Delivery Operations Claims Management Platform (DOCMP)

Software Version 23.3

User Guide

November 2025

Department of Veterans Affairs

Office of Information and Technology (OIT)

Revision History

NOTE: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

Date	Revision	Description	Author
11/25/2025	2.3	Updated screenshots and instructions to reflect new features implemented in DOCMP version 23.3: • **Auto-select related cases** checkbox added to the EEV and CHAMPVA Supervisor dashboards. • Added Sponsor and Beneficiary user interfaces for the Document Details and Digital Upload screens to align with the VA form 10-10D data model. • **Appeal Type** and **CARC Code** columns added to the Appeals Supervisor work queue.	VetsEZ
08/12/2025	2.2	Updates made to reflect changes in DOCMP version 22.2: • Updated screens and instructions to reflect display name changes on the BCPU (CHAMPVA) Supervisor and Claims Examiner dashboards. • Updated screens to reflect addition of Service Recovery workflow.	VetsEZ
07/01/2025	2.1	Updates made to reflect changes in DOCMP version 21.6: • Added new functional details for CVA Call Center Supervisor role and SPC Supervisor roles. • Updated figures throughout the document to reflect removal of PEGA labels from the application.	VetsEZ
06/03/2025	2.0	Updates made to reflect changes in DOCMP version 21.4: Added functional detail for the SPC Supervisor and Call Center Analyst roles.	VetsEZ

Date	Revision	Description	Author
05/06/2025	1.9	Updates made to reflect changes in DOCMP version 21.2: • Added functional detail for the Logistics Specialist role. • Updated Appeal Specialist role detail to reflect the new capabilities added to the workflow.	VetsEZ
04/01/2025	1.8	Updates made to reflect changes in DOCMP version 20.6: • Added Section 4.8.2. - Uploading Files as Attachments. • Replaced figures throughout the document to accurately reflect changes in the user interface.	VetsEZ
03/04/2025	1.7	Updates made to reflect changes in DOCMP version 20.4: • Added functional details for the Appeal Supervisor role. • Added additional details to Spina Bifida Supervisor role to reflect newly added Digital Upload functionality. • Added Section 4.4.-Unassigning Cases and replaced figures in the document to accurately reflect changes in the user interface.	VetsEZ
02/04/2025	1.6	Updates made to reflect changes in DOCMP version 20.2: • Added functional details for the Spina Bifida Supervisor role. • Added additional details to R&R Supervisor and R&R Claims Examiner roles and updated figures to reflect newly added Get Next Work functionality.	VetsEZ
01/07/2025	1.5	Updates made to reflect changes in DOCMP version 19.6: Added additional functional details for the R&R Supervisor, R&R Claims Examiner, and Spina Bifida Claims Examiner roles.	VetsEZ

Date	Revision	Description	Author
12/10/2024	1.4	Updates made to reflect changes in DOCMP version 19.4: Added additional functional details for the DCDM Program Support Clerk role.	VetsEZ
11/19/2024	1.3	Updates made to reflect changes in DOCMP version 19.3: • Added additional functional details for the Translation COR, Translation PM, Translators, BCPU Supervisor, and BCPU Voucher Examiner roles. • Replaced figures in the document to accurately reflect changes in the user interface.	VetsEZ
08/20/2024	1.2	Updates made to reflect changes in DOCMP version 18.2: • Added additional functional details for the FMP Supervisor, FMP Claims Examiner, and Appeal Specialist roles. • Added Section 4.7.-Uploading Files to reflect new Digital Upload feature. • Replaced figures throughout the document to accurately reflect changes in the user interface.	VetsEZ
06/06/2024	1.1	Updates made to reflect changes in DOCMP version 1.1: • Added additional instructional detail for the DCDM Supervisor role. • Added new section headings to improve readability. • Replaced figures throughout the document to accurately reflect the new user interface.	VetsEZ
01/18/2024	1.0	Initial Release.	VetsEZ

Artifact Rationale

Per the Veteran-focused Integrated Process (VIP) Guide, the User's Guide is required to be completed prior to Critical Decision Point #2 (CD2), with the expectation that it will be updated as needed. A User Guide is a technical communication document intended to give assistance to people using a particular system, such as VistA end users. It is usually written by a technical writer, although it can also be written by programmers, product or project managers, or other technical staff. Most user guides contain both a written guide and the associated images. In the case of computer applications, it is usual to include screenshots of the human-machine interfaces, and hardware manuals often include clear, simplified diagrams. The language used is matched to the intended audience, with jargon kept to a minimum or explained thoroughly. The User Guide is a mandatory, build-level document, and should be updated to reflect the contents of the most recently deployed build. The sections documented herein are required if applicable to your product.

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1. Introduction

The Delivery Operations Claims Management Platform (DOCMP) is a tool designed to provide the Department of Veterans Affairs (VA) with a way to receive, track, and archive incoming documents. It enables Veteran Family Medical Programs (VFMP) to process intakes of new beneficiary applications, process, and review reimbursement claims, and logs the documents' history once it is scanned into the VA system. These all enable VFMP to file and reimburse Veterans and their beneficiaries in a timely manner.

1.1. Purpose

The purpose of this document is to provide simple and comprehensive instructions for using the DOCMP user interface (UI) screens.

1.2. Document Orientation

The Delivery Operations Claims Management Platform (DOCMP) User Guide will provide explanations of each screen and of all user interface options within the context of an easy-to-understand demonstration data scenario.

This document is also designed to provide the user with screen-by-screen "how to" information on the usage of DOCMP.

1.2.1. Organization of the User Guide

- **Section 1: Introduction**

  This section provides the purpose of this manual, an overview of the DOCMP software, disclaimers, conventions, and contact information for the user to seek additional information.

- **Section 2: System Summary**

  This section provides a graphical representation of the DOCMP data flow and an explanation of the application's user access levels.

- **Section 3: Getting Started**

  This section provides initial steps to register a user with DOCMP, as well as a general walkthrough of the system from initiation through exit, enabling the user to understand the sequence and flow of the system.

- **Section 4: Using the Software**

  This section provides users with step-by-step instructions on how to complete operations in DOCMP.

- **Appendix A: Acronyms and Abbreviations**

  This section provides a list of acronyms and abbreviations found in this document.

1.2.2. Assumptions

This guide was written with the following assumed experience/skills of the audience:

- Users have been provided with the appropriate active roles and access to the DOCMP web application.
- Users have completed any prerequisite training on the DOCMP web application.

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely if any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.2.3.2. Documentation Disclaimer

The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.2.4. Documentation Conventions

This guide uses the following methods to highlight different aspects of the material.

Table 1: Documentation Symbols and Descriptions

Symbol	Description
NOTE:	Informs the reader of generally useful information related to the topic.
TIP:	Contains useful information for accomplishing specific tasks.

1.3. Enterprise Service Desk and Organizational Contacts

For issues related to DOCMP that cannot be resolved by this guide or the site administrator, please contact the Enterprise Service Desk (ESD).

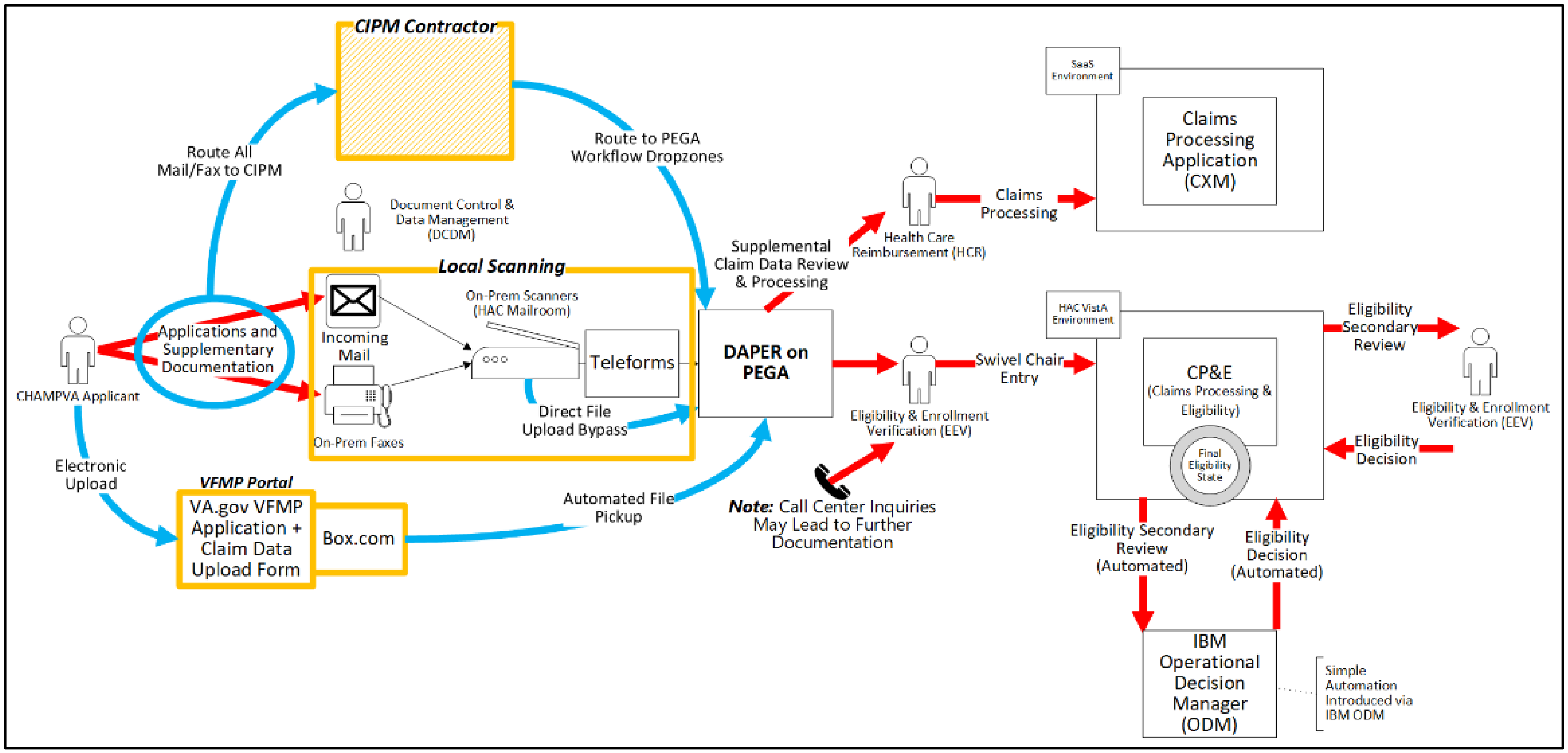
2. System Summary

2.1. Configuration

DOCMP is accessed using a secure web browser and a secure Virtual Private Network (VPN).

2.2. Data Flows

Figure 1: DOCMP Data Flow Diagram



2.3. User Access Roles

The access to each feature in DOCMP is aligned to user roles and responsibilities. Some features included in this User Guide will not be visible or available to all users. There are 24 DOCMP user access roles:

- **VFMP Read-Only**: This user type can only search and view documents and is unable to make any updates or submissions.
- **Eligibility, Enrollment, and Verification (EEV) Supervisor**: EEV Supervisors can use DOCMP to assign eligibility cases to their team members as well as generate reports on a variety of case-related information.
- **EEV Contact Representatives**: EEV Contact Representatives can use DOCMP to edit their assigned cases, view attachments to enter the beneficiary's demographics into Veterans Health Information Systems and Technology Architecture (VistA) and notate determination information.
- **Office of Health Information (OHI) Supervisor**: OHI Supervisors can use DOCMP to assign cases to their team members.
- **OHI Voucher Examiner**: OHI Voucher Examiners from the Review and Resolution Department (R&R) can use DOCMP to see the incoming OHI Certificates for applicants that are already entered into VistA and finalize their insurance eligibility.
- **Document Control and Document Management (DCDM) Supervisor**: DCDM Supervisors can use DOCMP to view and assign cases to other DCDM users and re-route incorrectly assigned cases to the appropriate team.
- **DCDM Program Support Clerk (PSC)**: DCDM PSCs can use DOCMP to view cases, edit document metadata, and route incorrectly assigned cases to the appropriate team.
- **Foreign Medical Program (FMP) Supervisor**: FMP Supervisors can use DOCMP to view and assign cases to other FMP users and re-route incorrectly assigned cases to the appropriate team.
- **FMP Claims Examiner**: FMP Claims Examiners can use DOCMP to edit their assigned cases and view attachments.
- **Appeal Supervisor**: Appeal Supervisors can use DOCMP to view and assign cases to other Appeal users, review escalated cases, and re-route incorrectly assigned cases to the appropriate team.
- **Appeal Specialist:** Appeal Specialists can use DOCMP to view and edit document details, as well as self-assign cases sent to the Appeals queue.

- **Translation Contract Office Representative (COR):** Translation COR users can use DOCMP to review incoming documents that need translation, approve translated documents, and route completed items to the appropriate team for processing.
- **Translation Program Manager (PM):** Translation PMs can use DOCMP to verify document pages prior to translation, add language(s), and upload the final translation in PDF format to the DOCMP case file.
- **Translators:** Translators can use DOCMP to search for and view assigned documents ready for translation.
- **Beneficiary Claims Processing Unit (BCPU) Supervisor:** BCPU Supervisors can use DOCMP to assign Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) claims eligibility cases to their team members as well as generate reports on a variety of case-related information.
- **BCPU Claims Examiner:** BCPU Claims Examiners can use DOCMP to edit their assigned cases and view attachments.
- **Service Recovery (SR) Contract Lead:** SR Contract Leads can use DOCMP to view, edit, and assign cases to their team members.
- **SR Contractor Claims Examiner:** SR Contractor Claims Examiners can use DOCMP to edit their assigned cases and view attachments.
- **Spina Bifida (SB) Supervisor:** SB Supervisors can use DOCMP to assign cases to their team members, review escalated cases, pull reports, and re-route cases to the appropriate team as needed.
- **SB Claims Examiner:** SB Claims Examiners can use DOCMP to view and edit their assigned cases, as well as re-route cases to other team members.
- **Logistics Specialist:** Logistics Specialists can use DOCMP to view incoming documents and Logistics Mail reports.
- **Specialty Contact Center (SPC) Supervisor:** SPC Supervisors can use DOCMP to view, edit, and assign cases to their team members.
- **SPC/Call Center Analyst:** SPC Analysts (referred to as Call Center Analysts in this document) can use DOCMP to view and edit their assigned cases and review attachments.
- **CHAMPVA (CVA) Call Center Supervisor:** CVA Call Center Supervisors can use DOCMP to view cases, monitor the workload of various teams and upload new files into the application as needed.

2.4. Continuity of Operation

The VA Enterprise Cloud (VAEC) handles the Continuity of Operations.

3. Getting Started

This section describes the process of gaining access to the DOCMP application and walks through the application from initiation to exit.

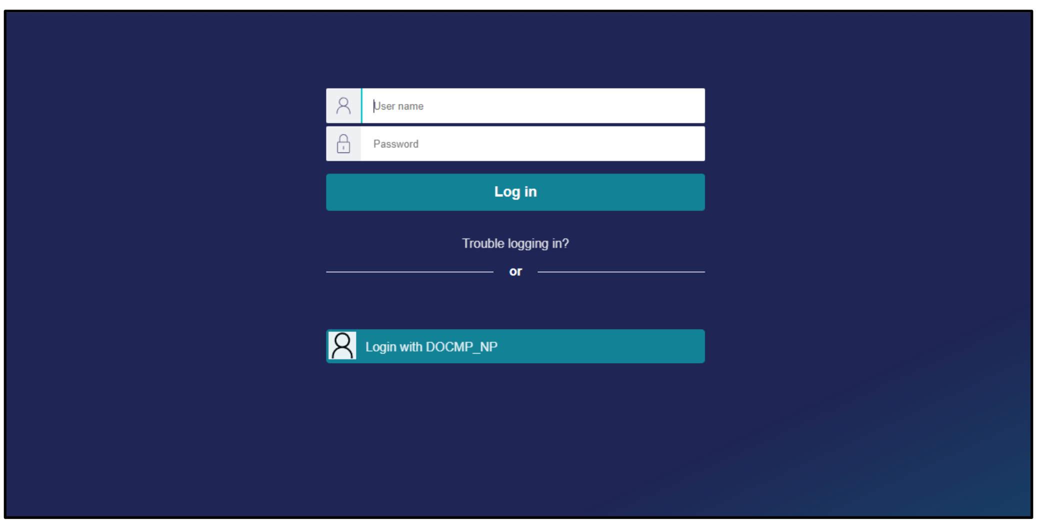
3.1. Logging On

DOCMP is accessed using a VA Single Sign-On Internal (SSOi) login.

Figure 2: VA Single Sign-On Page

Click **Sign In with VA PIV Card** to authenticate your Personal Identity Verification (PIV) card and sign into the application. If you are not already connected to the VA network, the **DOCMP Login Page** will display when the URL is accessed.

Figure 3: DOCMP Login Page



To sign in from the login page complete the following steps:

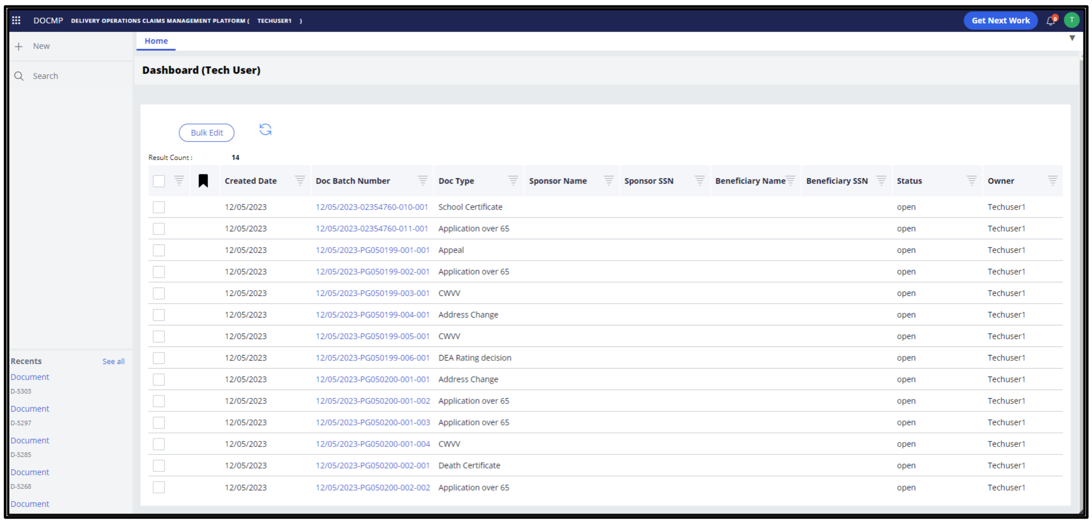
1. Enter your **User name** and **Password**.
2. Select **Log in**.

Alternatively, you can select the **Login with DOCMP_NP** button to enable the SSOi login and sign in with your PIV credentials.

3.2. System Menu

3.2.1. Homepage Overview

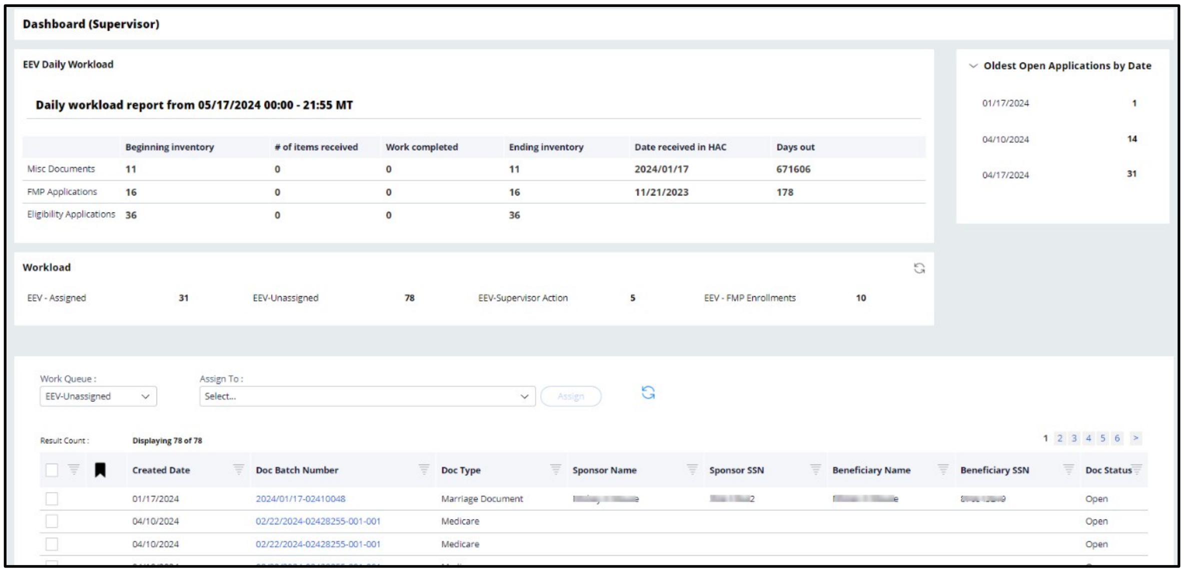
Figure 4: DOCMP Homepage



The DOCMP homepage contains some general elements that are common to all user views:

- **Dashboard** - is the main content area of the application and displays content in individual tabs based on what the user has selected.

Figure 5: DOCMP Dashboard



- **Application Header** – located at the top of the page. Displays the application name and the role type of the active user. The header also includes the **Get Next Work** button (where applicable), the notifications icon, and the user profile icon.

NOTE: Notifications are not currently enabled at this time, but this feature will be available with a future release.

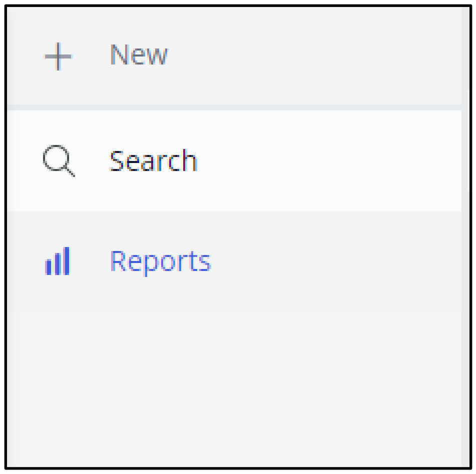
Figure 6: DOCMP Application Header

- **Tabs** – located below the Application Header. Displays the active content on the dashboard. When a new action is taken (e.g., selecting a document selection or conducting a search) a new tab will open.

Figure 7: DOCMP Tabs

- **Sidebar Navigation** – located on the left side of the page. Lists the operations available for each role type.

Figure 8: DOCMP Sidebar Navigation



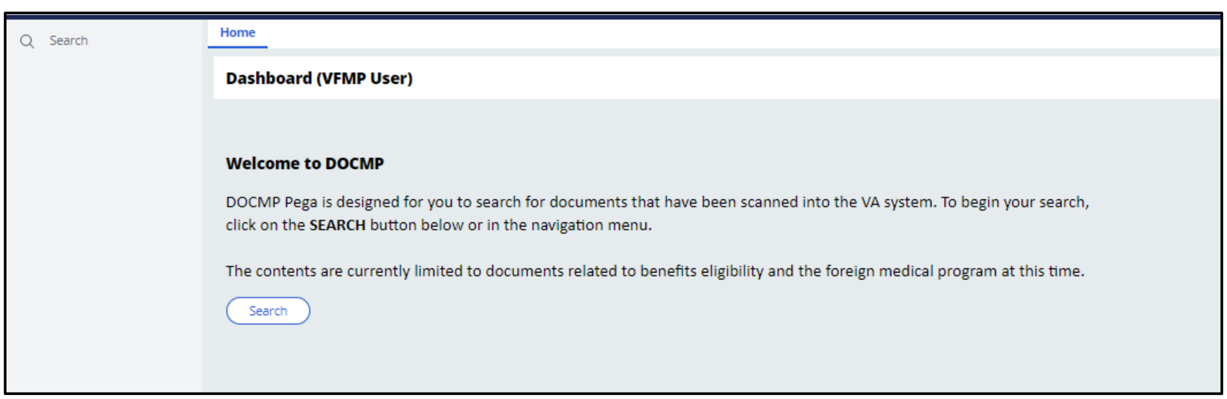
3.3. User Role Functionality

The DOCMP application offers different functionality for the operations specific to each of the user roles outlined in Section 2.3. Once you have been assigned your role, you will be able to access its functions.

3.3.1. Read-Only User

Read-only users may run searches and view existing documents within the application but cannot make any changes or updates.

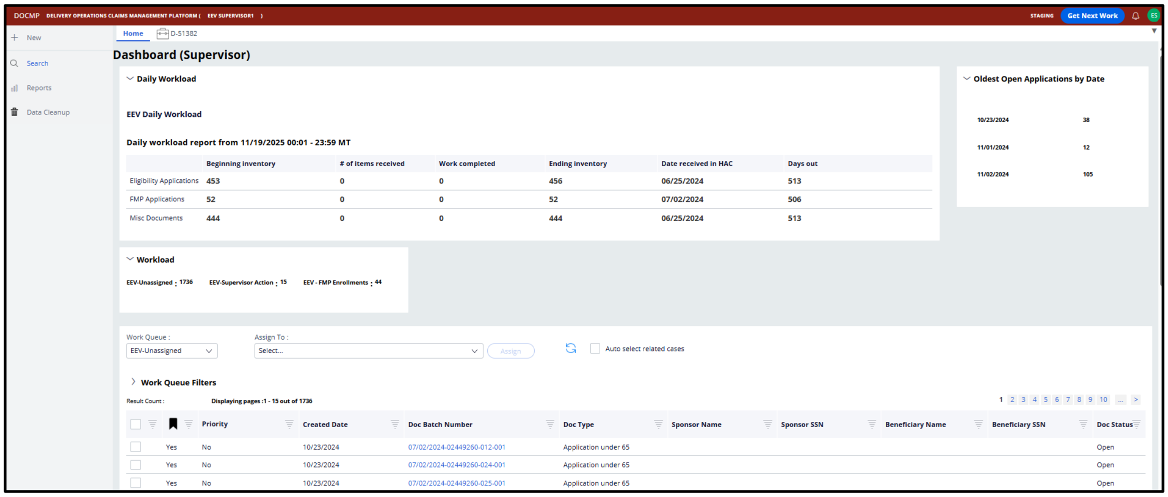
Figure 9: Default Read-Only Homepage



3.3.2. EEV Supervisor

Users with the EEV Supervisor role can assign cases to their team members, pull reports, and review escalated cases.

Figure 10: EEV Supervisor Dashboard



EEV Supervisors have access to the following main functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab that allows the user to choose from a variety of options to refine their search of available documents.
- **Reports**: Located within the sidebar navigation; opens a new tab which displays all reports that are available to view.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.
- **Get Next Work**: This button is in the header at the top of the page. When selected, it opens the user's next work item in a new tab.

3.3.2.1. EEV Supervisor Dashboard Overview

The EEV Supervisor dashboard contains three main sections:

- **Daily Workload**
  - **Oldest Open Applications by Date**
  - **Workload Summary**
- **Work Queue**
- **Work List**

3.3.2.1.1. Daily Workload

Figure 11: EEV Supervisor Dashboard - Daily Workload Report

EEV Daily Workload

Daily workload report from 01/04/2024 00:00 - 21:55 MT

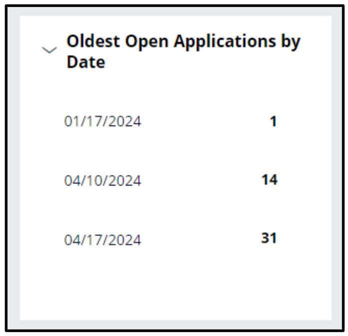
	Beginning inventory	# of items received	Work completed	Ending inventory	Date received in HAC	Days out
Misc Documents	25	0	0	25	05/10/2023	240
FMP Applications	13	0	0	13	05/10/2023	240
Eligibility Applications	56	0	5	56	05/10/2023	240

The **Daily Workload** section displays a report of the total workload inventory from the previous day, organized by type. The data shown in this report is updated daily. It contains the following fields:

- **Beginning inventory**: The total count of work items that were in the system at the end of the previous day.
- **# of items received**: The number of new items received the previous day.
- **Work completed**: The number of work items marked as completed.
- **Ending inventory**: The total count of open work items in the system the last time the report was refreshed.
- **Date received in HAC**: Date when VFMP received the file; included in the Doc Batch Number.
- **Days out**: The number of days from date received to previous/current day.

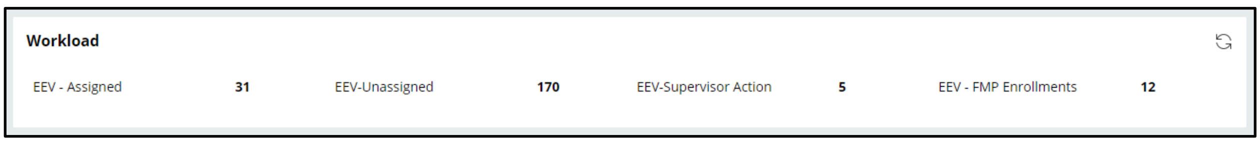
Oldest Open Applications by Date is a read-only module that can be hidden or expanded and displays the three earliest creation dates of items listed in the work queue. The number displayed at the right is the total number of items that were created on that date.

Figure 12: EEV Supervisor Dashboard – Oldest Applications Module



The **Workload** section is located below the daily workload report and provides a summary of the total number of work items in each work queue category included in the daily workload.

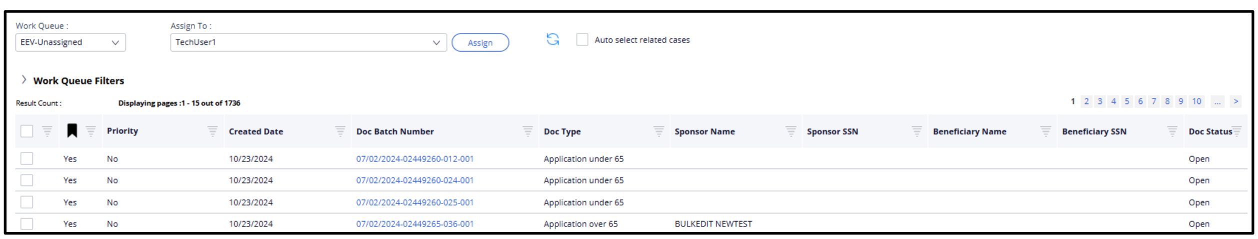
Figure 13: EEV Supervisor Dashboard – Workload Summary



3.3.2.1.2. Work Queue Overview

The **Work Queue** can be filtered by category and lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 14: EEV Supervisor Dashboard – Work Queue



- **Work Queue**: Drop-down menu that allows a supervisor to select the category of work items they wish to view. Categories include:
  - **Unassigned** – All items that have not yet been assigned to a team member or queue.
  - **Supervisor Action** – Items that require action on behalf of the supervisor.
  - **FMP Enrollments** – Items related to claims submitted to the Foreign Medical Program (FMP).
- **Assign To**: Drop-down menu that lists team members or groups that can have cases assigned to them.
- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.

NOTE: The **Assign** button is grayed out by default and is only enabled when a selection has been made from the **Assign To** drop-down menu.

- **Refresh button**: This button allows the user to refresh the list to view the most recent items.
- **Auto select related cases**: Checkbox that enables all documents in the same batch to be automatically selected for a desired action.
- **Result Count**: A read-only field that displays the total number of items still listed in the queue.

The items in the Work Queue are listed under the following column headings:

- **Created Date**: The date on which the document was uploaded into the system.
- **Doc Batch Number**: A system-generated number used to identify the batch associated with a document upload; especially useful when there are multiple documents associated with a case.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the sponsor.
- **Sponsor SSN**: The sponsor's SSN.
- **Beneficiary Name**: First and last name of the person named as beneficiary.
- **Beneficiary SSN**: The beneficiary's SSN.
- **Doc Status**: Displays the working status of the item (e.g., **Open**, **Complete**, etc.)

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

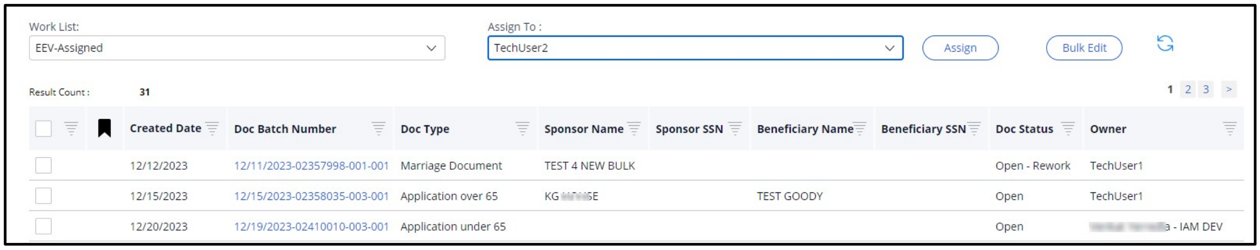
Figure 15: EEV Supervisor Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
   - **Created Date From** and **To**;
   - **PDI/DocBatch Number**; and
   - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.2.1.3. Work List Overview

The **Work List** contains work items that have already been assigned to a particular user.

