical Release Notes

## ***Data Dictionary Changes***

N/A

## ***Enrollment Trigger Events***

N/A

## ***HL7 Messaging Changes***

- Changed HL7 messaging to send “PHH” in the RF1 segment in ORUZ05 to VistA
- Changed HL7 messaging to read “PHH” in the RF1 segment in ORUZ07 from VistA