



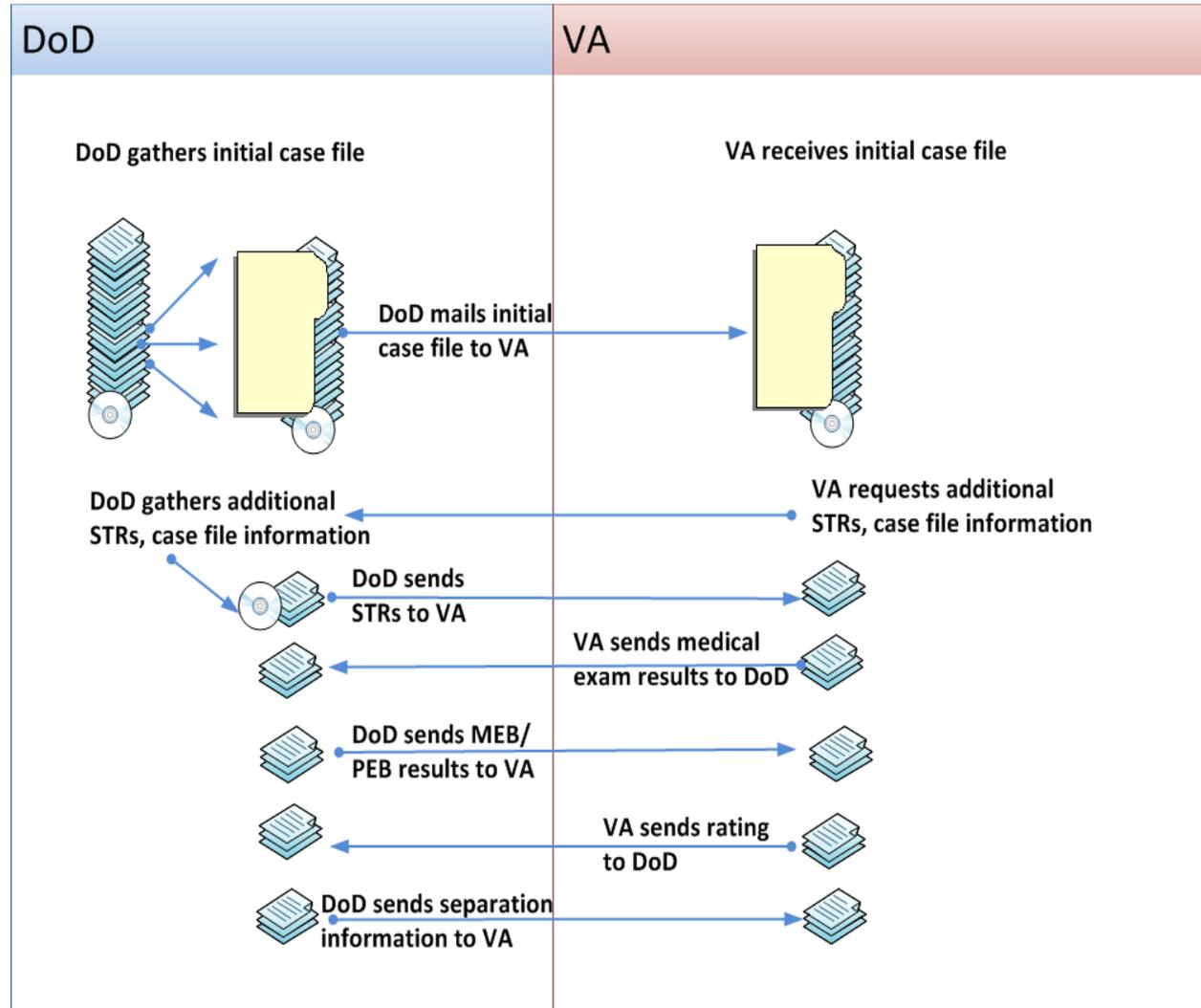
Problem Statement

- The Department of Defense (DoD) and Department of Veterans Affairs (VA) investigated options to support the electronic transfer of case files to minimize the added time and cost of mailing paper copies required to facilitate the processing of disability claims for a Service member or Veteran
 - IDES currently requires the physical movement of copied case file documents between responsibility areas of the process
 - The proposed IT solutions support IDES Case File Transfer as required by *IDES Case File Transfer Version 1.1* (Completed 1/31/2012)