Figure 16: EEV Supervisor Work List



- **Work List**: Drop-down menu that allows a supervisor to select a team member from the drop-down menu to see what has already been assigned to that individual.
- **Assign To**: Drop-down menu that lists team members or groups that can have cases assigned to them. A supervisor can also use this menu to unassign an item from a user and/or re-assign it to another team member, if desired.
- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.
- **Bulk Edit**: Located above the work list, this button allows the user to select multiple cases and update them all with the same information or action.
- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

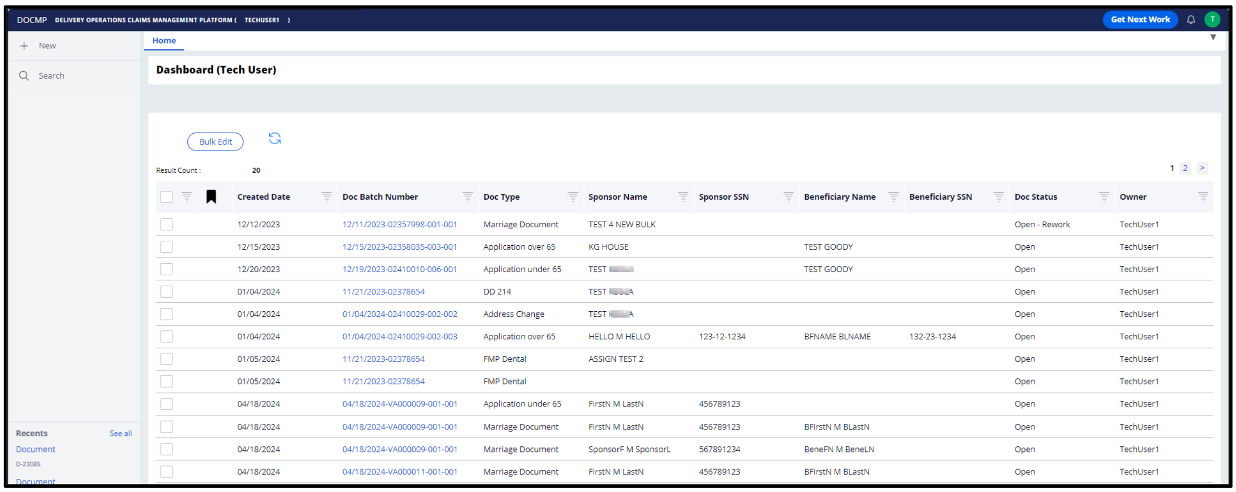
The items in the Work List are displayed under the following column headings:

- **Created Date**: The date on which the document was uploaded into the system.
- **Doc Batch Number**: A system-generated number used to identify the batch associated with a document upload; especially useful when there are multiple documents associated with a case.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the sponsor.
- **Sponsor SSN**: The sponsor’s SSN.
- **Beneficiary Name**: First and last name of the person named as beneficiary.
- **Beneficiary SSN**: The beneficiary’s SSN.
- **Doc Status**: Displays the working status of the item (e.g., **Open**, **Complete**, etc.)
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.3. EEV Contact Representatives

Users with the EEV Contact Representative role can view and edit the documents that have been assigned to them in DOCMP. After logging into the application, the EEV Contact Representative Dashboard displays. Their dashboard displays a table of work items that have been assigned to them.

Figure 17: EEV Contact Representative Dashboard



Contact Representative users have access to the following functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently opened documents.
- **Get Next Work**: This button is in the header at the top of the page. When selected, it opens the user's next work item in a new tab.
- **Bulk Edit**: Located above the work list, this button allows the user to select multiple cases and update them all with the same information or action.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.

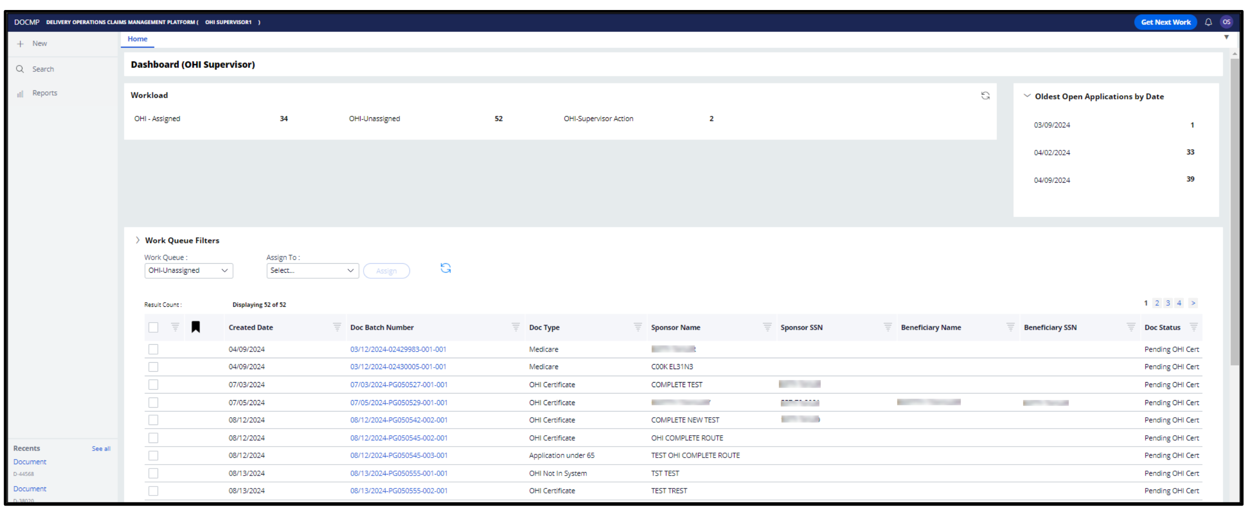
The **Work Queue** lists all items that have been assigned to the user and contains the following fields and column headings:

- **Result Count**: A read-only field that displays the total number of items that have been assigned to the user.
- **Created Date**: The date on which the document was uploaded into the system.
- **Doc Batch Number**: A system-generated number used to identify the batch associated with a document upload; especially useful when there are multiple documents associated with a case.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the sponsor.
- **Sponsor SSN**: The sponsor's Social Security Number (SSN).
- **Beneficiary Name**: First and last name of the person named as beneficiary.
- **Beneficiary SSN**: The beneficiary's SSN.
- **Doc Status**: Displays the working status of the item (e.g., **Open**, **Complete**, etc.)
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.4. OHI Supervisor

Users with the OHI Supervisor role can assign cases to their team members and review escalated cases.

Figure 18: OHI Supervisor Homepage



OHI Supervisors have access to the following main functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

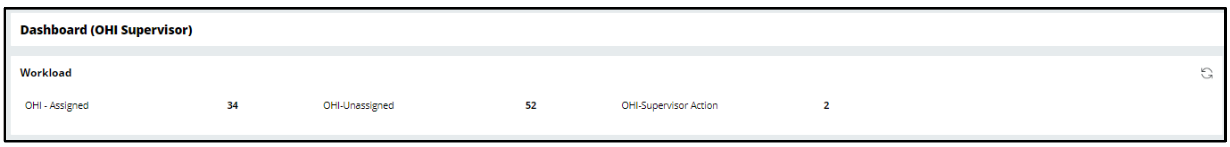
NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Reports**: Located within the sidebar navigation; opens a new tab which displays all reports that are available to view.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.
- **Get Next Work**: This button is in the header at the top of the page. When selected, it opens the user's next work item in a new tab.

3.3.4.1. OHI Supervisor Dashboard Overview

The OHI Supervisor dashboard provides a **Workload** summary at the top of the page, displaying the total number of work items that have been submitted to the OHI queue.

Figure 19: OHI Supervisor Dashboard – Workload

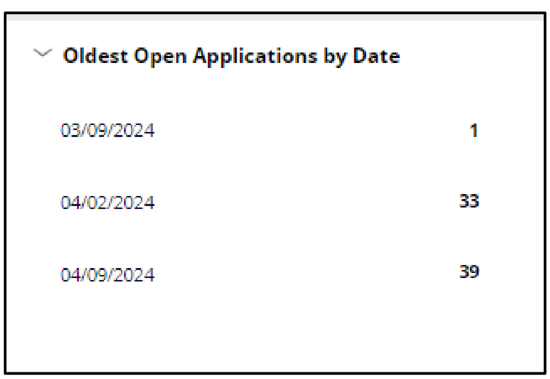


After the **Workload** summary, the dashboard is divided into two main sections:

- **Work Queue**
- **Work List**

Oldest Open Applications by Date is a read-only module that can be hidden or expanded and displays the three earliest creation dates of items listed in the work queue. The number displayed at the right is the total number of items that were created on that date.

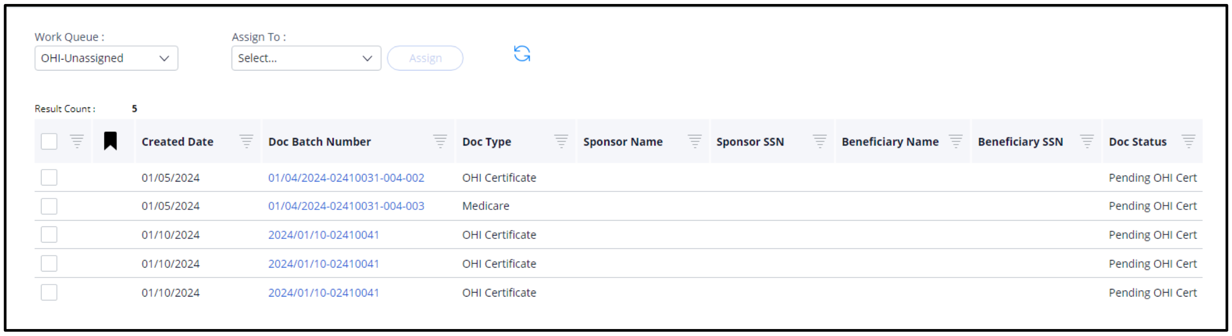
Figure 20: OHI Supervisor Dashboard – Oldest Applications Module



3.3.4.1.1. Work Queue Overview

The **Work Queue** can be filtered by category and lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 21: OHI Supervisor Dashboard – Work Queue



- **Work Queue**: Drop-down menu that allows a supervisor to select the category of work items they wish to view. Categories include:
  - **Unassigned** – All items that have not yet been assigned to a team member or queue.
  - **Supervisor Action** – Items that require action on behalf of the supervisor.
- **Assign To**: Drop-down menu that lists team members or groups that can have cases assigned to them.
- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.

NOTE: The **Assign** button is grayed out by default and is only enabled when a selection has been made from the **Assign To** drop-down menu.

- **Refresh button**: This button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items still listed in the queue.

The items in the Work Queue are listed under the following column headings:

- **Created Date**: The date on which the document was uploaded into DOCMP.
- **Doc Batch Number**: A system-generated number used to identify the batch associated with a document upload; especially useful when there are multiple documents associated with a case.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the sponsor.
- **Sponsor SSN**: The sponsor’s SSN.

- **Beneficiary Name**: First and last name of the person named as beneficiary.
- **Beneficiary SSN**: The beneficiary's SSN.
- **Doc Status**: Displays the working status of the item (e.g., **Open**, **Complete**, etc.)

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

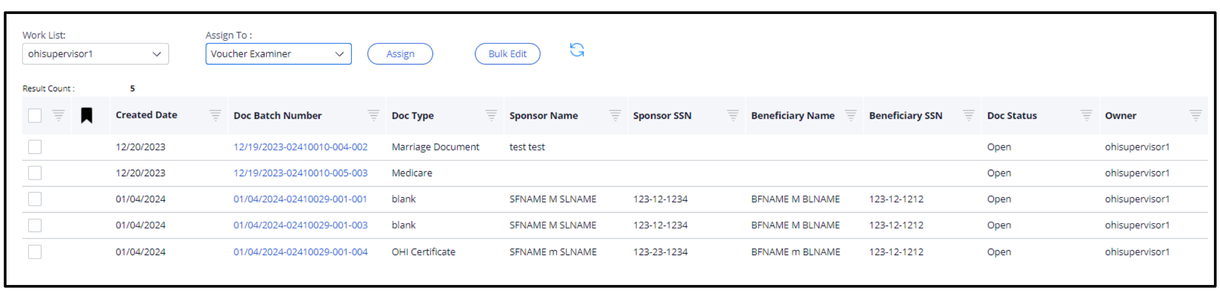
Figure 22: OHI Supervisor Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
    - **Created Date From** and **To**;
    - **PDI/DocBatch Number**; and
    - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.4.1.2. Work List Overview

The **Work List** section contains work items that have already been assigned to a particular user.

Figure 23: OHI Supervisor Work List



Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status	Owner
12/20/2023	12/19/2023-02410010-004-002	Marriage Document	test test				Open	ohisupervisor1
12/20/2023	12/19/2023-02410010-005-003	Medicare					Open	ohisupervisor1
01/04/2024	01/04/2024-02410029-001-001	blank	SFNAME M SLNAME	123-12-1234	BFNAME M BLNAME	123-12-1212	Open	ohisupervisor1
01/04/2024	01/04/2024-02410029-001-003	blank	SFNAME M SLNAME	123-12-1234	BFNAME M BLNAME	123-12-1212	Open	ohisupervisor1
01/04/2024	01/04/2024-02410029-001-004	OHI Certificate	SFNAME m SLNAME	123-23-1234	BFNAME m BLNAME	123-12-1212	Open	ohisupervisor1

- **Work List**: Drop-down menu that allows a supervisor to select a team member from the drop-down menu to see what has already been assigned to that individual.
- **Assign To**: Drop-down menu that lists of team members or groups that can have cases assigned to them. A supervisor can also use this menu to unassign an item from a user and/or re-assign it to another team member, if desired.

- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.
- **Bulk Edit**: Located above the work list, this button allows the user to select multiple cases and update them all with the same information or action.
- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

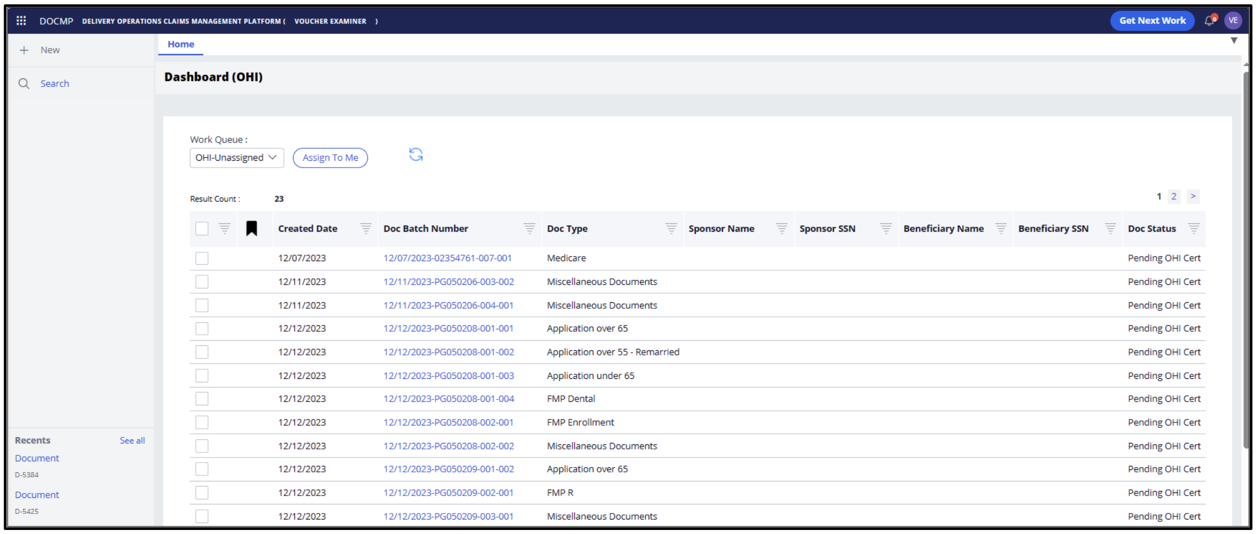
The items in the Work List are listed under the following column headings:

- **Created Date**: The date on which the document was uploaded into the system.
- **Doc Batch Number**: A system-generated number used to identify the batch associated with a document upload; especially useful when there are multiple documents associated with a case.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the sponsor.
- **Sponsor SSN**: The sponsor's SSN.
- **Beneficiary Name**: First and last name of the person named as beneficiary.
- **Beneficiary SSN**: The beneficiary's SSN.
- **Doc Status**: Displays the working status of the item (e.g., **Open**, **Complete**, etc.)
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.5. OHI Voucher Examiner

Users with the OHI Voucher Examiner role can self-assign, view, and update OHI certificates in DOCMP. After logging into the application, the OHI Voucher Examiner user's default view will be their **Work Queue**, which displays any work items that have already been assigned.

Figure 24: Default OHI Voucher Examiner Screen



OHI Voucher Examiners have access to the following functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.
- **Get Next Work**: This button is located in the header at the top of the page. When selected, it opens the user's next work item in a new tab.
- **Assign to Me**: This button allows examiners to assign work items to themselves.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.

The **Work Queue** lists all items that have already been assigned to the user and contains the following fields:

- **Result Count**: A read-only field that displays the total number of items that have been assigned to the user.
- **Created Date**: The date on which the document was uploaded into the system.

- **Doc Batch Number**: A system-generated number used to identify the batch associated with a document upload; especially useful when there are multiple documents associated with a case.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the sponsor.
- **Sponsor SSN**: The sponsor's SSN.
- **Beneficiary Name**: First and last name of the person named as beneficiary.
- **Beneficiary SSN**: The beneficiary's SSN.
- **Doc Status**: Displays the working status of the item (e.g., **Open**, **Complete**, etc.)

3.3.6. DCDM Supervisor

Users with the Document Control and Document Management (DCDM) Supervisor role can view and assign cases to other DCDM users and re-route incorrectly assigned cases to the appropriate team as needed.

Figure 25: DCDM Supervisor Homepage (1 of 2)

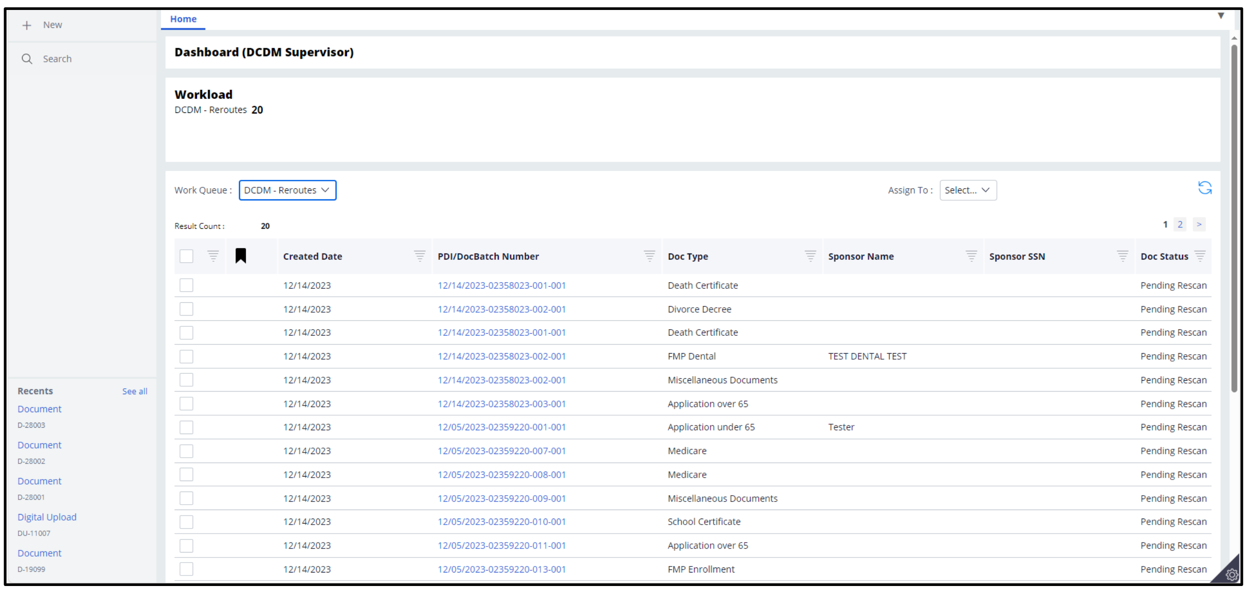
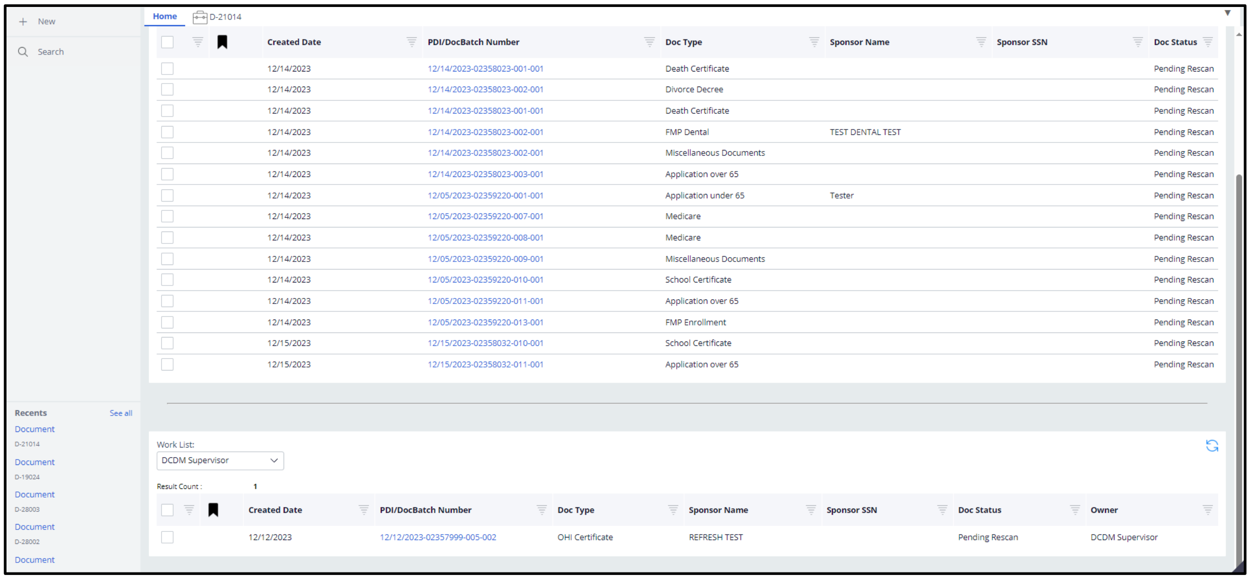


Figure 26: DCDM Supervisor Homepage (2 of 2)



DCDM Supervisors have access to the following main functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.
- **Assign To**: This button allows supervisors to assign or re-assign work items to other teams and DCDM users.

3.3.6.1. DCDM Supervisor Dashboard Overview

The DCDM Supervisor dashboard provides a **Workload** summary at the top of the page, displaying the total number of work items that have been submitted to the DCDM Reroutes queue.

Figure 27: DCDM Supervisor Dashboard – Workload

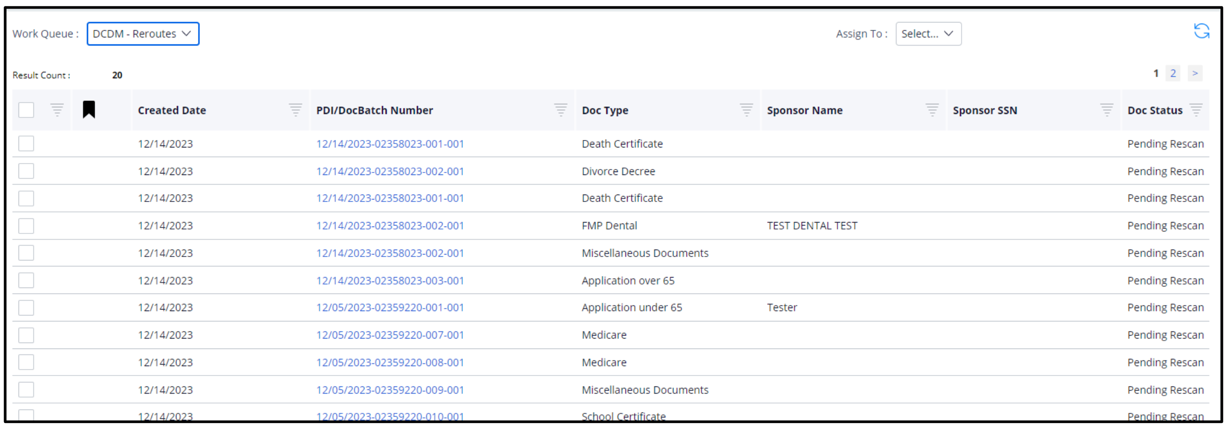
After the **Workload** summary, the dashboard is divided into two main sections:

- **Work Queue**
- **Work List**

3.3.6.1.1. Work Queue Overview

The **Work Queue** can be filtered by category and lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 28: DCDM Supervisor Dashboard – Work Queue



Created Date	PDI/DocBatch Number	Doc Type	Sponsor Name	Sponsor SSN	Doc Status
12/14/2023	12/14/2023-02358023-001-001	Death Certificate			Pending Rescan
12/14/2023	12/14/2023-02358023-002-001	Divorce Decree			Pending Rescan
12/14/2023	12/14/2023-02358023-001-001	Death Certificate			Pending Rescan
12/14/2023	12/14/2023-02358023-002-001	FMP Dental	TEST DENTAL TEST		Pending Rescan
12/14/2023	12/14/2023-02358023-002-001	Miscellaneous Documents			Pending Rescan
12/14/2023	12/14/2023-02358023-003-001	Application over 65			Pending Rescan
12/14/2023	12/05/2023-02359220-001-001	Application under 65	Tester		Pending Rescan
12/14/2023	12/05/2023-02359220-007-001	Medicare			Pending Rescan
12/14/2023	12/05/2023-02359220-008-001	Medicare			Pending Rescan
12/14/2023	12/05/2023-02359220-009-001	Miscellaneous Documents			Pending Rescan
12/14/2023	12/05/2023-02359220-010-001	School Certificate			Pending Rescan

- **Work Queue**: Drop-down menu that allows a supervisor to select the category of work items they wish to view. DCDM Supervisors only have the **DCDM Reroutes** queue to work from.
- **Result Count**: A read-only field that displays the total number of items still listed in the queue.
- **Assign To**: Drop-down menu that allows supervisors to select the type of assignee (**Users** or **Teams**) to re-route cases to.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.

The items in the Work Queue are listed under the following column headings:

- **Created Date**: The date on which the document was uploaded into DOCMP.
- **PDI/Doc Batch Number**: A system-generated number used to identify the batch associated with a document upload; especially useful when there are multiple documents associated with a case.

- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the sponsor.
- **Sponsor SSN**: The sponsor's SSN.
- **Doc Status**: Displays the working status of the item (e.g., **Open**, **Complete**, etc.)

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

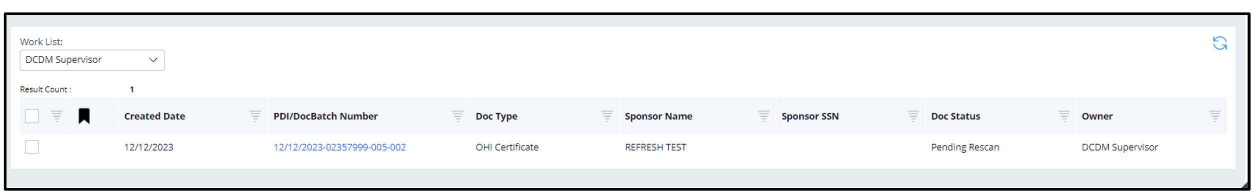
Figure 29: DCDM Supervisor Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
    - **Created Date From** and **To**;
    - **PDI/DocBatch Number**; and
    - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.6.1.2. Work List Overview

The **Work List** section contains work items that have already been assigned to a particular user.

Figure 30: DCDM Supervisor Work List



- **Work List**: Drop-down menu that allows a DCDM supervisor to select themselves or another DCDM supervisor and display what items have already been assigned to them.
- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

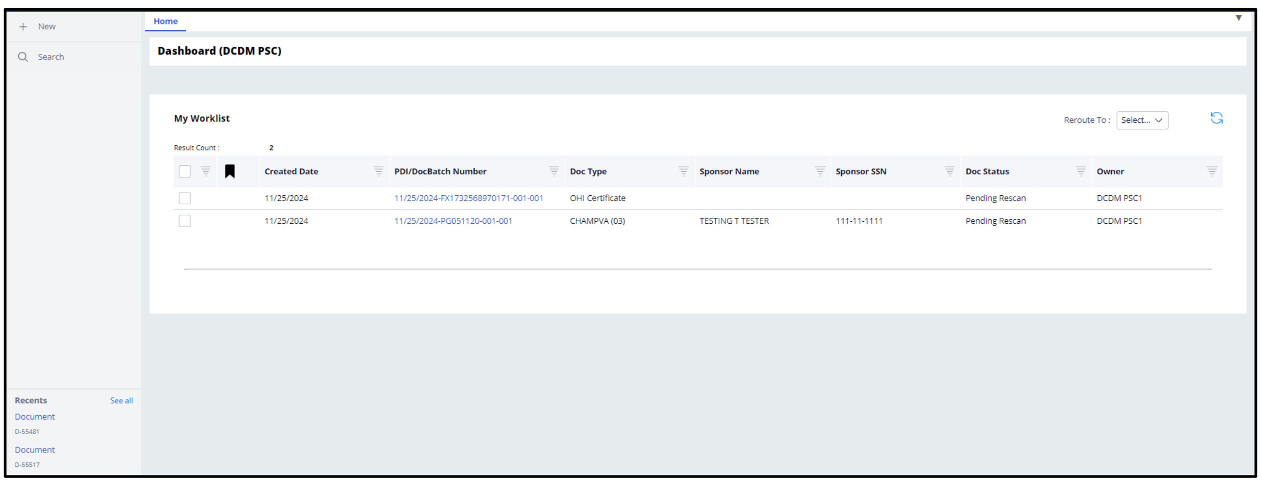
The items in the Work List are listed under the following column headings:

- **Created Date**: The date on which the document was uploaded into the system.
- **PDI/Doc Batch Number**: A system-generated number used to identify the batch associated with a document upload; especially useful when there are multiple documents associated with a case.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the sponsor.
- **Sponsor SSN**: The sponsor's SSN.
- **Doc Status**: Displays the working status of the item (e.g., **Open**, **Complete**, etc.)
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.7. DCDM Program Support Clerk (PSC)

Users with the Document Control and Document Management (DCDM) Program Support Clerk (PSC) role can view, edit, and reroute incorrectly assigned documents to the appropriate team as needed. After logging into the application, the DCDM PSC homepage displays.

Figure 31: DCDM PSC Homepage



DCDM PSC users have access to the following functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.
- **Reroute To**: Drop-down menu that allows PSC users to select the appropriate team to re-route a selected case to.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.

The **Worklist** displays all items that have been assigned to the user and contains the following fields and column headings:

- **Result Count**: A read-only field that displays the total number of items that have been assigned to the user.
- **PDI/DocBatch Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document.
- **Sponsor Name**: First and last name of the Veteran.
- **Sponsor SSN**: The Veteran's Social Security Number.
- **Doc Status**: Displays the working status of the item.
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.8. FMP Supervisor

Users with the Foreign Medical Program (FMP) Supervisor role can view and assign cases to other FMP users and re-route incorrectly assigned cases to the appropriate team as needed.

