

APPENDIX A: ABBREVIATIONS AND ACRONYMS

Acronym	Definition
ADUSH	Assistant Deputy Under Secretary for Health
ADUSH/CC	Assistant Deputy Under Secretary for Health for Community Care
AFR	Agency Financial Report
AMO	Appeals Management Office
APG	Agency Priority Goals
ARC	Appeals Resource Center
BAR	Budget and Accrual Reconciliation
BAS	Benefits Assistance Service
BDN	Benefit Delivery Network
BOC	Bill of Collection
BOP	Bureau of Prisons
BTSSS	Beneficiary Travel Self-Service System
C&P	Compensation and Pension
CAATS	Centralized Automated Accounting Transaction System
CAIVRS	Credit Alert Verification Reporting System
CAP	Corrective Action Plan
CDA	Contract Dispute Acts
CDC	Center for Disease Control
CEAR	Certificate of Excellence in Accountability Reporting
CFO	Chief Financial Officer
CFR	Code of Federal Regulations
CHAMPVA	Civilian Health and Medical Program of the Department of Veterans Affairs
CMA	Computer Matching Agreements
CMS	Centers for Medicare and Medicaid Services

Acronym	Definition
CNH	Community Nursing Home
COLA	Cost of Living Adjustment
COTS	Commercial Off-the-Shelf
CP&E	Compensation, Pension, Burial, and Education
CPI	Consumer Price Index
CPRS	Computerized Patient Record System
CSO	Commissioner's Standard Ordinary
CSRS	Civil Service Retirement System
CTO	Corporate Travel Office
CX	Customer Experience
DATA Act	Digital Accountability and Transparency Act of 2014
DEA	Dependent Education Assistance
DFAS	Defense Finance and Accounting Service
DIC	Dependency Indemnity Compensation
DMA	Office of Disability and Medical Assessment
DMC	Debt Management Center
DMF	Death Master File
DNP	Do Not Pay
DoD	Department of Defense
DOL	Department of Labor
DPI	Department of Program Integrity
DROC	Decision Review Operations Centers
ECHS	Eastern Colorado Health Care System
ECAMS	Electronic Claims Adjudication Management System

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Acronym	Definition
eCMS	Electronic Contract Management System
ECSP	Enterprise Cyber Security Program
ECST	Enterprise Cyber Security Team
EDRP	Education Debt Reduction Program
EE	Employee Engagement
EFT	Electronic Funds Transfer
E-Gov	Electronic Government
EHR	Electronic Health Record
ELICA	Entity-Level Internal Controls Assessment
EoC	Environment of Care
eOPF	electronic Official Personnel File
ERM	Enterprise Risk Management
ETS2	E-Gov Travel Service 2
EUL	Enhanced-Use Lease
FAR	Federal Acquisition Regulation
FASAB	Federal Accounting Standards Advisory Board
FBCS	Fee Basis Claims System
FBWT	Fund Balance with Treasury
FCA	Facility Condition Assessment
FECA	Federal Employees' Compensation Act
FERS	Federal Employees Retirement System
FFMIA	Federal Financial Management Improvement Act
FISMA	Federal Information Security Management Act
FMBT	Financial Management Business Transformation

Acronym	Definition
FMFIA	Federal Managers' Financial Integrity Act
FMS	Financial Management System
FSC	Financial Services Center
FSS	Federal Supply Schedule
FSSP	Federal Shared Service Provider
FTE	Full Time Equivalent
FTI	Federal Tax Information
FY	Fiscal Year
FWA	Fraud, Waste, and Abuse
GAAP	Generally Accepted Accounting Principles
GAO	Government Accountability Office
GEC	Geriatrics and Extended Care
GOE	General Operating Expenses
GONE Act	Grants Oversight and New Efficiency Act
GSA	General Services Administration
HHS	Department of Health and Human Services
HR	Human Resources
HR&A	Human Resources and Administration
HSRM	HealthShare Referral Management
IAA	Inter-Agency Agreement
IANI	I Am Not Invisible
IBNR	Incurred But Not Reported
IDIQ	Indefinite Delivery Indefinite Quantity
iFAMS	Integrated Financial and Acquisition Management System