Current State of Case File Transfer

- DoD and VA exchange IDES case file by mailing paper copies between responsibility areas
- The case file contains print copies of information feeds, results, and decisions





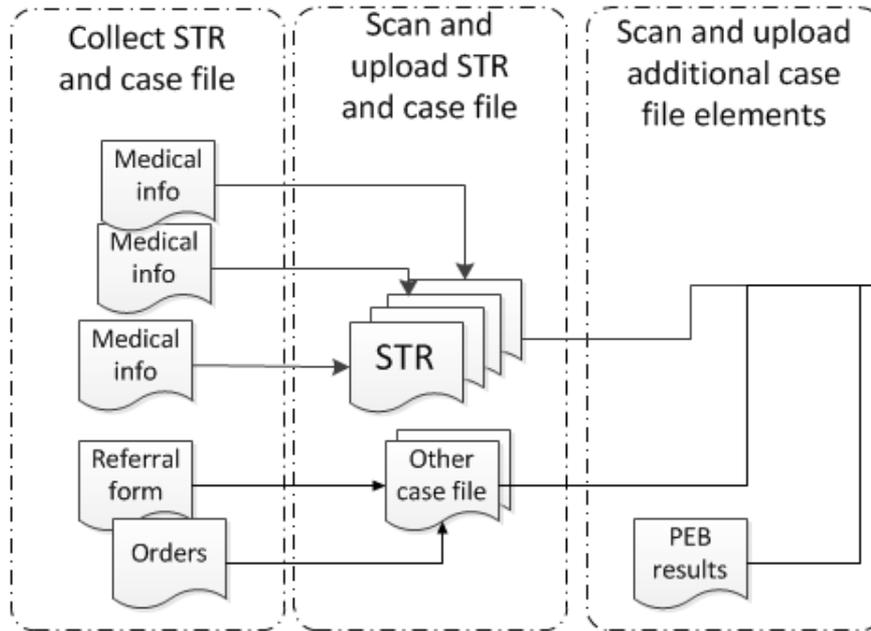
Working Group Recommendation

- In order to provide capability to the field, the Working Group recommends two solutions to be perused concurrently using existing operational technology.
- **Near Term:** Deploy a best of breed Content Management Solution to field operations to support the “business to business” transfer of information
- **Long Term:** On board appropriate DoD systems onto VLER Data Access Service (DAS) to exchange and access the computable data needed to efficiently deliver benefits services to Service members and Veterans