Figure 32: Default FMP Supervisor Homepage (1 of 2)

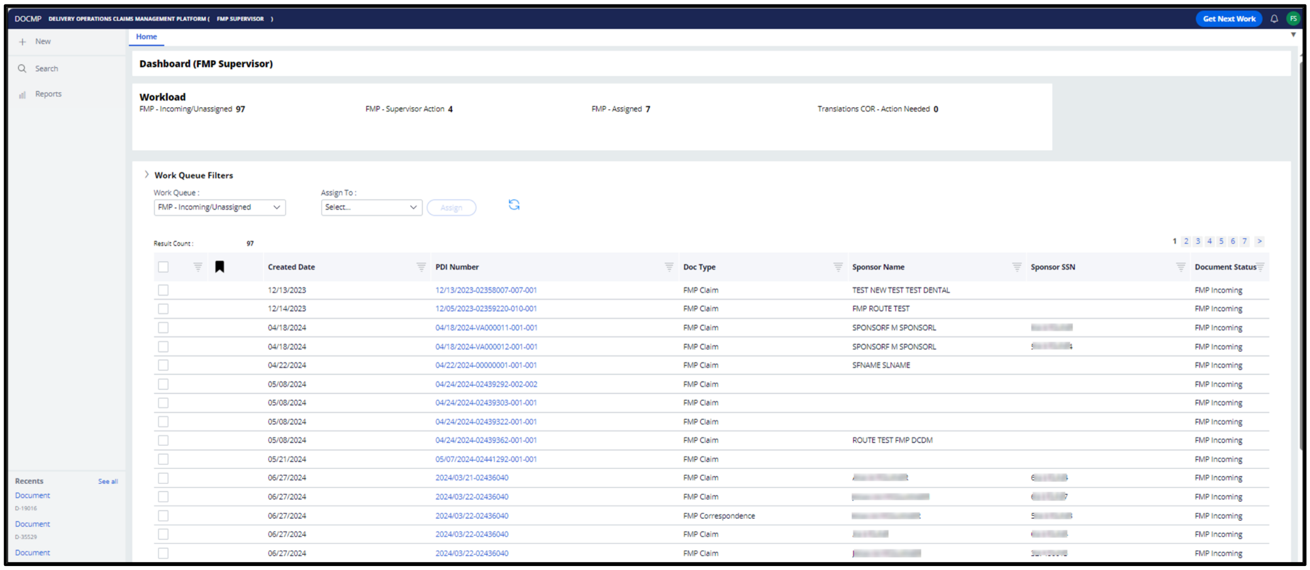
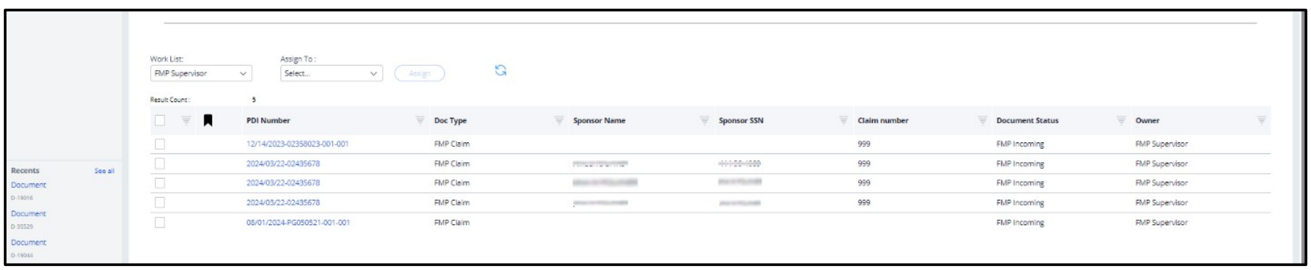


Figure 33: Default FMP Supervisor Homepage (2 of 2)



FMP Supervisors have access to the following main functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

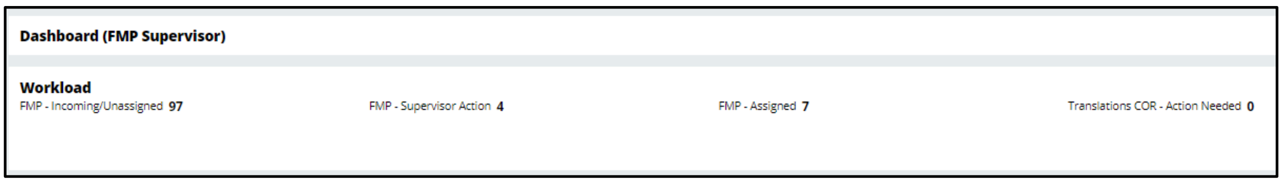
- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Reports**: Located within the sidebar navigation; opens a new tab which displays all reports that are available to view.

- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.
- **Get Next Work**: This button is in the header at the top of the page. When selected, it opens the user's next work item in a new tab.
- **Assign To**: This button allows supervisors to assign or re-assign work items to other teams and FMP users.

3.3.8.1. FMP Supervisor Dashboard Overview

The FMP Supervisor dashboard provides a **Workload** summary at the top of the page, displaying the total number of work items that have been submitted to the FMP Claims queue.

Figure 34: FMP Supervisor Dashboard – Workload



After the Workload summary, the dashboard is divided into two main sections:

- **Work Queue**
- **Work List**

3.3.8.1.1. Work Queue Overview

The **Work Queue** lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 35: FMP Supervisor Dashboard – Work Queue

Result Count : 97

Created Date	PDI Number	Doc Type	Sponsor Name	Sponsor SSN
12/13/2023	12/13/2023-02358007-007-001	FMP Claim	TEST NEW TEST TEST DENTAL	
12/14/2023	12/05/2023-02359220-010-001	FMP Claim	FMP ROUTE TEST	
04/18/2024	04/18/2024-VA000011-001-001	FMP Claim	SPONSORF M SPONSORL	[redacted]
04/18/2024	04/18/2024-VA000012-001-001	FMP Claim	SPONSORF M SPONSORL	[redacted]
04/22/2024	04/22/2024-00000001-001-001	FMP Claim	SFNAME SLNAME	
05/08/2024	04/24/2024-02439292-002-002	FMP Claim		
05/08/2024	04/24/2024-02439303-001-001	FMP Claim		
05/08/2024	04/24/2024-02439322-001-001	FMP Claim		
05/08/2024	04/24/2024-02439362-001-001	FMP Claim	ROUTE TEST FMP DCDM	
05/21/2024	05/07/2024-02441292-001-001	FMP Claim		
06/27/2024	2024/03/21-02436040	FMP Claim	[redacted]	[redacted]
06/27/2024	2024/03/22-02436040	FMP Claim	[redacted]	[redacted]
06/27/2024	2024/03/22-02436040	FMP Correspondence	[redacted]	[redacted]
06/27/2024	2024/03/22-02436040	FMP Claim	[redacted]	[redacted]
06/27/2024	2024/03/22-02436040	FMP Claim	[redacted]	[redacted]

- **Work Queue**: Drop-down menu that allows a supervisor to select the category of work items they wish to view. Categories include:

- **FMP-Incoming/Unassigned:** All items that have not yet been assigned to a team member or queue.
- **FMP-Supervisor Action:** Items that require action on behalf of the supervisor.

- **Result Count**: A read-only field that displays the total number of items still listed in the queue.
- **Assign To**: Drop-down menu that allows supervisors to select the type of assignee (**Users** or **Teams**) to re-route cases to.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.

The items in the Work Queue are listed under the following column headings:

- **Created Date**: The date on which the document was uploaded into DOCMP.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the Veteran.
- **Sponsor SSN**: The Veteran's Social Security Number.
- **Document Status**: Displays the working status of the item (e.g., **FMP Incoming**, **Complete**, etc.).

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

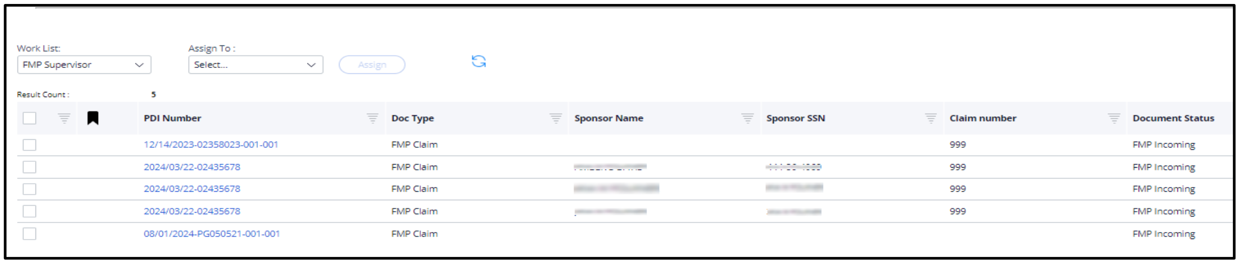
Figure 36: FMP Supervisor Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
   - **Created Date From** and **To**;
   - **PDI/DocBatch Number**; and
   - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.8.1.2. Work List Overview

The **Work List** section contains work items that have already been assigned to a particular user.

Figure 37: FMP Supervisor Work List



- **Work List**: Drop-down menu that allows a DCDM supervisor to select and display items assigned to the FMP claims queue or specific FMP users.
- **Assign To**: Drop-down menu that allows supervisors to select the assignee to route cases to. The **Assign** button is available to select once an assignee has been chosen from the list.
- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

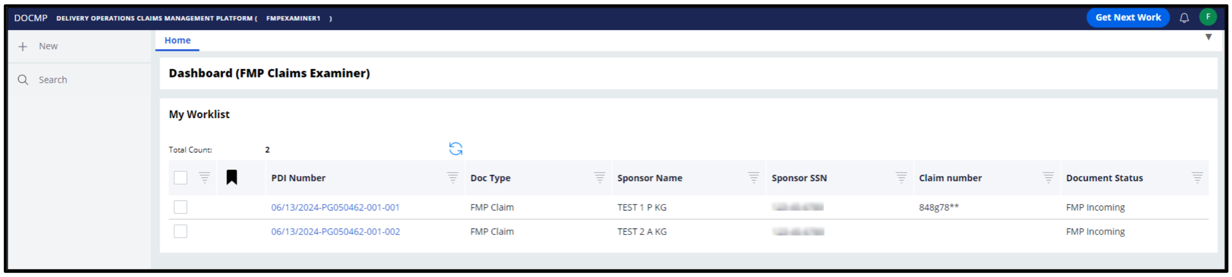
The items in the Work List are listed under the following column headings:

- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the Veteran.
- **Sponsor SSN**: The Veteran’s Social Security Number.
- **Claim Number**: The number assigned to a specific claim.
- **Document Status**: Displays the working status of the item (e.g., **FMP Incoming**, **Complete**, etc.).
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.9. FMP Claims Examiner

Users with the Foreign Medical Program (FMP) Claims Examiner role can view and edit the documents that have been assigned to them in DOCMP. After logging into the application, the FMP Claims Examiner homepage displays.

Figure 38: FMP Claims Examiner Dashboard



FMP Claims Examiner users have access to the following functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.
- **Get Next Work**: This button is in the header at the top of the page. When selected, it opens the user's next work item in a new tab.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.

The **Worklist** displays all items that have been assigned to the user and contains the following fields and column headings:

- **Total Count**: A read-only field that displays the total number of items that have been assigned to the user.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document.
- **Sponsor Name**: First and last name of the Veteran.
- **Sponsor SSN**: The Veteran's Social Security Number.
- **Claim Number**: The number assigned to a specific claim.
- **Document Status**: Displays the working status of the item.

3.3.10. Appeal Supervisor

Users with the Appeal Supervisor role can assign cases to their team members, review escalated cases, and route incorrectly assigned cases to the appropriate teams.

Figure 39: Appeal Supervisor Homepage (1 of 2)

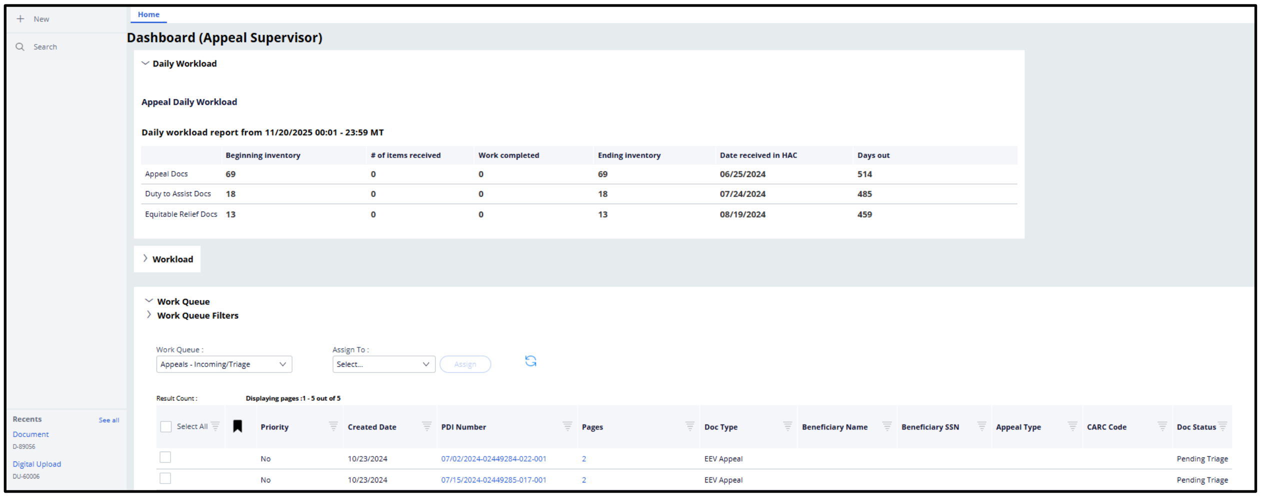
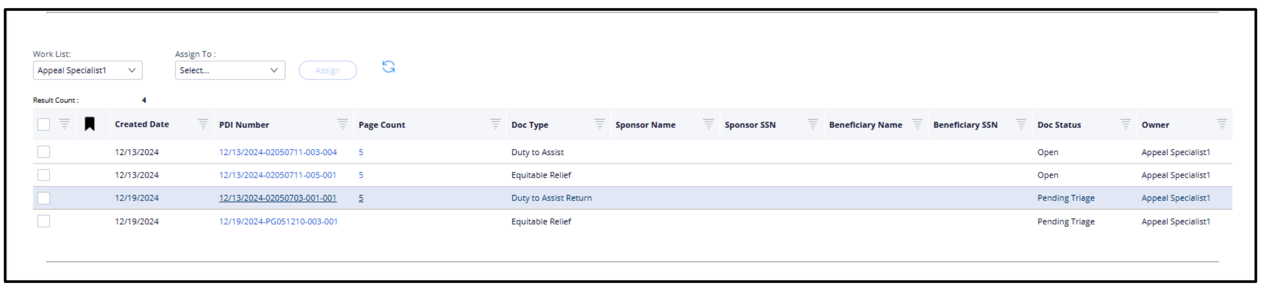


Figure 40: Appeal Supervisor Homepage (2 of 2)



Appeal Supervisors have access to the following main functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.

3.3.10.1. Appeal Supervisor Dashboard Overview

The Appeal Supervisor dashboard contains three main sections:

- **Daily Workload** (including a **Workload** summary)
- **Work Queue**
- **Work List**

3.3.10.1.1. Daily Workload

Figure 41: Appeal Supervisor Dashboard - Daily Workload Report

Daily Workload

Appeal Daily Workload

Daily workload report from 11/20/2025 00:01 - 23:59 MT

	Beginning inventory	# of items received	Work completed	Ending inventory	Date received in HAC	Days out
Appeal Docs	69	0	0	69	06/25/2024	514
Duty to Assist Docs	18	0	0	18	07/24/2024	485
Equitable Relief Docs	13	0	0	13	08/19/2024	459

The **Daily Workload** section displays a report of the total workload inventory from the previous day, organized by type. The data shown in this report is updated daily. It contains the following fields:

- **Beginning inventory**: The total count of work items that were in the system at the end of the previous day.
- **# of items received**: The number of new items received the previous day.
- **Work completed**: The number of work items marked as completed.
- **Ending inventory**: The total count of open work items in the system the last time the report was refreshed.
- **Date received in HAC**: Date when VFMP received the file; included in the Doc Batch Number.
- **Days out**: The number of days from date received to previous/current day.

The **Workload** section is located below the daily workload report and provides a summary of the total number of work items in each work queue category included in the daily workload.

Figure 42: Appeal Supervisor Dashboard – Workload

Workload

Appeals - Incoming/Triage : **24** Appeals - Unassigned : **9** Appeal - Supervisor Action : **2** Duty to Assist - Incoming/Triage : **47** Duty to Assist - Unassigned : **6** DTA - Supervisor Action : **3**

Equitable Relief - Incoming/Triage : **22** Equitable Relief - Unassigned : **3** EQR - Supervisor Action : **1** EQR Pending : **0** APPEAL - Assigned : **22**

3.3.10.1.2. Work Queue Overview

The **Work Queue** can be filtered by category and lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 43: Appeal Supervisor Dashboard – Work Queue

- **Work Queue**: Drop-down menu that allows a supervisor to select the category of work items they wish to view.
- **Assign To**: Drop-down menu that lists team members or groups that can have cases assigned to them.
- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.

NOTE: The **Assign** button is grayed out by default and is only enabled when a selection has been made from the **Assign To** drop-down menu.

- **Refresh button**: This button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items listed in the queue.

The items in the Work Queue are listed under the following column headings:

- **Priority**: Displays a **Yes** or **No** value based on whether the item has been identified as a priority document.
- **Created Date**: The date on which the document was uploaded into DOCMP.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Pages**: Displays the total number of pages included in the document.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Beneficiary Name**: First and last name of the person named as beneficiary.
- **Beneficiary SSN**: The beneficiary's SSN.
- **Appeal Type**: Specifies the type of appeal the document is associated with.

- **Claims Adjustment Reason Code (CARC) Code**: Healthcare billing code used to specify the reason for the adjustment or denial of the claim associated with the appeal.
- **Doc Status**: Displays the working status of the item (e.g., **Open**, **Pending Triage**, etc.)

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

Figure 44: Appeal Supervisor Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
    - **Created Date From** and **To**;
    - **PDI/DocBatch Number**; and
    - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.10.1.3. Work List Overview

The **Work List** section contains work items that have already been assigned to a particular user.

Figure 45: Appeal Supervisor Work List

- **Work List**: Drop-down menu that allows a supervisor to select a team member from the drop-down menu to see what has already been assigned to that individual.
- **Assign To**: Drop-down menu that lists of team members or groups that can have cases assigned to them. A supervisor can also use this menu to unassign an item from a user and/or re-assign it to another team member, if desired.

- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.
- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

The items in the Work List are listed under the following column headings:

- **Priority**: Displays a **Yes** or **No** value based on whether the item has been identified as a priority document.
- **Created Date**: The date on which the document was uploaded into the system.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Pages**: Displays the total number of pages included in the document.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the sponsor.
- **Sponsor SSN**: The sponsor's SSN.
- **Beneficiary Name**: First and last name of the person named as beneficiary.
- **Beneficiary SSN**: The beneficiary's SSN.
- **Doc Status**: Displays the working status of the item (e.g., **Open**, **Pending Triage**, etc.)
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.11. Appeal Specialist

Users with the Appeal Specialist role can view, edit, and self-assign cases in DOCMP.

Figure 46: Appeal Specialist Homepage (1 of 2)

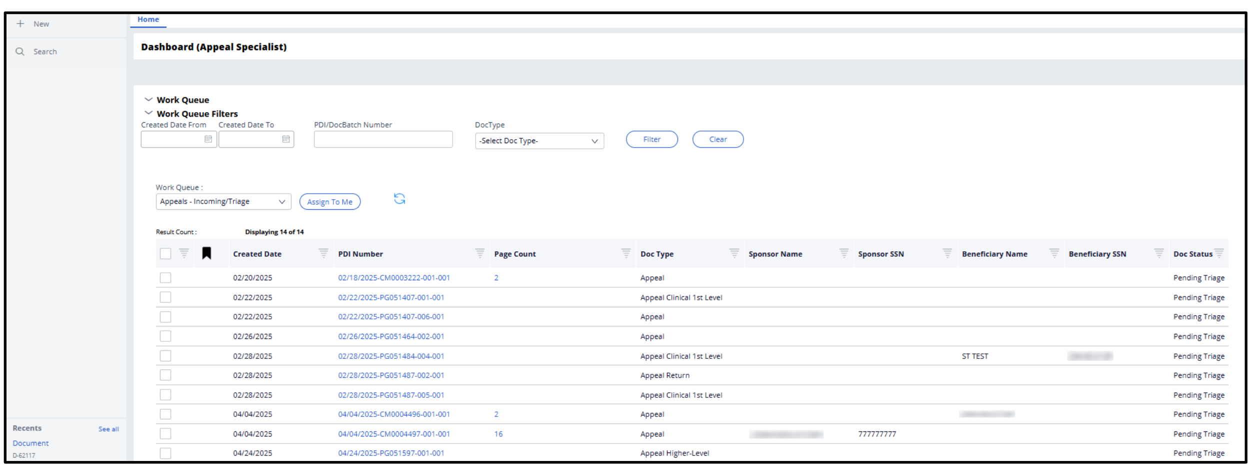
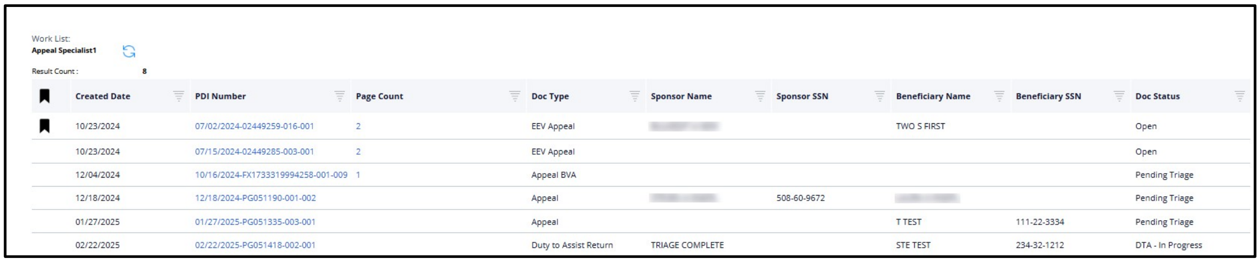


Figure 47: Appeal Specialist Homepage (2 of 2)



Work List:
Appeal Specialist1

Result Count : 8

	Created Date	PDI Number	Page Count	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status
	10/23/2024	07/02/2024-02449259-016-001	2	EEV Appeal			TWO S FIRST		Open
	10/23/2024	07/15/2024-02449285-003-001	2	EEV Appeal					Open
	12/04/2024	10/16/2024-FX1733319994258-001-009	1	Appeal BVA					Pending Triage
	12/18/2024	12/18/2024-PG051190-001-002		Appeal		508-60-9672			Pending Triage
	01/27/2025	01/27/2025-PG051335-003-001		Appeal			T TEST	111-22-3334	Pending Triage
	02/22/2025	02/22/2025-PG051418-002-001		Duty to Assist Return	TRIAGE COMPLETE		STE TEST	234-32-1212	DTA - In Progress

Appeal Specialist users have access to the following functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.

3.3.11.1. Appeal Specialist Dashboard Overview

The Appeal Specialist dashboard is divided into two main sections:

- **Work Queue**
- **Work List**

NOTE: If desired, Appeal Specialist users can select the **Work Queue** heading link to collapse the entire Work Queue section and focus solely on their Work List.

3.3.11.1.1. Work Queue Overview

The **Work Queue** table can be filtered by category and lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 48: Appeal Specialist Dashboard – Work Queue

- **Work Queue**: Drop-down menu that allows the user to select the category of work items they wish to view.
- **Assign To Me button**: This button allows Appeal Specialist users to assign cases to themselves. When the button is selected, the case is removed from the work queue and displays in the user's work list.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items listed in the queue.

The items in the Work Queue are listed under the following column headings:

- **Created Date**: The date on which the document was uploaded into DOCMP.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Page Count**: Displays the total number of pages included in the document.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the sponsor.
- **Sponsor SSN**: The sponsor's SSN.
- **Beneficiary Name**: First and last name of the person named as beneficiary.
- **Beneficiary SSN**: The beneficiary's SSN.
- **Doc Status**: Displays the working status of the item (e.g., **Open**, **Pending Triage**, etc.)

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

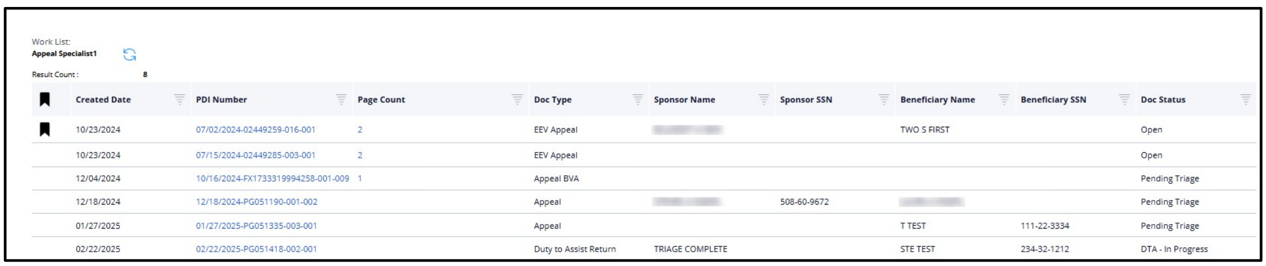
Figure 49: Appeal Specialist Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
    - **Created Date From** and **To**;
    - **PDI/DocBatch Number**; and
    - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.11.1.2. Work List Overview

The **Work List** section contains work items that have already been assigned to the user.

Figure 50: Appeal Specialist Work List



Work List:
Appeal Specialist1

Result Count : 8

	Created Date	PDI Number	Page Count	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status
	10/23/2024	07/02/2024-02449259-016-001	2	EEV Appeal			TWO S FIRST		Open
	10/23/2024	07/15/2024-02449285-003-001	2	EEV Appeal					Open
	12/04/2024	10/16/2024-FX1733319994258-001-009	1	Appeal BVA					Pending Triage
	12/18/2024	12/18/2024-PG051190-001-002		Appeal		508-60-9672			Pending Triage
	01/27/2025	01/27/2025-PG051335-003-001		Appeal			T TEST	111-22-3334	Pending Triage
	02/22/2025	02/22/2025-PG051418-002-001		Duty to Assist Return	TRIAGE COMPLETE		STE TEST	234-32-1212	DTA - In Progress

- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

The items in the Work List are listed under the following column headings:

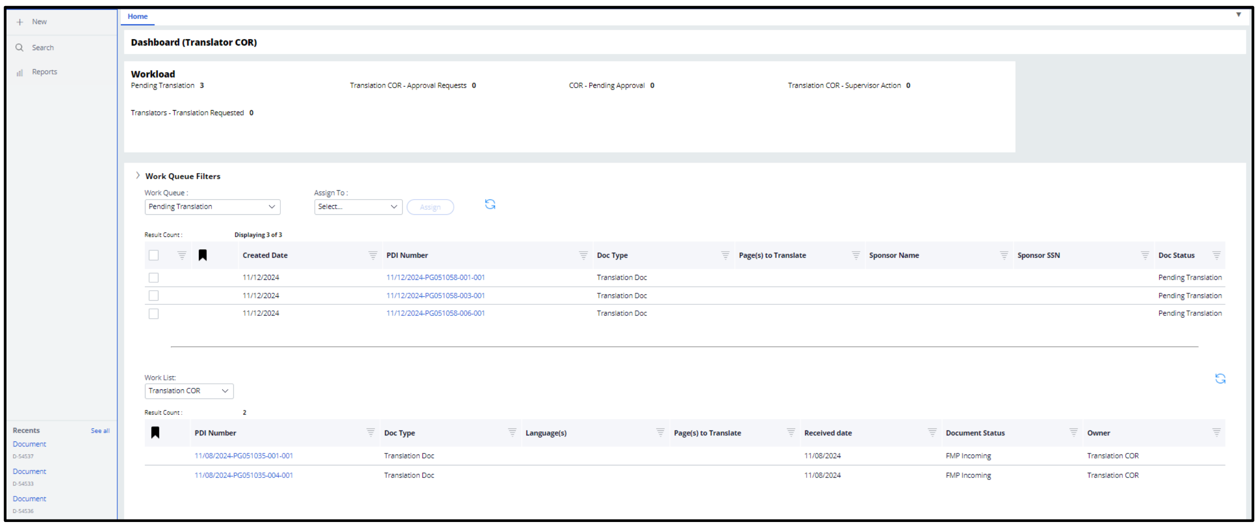
- **Created Date**: The date on which the document was uploaded into the system.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name**: First and last name of the sponsor.
- **Sponsor SSN**: The sponsor’s SSN.
- **Beneficiary Name**: First and last name of the person named as beneficiary.
- **Beneficiary SSN**: The beneficiary’s SSN.
- **Doc Status**: Displays the working status of the item (e.g., **Open**, **Pending Triage**, etc.)

3.3.12. Translation COR

Users with the Translation Contract Office Representative (COR) role review and assess documents and/or individual pages that need translation and send to the Translation Program Manager (PM). After receiving notification from the PM that final translation is complete, the COR will approve the translated document and send it to the Foreign Medical Program (FMP) work queue for processing.

NOTE:	If a document should go to a team other than FMP Claims, the COR will need to add a comment specifying the correct destination and request that it be rerouted by the Document Control and Document Management (DCDM) team.

Figure 51: Translation COR Homepage



Translation CORs have access to the following main functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

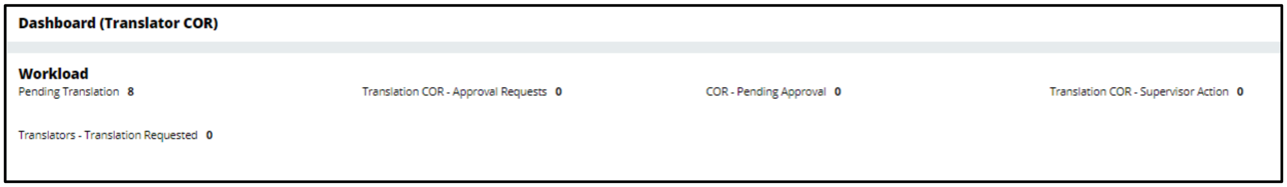
NOTE:	For more information and instruction on using this feature, refer to [Uploading Files with Digital Upload]().

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Reports**: Located within the sidebar navigation; opens a new tab which displays all reports that are available to view.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.

3.3.12.1. Translation COR Dashboard Overview

The Translation COR dashboard provides a **Workload** summary at the top of the page, displaying the total number of work items that have been submitted to the Translations queue.

Figure 52: Translation COR Dashboard – Workload



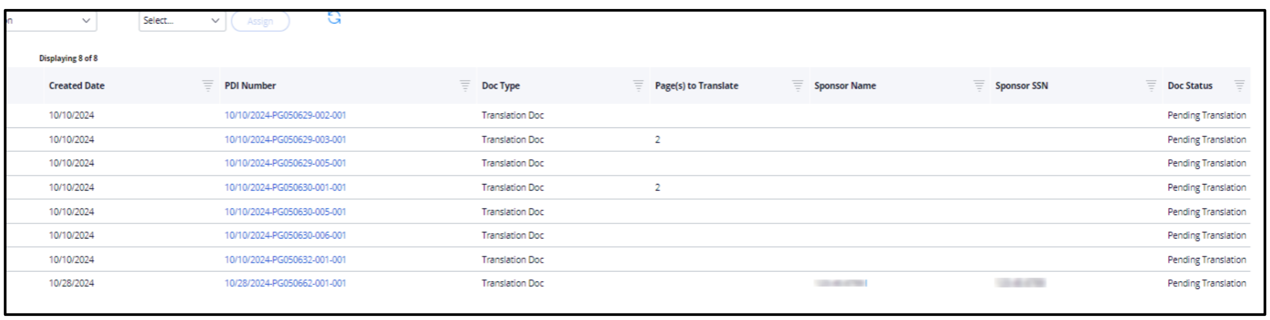
After the Workload summary, the dashboard is divided into two main sections:

- **Work Queue**
- **Work List**

3.3.12.1.1. Work Queue Overview

The **Work Queue** lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 53: Translation COR Dashboard – Work Queue



Select... Assign

Displaying 8 of 8

Created Date	PDI Number	Doc Type	Page(s) to Translate	Sponsor Name	Sponsor SSN	Doc Status
10/10/2024	10/10/2024-PG050629-002-001	Translation Doc				Pending Translation
10/10/2024	10/10/2024-PG050629-003-001	Translation Doc	2			Pending Translation
10/10/2024	10/10/2024-PG050629-005-001	Translation Doc				Pending Translation
10/10/2024	10/10/2024-PG050630-001-001	Translation Doc	2			Pending Translation
10/10/2024	10/10/2024-PG050630-005-001	Translation Doc				Pending Translation
10/10/2024	10/10/2024-PG050630-006-001	Translation Doc				Pending Translation
10/10/2024	10/10/2024-PG050632-001-001	Translation Doc				Pending Translation
10/28/2024	10/28/2024-PG050662-001-001	Translation Doc		[redacted]	[redacted]	Pending Translation

- **Work Queue**: Drop-down menu that allows a supervisor to select the category of work items they wish to view. Categories include:
  - **Pending Translation:** Items that require COR review and verification to determine if they need translating or not.
  - **Translation COR-Approval Requests:** Translated items that have been submitted final approval.
  - **COR – Pending Approval:** Items waiting to be approved.
  - **Translation COR-Supervisor Action:** Items that require action on behalf of the supervisor.
  - **Translators – Translation Requested:** Items that have been assigned to the Translators queue.

    - **Translators - Unassigned Requests:** Items that have not yet been assigned to a translator.
- **Result Count**: A read-only field that displays the total number of items still listed in the queue.
- **Assign To**: Drop-down menu that allows the COR to select an assignee to re-route cases to.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.

The items in the Work Queue are listed under the following column headings:

- **Created Date**: The date on which the document was uploaded into DOCMP.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Page(s) to Translate**: Specifies the page numbers within the document that need to be translated.
- **Sponsor Name**: First and last name of the Veteran.
- **Sponsor SSN**: The Veteran's Social Security Number.
- **Document Status**: Displays the working status of the item (e.g., **Pending Translation**, **Complete**, etc.).