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Acronym	Definition
IFCAP	Integrated Funds Distribution, Control Point Activity, Accounting, and Procurement System
IHS	Indian Health Services
IP	Improper Payments
IPERA	Improper Payments Elimination and Recovery Act
IPRO	Improper Payments Remediation and Oversight
IRS	Internal Revenue Service
IT	Information Technology
IUS	Internal use software
LEIE	List of Excluded Individuals/Entities
LGBT	Lesbian, Gay, Bisexual, Transgender
LGY	Loan Guaranty Service
MCCF	Medical Care Collections Fund
MEC	Medical Executive
MGIB-AD	Montgomery GI Bill-Active Duty
MinX	Management Information Exchange
MISSION	Maintaining Systems and Strengthening Integrated Outside Networks
MMO	Manpower Management Office
MS CICPO	Member Services' Compliance and Internal Controls Program Office
NCA	National Cemetery Administration
NPCC	National Pension Call Center
NSLI	National Service Life Insurance
NWQ	National Work Queue
OA	Occupancy Agreements

Acronym	Definition
OALC	Office of Acquisition, Logistics, and Construction
OCC	Office of Community Care
OCR	Office of Contract Review
OEI	Office of Enterprise Integration
OF	Office of Finance
OHI	Other Health Insurance
OIC	Office of Internal Controls
OIG	Office of Inspector General
OI&T	Office of Information and Technology
OM	Office of Management
OMB	Office of Management and Budget
ONI	Office of Nursing Informatics
ONS	Office of Nursing Services
OPC	Office of Primary Care
OPM	Office of Personnel Management
OPPS	Outpatient Prospective Payment System
OSI	Opioid Safety Initiative
OVAC	Office of Veterans Access to Care
P&LO	Procurement and Logistics Office
PC3	Patient Centered Community Care
PCM	Plexis Claims Manager
PCMM	Patient Centered Management Module
PCS	Permanent Change of Station
PDMP	Prescription Drug Monitoring Program
PFE	Payments to Federal Employees

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Acronym	Definition
PFWAAC	Prevention of Fraud, Waste, and Abuse Advisory Committee
PID	Patient Indicated Date
PIT	Program Integrity Tool
P.L.	Public Law
PLTSS	Purchased Long Term Services and Supports
PMC	Pension Management Center
POC	Points of Contact
POW/MIA	Prisoner of War/Missing in Action
PP&E	Property, Plant & Equipment
PRO	Payer Relations Office
PSAS	Prosthetic and Sensory Aids Service
PTSD	Posttraumatic Stress Disorder
QASP	Quality Assurance Surveillance Plan
QCR	Quality Control Reviews
QIT	Quality Inspector Tool
QSV	Office of Quality, Safety, and Value
R&D	Research and Development
RAMP	Rapid Appeals Modernization Program
RAPID	Office of Reporting, Analytics, Performance, Improvement and Deployment
RBPS	Rules-Based Processing System
RCA	Root Cause Analyses
REMIC	Real Estate Mortgage Investment Conduits
RN	Registered Nurse
RO	Regional Office

Acronym	Definition
RSI	Required Supplementary Information
RTF	Reduce the Footprint
S-DVI	Service-Disabled Veterans Insurance
SaaS	Software-as-a-Service
SAM	System for Award Management
SAO	Senior Accountable Officials
SBR	Statement of Budgetary Resources
SCI	Spinal Cord Injuries
SCNP	Statements of Changes in Net Position
SCPO	Supply Chain Program Office
SECVA	Secretary of Veterans Affairs
SFFAS	Statement of Federal Financial Accounting Standards
SGLI	Servicemembers' Group Life Insurance
SHPD	State Home Per Diem program
SNC	Statement of Net Cost
SOA	Statement of Assurance
SOP	Standard Operating Practice
SSA	Social Security Administration
STOP FWA	Seek to Prevent Fraud, Waste and Abuse
SUD	Substance Use Disorders
TBI	Traumatic Brain Injury
tDCS	Transcranial Direct Current Stimulation
TDY	Temporary Duty
THP	Tribal Health Program
TOP	Treasury Offset Program
TPA	Third Party Administrators
TPDR	Top Potential Duplicate Report

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Acronym	Definition
TSGLI	Servicemembers' Group Life Insurance Traumatic Injury Protection
USDA	United States Department of Agriculture
USGLI	United States Government Life Insurance
USSGL	U.S. Standard General Ledger
U.S.C.	United States Code
VA	Veterans Affairs
VAAR	VA Acquisition Regulation
VACC	VA Community Care
VACO	VA Central Office
VAERM	VA Enterprise Risk Management
VAMC	VA Medical Center
VARO	VA Regional Office
VATAS	VA Time and Attendance System
VBA	Veterans Benefits Administration
VBM	Valuation Basic Male
VCA	Veteran Care Agreements
VCP	Veterans Choice Program
VCS	Veterans Canteen Service
VEO	Veteran Experience Office
VGLI	Veteran's Group Life Insurance
VHA	Veterans Health Administration
VI&I	Veterans' Insurance & Indemnities
VISN	Veterans Integrated Service Network
VistA	Veterans Information System and Technology Architecture
VMLI	Veterans' Mortgage Life Insurance

