

# **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
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## **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
<b>NOTE:</b>	Informs the reader of generally useful information related to the topic.
<b>TIP:</b>	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).

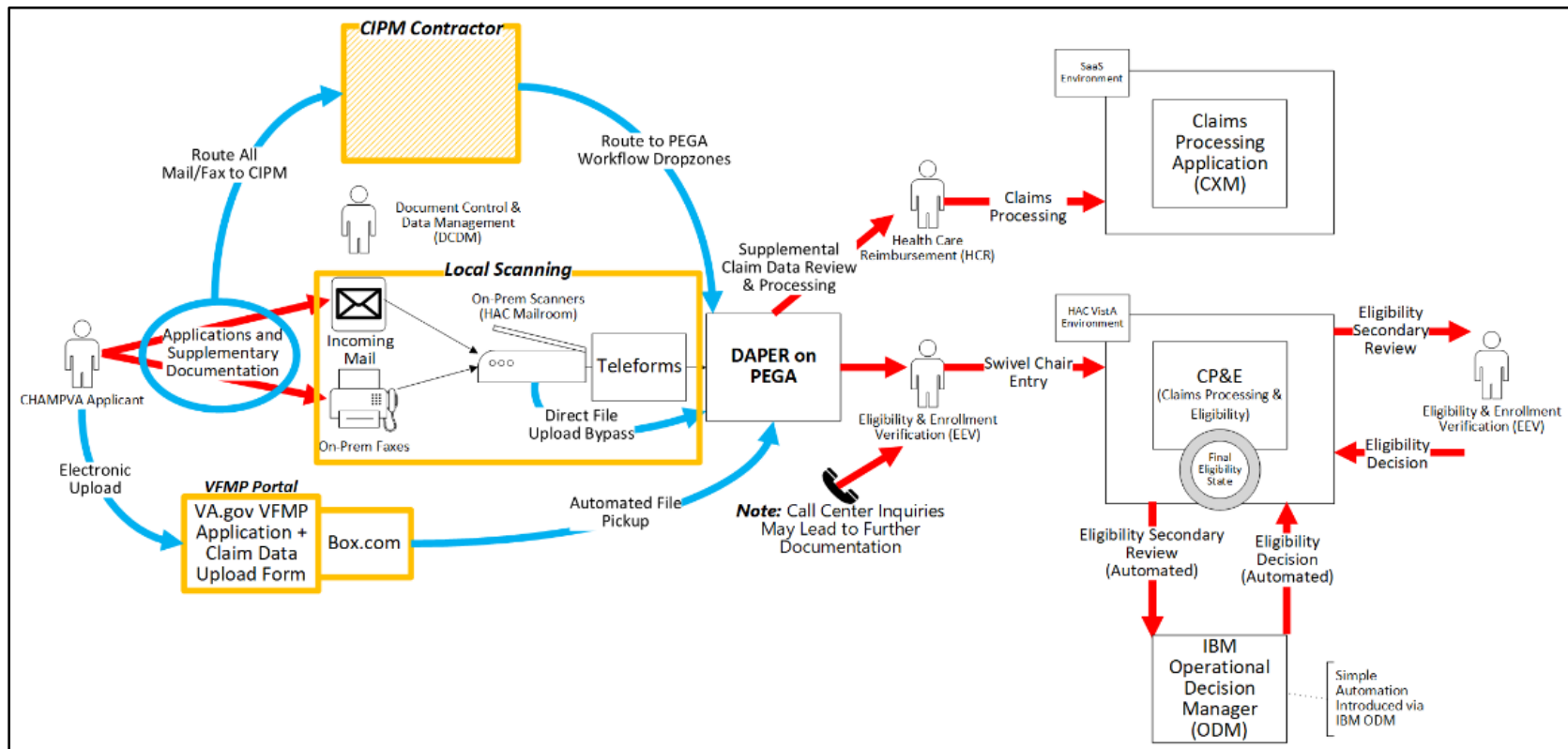