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

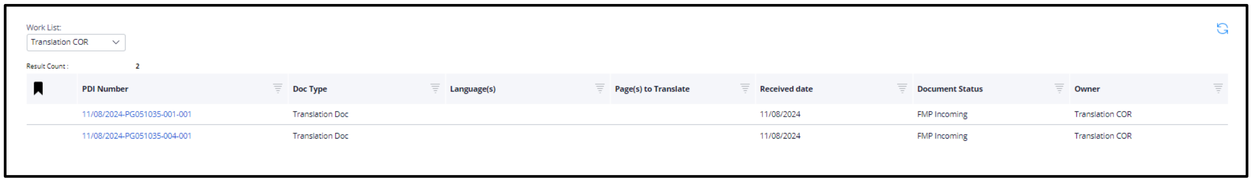
Figure 54: Translation COR Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
    - **Created Date From** and **To**;
    - **PDI/DocBatch Number**; and
    - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.12.1.2. Work List Overview

The **Work List** section contains work items that have already been assigned to a particular user.

Figure 55: Translation COR Work List



- **Work List**: Drop-down menu that allows a Translation COR to select and display items assigned to themselves, the PM, or specific translators.
- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

The items in the Work List are listed under the following column headings:

- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Language(s)**: The language(s) the document needs to be translated to.
- **Page(s) to Translate**: Specifies the page numbers within the document that need to be translated.
- **Document Status**: Displays the working status of the item (e.g., **FMP Incoming**, **Complete**, etc.).
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.13. Translation PM

Users with the Translation Program Manager (PM) role verify the document pages that should be translated and add languages as needed before assigning the document to a translator. Once the document has been translated, the translator will notify the PM, who then uploads a final PDF version of the translated document into DOCMP for the Contract Office Representative (COR) to review.

Figure 56: Translation PM Homepage (1 of 2)

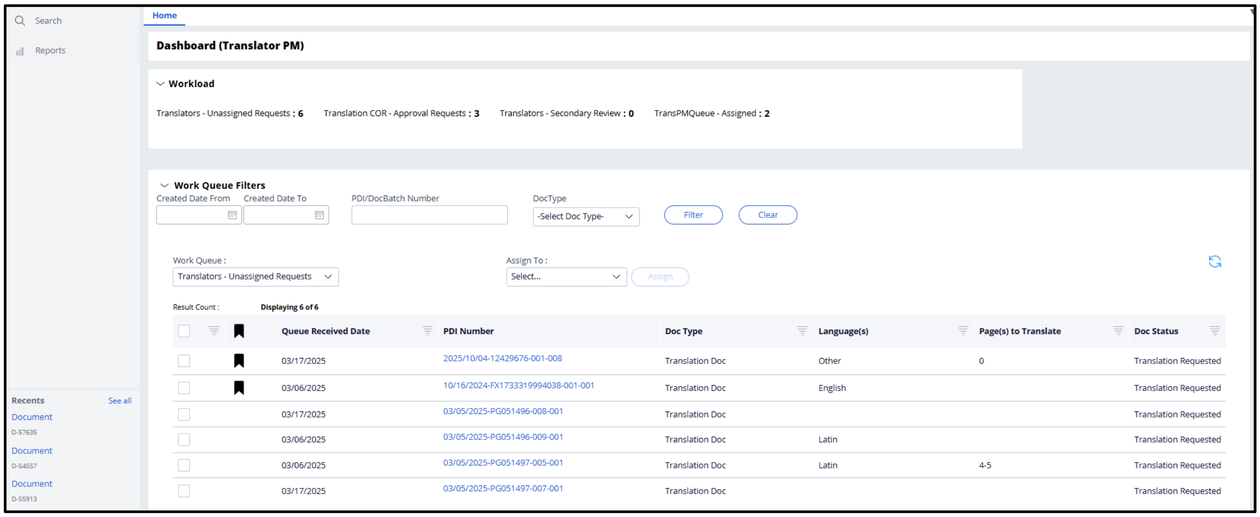
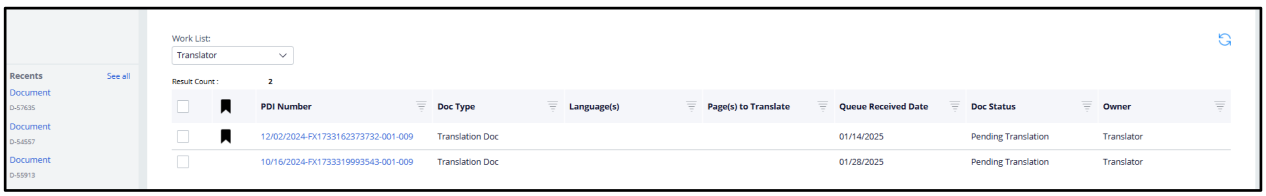


Figure 57: Translation PM Homepage (2 of 2)



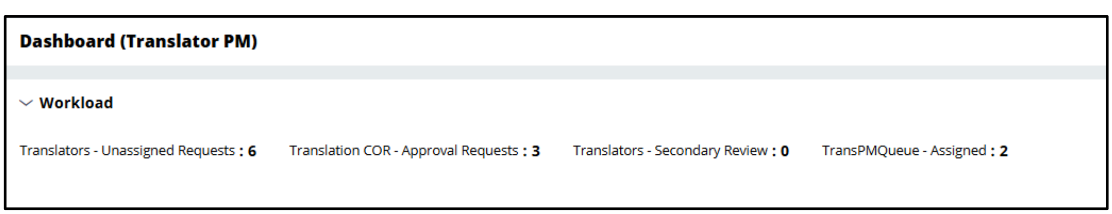
Translation PMs have access to the following main functions:

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Reports**: Located within the sidebar navigation; opens a new tab which displays all reports that are available to view.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.

3.3.13.1. Translation PM Dashboard Overview

The Translation PM dashboard provides a **Workload** summary at the top of the page, displaying the total number of work items that have been submitted to the Translations queue.

Figure 58: Translation PM Dashboard – Workload



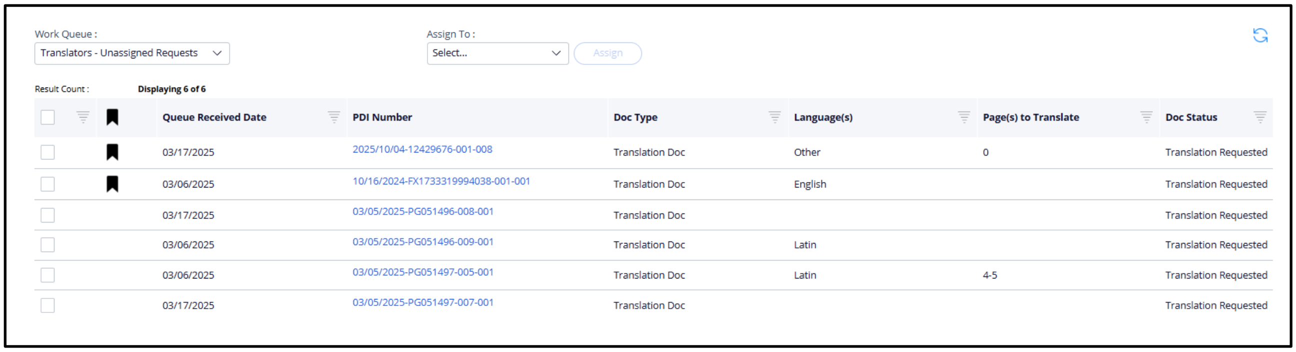
After the Workload summary, the dashboard is divided into two main sections:

- **Work Queue**
- **Work List**

3.3.13.1.1. Work Queue Overview

The **Work Queue** lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 59: Translation PM Work Queue



- **Work Queue**: Drop-down menu that allows the PM to select the category of work items they wish to view. Categories include:
  - **Translators - Unassigned Requests:** Items that have not yet been assigned to a translator.
  - **Translators – Secondary Review:** Items that require additional review.
- **Result Count**: A read-only field that displays the total number of items still listed in the queue.
- **Assign To**: Drop-down menu that allows the COR to select an assignee to re-route cases to.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.

The items in the Work Queue are listed under the following column headings:

- **Queue Received Date**: The date on which the document was uploaded into DOCMP and added to the Translations queue.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Language(s)**: The language(s) the document needs to be translated to.
- **Page(s) to Translate**: Specifies the page numbers within the document that need to be translated.

- **Doc Status**: Displays the working status of the item (e.g., **Translation Requested**, **Complete**, etc.)

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

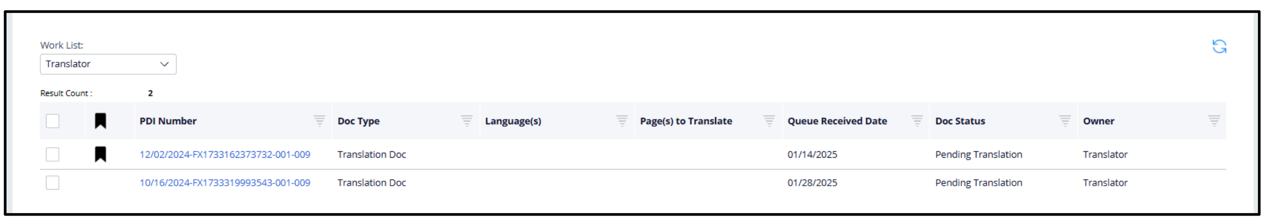
Figure 60: Translation PM Dashboard – Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
    - **Created Date From** and **To**;
    - **PDI/DocBatch Number**; and
    - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.13.1.2. Work List Overview

The **Work List** section contains work items that have already been assigned to a particular user.

Figure 61: Translation PM Work List



- **Work List**: Drop-down menu that allows the Translation PM to select and display items assigned to themselves, the COR, or specific translators.
- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

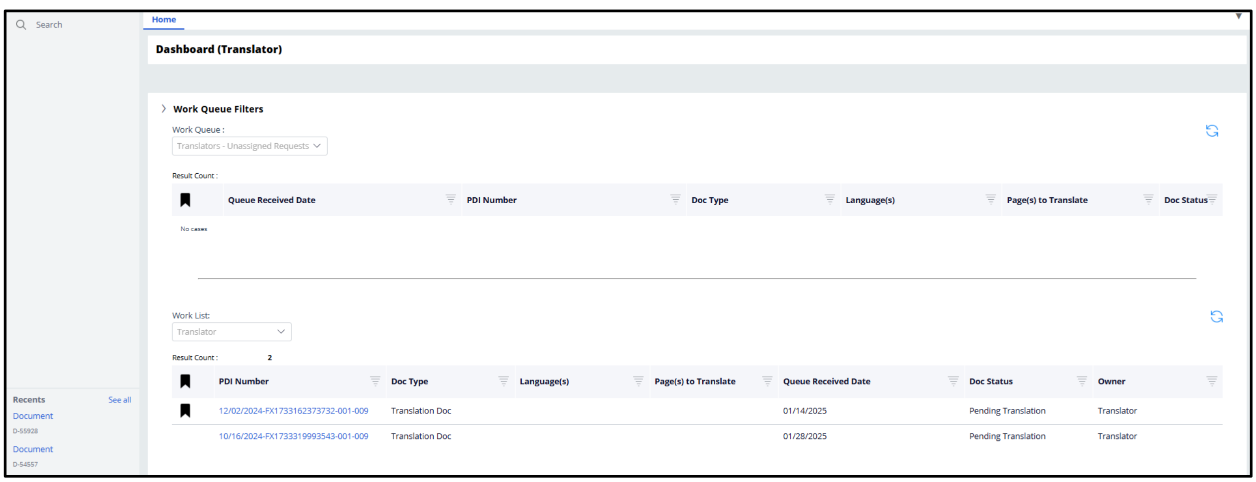
The items in the **Work List** are listed under the following column headings:

- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Language(s)**: The language(s) the document needs to be translated to.
- **Page(s) to Translate**: Specifies the page numbers within the document that need to be translated.
- **Queue Received Date**: The date on which the document was uploaded into DOCMP and added to the Translations queue.
- **Doc Status**: Displays the working status of the item (e.g., **FMP Incoming**, **Complete**, etc.).
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.14. Translators

Translators select their work from a spreadsheet managed by the Translation Program Manager (PM) and can search for and view their assigned documents in DOCMP. Once the document has been translated, the translator will notify the PM through a business process external to DOCMP as this function is not available in the application at this time.

Figure 62: Translator Homepage



Translators have access to the following main functions:

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.

3.3.14.1. Translator Dashboard Overview

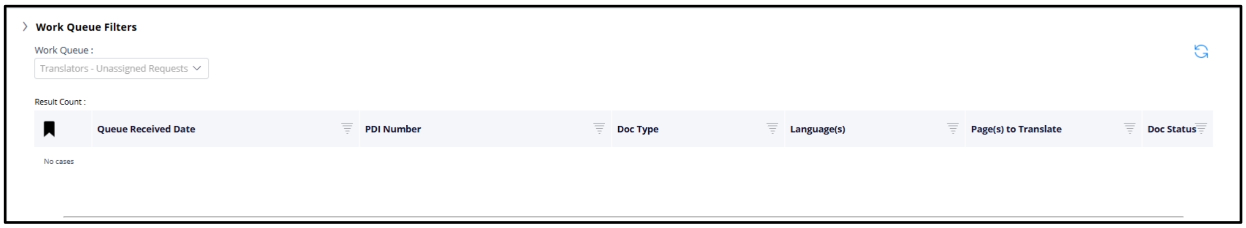
The Translation PM dashboard is divided into two main sections:

- **Work Queue**
- **Work List**

3.3.14.1.1. Work Queue Overview

The Translator **Work Queue** displays items in the main Translations queue that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 63: Translator Dashboard – Work Queue



- **Work Queue**: In the Translator view, this drop-down menu is read-only and displays items in the **Translators - Unassigned Requests** category.
- **Result Count**: A read-only field that displays the total number of items still listed in the queue.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.

The items in the Work Queue are listed under the following column headings:

- **Queue Received Date**: The date on which the document was uploaded into DOCMP and added to the Translations queue.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Language(s)**: The language(s) the document needs to be translated to.
- **Page(s) to Translate**: Specifies the page numbers within the document that need to be translated.
- **Doc Status**: Displays the working status of the item (e.g., **Translation Requested**, **Complete**, etc.).

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

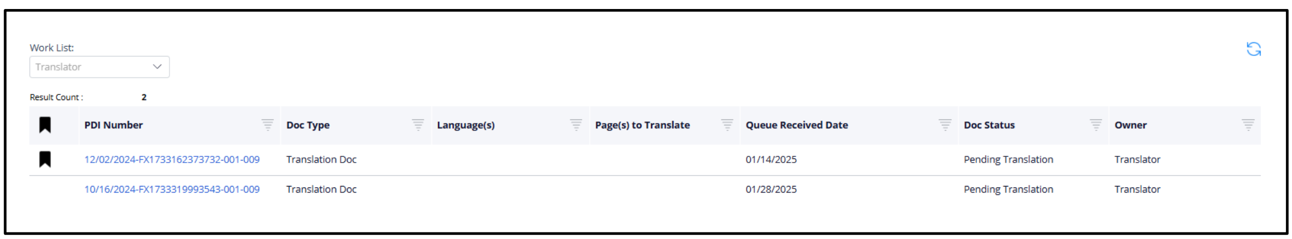
Figure 64: Translator Dashboard – Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
    - **Created Date From** and **To**;
    - **PDI/DocBatch Number**; and
    - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.14.1.2. Work List Overview

The **Work List** section contains work items that have already been assigned to the translator.

Figure 65: Translator Dashboard – Work List



- **Work List**: In the Translator view, this drop-down menu is read-only, and displays items that have been assigned to the user.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

The items in the **Work List** are listed under the following column headings:

- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Language(s)**: The language(s) the document needs to be translated to.
- **Page(s) to Translate**: Specifies the page numbers within the document that need to be translated.

- **Queue Received Date**: The date on which the document was uploaded into DOCMP and added to the Translations queue.
- **Doc Status**: Displays the working status of the item (e.g., **FMP Incoming**, **Complete**, etc.).
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.15. BCPU (CHAMPVA) Supervisor

Users with the Beneficiary Claims Processing Unit (BCPU) Supervisor role can assign cases to their team members, pull reports, and review escalated cases. The BCPU team works with Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) claims, so DOCMP displays this role as CHAMPVA Supervisor.

Figure 66: Default BCPU Supervisor Homepage (1 of 2)

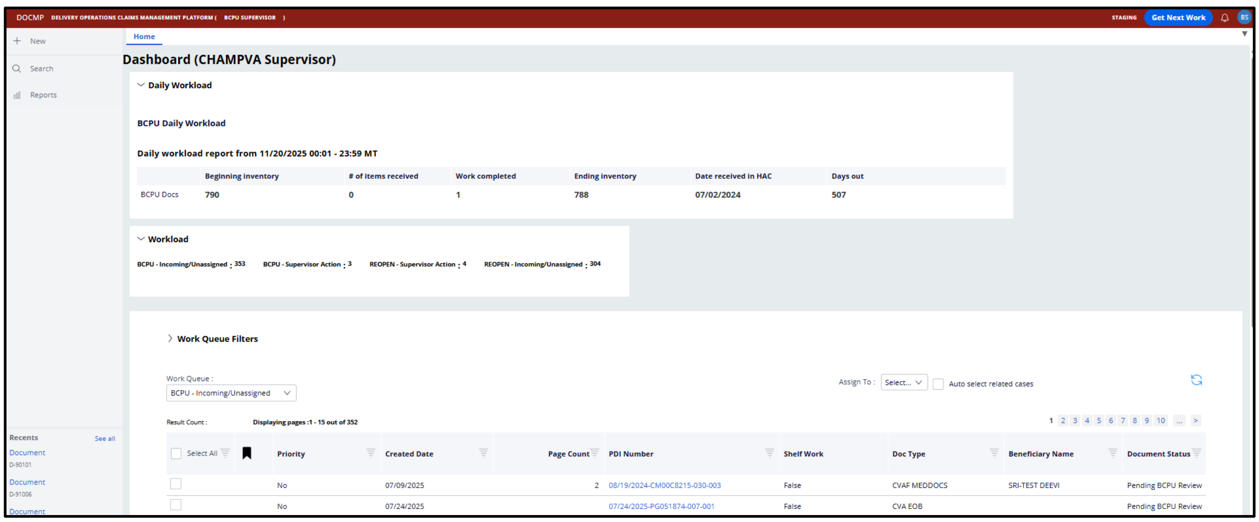
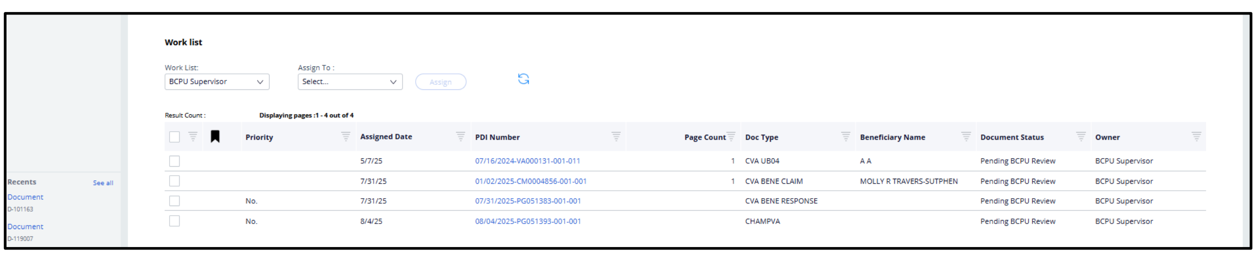


Figure 67: Default BCPU Supervisor Homepage (2 of 2)



BCPU Supervisors have access to the following main functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Reports**: Located within the sidebar navigation; opens a new tab which displays all reports that are available to view.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.
- **Get Next Work**: This button is in the header at the top of the page. When selected, it opens the user's next work item in a new tab.

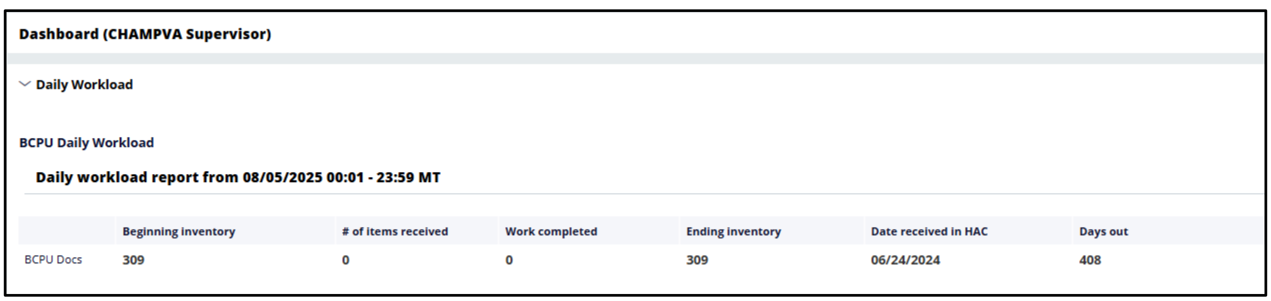
3.3.15.1. BCPU (CHAMPVA) Supervisor Dashboard Overview

The BCPU Supervisor dashboard contains three main sections:

- **Daily Workload** (including a **Workload** summary)
- **Work Queue**
- **Work List**

3.3.15.1.1. Daily Workload

Figure 68: BCPU Supervisor Dashboard - Daily Workload Report



Dashboard (CHAMPVA Supervisor)

Daily Workload

BCPU Daily Workload

Daily workload report from 08/05/2025 00:01 - 23:59 MT

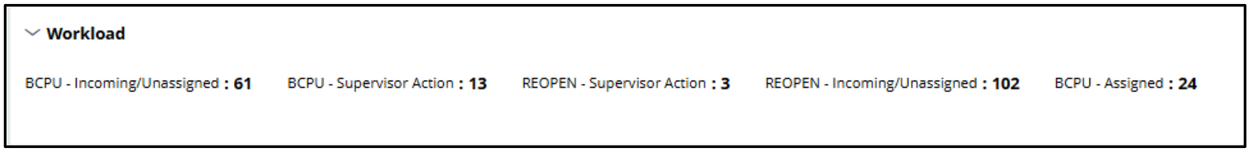
	Beginning inventory	# of items received	Work completed	Ending inventory	Date received in HAC	Days out
BCPU Docs	309	0	0	309	06/24/2024	408

The **Daily Workload** section displays a report of the total workload inventory from the previous day, organized by type. The data shown in this report is updated daily. It contains the following fields:

- **Beginning inventory**: The total count of work items that were in the system at the end of the previous day.
- **# of items received**: The number of new items received the previous day.
- **Work completed**: The number of work items marked as completed.
- **Ending inventory**: The total count of open work items in the system the last time the report was refreshed.
- **Date received in HAC**: Date when VFMP received the file; included in the Doc Batch or PDI Number.
- **Days out**: The number of days from date received to previous/current day.

The **Workload** section of the BCPU Supervisor dashboard is located below the daily workload report and displays a summary of the total number of work items that have been submitted to the BCPU claims queue.

Figure 69: BCPU Supervisor Dashboard – Workload



After the Workload summary, the remainder of the dashboard consists of two main sections:

- **Work Queue**
- **Work List**

3.3.15.1.2. Work Queue Overview

The **Work Queue** lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 70: BCPU Supervisor Work Queue

- **Work Queue**: Drop-down menu that allows a supervisor to select the category of work items they wish to view. Categories include:
    - **BCPU-Incoming/Unassigned** – All items that have not yet been assigned to a team member or queue.
    - **BCPU-Supervisor Action –** Items that require action on behalf of the supervisor.
- **Assign To**: Drop-down menu that allows supervisors to select the assignee to route cases to.
- **Auto select related cases**: Checkbox that enables all documents in the same batch to be automatically selected for a desired action.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items still listed in the queue.

The items in the Work Queue are listed under the following column headings:

- **Priority**: Displays a **Yes** or **No** value based on whether or not the item has been identified as a priority document.
- **Created Date**: The date on which the document was uploaded into DOCMP.
- **Page Count**: Displays the total number of pages included in the document.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Shelf Work**: A category that will display a **Yes** or **No/False** value based on whether or not shelf work has been associated with the case. The BCPU supervisor can manually select or change this field in the document details if needed.
- **Doc Type**: Specifies the type of document (e.g. **CHAMPVA**, **CHAMPVA Foreign**, etc.).
- **Beneficiary Name**: First and last name of the Veteran's beneficiary.
- **Document Status**: Displays the working status of the item (e.g., **Pending BCPU Review**, **Complete**, etc.).

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

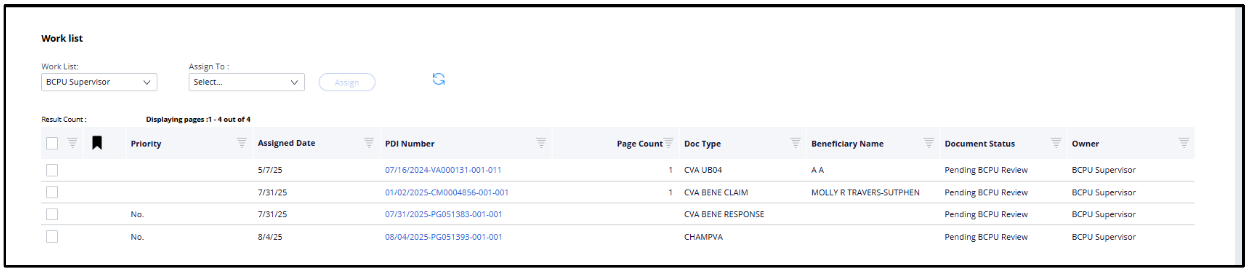
Figure 71: BCPU Supervisor Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
    - **Created Date From** and **To**;
    - **PDI/DocBatch Number**; and
    - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.15.1.3. Work List Overview

The **Work List** section contains work items that have already been assigned to a particular user.

Figure 72: BCPU Supervisor Work List



- **Work List**: Drop-down menu that allows a BCPU supervisor to select and display items assigned to the BCPU claims queue or specific BCPU users.
- **Assign To**: Drop-down menu that allows supervisors to select the assignee to route cases to. The **Assign** button becomes available to select once an assignee has been chosen from the list.
- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

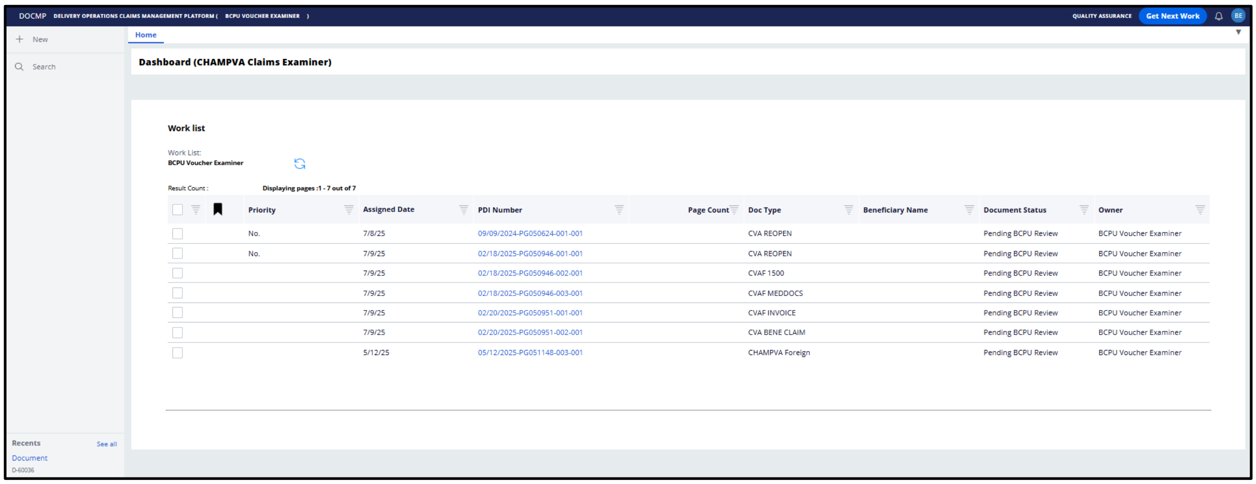
The items in the Work List are listed under the following column headings:

- **Priority**: Displays a **Yes** or **No** value based on whether the item has been identified as a priority document.
- **Assigned Date**: The date which the document was assigned to the user.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Page Count**: Displays the total number of pages included in the document.
- **Doc Type**: Specifies the type of document (e.g. **CHAMPVA**, **CHAMPVA Foreign**, etc.).
- **Beneficiary Name**: First and last name of the Veteran's beneficiary.
- **Document Status**: Displays the working status of the item (e.g., **Pending BCPU Review**, **Complete**, etc.).
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.16. BCPU (CHAMPVA) Claims Examiner

Users with the Beneficiary Claims Processing Unit (BCPU) Claims Examiner role can view and edit the documents that have been assigned to them in DOCMP. The BCPU team works with CHAMPVA claims, so DOCMP displays this role as CHAMPVA Claims Examiner. After logging into the application, the BCPU Claims Examiner homepage displays.

Figure 73: BCPU Claims Examiner Homepage



BCPU Claims Examiner users have access to the following functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.
- **Get Next Work**: This button is in the header at the top of the page. When selected, it opens the user's next work item in a new tab.
- **Refresh button**: This button allows the user to refresh the list to view the most recent items.

The **Work List** displays all items that have been assigned to the user and contains the following fields and column headings:

- **Priority**: Displays a **Yes** or **No** value based on whether the item has been identified as a priority document.
- **Created Date**: The date on which the document was uploaded into DOCMP.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Page Count**: Displays the total number of pages included in the document.
- **Doc Type**: Specifies the type of document (e.g. **CHAMPVA**, **CHAMPVA Foreign**, etc.).
- **Beneficiary Name**: First and last name of the Veteran's beneficiary.
- **Document Status**: Displays the working status of the item (e.g., **Pending BCPU Review**, **Complete**, etc.).
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.17. Service Recovery Contract Lead

Users with the Service Recovery Contract Lead role can use DOCMP to view, edit, and assign cases to their team members or other Service Recovery users. After logging into the application, the SR Contract Lead homepage displays.

Figure 74: SR Contract Lead Homepage (1 of 2)

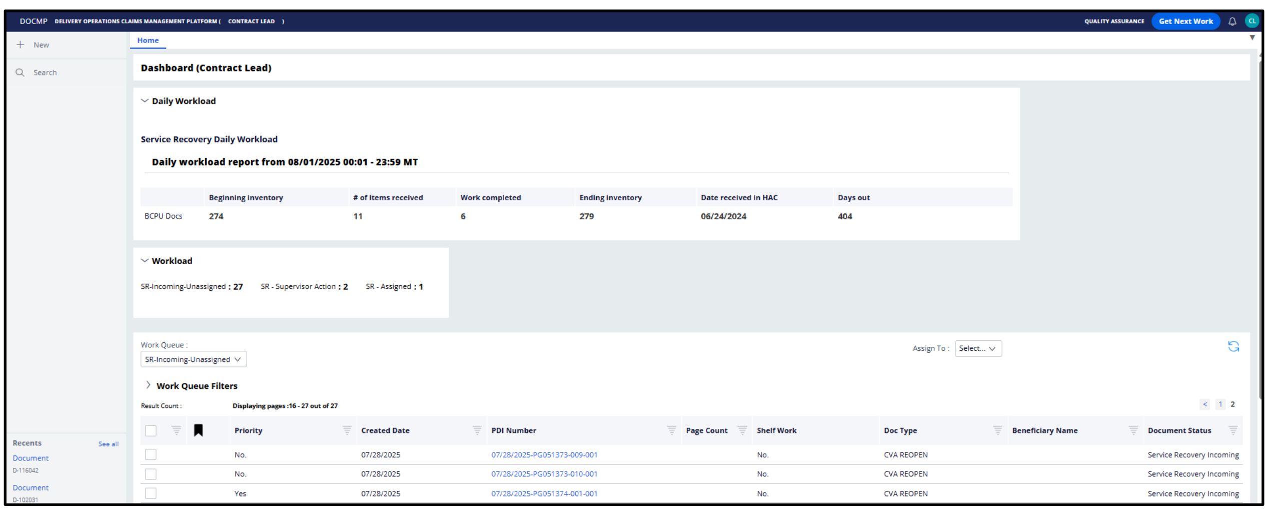
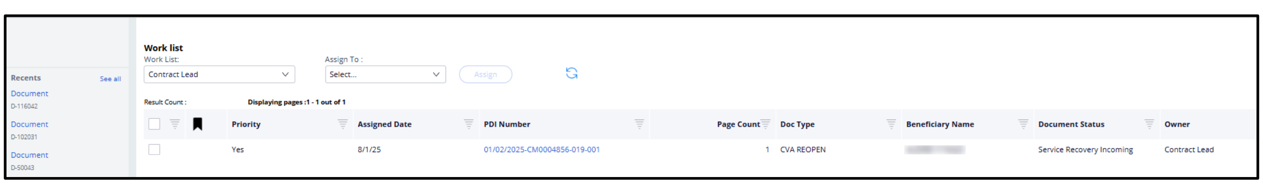


Figure 75: SR Contract Lead Homepage (2 of 2)



SR Contract Lead have access to the following main functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.
- **Get Next Work**: This button is in the header at the top of the page. When selected, it opens the user's next work item in a new tab.

