

September 29, 2009

ENROLLMENT COORDINATOR

1. PURPOSE: This Veterans Health Administration (VHA) Directive outlines the duties and responsibilities of the Enrollment Coordinator position that has been established at each Department of Veterans Affairs (VA) medical care facility.

2. BACKGROUND: Public Law 104-262, The Veterans Health Care Eligibility Reform Act of 1996, required that VA establish an enrollment system to help manage its health care delivery system. VHA has determined that an Enrollment Coordinator position is required within each medical care facility to serve as the facility liaison on all administrative matters relating to the Enrollment Program.

3. POLICY: It is VHA policy that each hospital or medical center is required to maintain an established position for an Enrollment Coordinator.

4. ACTIONS

a. **Medical Facility Director.** The medical facility Director is responsible for:

(1) Ensuring that a facility Enrollment Coordinator is identified and any changes in the Enrollment Coordinator are forwarded to VHA's Health Eligibility Center (HEC).

(2) Ensuring the Enrollment Coordinator attends the HEC Enrollment Coordinator's Academy training session.

(3) Ensuring the Enrollment Coordinator serves as the facility liaison on matters relating to the enrollment program and is assigned responsibility for, but not limited to:

(a) Establishing procedures to ensure all "front-line" employees involved with Veteran patient contact during the intake and enrollment process receive periodic training and regular status briefings on the enrollment process and health benefits administration.

(b) Encouraging all "front-line Supervisors" to complete the on-line Health Benefits Advisor training.

(c) Ensuring local policies and procedures regarding the Enrollment Program are in place and are consistent with national policies.

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(d) Serving as the subject matter expert on all enrollment administrative issues for first-line, middle and senior facility management officials.

(e) Briefing local Veterans Service Organizations (VSOs) and congressional officials, at the discretion of the facility Director, regularly regarding enrollment issues and health benefits administration.

(f) Coordinating the implementation of all enrollment software changes to Veterans Health Information Systems Technology Architecture (VistA) with the local Information Resource Management Staff and the Business Office Program Integrator (BOPI).

(g) Ensuring that demographic information relative to the individual assigned and/or assigned within the position is published on a quarterly basis.

(h) Ensuring that communication and education activities are implemented at the local level to disseminate enrollment and health benefits eligibility information to:

1. All employees involved in the enrollment process and health benefits administration.
2. Employees responsible for special programs, such as combat Veterans, women Veterans, environmental exposure, etc.
3. Local VSOs for inclusion in their newsletters and other publications.
4. Veterans through the display of enrollment posters, handouts, and other informational material.

b. **Enrollment Coordinator.** The Enrollment Coordinator is responsible for facilitating all administrative aspects of the enrollment process; health benefits eligibility determinations, and related aspects of health benefits administration.

c. **Health Eligibility Center (HEC).** The HEC is responsible for updating the facility Enrollment Coordinator directory on a quarterly basis.

d. **Chief Business Office (16).** The Chief Business Office (16) is responsible for maintaining the facility Enrollment Coordinator directory on the CBO Web site.

5. **REFERENCE:** Public Law 104-262.

6. **FOLLOW-UP:** The Chief Business Officer (16) is responsible for the contents of this Directive. Questions may be addressed to (404) 828-5355.

7. RESCISSION: VHA Directive 2004-022 is rescinded. This VHA Directive expires September 30, 2014.

Gerald M. Cross, MD, FAAFP
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DISTRIBUTION: E-mailed to the VHA Distribution List 10/1/09