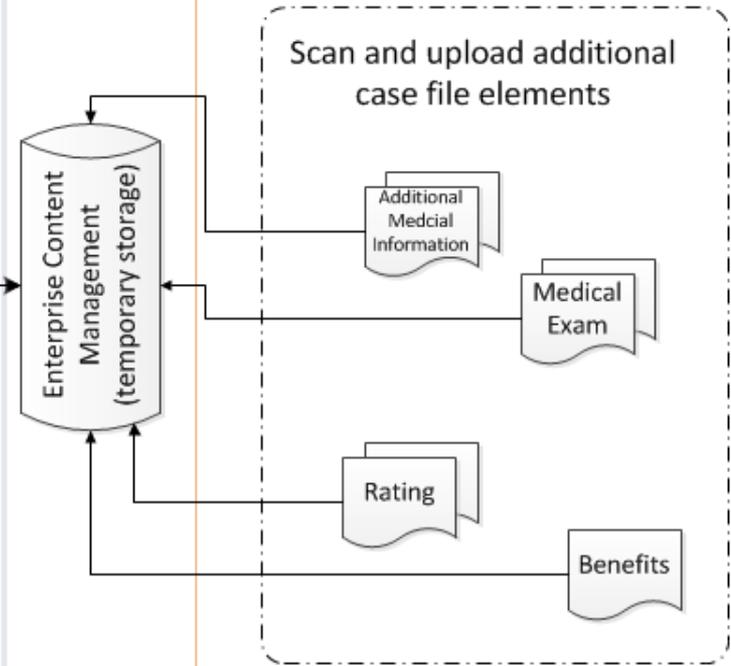


Near Term Solution- Case File Transfer Storage System

Services collect STR information (and compile into one file) and other case file elements. All are scanned and uploaded into an Enterprise Content Management solution.