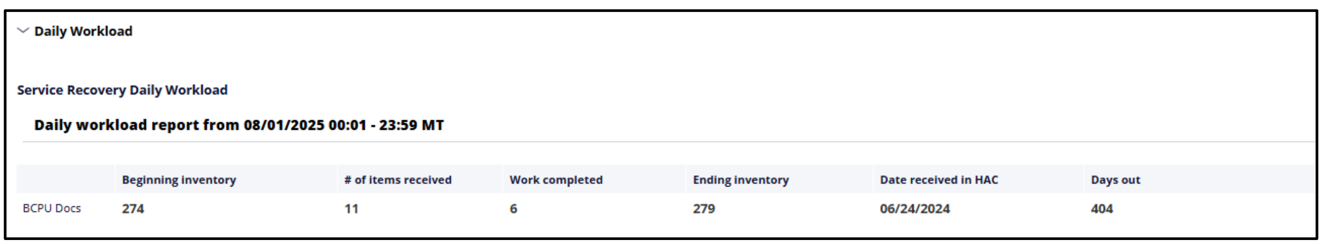
3.3.17.1. Service Recovery Contract Lead Dashboard Overview

The SR Contract Lead dashboard contains three main sections:

- **Daily Workload** (including a **Workload** summary)
- **Work Queue**
- **Work List**

3.3.17.1.1. Daily Workload

Figure 76: SR Contract Lead Dashboard - Daily Workload Report



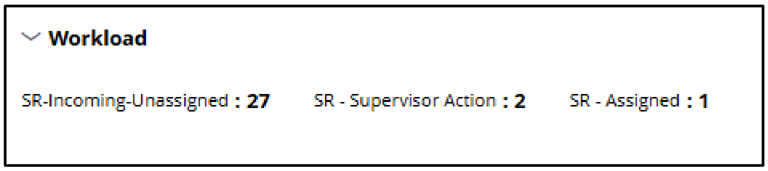
The **Daily Workload** section displays a report of the total workload inventory from the previous day, organized by type. The data shown in this report is updated daily. It contains the following fields:

- **Beginning inventory**: The total count of work items that were in the system at the end of the previous day.
- **# of items received**: The number of new items received the previous day.
- **Work completed**: The number of work items marked as completed.
- **Ending inventory**: The total count of open work items in the system the last time the report was refreshed.

- **Date received in HAC**: Date when VFMP received the file; included in the Doc Batch or PDI Number.
- **Days out**: The number of days from date received to previous/current day.

The **Workload** section is located below the daily workload report and displays a summary of the total number of work items that have been submitted to the Service Recovery queue.

Figure 77: SR Contract Lead Dashboard – Workload



After the **Workload** summary, the remainder of the SR Contract Lead dashboard consists of two main sections:

- **Work Queue**
- **Work List**

3.3.17.1.2. Work Queue Overview

The **Work Queue** can be filtered by category and lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 78: SR Contract Lead Work Queue

- **Work Queue**: Drop-down menu that allows a supervisor to select the category of work items they wish to view.
- **Assign To**: Drop-down menu that allows supervisors to select the assignee to route cases to.
- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.

NOTE: The **Assign** button is grayed out by default and is only enabled when a selection has been made from the **Assign To** drop-down menu.

- **Refresh button**: This button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items still listed in the queue.

The items in the Work Queue are listed under the following column headings:

- **Priority**: Displays a **Yes** or **No** value based on whether the item has been identified as a priority document.
- **Created Date**: The date on which the document was uploaded into DOCMP.
- **Page Count**: Displays the total number of pages included in the document.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Shelf Work**: A category that will display a **Yes** or **No** value based on whether shelf work has been associated with the case.
- **Doc Type**: Specifies the type of document.
- **Beneficiary Name**: First and last name of the Veteran’s beneficiary.
- **Document Status**: Displays the working status of the item (e.g., **Service Recovery Incoming**, **Complete**, etc.).

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

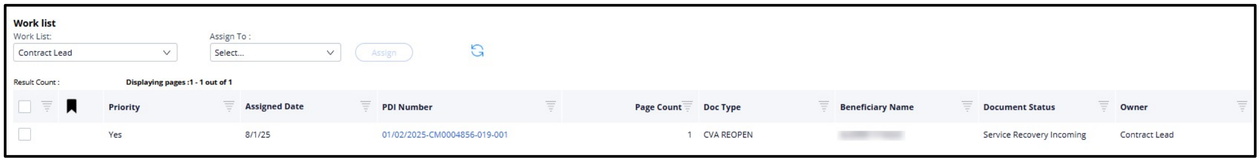
Figure 79: SR Contract Lead Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
    - **Created Date From** and **To**;
    - **PDI/DocBatch Number**; and
    - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.17.1.3. Work List Overview

The **Work List** section contains work items that have already been assigned to the user.

Figure 80: SR Contract Lead Work List



- **Work List**: Drop-down menu that allows a supervisor to select a team member from the drop-down menu to see what has already been assigned to that individual.
- **Assign To**: Drop-down menu that lists team members or groups that can have cases assigned to them. A supervisor can also use this menu to unassign an item from a user and/or re-assign it to another team member, if desired.
- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.
- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

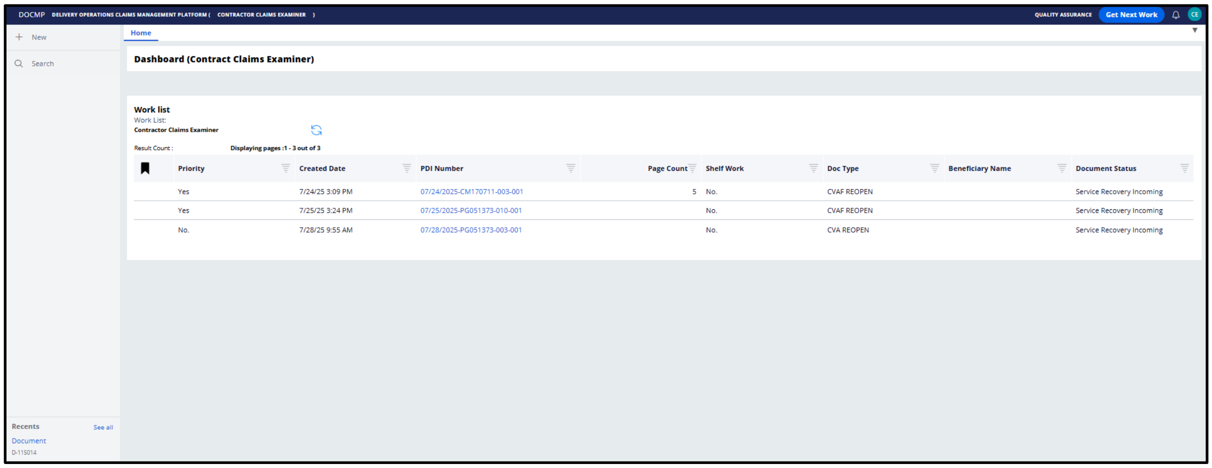
The items in the Work List are listed under the following column headings:

- **Priority**: Displays a **Yes** or **No** value based on whether the item has been identified as a priority document.
- **Assigned Date**: The date which the document was assigned to the user.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Page Count**: Displays the total number of pages included in the document.
- **Doc Type**: Specifies the type of document (e.g. **Reopen**, **Walkthrough**, etc.).
- **Beneficiary Name**: First and last name of the Veteran’s beneficiary.
- **Document Status**: Displays the working status of the item (e.g., **Service Recovery Incoming**, **Complete**, etc.).
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.18. Service Recovery Contractor Claims Examiner

Users with the Contractor Claims Examiner role can view and edit the documents that have been assigned to them in DOCMP. After logging into the application, the SR Contractor Claims Examiner homepage displays.

Figure 81: SR Contractor Claims Examiner Homepage



SR Contractor Claims Examiner users have access to the following functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.
- **Get Next Work**: This button is in the header at the top of the page. When selected, it opens the user's next work item in a new tab.

The **Work list** displays all items that have been assigned to the user and contains the following fields and column headings:

- **Refresh button**: This button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

- **Priority**: Displays a **Yes** or **No** value based on whether the item has been identified as a priority document.
- **Created Date**: The date on which the document was uploaded into DOCMP.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Page Count**: Displays the total number of pages included in the document.
- **Shelf Work**: A category that will display a **Yes** or **No/False** value based on whether shelf work has been associated with the case.
- **Doc Type**: Specifies the type of document.
- **Beneficiary Name**: First and last name of the Veteran's beneficiary.
- **Document Status**: Displays the working status of the item (e.g., **Service Recovery Incoming**, **Complete**, etc.).

3.3.19. SB Supervisor

Users with the Spina Bifida (SB) Supervisor role can use DOCMP to assign cases to their team members, review escalated cases, pull reports, and re-route cases to the appropriate team as needed. After logging into the application, the Spina Bifida Supervisor homepage displays.

Figure 82: Spina Bifida Supervisor Homepage (1 of 2)

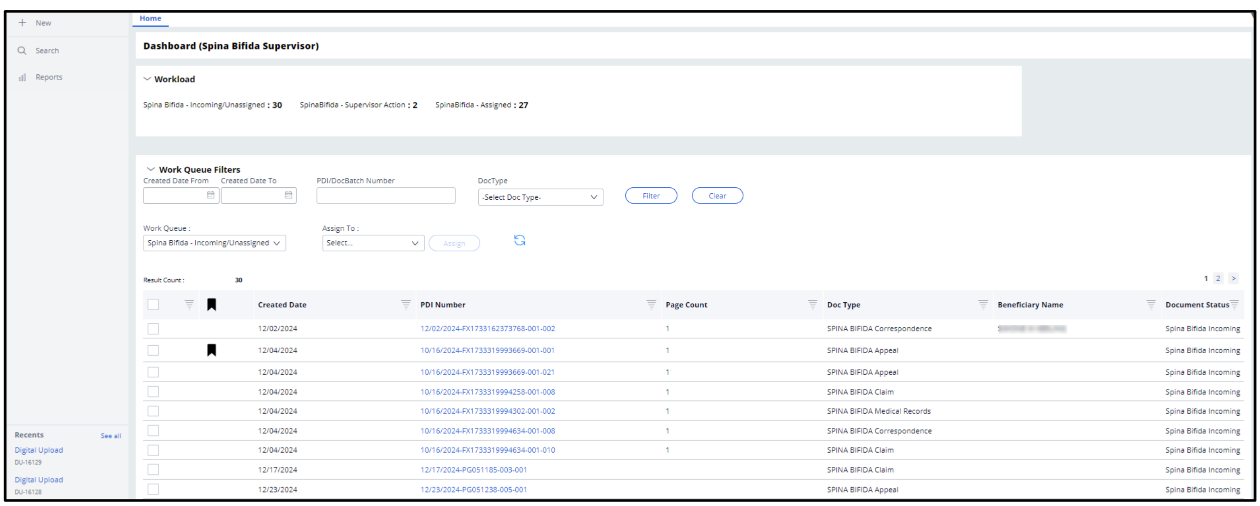
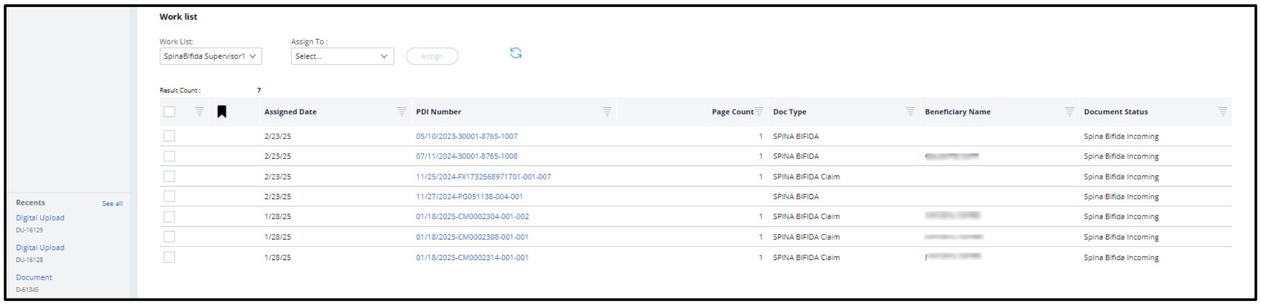


Figure 83: Spina Bifida Supervisor Homepage (2 of 2)



SB Supervisors have access to the following main functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

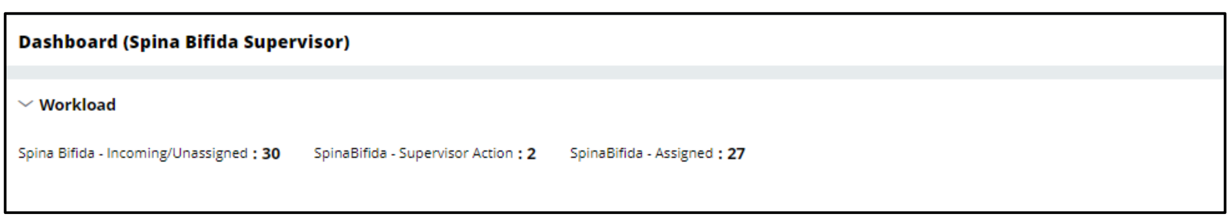
NOTE: For more information and instruction on using this feature, refer to <u>Uploading Files with Digital Upload</u>.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Reports**: Located within the sidebar navigation; opens a new tab which displays all reports that are available to view.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.

3.3.19.1. SB Supervisor Dashboard Overview

The SB Supervisor dashboard provides a **Workload** summary at the top of the page, displaying the total number of work items that have been submitted to the Spina Bifida queue.

Figure 84: SB Supervisor Dashboard – Workload



After the **Workload** summary, the Spina Bifida Supervisor dashboard is divided into two main sections:

- **Work Queue**
- **Work List**

3.3.19.1.1. Work Queue Overview

The **Work Queue** can be filtered by category and lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 85: SB Supervisor Work Queue

- **Work Queue**: Drop-down menu that allows a supervisor to select the category of work items they wish to view.
- **Assign To**: Drop-down menu that allows supervisors to select the assignee to route cases to.
- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.

NOTE: The **Assign** button is grayed out by default and is only enabled when a selection has been made from the **Assign To** drop-down menu.

- **Refresh button**: This button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items still listed in the queue.

The items in the Work Queue are listed under the following column headings:

- **Created Date**: The date on which the document was uploaded into DOCMP.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Page Count**: Displays the total number of pages included in the document.
- **Doc Type**: Specifies the type of document.
- **Beneficiary Name**: First and last name of the Veteran's beneficiary.
- **Document Status**: Displays the working status of the item (e.g., **Spina Bifida Incoming**, **Complete**, etc.).

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

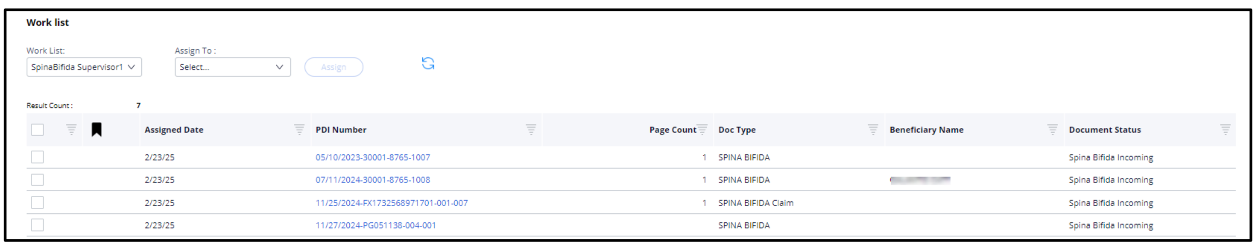
Figure 86: SB Supervisor Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
   - **Created Date From** and **To**;
   - **PDI/DocBatch Number**; and
   - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.19.1.2. Work List Overview

The **Work List** section contains work items that have already been assigned to the user.

Figure 87: SB Supervisor Work List



- **Work List**: Drop-down menu that allows a supervisor to select a team member from the drop-down menu to see what has already been assigned to that individual.
- **Assign To**: Drop-down menu that lists team members or groups that can have cases assigned to them. A supervisor can also use this menu to unassign an item from a user and/or re-assign it to another team member, if desired.
- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.
- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

The items in the Work List are listed under the following column headings:

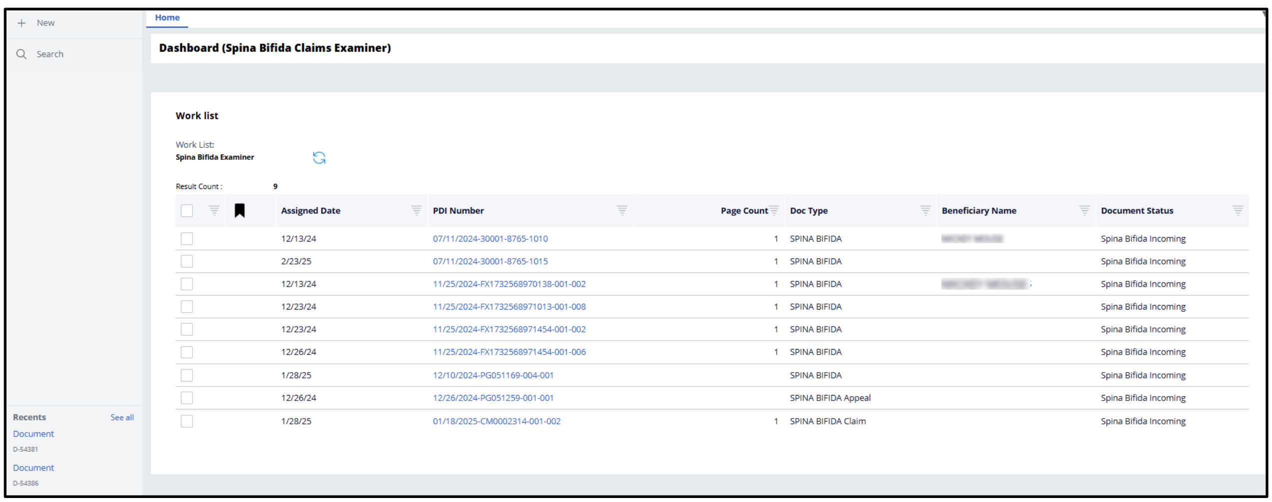
- **Assigned Date**: The date which the document was assigned to the user.

- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Page Count**: Displays the total number of pages included in the document.
- **Doc Type**: Specifies the type of document (e.g. **Spina Bifida Claim** or **Appeal**, etc.).
- **Beneficiary Name**: First and last name of the Veteran’s beneficiary.
- **Document Status**: Displays the working status of the item (e.g., **Spina Bifida Incoming**, **Complete**, etc.).

3.3.20. SB Claims Examiner

Users with the Spina Bifida (SB) Claims Examiner role can use DOCMP to view and edit their assigned cases. They can also re-route cases to other team members as needed. After logging into the application, the Spina Bifida Claims Examiner homepage displays.

Figure 88: Spina Bifida Claims Examiner Homepage



SB Claims Examiners have access to the following functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user’s most recently accessed documents.

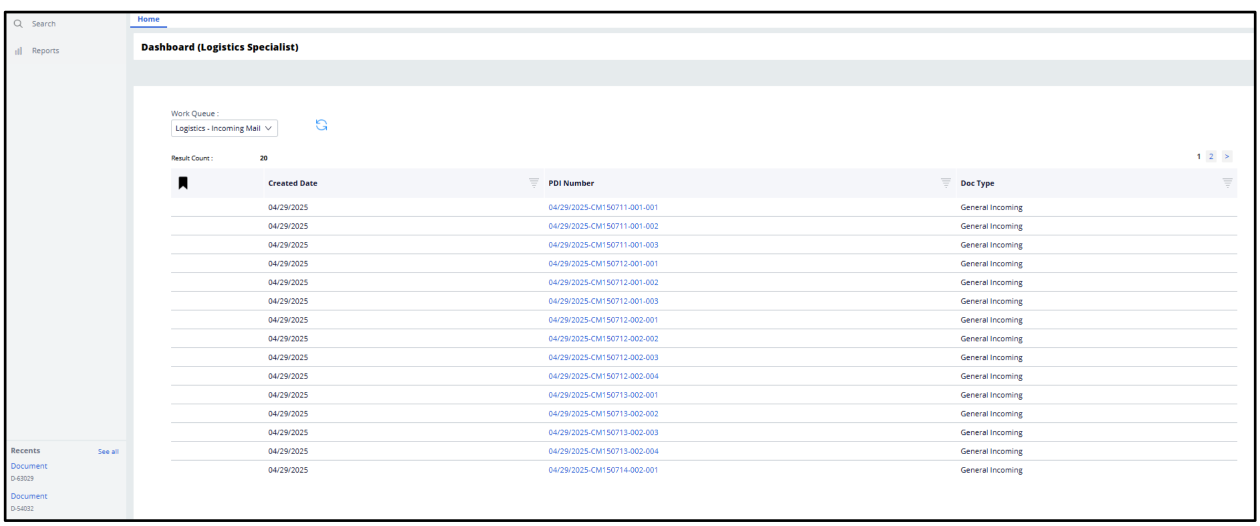
The **Work List** displays all items that have been assigned to the user and contains the following fields and column headings:

- **Refresh button**: This button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.
- **Assigned Date**: The date which the document was assigned to the user.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Page Count**: Displays the total number of pages included in the document.
- **Doc Type**: Specifies the type of document (e.g. **Spina Bifida Claim**, **Spina Bifida Correspondence**, etc.).
- **Beneficiary Name**: First and last name of the Veteran's beneficiary.
- **Document Status**: Displays the working status of the item (e.g., **Spina Bifida Incoming**, **Complete**, etc.).

3.3.21. Logistics Specialist

Users with the Logistics Specialist role can view documents and Logistics reports in DOCMP. After logging into the application, the Logistics Specialist user's default view will be the **Work Queue**, which displays documents sent to the Logistics-Incoming Mail queue.

Figure 89: Logistics Specialist Homepage



Logistics Specialists have access to the following functions:

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Reports**: Located within the sidebar navigation; opens a new tab which displays all reports that are available to view.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.

The **Work Queue** lists all items sent to the Logistics-Incoming Mail queue under the following headings:

- **Created Date**: The date on which the document was uploaded into the system.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document (e.g., General Incoming).

3.3.22. SPC Supervisor

Users with the Specialty Contact Center (SPC) Supervisor role can use DOCMP to assign cases to their team members, review cases, and re-route cases to the appropriate team as needed. After logging into the application, the SPC Supervisor homepage displays.

Figure 90: SPC Supervisor Homepage (1 of 2)

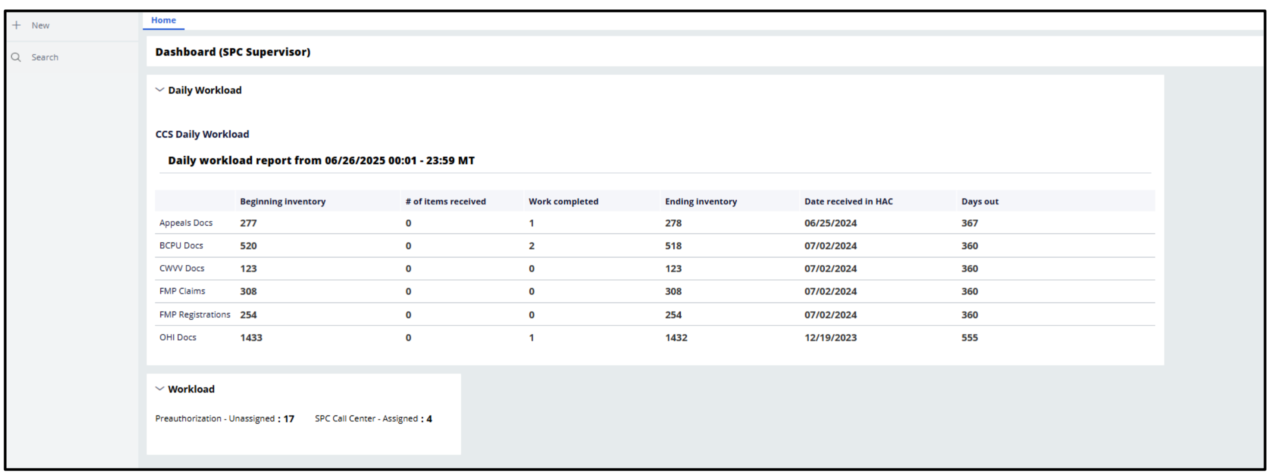
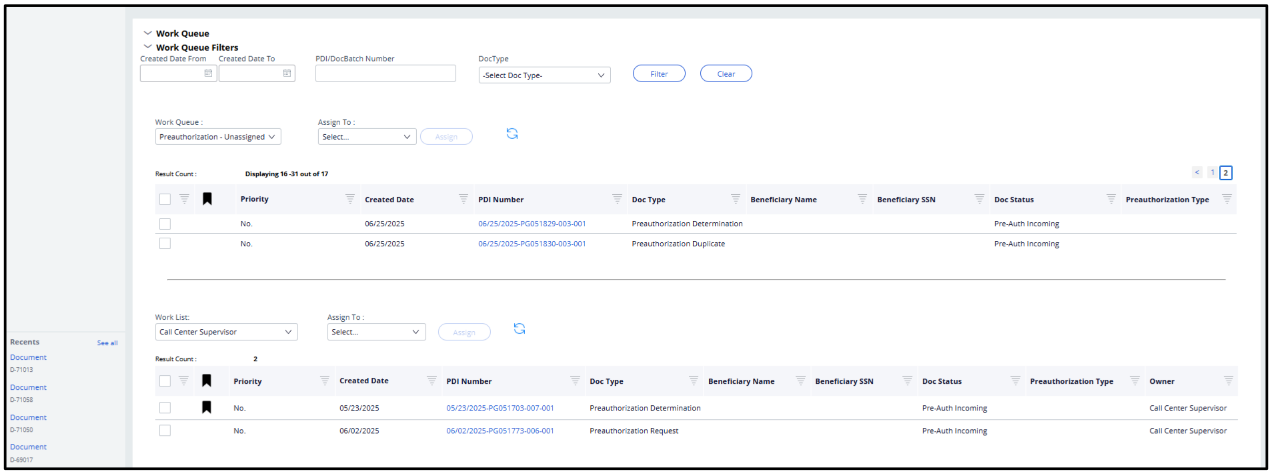


Figure 91: SPC Supervisor Homepage (2 of 2)



SPC Supervisors have access to the following main functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.

3.3.22.1. SPC Supervisor Dashboard Overview

The SPC Supervisor dashboard contains three main sections:

- **Daily Workload** (including a **Workload** summary)
- **Work Queue**
- **Work List**

3.3.22.1.1. Daily Workload

Figure 92: SPC Supervisor Dashboard - Daily Workload Report

CCS Daily Workload

Daily workload report from 06/26/2025 00:01 - 23:59 MT

	Beginning inventory	# of items received	Work completed	Ending inventory	Date received in HAC	Days out
Appeals Docs	277	0	1	278	06/25/2024	367
BCPU Docs	520	0	2	518	07/02/2024	360
CWVV Docs	123	0	0	123	07/02/2024	360
FMP Claims	308	0	0	308	07/02/2024	360
FMP Registrations	254	0	0	254	07/02/2024	360
OHI Docs	1433	0	1	1432	12/19/2023	555

The **Daily Workload** section displays a report of the total workload inventory from the previous day, organized by type. The data shown in this report is updated daily. It contains the following fields:

- **Beginning inventory**: The total count of work items that were in the system at the end of the previous day.
- **# of items received**: The number of new items received the previous day.
- **Work completed**: The number of work items marked as completed.
- **Ending inventory**: The total count of open work items in the system the last time the report was refreshed.
- **Date received in HAC**: Date when VFMP received the file; included in the Doc Batch or PDI Number.
- **Days out**: The number of days from date received to previous/current day.

The **Workload** section is located below the daily workload report and displays a summary of the total number of work items that have been submitted to the SPC queue.

Figure 93: SPC Supervisor Dashboard – Workload Summary

Workload

Preauthorization - Unassigned : **22** SPC Call Center - Assigned : **0**

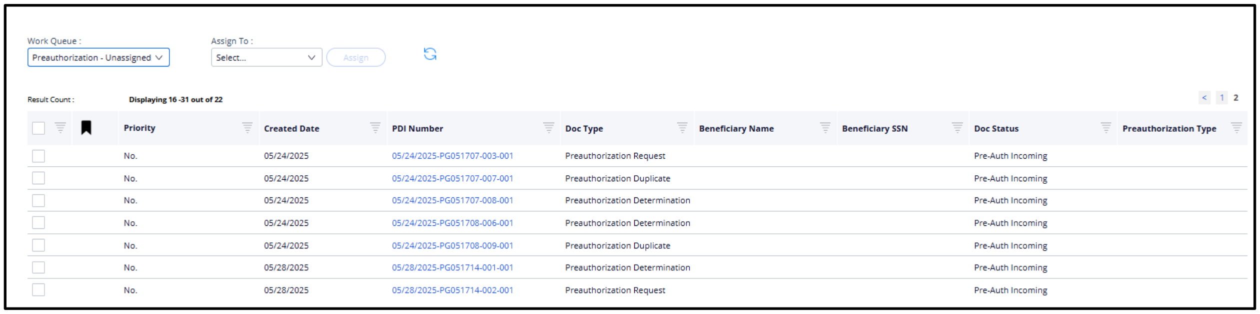
After the **Workload** summary, the remainder of the SPC Supervisor dashboard consists of two main sections:

- **Work Queue**
- **Work List**

3.3.22.1.2. Work Queue Overview

The **Work Queue** can be filtered by category and lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 94: SPC Supervisor Work Queue



- **Work Queue**: Drop-down menu that allows a supervisor to select the category of work items they wish to view.
- **Assign To**: Drop-down menu that allows supervisors to select the assignee to route cases to.
- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.

NOTE: The **Assign** button is grayed out by default and is only enabled when a selection has been made from the **Assign To** drop-down menu.

- **Refresh button**: This button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items still listed in the queue.

The items in the Work Queue are listed under the following column headings:

- **Priority**: Displays a **Yes** or **No** value based on whether the item has been identified as a priority document.
- **Created Date**: The date on which the document was uploaded into DOCMP.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document.
- **Beneficiary Name**: First and last name of the Veteran's beneficiary.
- **Beneficiary SSN**: Social Security number of the Veteran's beneficiary.
- **Doc Status**: Displays the working status of the item (e.g., **Pre-Auth Incoming**, **Complete**, etc.).

- **Preauthorization Type**: Displays the type of preauthorization assigned to the item.

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

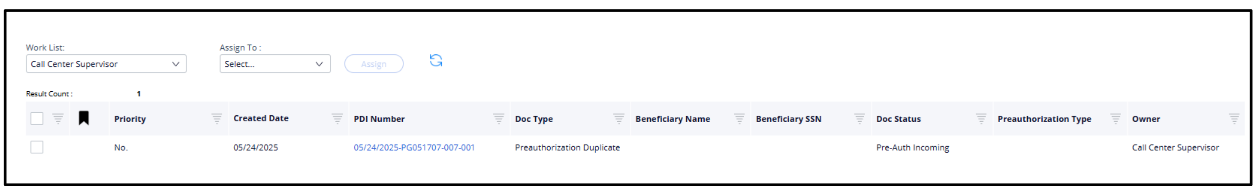
Figure 95: SPC Supervisor Work Queue Filters

1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
    - **Created Date From** and **To**;
    - **PDI/DocBatch Number**; and
    - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.22.1.3. Work List Overview

The **Work List** section contains work items that have already been assigned to the user.

Figure 96: SPC Supervisor Work List



- **Work List**: Drop-down menu that allows a supervisor to select a team member from the drop-down menu to see what has already been assigned to that individual. They can also use this menu to view all work assigned to the SPC Call Center.
- **Assign To**: Drop-down menu that lists team members or groups that can have cases assigned to them. A supervisor can also use this menu to unassign an item from a user and/or re-assign it to another team member, if desired.
- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.

- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

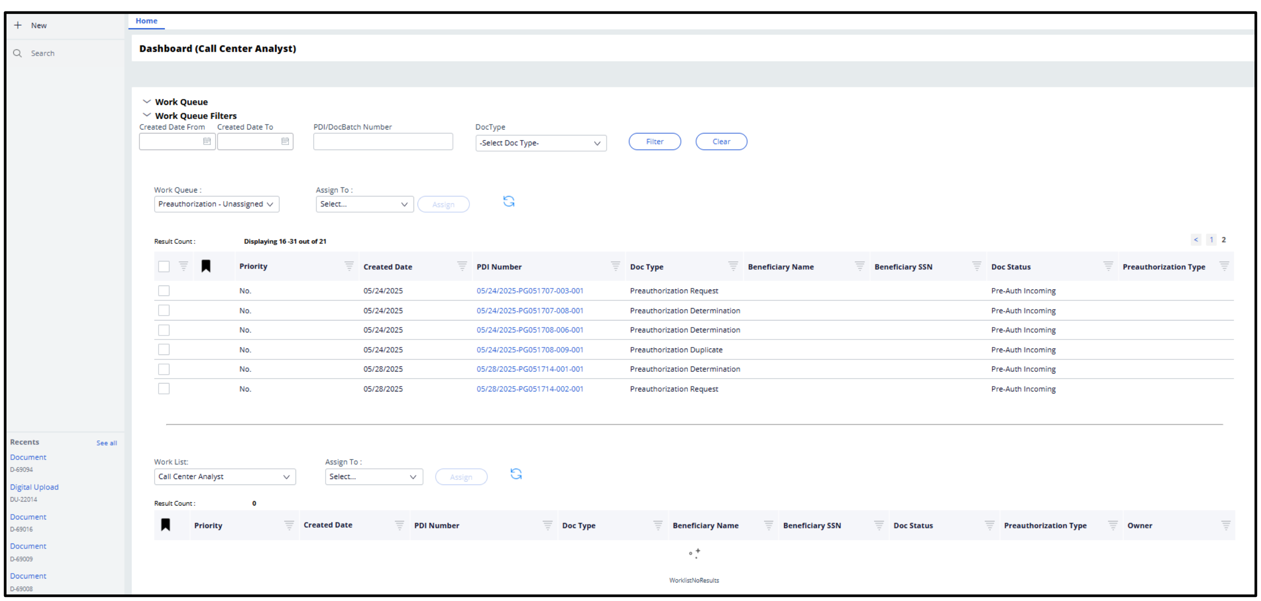
The items in the Work List are listed under the following column headings:

- **Priority**: Displays a **Yes** or **No** value based on whether or not the item has been identified as a priority document.
- **Created Date**: The date on which the document was uploaded into DOCMP.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document.
- **Beneficiary Name**: First and last name of the Veteran's beneficiary.
- **Beneficiary SSN**: Social Security number of the Veteran's beneficiary.
- **Doc Status**: Displays the working status of the item (e.g., **Pre-Auth Incoming**, **Complete**, etc.).
- **Preauthorization Type**: Displays the type of preauthorization assigned to the item.
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.23. SPC/Call Center Analyst

Users with the Call Center Analyst role can view, edit, and self-assign cases in DOCMP.

Figure 97: Call Center Analyst Homepage



Call Center Analyst users have access to the following functions:

- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.

3.3.23.1. Call Center Analyst Dashboard Overview

The Call Center Analyst dashboard is divided into two main sections:

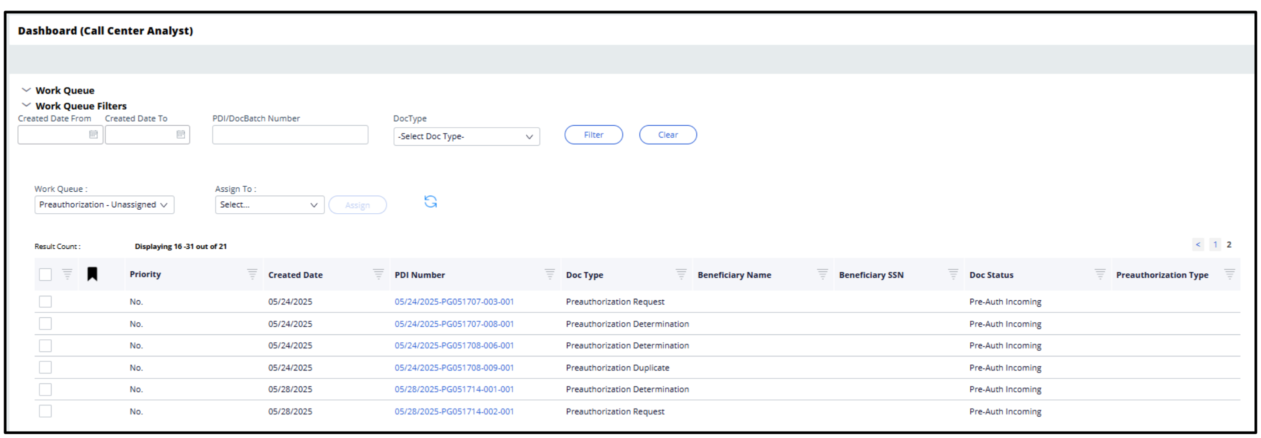
- **Work Queue**
- **Work List**

NOTE: If desired, Call Center Analyst users can select the **Work Queue** heading link to collapse the entire Work Queue section and focus solely on their Work List.

3.3.23.1.1. Work Queue Overview

The **Work Queue** table can be filtered by category and lists all items that need to be assigned or reviewed. Items in the queue are listed from oldest to newest.

Figure 98: Call Center Analyst Dashboard – Work Queue



- **Work Queue**: Drop-down menu that allows the user to select the category of work items they wish to view.

- **Assign To**: Drop-down menu that lists SPC supervisors that can have cases assigned to them.
- **Assign**: This button allows Call Center Analysts to assign cases to themselves or to a supervisor.

NOTE: The **Assign** button is grayed out by default and is only enabled when a selection has been made from the **Assign To** drop-down menu.

- **Refresh button**: This button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items still listed in the queue.

The items in the Work Queue are listed under the following column headings:

- **Priority**: Displays a **Yes** or **No** value based on whether or not the item has been identified as a priority document.
- **Created Date**: The date on which the document was uploaded into DOCMP.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document.
- **Beneficiary Name**: First and last name of the Veteran's beneficiary.
- **Beneficiary SSN**: Social Security number of the Veteran's beneficiary.
- **Doc Status**: Displays the working status of the item (e.g., **Pre-Auth Incoming**, **Complete**, etc.).
- **Preauthorization Type**: Displays the type of preauthorization assigned to the item.

Users can customize their view of the items in the Work Queue using **Work Queue Filters**.

Figure 99: Call Center Analyst Work Queue Filters

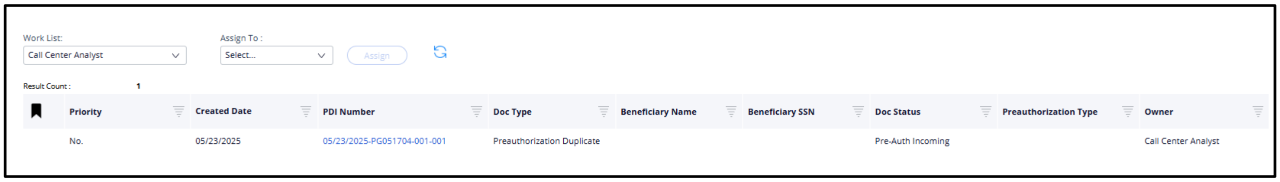
1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
    - **Created Date From** and **To**;
    - **PDI/DocBatch Number**; and
    - **Doc Type** drop down menu.

2. Enter a value in either field and/or choose an option from the **Doc Type** drop-down menu and select **Filter**. The work queue will display only the items that meet the criteria you selected. Select the **Clear** button to display all queue results or begin a new search.

3.3.23.1.2. Work List Overview

The **Work List** section contains work items that have already been assigned to the user.

Figure 100: Call Center Analyst Work List



- **Work List**: Drop-down menu that allows a Call Center Analyst to see what has already been assigned to them. Users can also use this menu to view all work assigned to the SPC Call Center.
- **Assign To**: Drop-down menu that lists SPC supervisors. A supervisor can also use this menu to unassign an item from a user and/or re-assign it to another team member, if desired.
- **Assign**: This button allows supervisors to assign or re-assign work items to their team members.
- **Refresh button**: Displayed as an image, this button allows the user to refresh the list to view the most recent items.
- **Result Count**: A read-only field that displays the total number of items contained in the list.

The items in the Work List are listed under the following column headings:

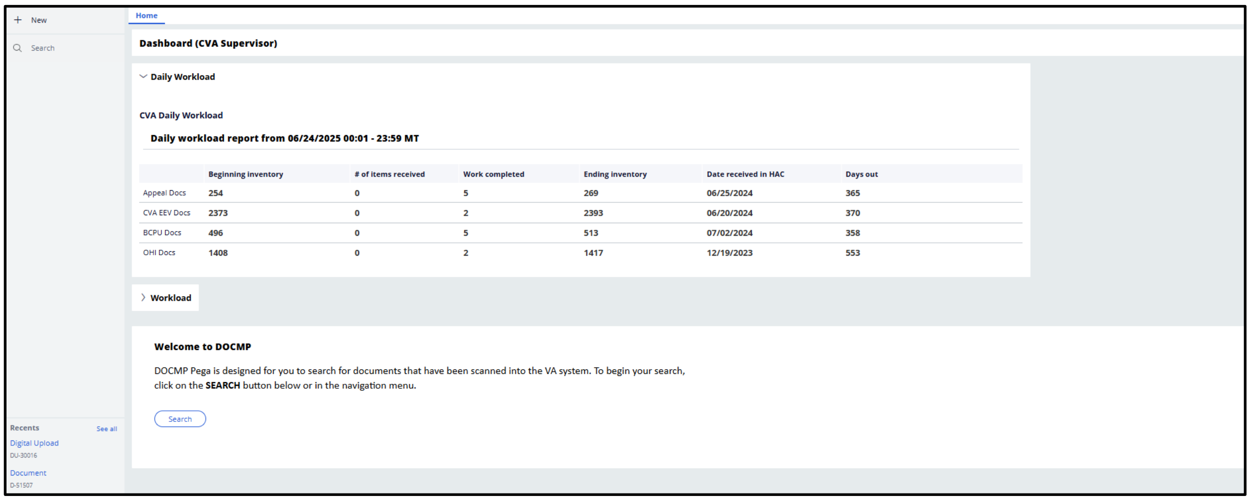
- **Priority**: Displays a **Yes** or **No** value based on whether or not the item has been identified as a priority document.
- **Created Date**: The date on which the document was uploaded into DOCMP.
- **PDI Number**: A system-generated number used to uniquely identify a document upload.
- **Doc Type**: Specifies the type of document.
- **Beneficiary Name**: First and last name of the Veteran’s beneficiary.
- **Beneficiary SSN**: Social Security number of the Veteran’s beneficiary.
- **Doc Status**: Displays the working status of the item (e.g., **Pre-Auth Incoming**, **Complete**, etc.).

- **Preauthorization Type**: Displays the type of preauthorization assigned to the item.
- **Owner**: Displays the user that is currently assigned to work on the item.

3.3.24. CVA Call Center Supervisor

Users with the CHAMPVA (CVA) Call Center Supervisor role have a read-only ability to view cases, monitor the workload of other teams and upload new files into the application as needed.

Figure 101: CVA Call Center Supervisor Homepage



CVA Call Center Supervisors have access to the following main functions:

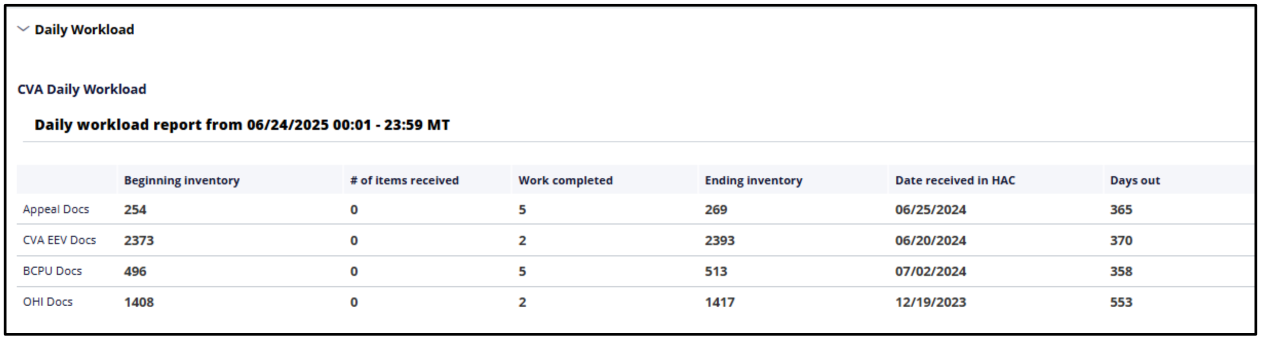
- **New**: This button activates the **Digital Upload** feature which allows users to electronically upload files into the application.

NOTE: For more information and instruction on using this feature, refer to Uploading Files with Digital Upload.

- **Search**: This button is located within the sidebar navigation and when selected, opens a new tab allowing the user to choose from a variety of options to refine their search of available documents.
- **Recents**: Accessed from the sidebar navigation and lists the user's most recently accessed documents.

3.3.24.1. CVA Call Center Supervisor Dashboard Overview

Figure 102: CVA Call Center Supervisor Dashboard - Daily Workload Report



	Beginning inventory	# of items received	Work completed	Ending inventory	Date received in HAC	Days out
Appeal Docs	254	0	5	269	06/25/2024	365
CVA EEV Docs	2373	0	2	2393	06/20/2024	370
BCPU Docs	496	0	5	513	07/02/2024	358
OHI Docs	1408	0	2	1417	12/19/2023	553

The CVA Call Center Supervisor dashboard is comprised primarily of a **Daily Workload** section which displays a report of the total workload inventory for multiple teams from the previous day, organized by the type of document. The data shown in this report is updated daily. It contains the following fields:

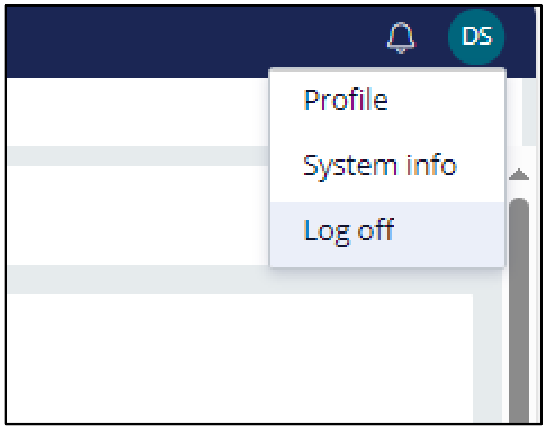
- **Beginning inventory**: The total count of work items that were in the system at the end of the previous day.
- **# of items received**: The number of new items received the previous day.
- **Work completed**: The number of work items marked as completed.
- **Ending inventory**: The total count of open work items in the system the last time the report was refreshed.
- **Date received in HAC**: Date when VFMP received the file; included in the Doc Batch Number.
- **Days out**: The number of days from date received to previous/current day.

3.4. Logging Off

Properly exiting the application helps to prevent personal patient information from being visible to others. To reenter the application, reload the DOCMP URL.

1. To exit the DOCMP application, select the user profile icon in the top-right corner of the screen to open the drop-down menu.

Figure 103: User Profile drop-down menu



2. Select **Log off**.

4. Using the Application

DOCMP provides user functionality for the following operations:

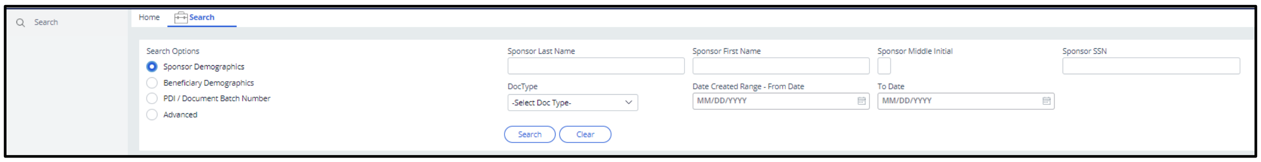
- **Conducting a Search**
- **Uploading Files**
    - **Uploading Files with Digital Upload**
    - **Uploading Files as Attachments**
- **Reviewing Case Documents**
    - **Audit (History) Function**
    - **Escalating Case Documents**
- **Editing Cases**
    - **Bulk Editing Case Documents**
- **Assigning Cases**
    - **Assigning Cases in the Work Queue**
    - **Assigning Cases in the Work List**
- **Unassigning Cases**
- **Pulling Reports**
    - **Exporting Reports**
- **Working with OHI Certificates**
    - **Self-Assign a Document**
    - **View and Update OHI Certificates**

4.1. Conducting a Search

Any user role may run searches and view files in the DOCMP application. To conduct a search, follow the steps listed below:

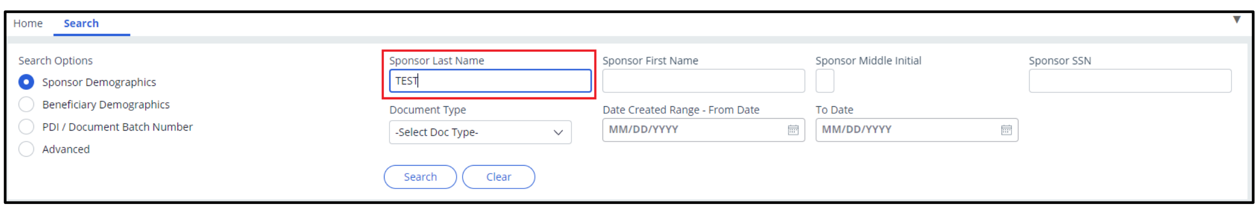
1. From the sidebar navigation menu, select **Search**. The DOCMP **Search Options** tab displays.

Figure 104: DOCMP Search Options Tab



2. The **Search** tab allows you to select the radio buttons for the type of search you want to conduct. The available data fields will change based on your selection. The options are as follows:
   - **Sponsor Demographics**
   - **Beneficiary Demographics**
   - **PDI/Document Batch Number**
   - **Advanced**
3. Enter the search criteria into the applicable field(s) to locate the item you want to view.

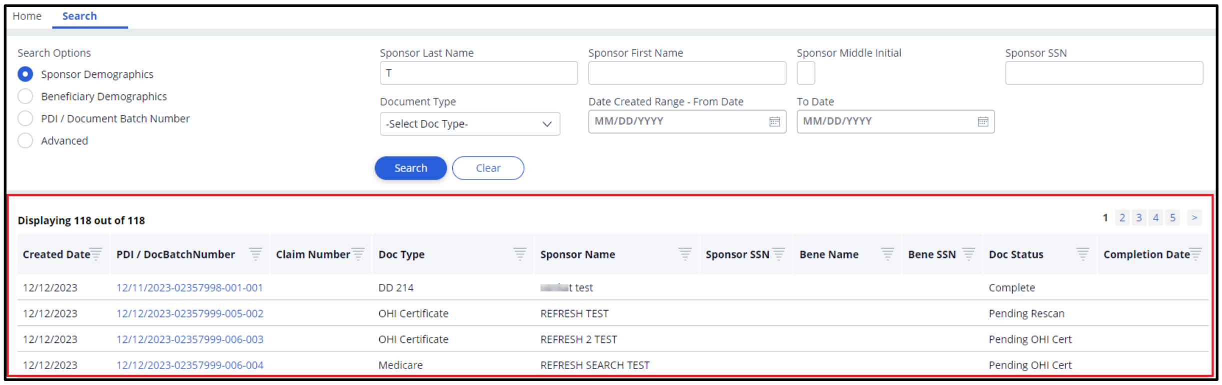
Figure 105: DOCMP Search Option Entry



NOTE: For the purposes of this instruction, search criteria has been entered into the **Sponsor Last Name** field.

4. Select the **Search** button. The search results display in the **Result Count** section of the page.

Figure 106: DOCMP Search Results



NOTE: When conducting a new search, no results will display until the **Search** button has been selected.

TIP: Select the **Clear** button if you want to start over with new search criteria.

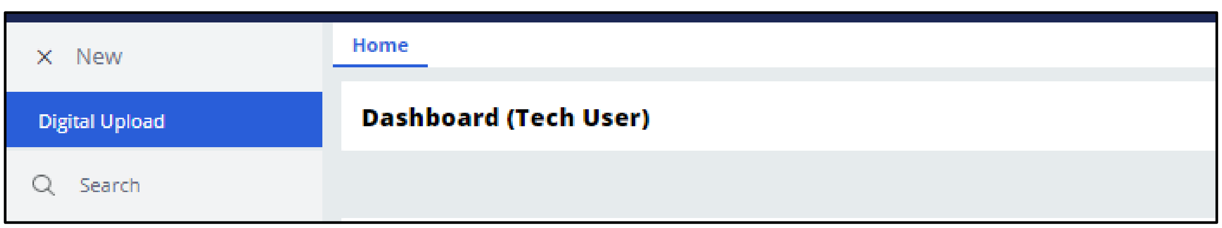
4.2. Uploading Files

4.2.1. Uploading Files with Digital Upload

Any user role (except for Read-Only, Translation PM, and Translators) may upload files into the DOCMP application using the Digital Upload function. When a file is uploaded by a user, it will automatically save to the Work Queue of that user's specific role (for example, an upload completed by an EEV Supervisor will save to the EEV Work Queue). To upload a file using this method, complete the following steps:

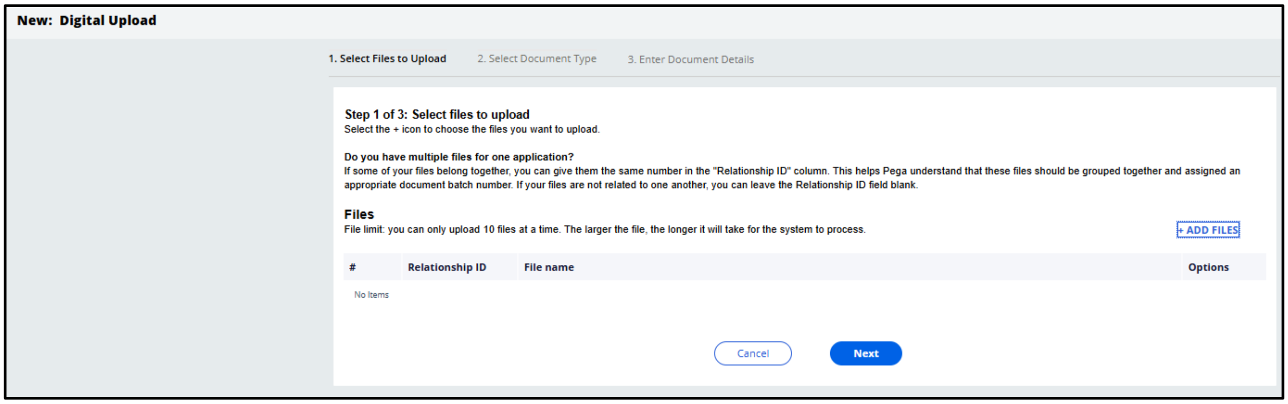
1. From the **Homepage**, select the **New** button in the top left corner of the screen. The **Digital Upload** option will display.

Figure 107: Digital Upload Button



2. Select **Digital Upload** to begin adding your file(s). The Digital Upload function will open in a new tab and display the **Step 1 of 3: Select Files to Upload** screen.

Figure 108: Digital Upload Step 1 - Select Files

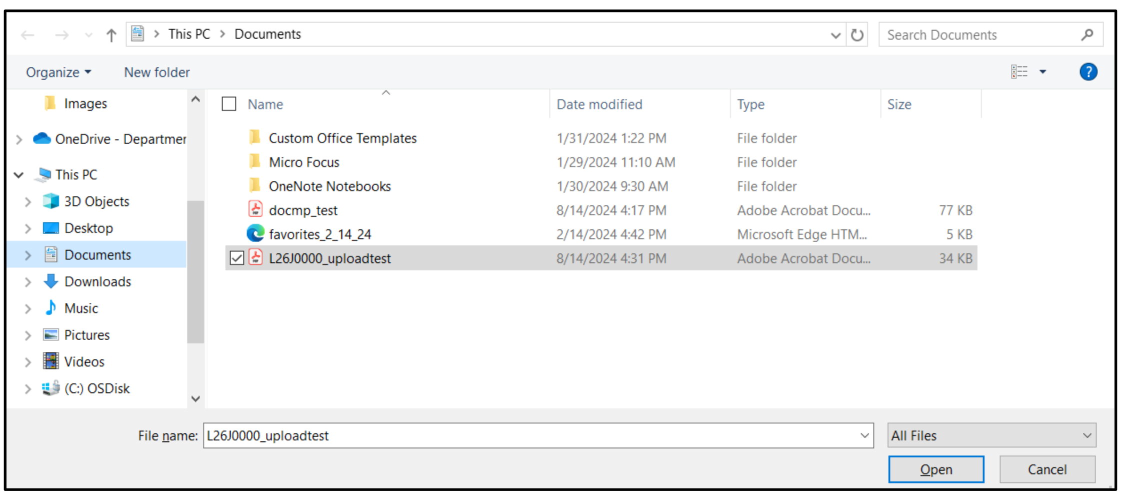


3. Select the **ADD FILES** link to begin adding your file(s). The **Attach file(s)** window will display.

Figure 109: Digital Upload - Attach File(s) Screen

4. Select the **Select file(s)** button. A **File Explorer** dialog box displays. Users also have the option to drag files into the area labeled **Drag and drop files here**.

Figure 110: Digital Upload – File Explorer

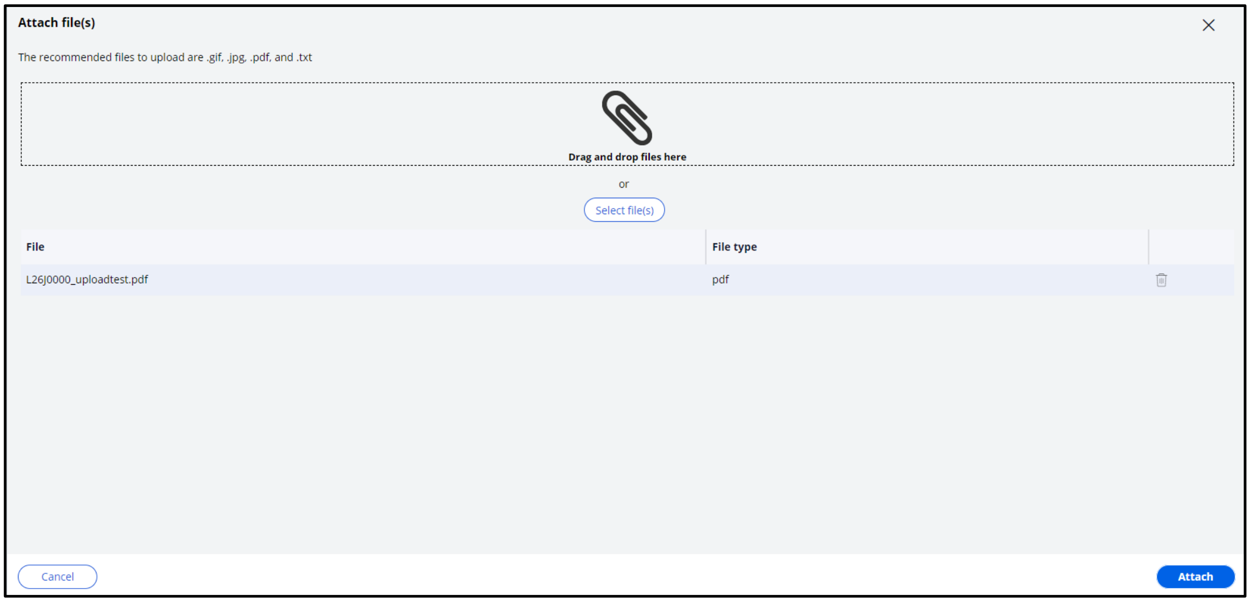


5. From **File Explorer**, select the desired document to upload. You can select multiple documents.

NOTE: The recommended file types to upload are .gif, .jpg, .pdf, and .txt.

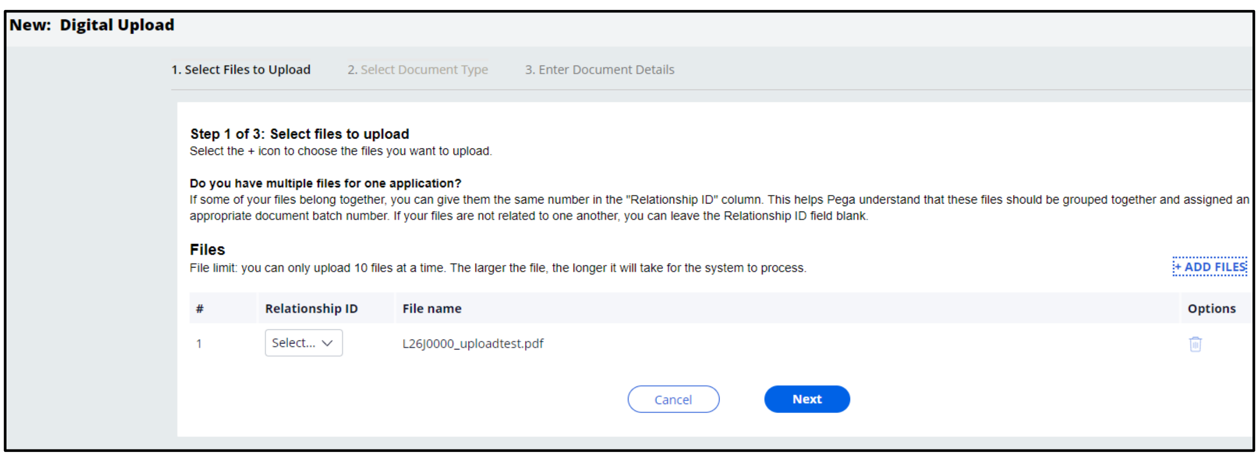
6. Select **Open** to upload the file into DOCMP. Once the document is uploaded, it will display below the file selection area.

Figure 111: Digital Upload – Attached File



7. When all files are uploaded, select the **Attach** button. The uploaded file will display in the **Files** list.

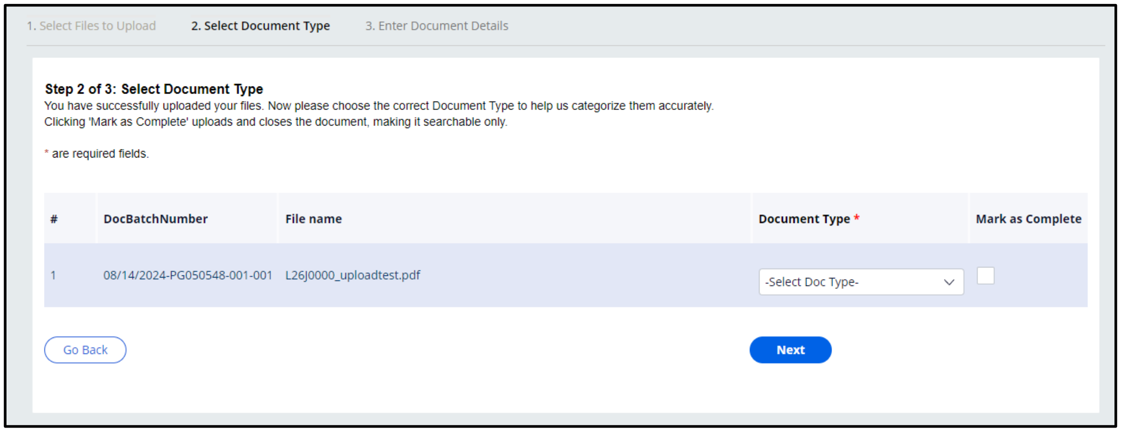
Figure 112: Digital Upload – Added File



NOTE: If you are uploading multiple files for one application, you can select the same number for each of them in the **Relationship ID** drop-down menu. This tells the system that these files should be grouped together and assigned an appropriate document batch number. If your files are not related, you can leave this field blank.

8. Select the **Next** button. The **Step 2 of 3: Select Document Type** screen will display.

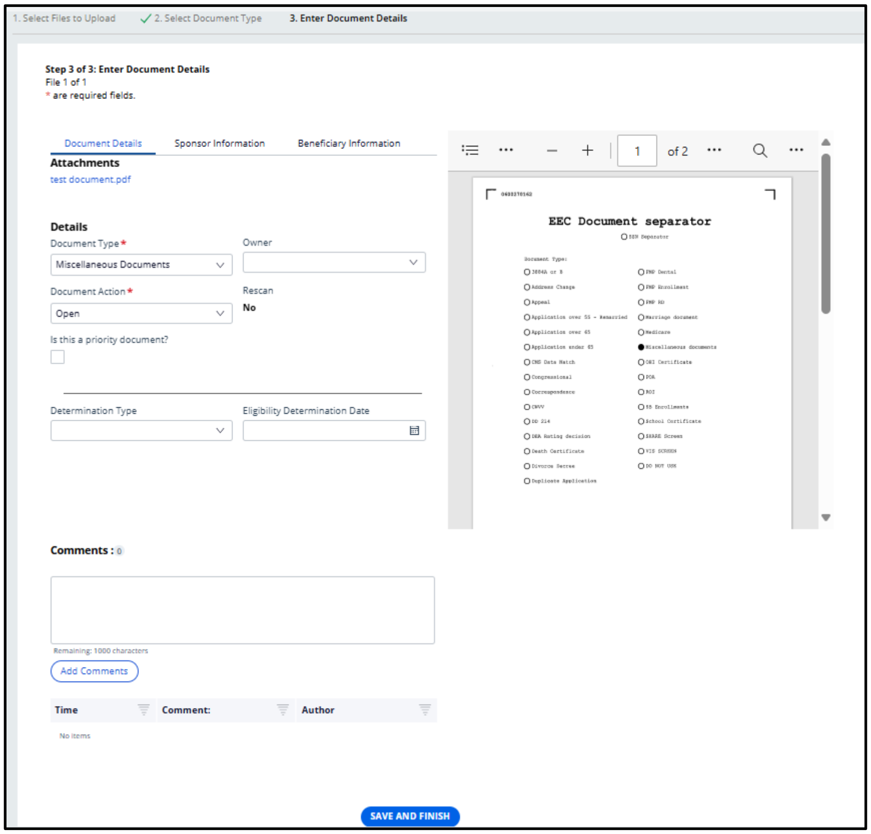
Figure 113: Digital Upload – Step 2 - Select Document Type



9. Select an option from the required **Document Type** drop-down menu, then select **Next**. The **Step 3 of 3: Enter Document Details** screen will display.