## 2. System Summary

### 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.

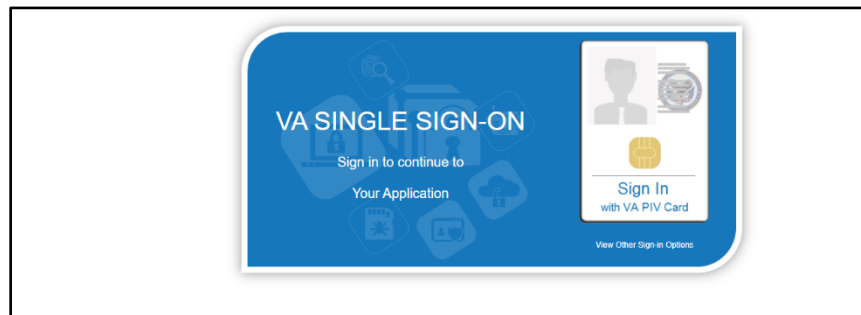
## 3. Getting Started

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

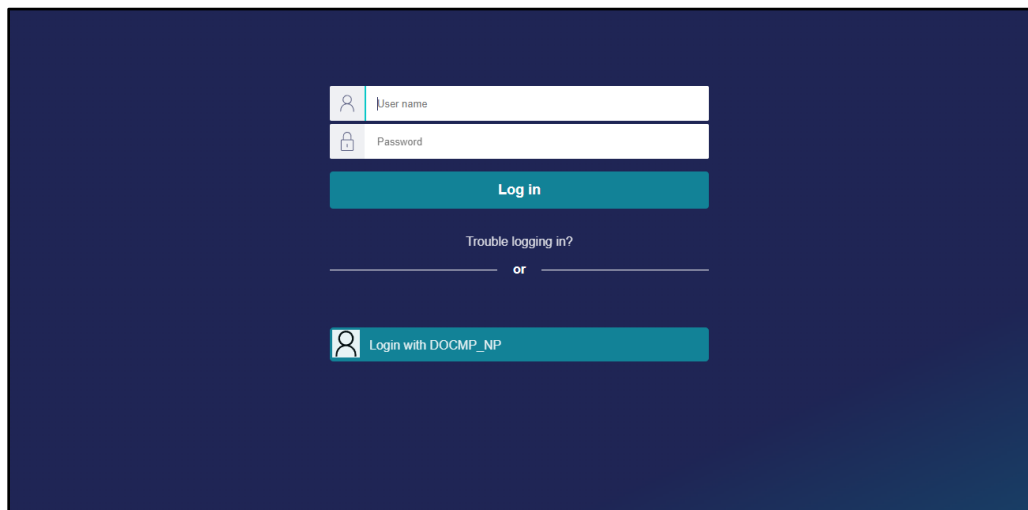
DOCMP is accessed using a [VA Single Sign-On Internal \(SSOi\) login](#).

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:

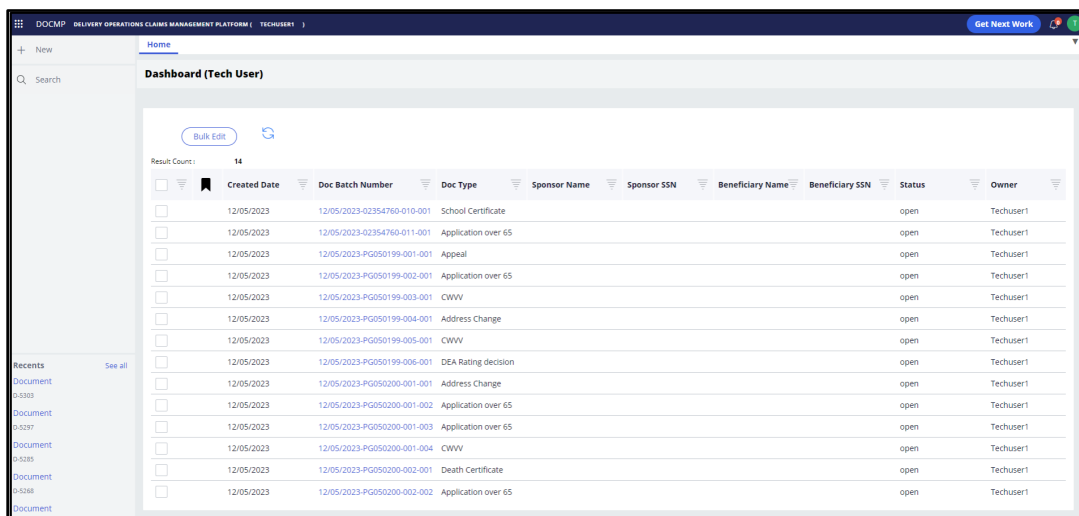
1. Enter your **User name** and **Password**.
2. Select **Log in**.