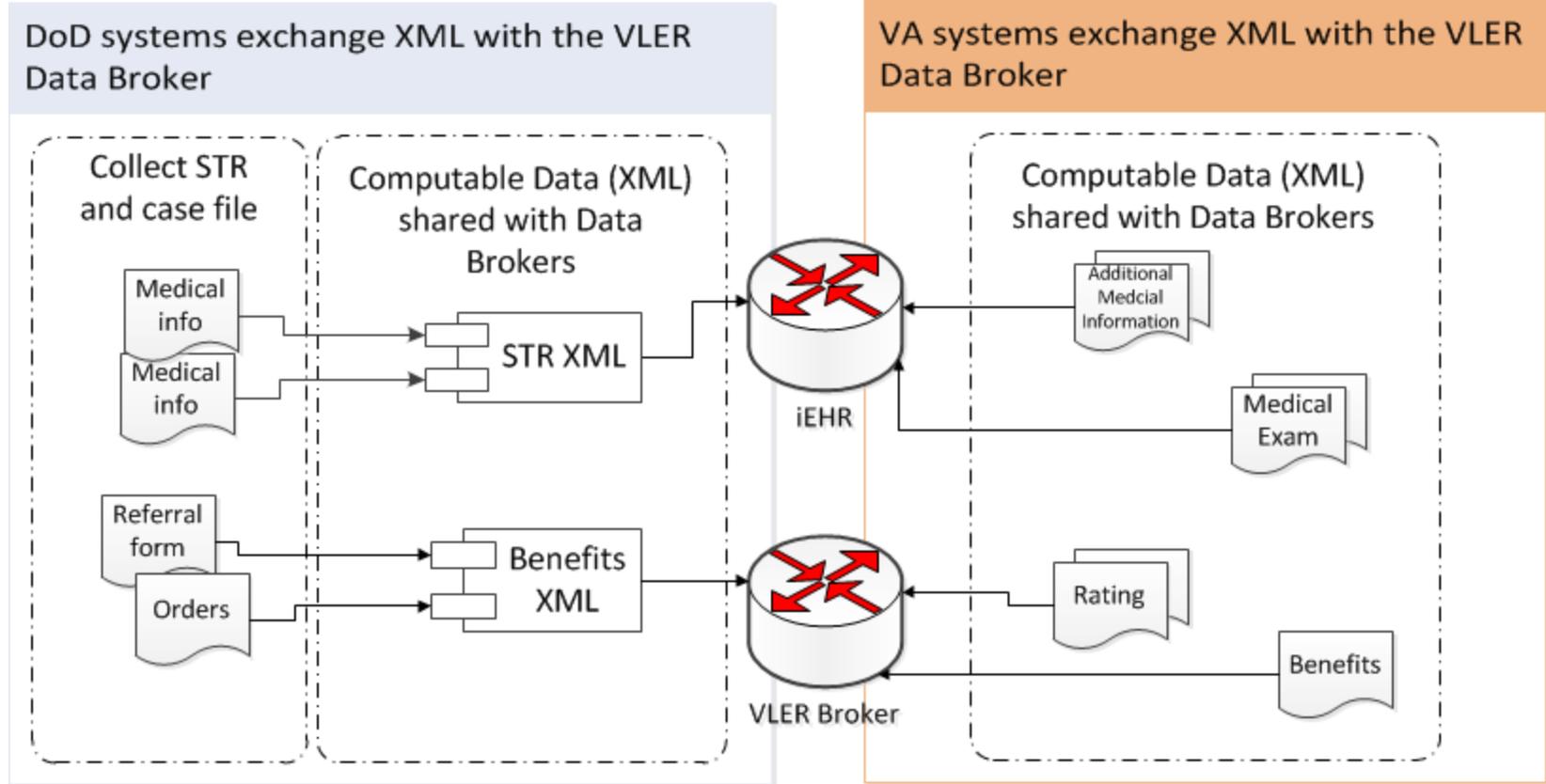


VA accesses STR and case file in Enterprise Content Management solution.





Long Term Solution





Assumptions

1. DoD and VA will create a Joint Integrated Electronic Health Record (iEHR) as the long term solution to view STRs; this Working Group examined short to medium term solutions prior to iEHR becoming available 2017(estimated)
2. Automating the transfer of STR and access to Service member benefits information will be faster than traditional paper methods
3. DoD will provide a complete STR electronically to VA
4. Administration, maintenance, and storage costs of paper will be alleviated by implementing an electronic solution
5. Complete case files currently in hybrid STRs (paper and electronic) will be consolidated to single digital format
6. Impact to policy or business processes (DoD and VA) will be considered out of scope during this phase, however recommendations will be addressed at a high-level later during road mapping activities
7. Armed Forces Health Longitudinal Technology Application (AHLTA) does not provide a complete STR
8. Next steps for recommending a COA for leadership shall be conducted based on analysis of alternatives with predetermined criteria



Back-up



Case File Transfer Working Group Presented a series of options and recommendations to VA Leadership

| COA | | Pros | Cons |
|-----|---|---|---|
| 1 | Leverage existing File Transfer Protocol technology (e.g., Virtual VA or Army's SAFE) | <ul style="list-style-type: none"> In use (BDD, Pilots) Auditable Minimal Training Can be HIPAA compliant | <ul style="list-style-type: none"> Requires Services to scan and index Limited storage/retrieval time Need to know "both sides" email Not effective for joint development Requires MOU/ISA agreement |
| 3a | Procure an Enterprise Content Management solution | <ul style="list-style-type: none"> Auditable Effective for joint development HIPAA Compliant Customizable to provide automation over time | <ul style="list-style-type: none"> Requires Services to scan and index Requires Training Requires standard filing practices Costs of hosting ECM (set-up, installation) |
| 3b | Cloud Based Enterprise Content Management solution | <ul style="list-style-type: none"> Allows for permission levels on folder / file level Customizable for automation over time More control over what can be customized Set up and installation costs avoided Compliant with cloud computing mandate Customizable to provide automation over time Change Reasonable monthly fee to More cost effective than hosting an ECM | <ul style="list-style-type: none"> Requires Services to scan and index Requires Training |
| 4 | Expand DPRIS to VA interface capability | <ul style="list-style-type: none"> 7400 VBA users (OMPF records) VA processes are fully automated Enable paperless claims Veterans access STRs through eBenefits | <ul style="list-style-type: none"> Services lack funding External VA system dependencies (30 Sept Milestone) Limited DoD participation Scalability, response time issues |
| 5 | Wait for DoD DES ITI | <ul style="list-style-type: none"> Supported by DoD Single Tool | <ul style="list-style-type: none"> Currently in Limited User Testing 2MB Limit Designed solely for IDES population |



Remaining areas for leadership discussion

Near Term Solution Delivery:

- I. Approval of Funding (e.g. licenses, field equipment)
- II. Agreement from DoD provide required STR documentation in electronic format
- III. Directive Type Memorandum or other policies required for process changes in DoD and VA
- IV. Customization of collaborative environment as per the business requirements



Remaining areas for leadership discussion

Long Term Solution Delivery:

- I. Agreement from DoD provide required STR documentation stored and made available in electronic format
- II. Agreement for DoD systems to onboard onto the VLER Data Broker
- III. Development of XML Schemas for Information Exchanges for DoD producers and VA consumers