NOTE: If you select the **Mark as Complete** checkbox in Step 2, the system will automatically require you to enter values for the **Sponsor Name** and **Sponsor SSN** fields in the document details. These fields are usually optional by default.

Figure 114: Digital Upload – Step 3- Enter Document Details

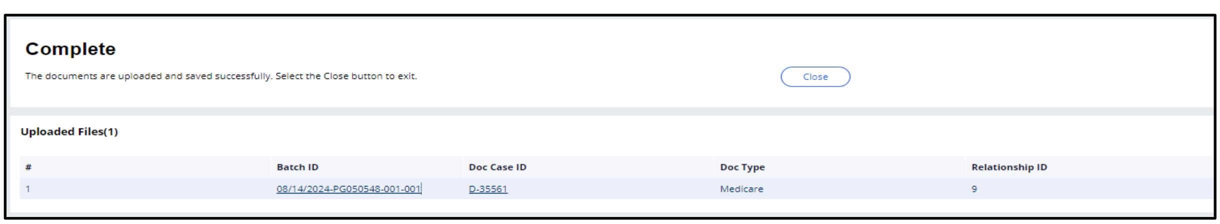


10. Confirm that the system has populated the **Document Type** drop-down menu correctly. Select the desired option from the **Document Action** drop-down menu (**Open**, **Complete**, or **Resolve as Duplicate**) and add any **Comments** that may be needed.
11. If applicable, select the **Sponsor Information** and/or **Beneficiary Information** tabs to review or add information in the remaining fields.

NOTE: A **Certification** tab will display for VA Form 10-10D document types that include or require a certification: **Application over 55-Remarried**, **Application over 65**, and **Application under 65**.

12. Select **SAVE AND FINISH**. A **Complete** message will display with confirmation that the document was uploaded successfully. Select **Close** to exit.

Figure 115: Upload Complete

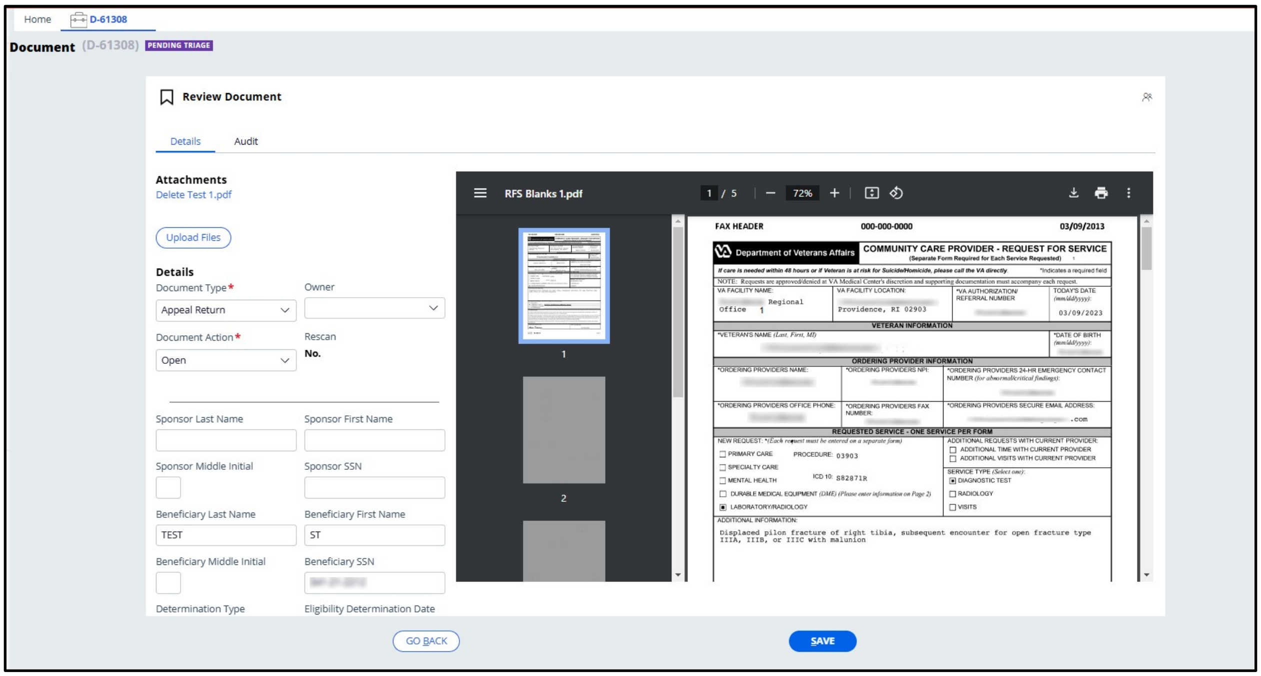


4.2.2. Uploading Files as Attachments

Users with an Appeal user role (Appeal Supervisor or Appeal Specialist) can upload files as attachments to existing cases within the document details screen. To upload a document using this method, follow the steps outlined below:

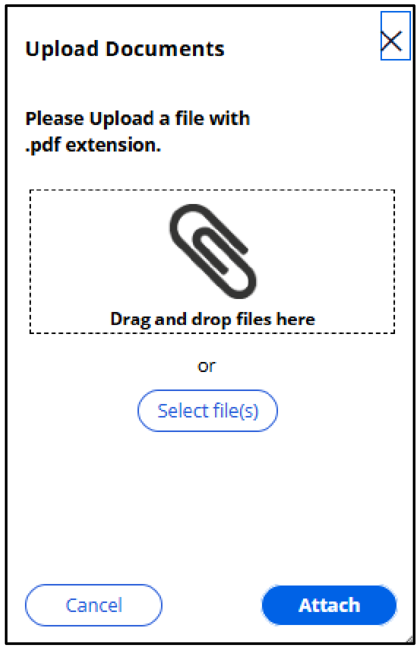
1. From the **Work Queue** or **Work List**, select the link for the case you would like to review. The details of the selected document will open in a new tab.

Figure 116: Document Details Screen



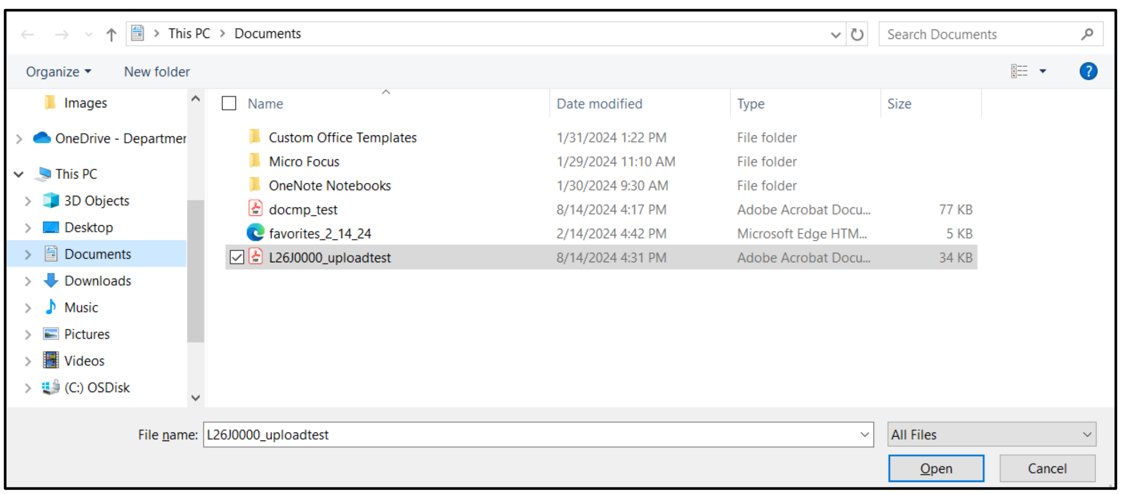
2. Select the **Upload Files** button to begin adding your file(s). The **Upload Documents** dialog box will display.

Figure 117: Upload Documents Dialog Box



3. Select the **Select file(s)** button. A **File Explorer** dialog box displays. Users also have the option to drag files into the area labeled **Drag and drop files here**.

Figure 118: File Explorer Dialog Box

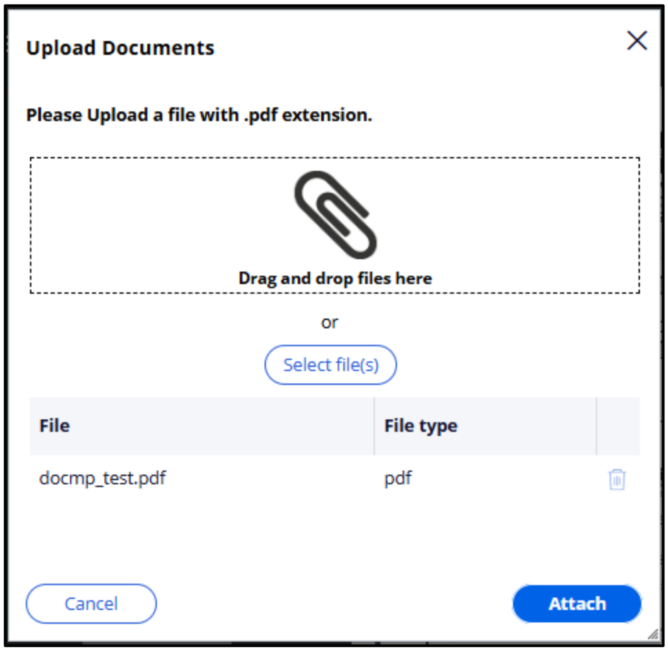


4. From **File Explorer**, select the desired document to upload. Only files with the .pdf extension can be added here. You can select up to three documents.

NOTE: The number of attachments that can be added using this method are limited to three PDF files.

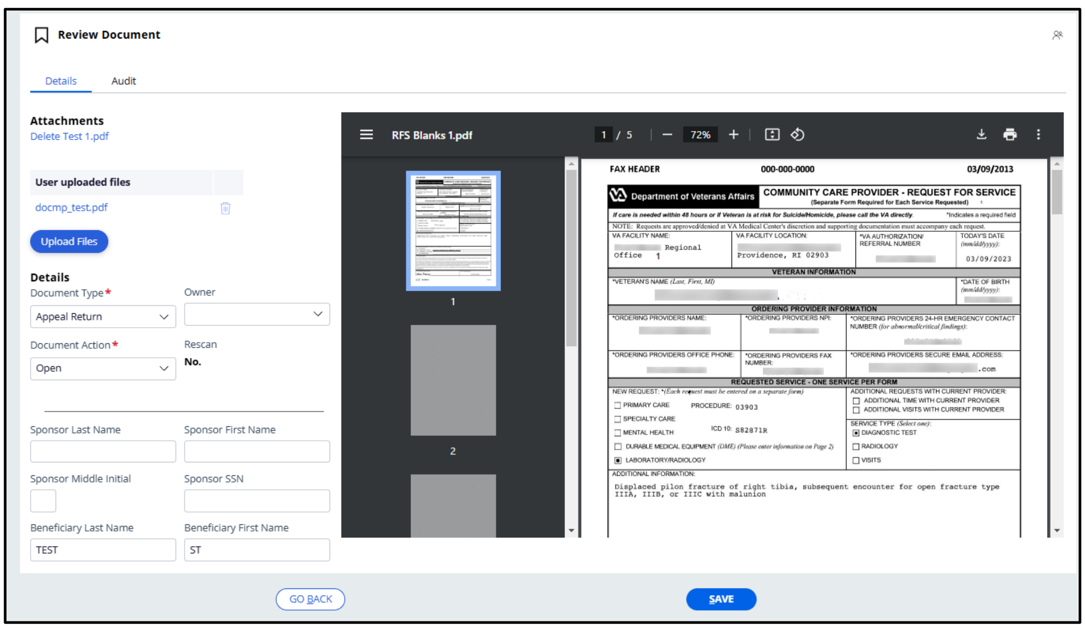
5. Select **Open** to upload the file. Once the document is uploaded, it will display below the file selection area.

Figure 119: Upload Documents – Attached File



6. When all files have been added, select the **Attach** button. The uploaded file will display under the **User uploaded files** heading on the Details page.

Figure 120: User Uploaded File

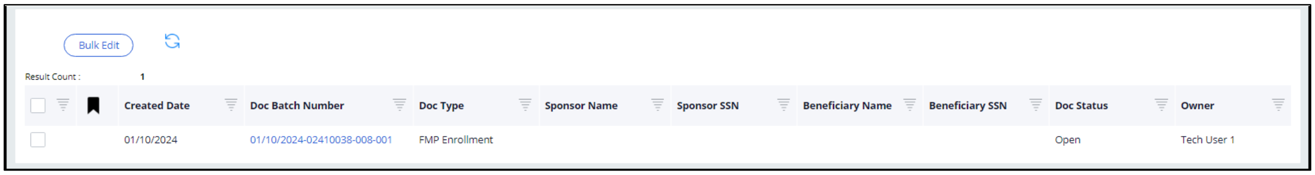


NOTE:	The number of User uploaded files is limited to three PDFs. Once three files have been added, the Upload Files button will be disabled.

4.3. Reviewing Case Documents

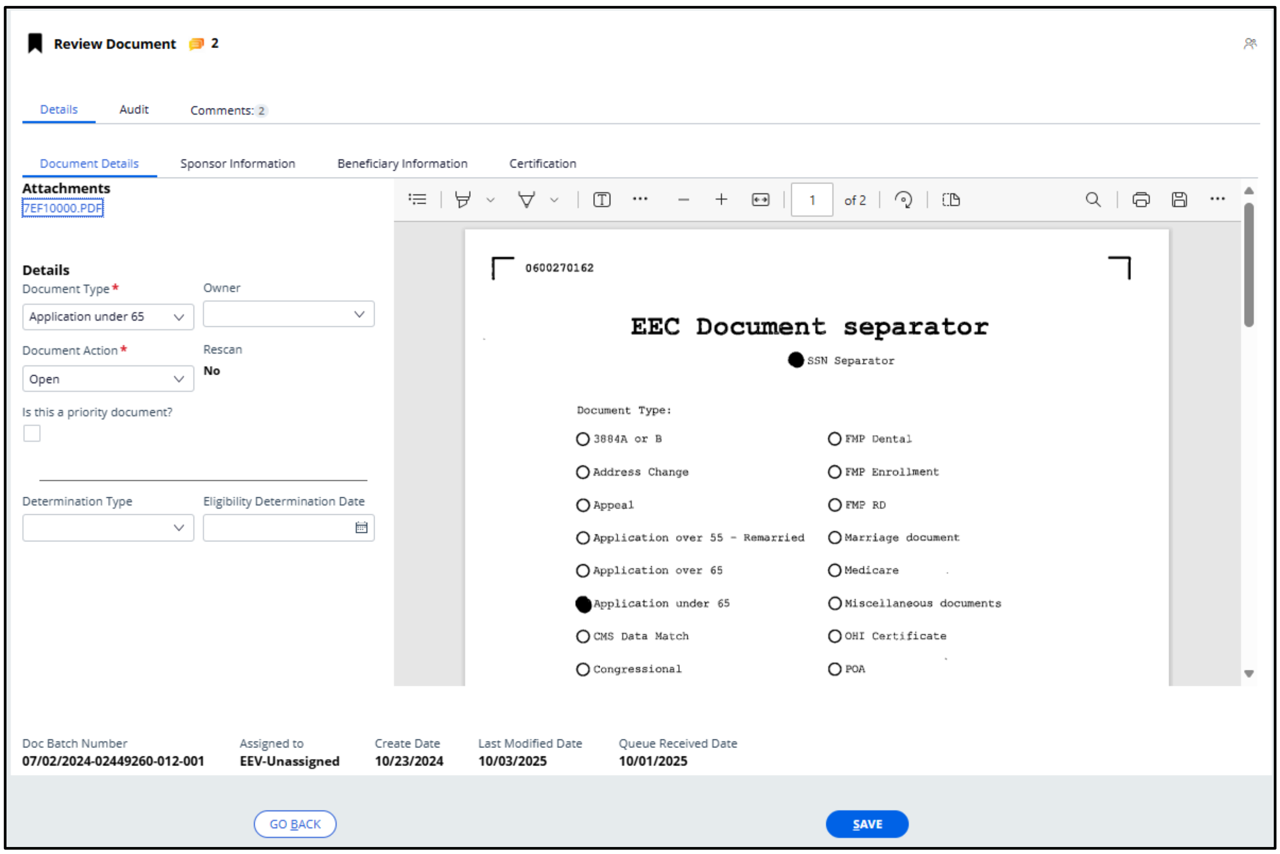
Any user role may view documents in the DOCMP application. To view the details of a document, follow the steps listed below:

Figure 121: User Dashboard



1. From the **Dashboard**, select the link under the **Doc Batch Number** column for the file you would like to view. A **Review Document** screen for the selected document will open in a new tab with the **Details** section displayed by default.

Figure 122: Review Document Screen



2. The **Details** section allows users to view additional information about the selected document, and is organized under the following tabs:
   - **Document Details**
   - **Sponsor Information**
   - **Beneficiary Information**

Each of these tabs can be selected to view or edit the applicable information for the selected document.

NOTE: A **Certification** tab will display in the **Details** section for VA Form 10-10D document types that include or require a certification: **Application over 55-Remarried**, **Application over 65**, and **Application under 65**.

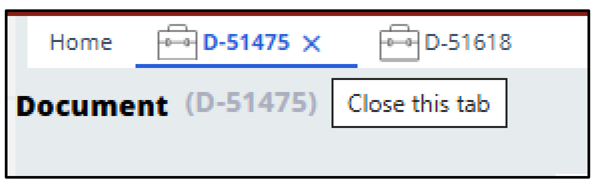
NOTE: The **Sponsor** and **Beneficiary Information** tabs will not display for users with read-only access.

3. Select the **Comments** tab to review any comments that may have been added. If there are existing comments, the number of included comments will display next to the tab heading.

TIP: Selecting the link displayed under **Attachments** will allow you to download and view a PDF copy of the full document.

4. To close an active document, hover your mouse or move your cursor over the tab then select the **X** that displays to the right of the document name/number.

Figure 123: Close Document Tab



4.3.1. Audit (History) Function

The **Audit** function tracks every action performed on a selected document and allows users to view that item's history in a table organized by the following headings:

- **Time**: Displays the date and time a change was made to the document.
- **Description**: Summary of the action or change made to the document.
- **Performed by**: Displays the user that made the change.

To view the history of a case document from the **Review Document** screen, select the **Audit** tab. The **History** table will display.

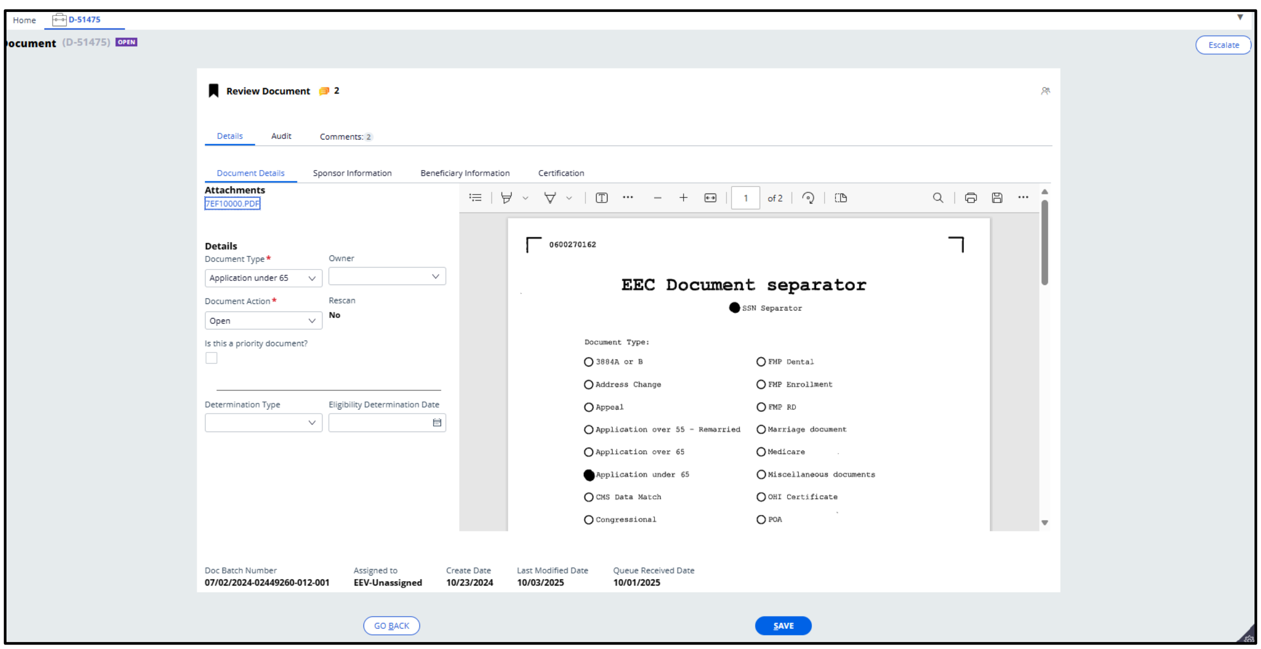
Figure 124: Document Audit Tab – History Table

4.3.2. Escalating Case Documents

The **Escalate** function allows you to assign a document to a supervisor for further review or to request a rescan. To escalate a case, follow the steps listed below:

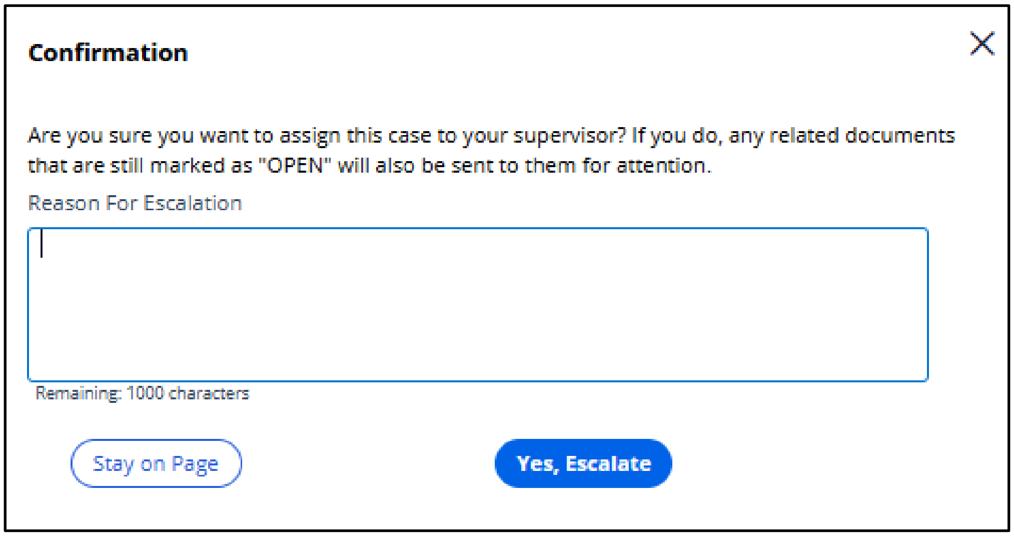
1. From the **Dashboard**, select the link under the **Doc Batch Number** column for the file you would like to view. A **Review Document** screen will display.

Figure 125: Review Document Screen



2. Select the **Escalate** button (located at the top right corner of the page) and a confirmation dialog box will display.

Figure 126: Document Details – Escalate Confirmation Dialog Box

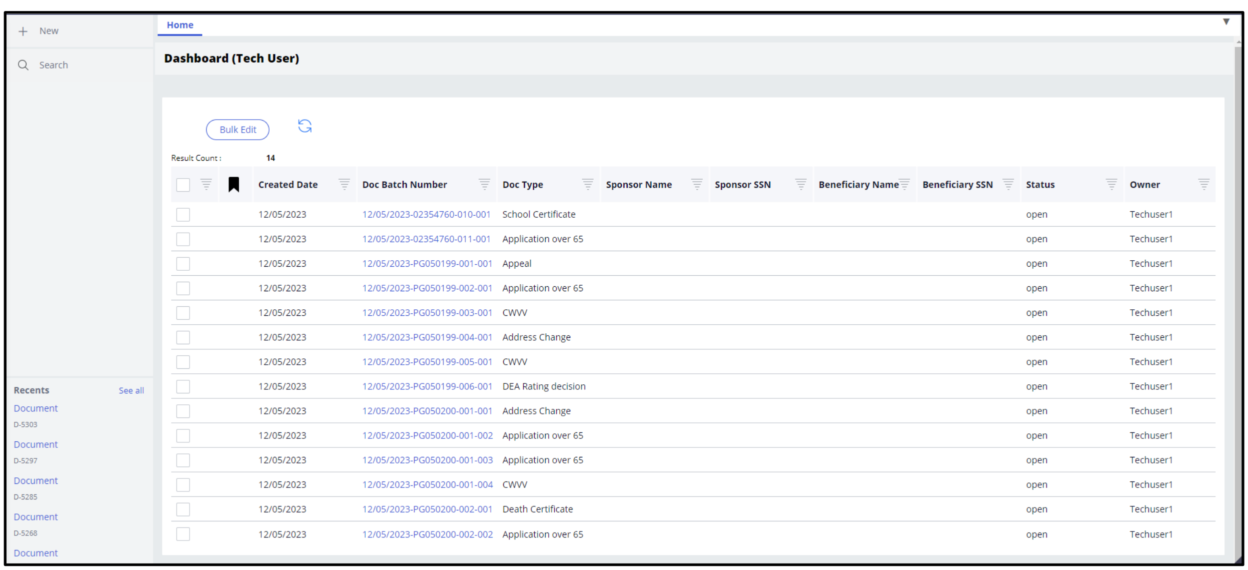


3. Select **Stay on Page** if you want to continue working on the document. Select **Yes, Escalate** to confirm the escalation to your supervisor. When the escalation is complete, the system will return you to your dashboard.

4.4. Editing Case Documents

Users with a Supervisor or Contact Representative role may edit case documents in the DOCMP application. The fields that can be edited include the beneficiary's name and SSN, dates, document type, and case status. To edit a case, complete the following steps:

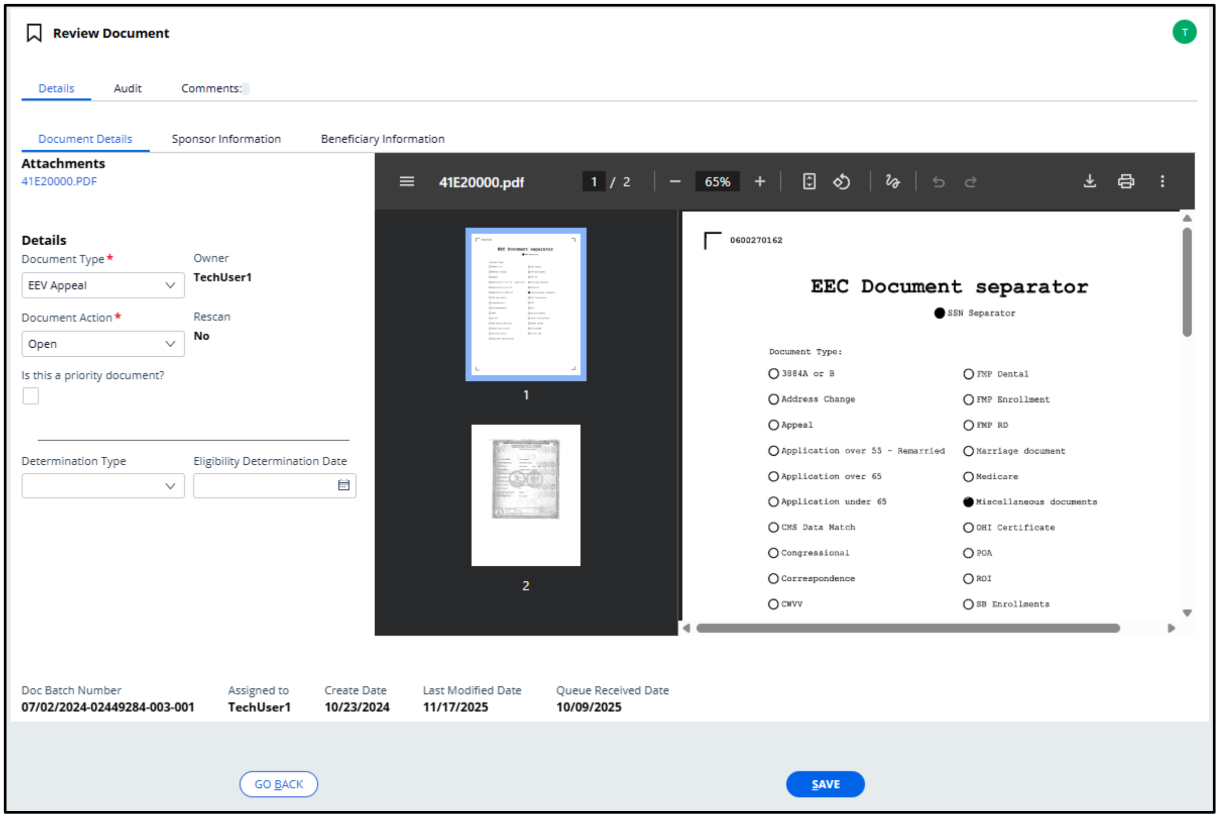
Figure 127: EEV Contact Representative User Dashboard



Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Status	Owner
12/05/2023	12/05/2023-02354760-010-001	School Certificate					open	Techuser1
12/05/2023	12/05/2023-02354760-011-001	Application over 65					open	Techuser1
12/05/2023	12/05/2023-PG050199-001-001	Appeal					open	Techuser1
12/05/2023	12/05/2023-PG050199-002-001	Application over 65					open	Techuser1
12/05/2023	12/05/2023-PG050199-003-001	CWVV					open	Techuser1
12/05/2023	12/05/2023-PG050199-004-001	Address Change					open	Techuser1
12/05/2023	12/05/2023-PG050199-005-001	CWVV					open	Techuser1
12/05/2023	12/05/2023-PG050199-006-001	DEA Rating decision					open	Techuser1
12/05/2023	12/05/2023-PG050200-001-001	Address Change					open	Techuser1
12/05/2023	12/05/2023-PG050200-001-002	Application over 65					open	Techuser1
12/05/2023	12/05/2023-PG050200-001-003	Application over 65					open	Techuser1
12/05/2023	12/05/2023-PG050200-001-004	CWVV					open	Techuser1
12/05/2023	12/05/2023-PG050200-002-001	Death Certificate					open	Techuser1
12/05/2023	12/05/2023-PG050200-002-002	Application over 65					open	Techuser1

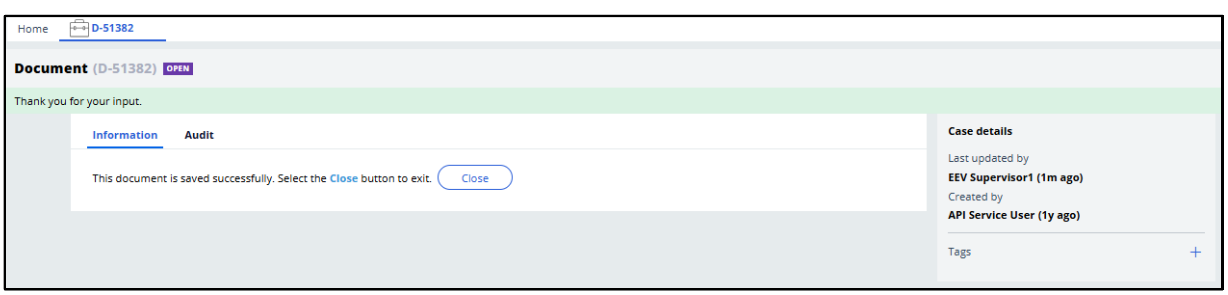
1. From the **Dashboard**, select the **Doc Batch Number** of the work item and the **Review Document** screen will open in a new tab.