Acronym	Definition
VR&E	Vocational Rehabilitation and Employment
VRC	Vocational Rehabilitation Counselor
VRI	Veterans Reopened Insurance
VSE	Veterans Scheduling Enhancement
VSLI	Veterans Special Life Insurance
VTP	Veterans Transportation Program
WIP	Work-in-Process
WMC	Workforce Management and Consulting

APPENDIX B: VA ONLINE

<i>What Information Do You Need?</i>	<i>Web site</i>
VA's Home Page	www.va.gov
VA's AFR Submission and Strategic Plans	www.va.gov/performance
VA's Budget Submission	www.va.gov/budget/products.asp
Health Care in VA	www1.va.gov/health/index.asp
Managing My Health as a Veteran	www.myhealth.va.gov
Medical Research in VA	www.research.va.gov
Clinical Training Opportunities and Education Affiliates	www.va.gov/oa
Office of Rural Health	www.ruralhealth.va.gov
Public Health	www.publichealth.va.gov
Health Promotion and Disease Prevention	www.prevention.va.gov/
Employment	www.vaforvets.va.gov
VA Benefits	www.benefits.va.gov
Education Benefits for Veterans	www.qibill.va.gov
Insurance for Servicemembers and Veterans	www.benefits.va.gov/insurance
Vocational Rehabilitation and Employment	www.benefits.va.gov/vocrehab
Disability Compensation for Veterans	www.benefits.va.gov/compensation/
Pension Information for Veterans and Survivors	www.benefits.va.gov/pension
Educational and Vocational Counseling	www.benefits.va.gov/vocrehab/edu_voc_counseling.asp
Dependent and Survivor Benefits	www.va.gov/opa/persona/dependent_survivor.asp
Dependency and Indemnity Compensation	www.benefits.va.gov/COMPENSATION/types-dependency_and_indemnity.asp
Home Loans	www.benefits.va.gov/homeloans/index.asp
eBenefits	www.ebenefits.va.gov
Vow to Hire Heroes	www.benefits.va.gov/vow
Burial and Memorial Benefits for Veterans	www.cem.va.gov
Opportunities for Veteran-Owned Small Businesses	www.va.gov/OSDBU/index.asp
Minority Veterans	www.va.gov/centerforminorityVeterans/

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<i>What Information Do You Need?</i>	<i>Web site</i>
Women Veterans	www.va.gov/womenvet
Survivors Assistance	www.va.gov/survivors
Operations, Security and Preparedness	www.osp.va.gov
Recently Published VA Regulations	www.va.gov/ORPM/
VA's Social Media Sites	www.va.gov/opa/SocialMedia.asp
Human Resources and Administration	www.vacareers.va.gov/
Reports, Surveys, or Statistics Regarding the Veteran Population	www.va.gov/vetdata/
Freedom of Information Act	www.oprm.va.gov/foia/
Privacy Policy Information	www.va.gov/privacy/
VA Directives and Handbooks	www.va.gov/vapubs/
Energy Management Program Service	www.energy.va.gov
Center for Faith-based and Neighborhood Partnerships	www.va.gov/cfbnpartnerships/
Homelessness Info	www.va.gov/homeless/

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VA BY THE NUMBERS

370,213

NUMBER OF **EMPLOYEES**



47%

**VETERANS
OVERAGE**

65

33%



VA EMPLOYEES WHO ARE VETERANS

26%

OF VETERANS ARE
MINORITIES



10%

OF VETERANS ARE
WOMEN



708,000

**Post-9/11 VA EDUCATION
BENEFICIARIES**



3.01 MILLION

ACTIVE **VA HOME LOAN** PARTICIPANTS



1,243

HEALTHCARE FACILITIES



15,304

NUMBER OF
**VA SOCIAL
WORKERS
SERVING
VETERANS
IN FY18**



136

VA NATIONAL CEMETERIES



135,312

NUMBER OF
**BURIALS/
CEREMONIES
PERFORMED IN FY18**





www.va.gov

