

**User Story Number:** US007.02

**User Story Name:** VSO Submit Attachment

**Priority:** High

**ClearQuest Number:** DAS\_CR301

**Author:** Michael Brown / Business Analyst

**Function Points:**

**Story Points:**

**Story:** As a Veteran Service Organization (VSO) Claims Management System (CMS) I want Virtual Lifetime Electronic Record (VLER) Data Access Services (DAS) to pass an electronically submitted attachment to Digits to Digits (D2D) via the Veterans Information / Eligibility Record Services (VIERS) so that Veterans and their beneficiaries receive their claim information and benefits in a timely fashion.

#### Revision History

Date	Version	Description	Author
10/28/2012	v0.01	Original	Michael Brown
11/01/2012	v0.02	Analyst Review	Michael Brown
11/05/2012	v0.03	Analyst Review	Michael Brown
11/15/2012	V0.04	Changed constraints per Clyde Miller for VBMS.	Michael Brown
11/19/2012	v0.05	Peer Review / Testability	Michael Brown
12/06/2012	v0.06	Technical Writer Review 1	Nancy Burak
12/13/2012	v0.07	DAS PM Review - Approved	Michael Brown
12/13/2012	v1.0	Formal Review - Approved	Michael Brown

#### Background

Currently, a large number of claims are submitted and managed by VSOs on behalf of the Veterans. All claims submitted are paper-based, incurring additional costs for the physical creation of the claim, mailing of the claim, and other miscellaneous costs associated with the paper submission. Implementing an electronic submission process will decrease the amount of time required for a claim to be processed and filed, and decrease the time for benefits to reach the veteran. The Veteran Relationship Management (VRM) Program Management Office (PMO), in partnership with the Compensation Service of the Veterans Benefits Administration (VBA), requests the design and development of an enterprise Digits-to-Digits Electronic Claims Submission Service (D2D) that will provide a common access point to standardize, centralize,

and integrate the universal collection of Benefits Claim Forms and supporting evidence data to produce a streamlined, paperless Veteran/Service member-centric claims process.

### Conversation

1. VSO uploads claims evidence to the Veteran's information through a VSO CMS.
2. VSO CMS generates a structured electronic attachment package.
3. VSO CMS sends one attachment per transmission.
4. VSO CMS electronically submits electronic attachment package to VLER DAS.
5. VLER DAS receives and forwards the attachment package to the D2D service hosted by VIERS with low priority for requests from the VSO.
6. Frequency: VLER DAS expects 5,000 claim submissions with possible additional attachments each day.

### Detailed Listing of Acceptance Criteria

Requirement ID	Description
US007.02.01	VLER DAS sends the attachment to D2D via VIERS with low priority for requests from the VSO.
US007.02.02	VLER DAS rejects any attachments greater than 10MB.

### Constraints

1. Any attachment is less than or equal to 10MB.
2. Media type of attachments is within the technical constraints of the VA.

### Assumptions

1. D2D will ensure the VSO CMS is currently accredited by Office of Government Council (OGC) to submit forms on behalf of Veterans.
2. D2D will ensure the VSO CMS has Power of Attorney (POA) in place for submitted Veteran claims.
3. D2D will ensure the VSO CMS has an image of the Veteran's signature.
4. D2D is responsible for form persistence.
5. D2D performs identity management.
6. Validation of all forms is performed by D2D.

7. D2D will ensure the VSO CMS has an active corporate record in order to submit forms on behalf of Veteran.

### Approval Signatures

X

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Steven Lee Green  
FIST Program Manager

X

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William G. (Dusty) Jackson  
Business Owner Representative

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