Figure 128: EEV Contact Representative Document Details Tab



2. Under **Details**, confirm that the system has populated the **Document Type** drop-down menu correctly or select the correct option.
3. Select the desired option (**Complete**, **Open**, or **Resolved as Duplicate**) from the **Document Action** drop-down menu.
4. If applicable, select the **Sponsor Information** and/or **Beneficiary Information** tabs to review or add information in the remaining fields if needed.
5. Select the **Comments** tab to add any comments that may be needed.
6. When editing is complete, select **SAVE**. A confirmation message will display.

Figure 129: Save Confirmation



NOTE: Select the **GO BACK** button if you want to return to your work list without saving your changes.

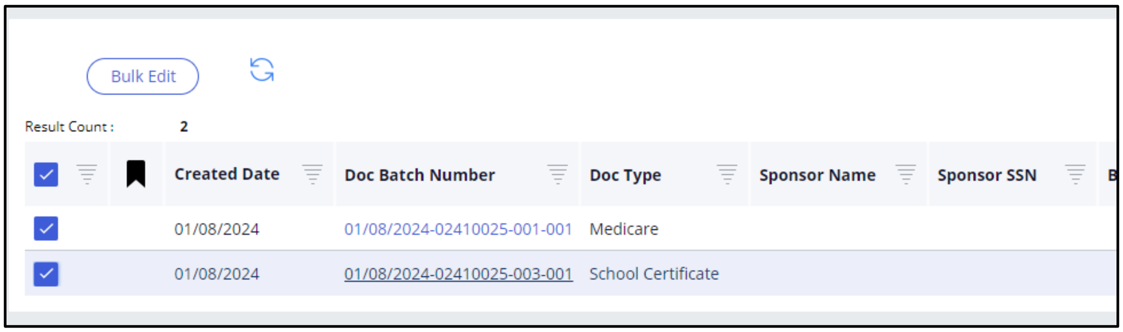
7. Select the **Close** button to exit the screen and return to the dashboard.

4.4.1. Bulk Editing Case Documents

DOCMP allows users with an EEV Supervisor or EEV Contact Representative role to select multiple cases and update them all with the same information or action. To bulk edit a case, complete the following steps:

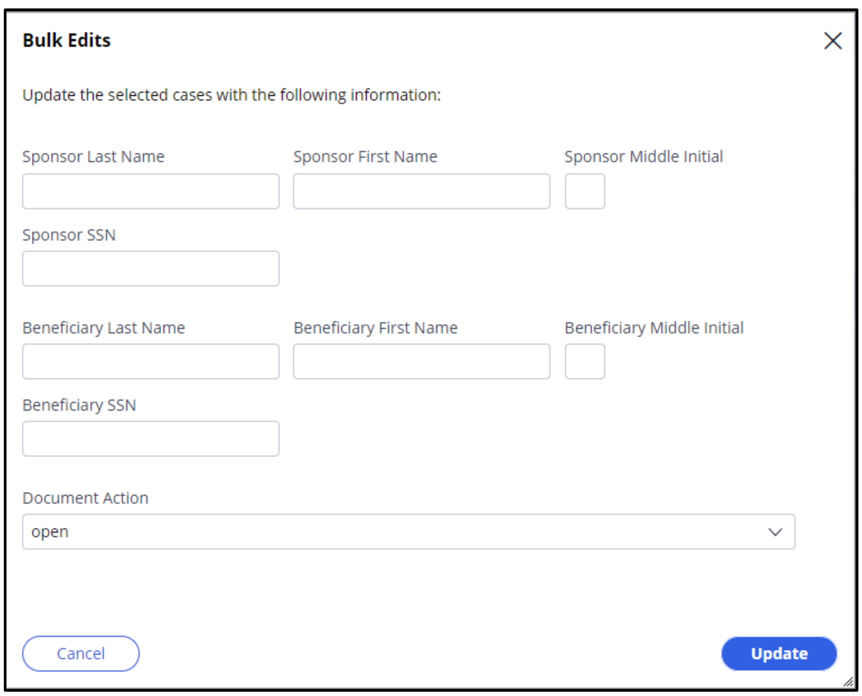
1. From the **Dashboard** (or EEV Supervisor **Work List**), select the checkboxes next to the cases you want to edit.

Figure 130: User Work List Selected Cases



2. Select the **Bulk Edit** button. The **Bulk Edits** dialog box displays.

Figure 131: Bulk Edits Dialog Box



3. Enter the information or select the action you want to complete for the selected items.
4. Select **Update**. The dialog box will close, and your update(s) will be visible in the work list.

NOTE: Select the **Cancel** button if you want to return to your work list without saving your changes.

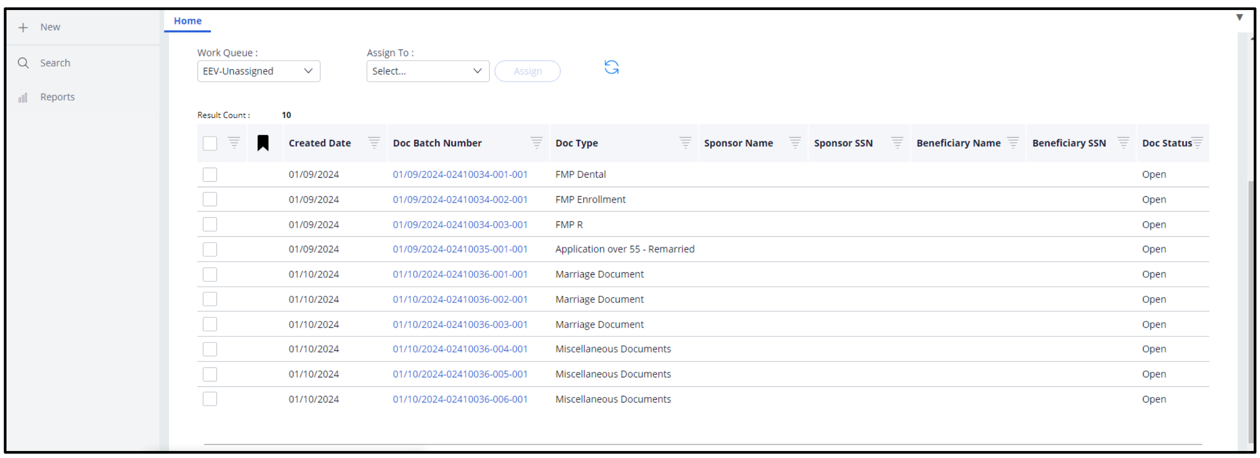
4.5. Assigning Cases

4.5.1. Assigning Cases in the Work Queue

Only users with a Supervisor role can assign cases in the application. To assign cases from the Work Queue, follow the steps listed below:

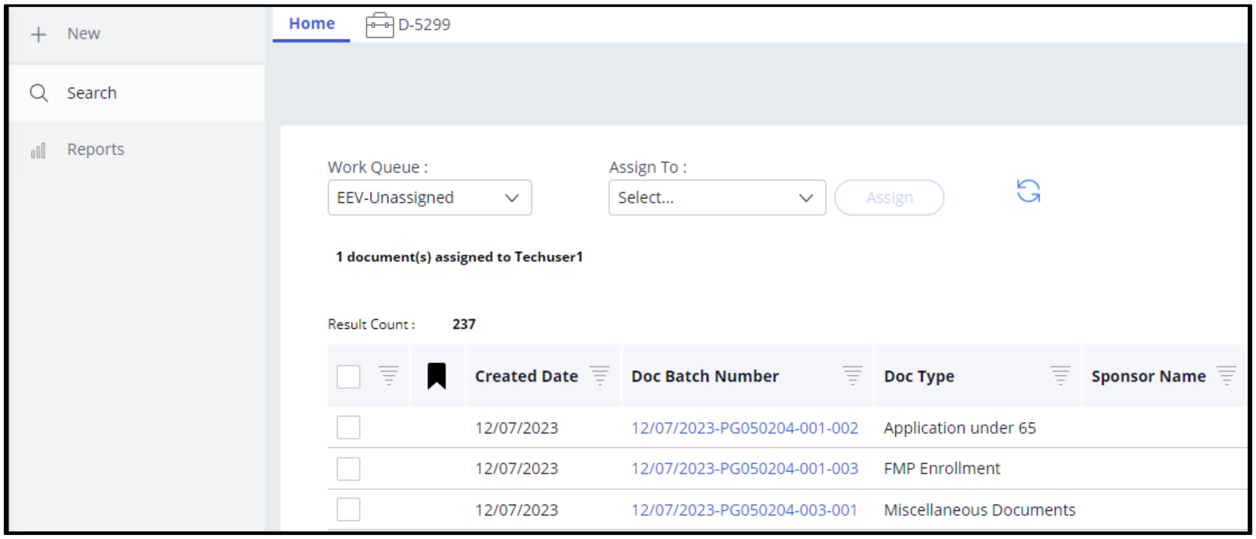
1. From the **Work Queue** drop-down menu select **Unassigned**. All unassigned cases will be displayed on the dashboard.

Figure 132: Unassigned Work Queue



2. Select the checkbox next to the case/document you want to assign.
3. From the **Assign To** drop-down menu, select the name of the individual you want to assign the file to.
4. Select **Assign**. The screen will update with a confirmation that an item has been assigned to the user.

Figure 133: Assigned Document Confirmation Message



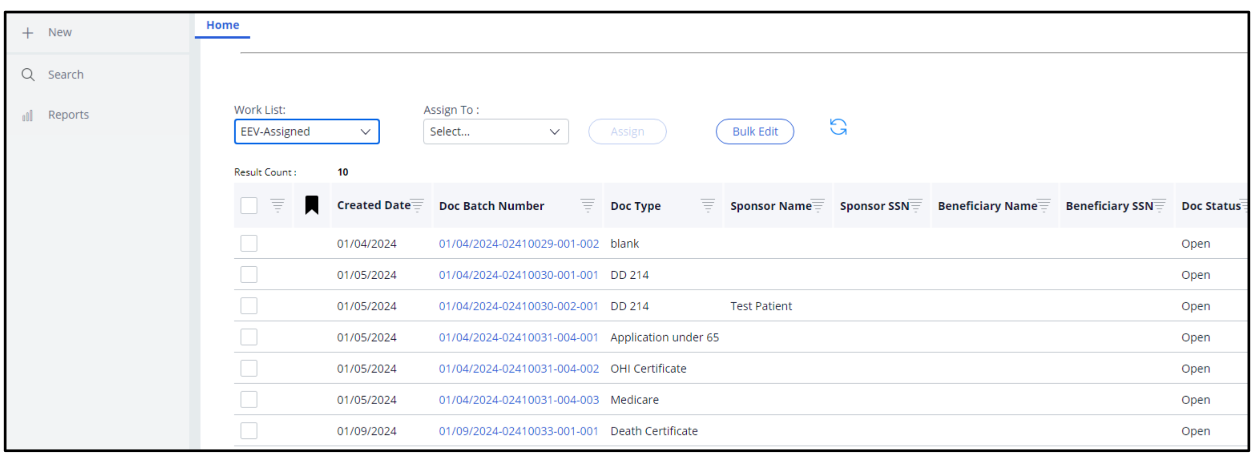
NOTE: You can also verify that the assignment was successful by selecting the worker's name from the **Work List** drop-down menu. All cases assigned to that worker will be displayed.

4.5.2. Assigning Cases in the Work List

To assign cases from the work list, follow the steps listed below:

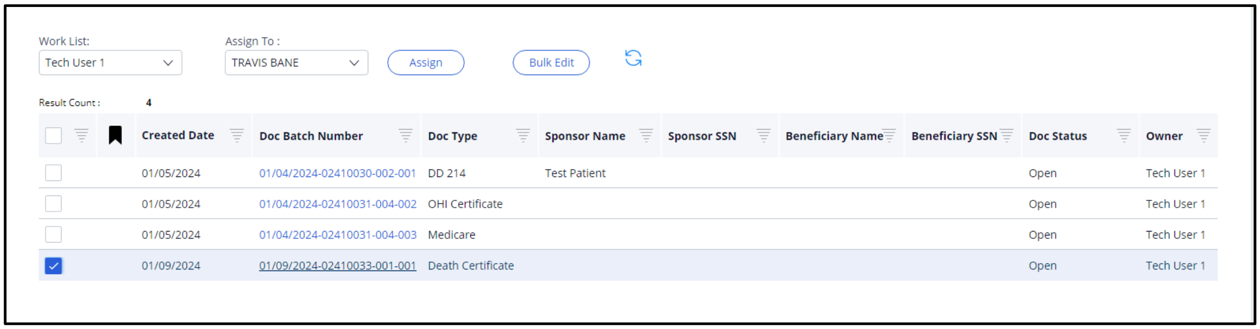
1. From the **Work List** drop-down menu, select **Assigned** or the name of the user whose work list you are editing. The cases will be displayed on the dashboard.

Figure 134: Assigned Work List



2. Select the checkbox next to the case/document you want to assign/re-assign.
3. From the **Assign To** drop-down menu, select the name of the individual you want to assign the file to.

Figure 135: Work List – Assign To Selection



4. Select **Assign**. The item will be removed from the work list.

4.6. Unassigning Cases

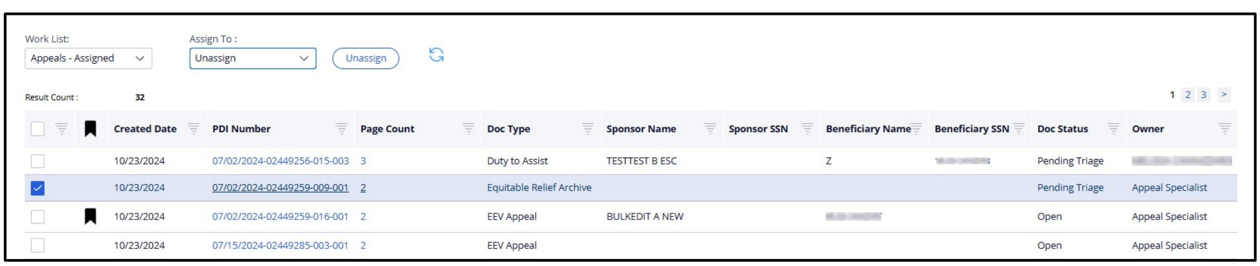
Users with a Supervisor role can unassign cases in the application. To unassign a case, follow the steps listed below:

1. From the **Work List** drop-down menu, select **Assigned** or the name of the user whose work list you are editing. The cases will be displayed on the dashboard.

Figure 136: Assigned Work List

2. Select the **Unassign** option from the **Assign To** drop-down menu. The **Unassign** button will display.

Figure 137: Work List – Unassign Selection



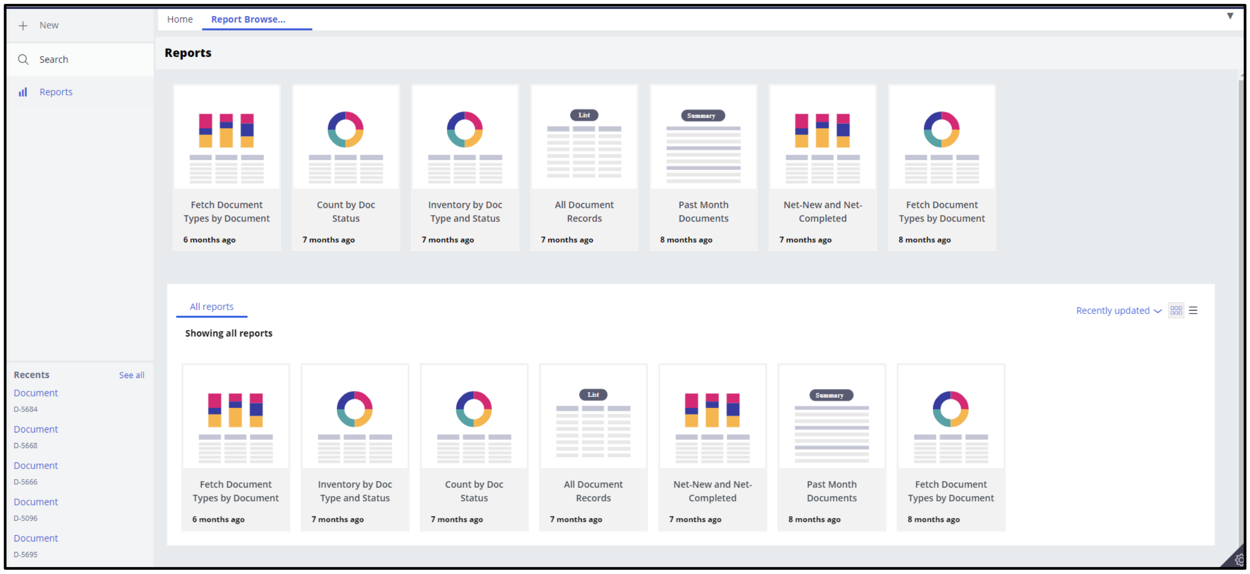
3. Select the checkbox(es) next to the case(s)/document(s) you want to unassign, then select the **Unassign** button. The item(s) will be removed from the work list.

4.7. Pulling Reports

Users with a Supervisor role (apart from DCDM and Appeal Supervisors) can pull reports in the application. To pull a report, follow the steps listed below:

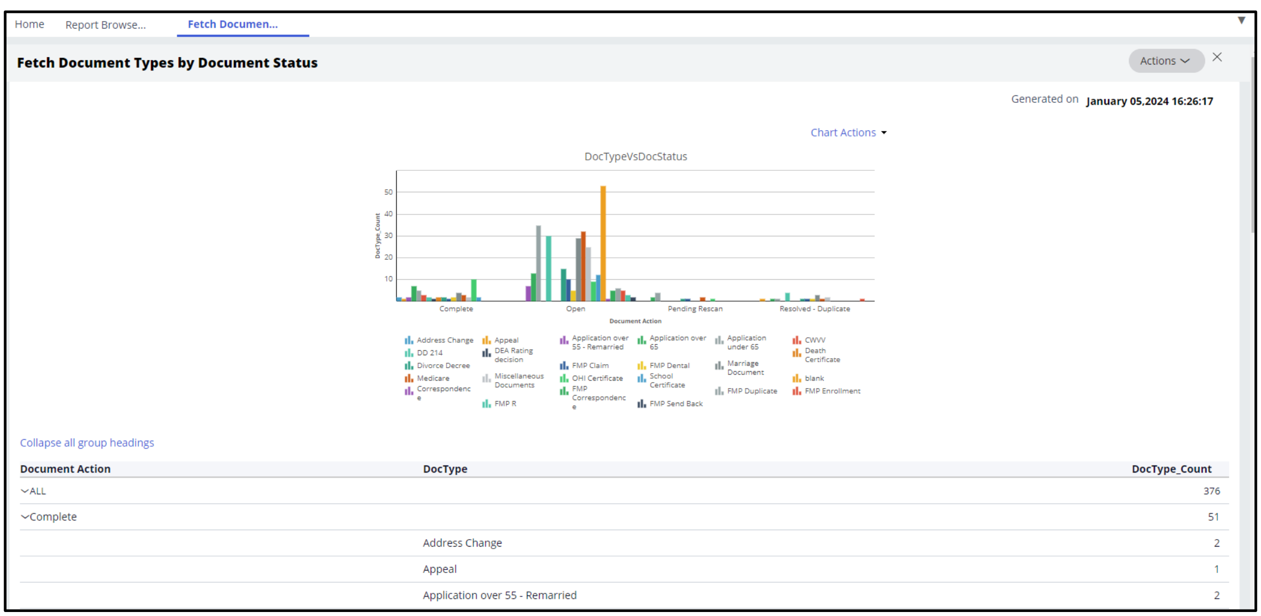
1. From the sidebar navigation menu, select the **Reports** option. The **Reports** tab displays listing the available reports for your user role.

Figure 138: Report Browser Tab



2. Select the report type you want to view. The details of the report will display in a new tab.

Figure 139: Report Details Tab



4.7.1. Exporting Reports

DOCMP allows Supervisor users to export report data to a PDF or Excel file. To export a report, follow the steps listed below:

1. From the sidebar navigation menu, select the **Reports** option. The **Reports** tab displays.
2. Select the report type you want to view. The details of the report will display in a new tab.
3. From the **Actions** drop-down menu, select **Refresh**, **Export to PDF**, or **Export to Excel**. The system will automatically download the file in the chosen format (.pdf or .xlsx).

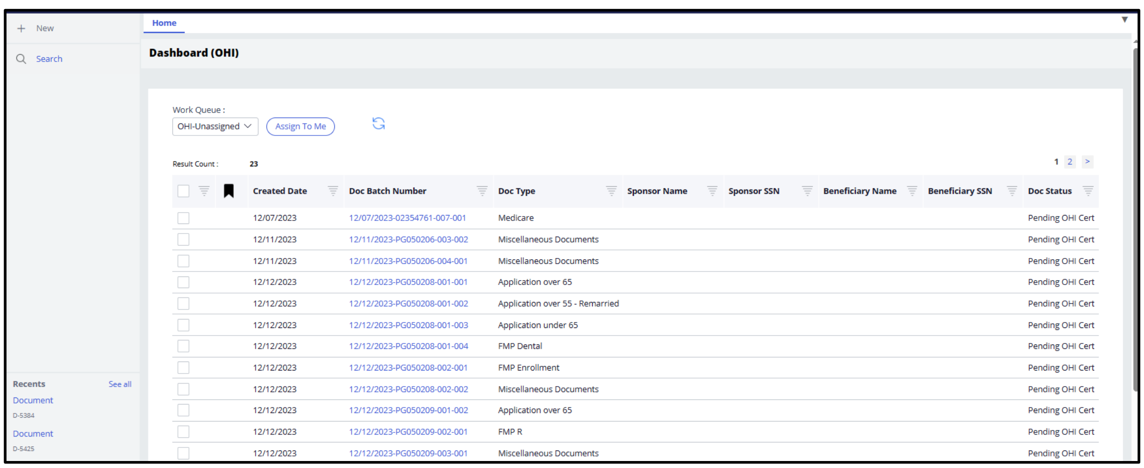
4.8. Working with OHI Certificates

Any user with an OHI Voucher Examiner role may self-assign, view, and update OHI certificates in the DOCMP application.

4.8.1. Self-Assign a Document

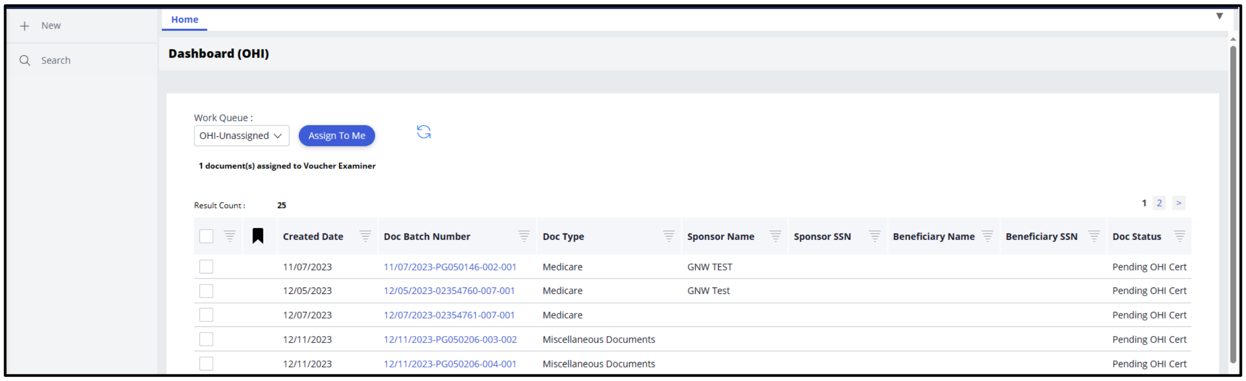
To self-assign a document, follow the steps listed below.

Figure 140: OHI Voucher Examiner Dashboard



1. From the **Dashboard (OHI Voucher Examiner)**, select the checkbox next to the item in your **Work Queue**.
2. Select the Assign to Me button. The screen will update with confirmation that an item has been assigned to you.

Figure 141: Self-assign Confirmation



NOTE:	Alternatively, you can select the **Get Next Work** button which will assign to you the oldest document from the OHI Unassigned Work Queue.

4.8.2. View and Update OHI Certificates

To view and update OHI Certificates, follow the steps listed below:

1. From the **Dashboard (OHI Voucher Examiner)** select the **Doc Batch Number** of the item from the **Work List**. The details of the selected document will open in a new tab.

Figure 142: OHI Document Details Tab (1 of 2)

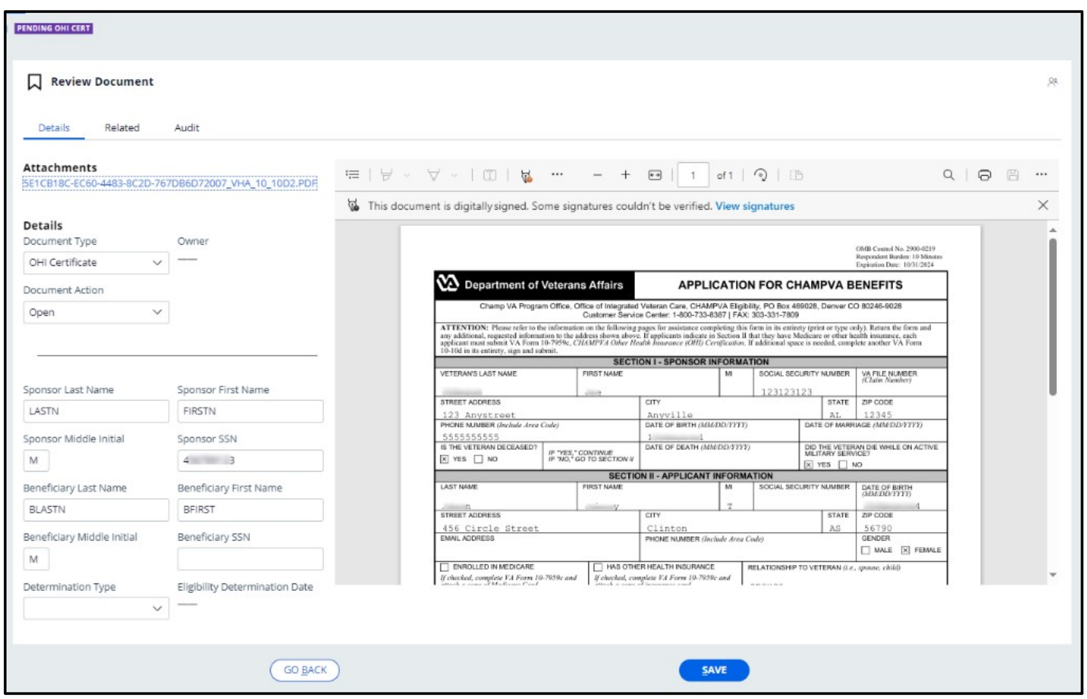
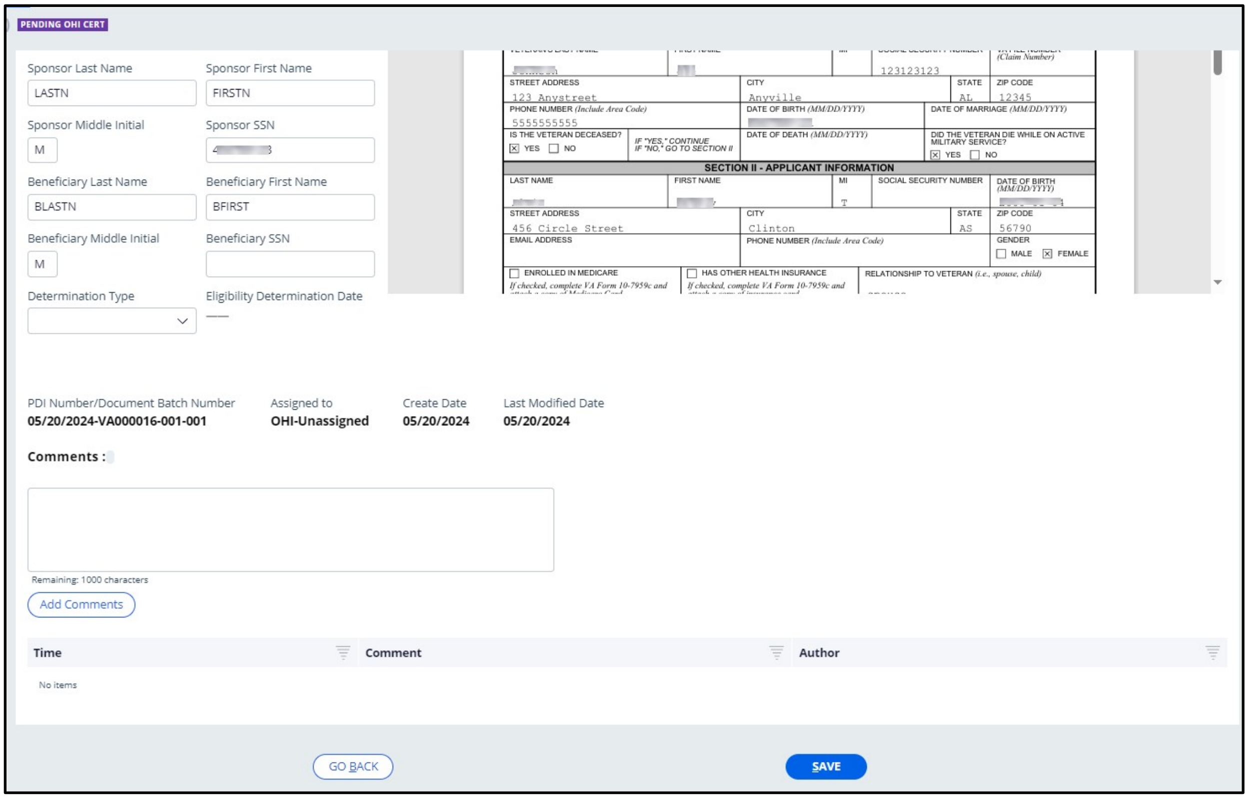
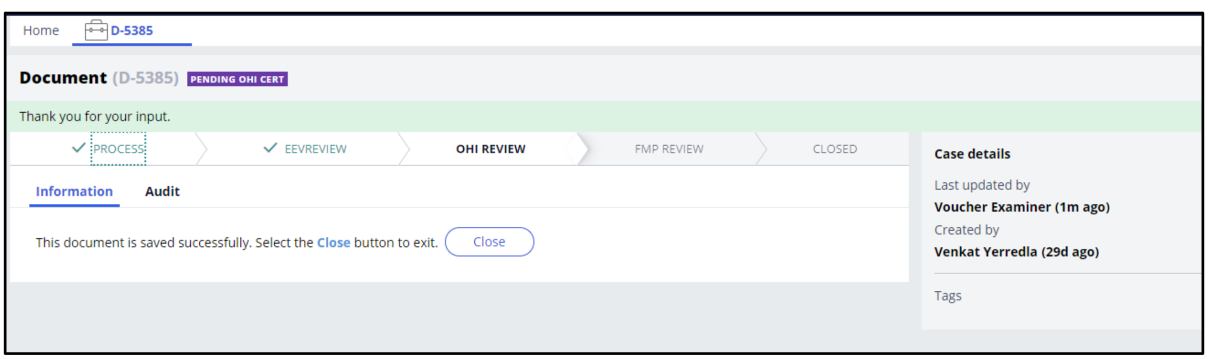


Figure 143: OHI Document Details Tab (2 of 2) - Additional Details View



2. Confirm the beneficiary information listed.
3. Under **Details**, confirm that the system has populated the **Document Type** drop-down menu correctly. Select the desired option (**Complete**, **Open**, or **Resolved as Duplicate**) from the **Document Action** drop-down menu and add any **Comments** that may be needed.
4. Select **Save**. You will receive confirmation that the document was saved successfully.

Figure 144: OHI Document Save Confirmation



Appendix A: Acronyms and Abbreviations

Acronym	Definition
BCPU	Beneficiary Claims Processing Unit
CHAMPVA	Civilian Health and Medical Program of the Department of Veterans Affairs
COR	Contract Office Representative
DOCMP	Delivery Operations Claims Management Platform
DCDM	Document Control and Document Management
EEV	Eligibility, Enrollment, and Verification
ESD	Enterprise Service Desk
FMP	Foreign Medical Program
HAC	Health Administration Center
OHI	Office of Health Information
OIT	Office of Information and Technology
PDF	Portable Document Format
PIV	Personal Identity Verification
PM	Program Manager
PSC	Program Support Clerk
R&R	Review and Resolution Department
SB	Spina Bifida
SPC	Specialty Contact Center
SR	Service Recovery
SSN	Social Security Number
URL	Uniform Resource Locator
VA	Department of Veterans Affairs
VAEC	VA Enterprise Cloud
VFMP	Veteran Family Medical Programs
VIP	Veteran-focused Integrated Process
VistA	Veterans Health Information Systems and Technology Architecture
VPN	Virtual Private Network