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

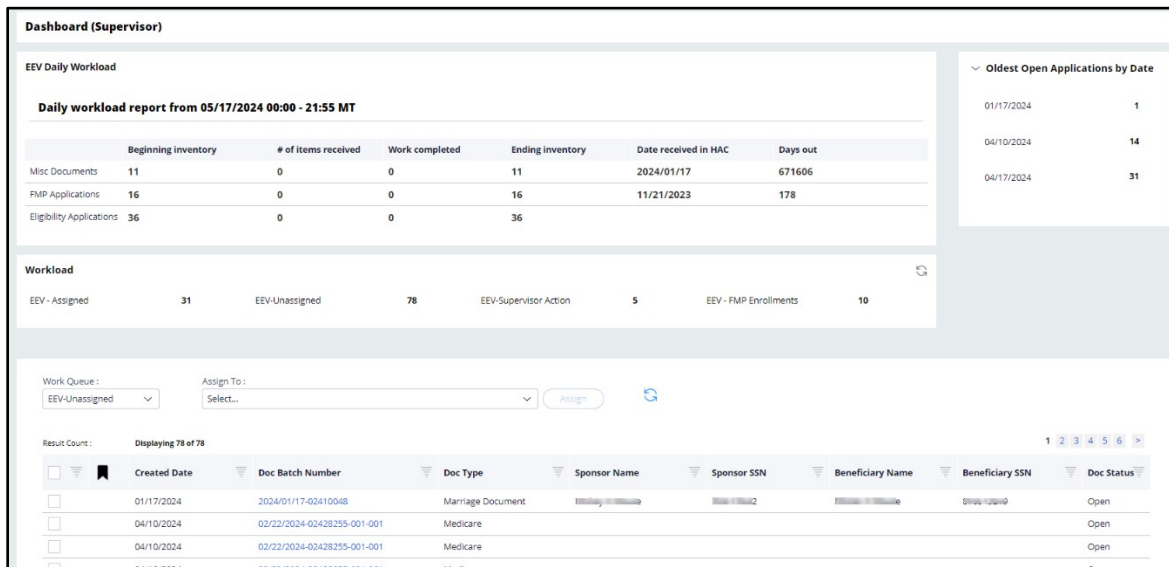


Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Status	Owner
12/05/2023	12/05/2023-02354760-010-001	School Certificate					open	Techuser1
12/05/2023	12/05/2023-02354760-011-001	Application over 65					open	Techuser1
12/05/2023	12/05/2023-PG050199-001-001	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	CWW					open	Techuser1
12/05/2023	12/05/2023-PG050199-004-001	Address Change					open	Techuser1
12/05/2023	12/05/2023-PG050199-005-001	CWW					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	CWW					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

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.

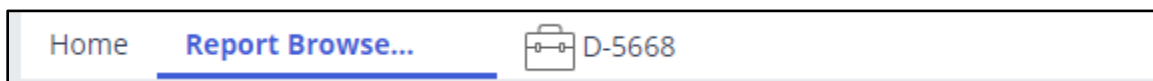
**NOTE:** Notifications are not currently enabled at this time, but this feature will be available with a future release.

**Figure 6: DOCMP Application Header**



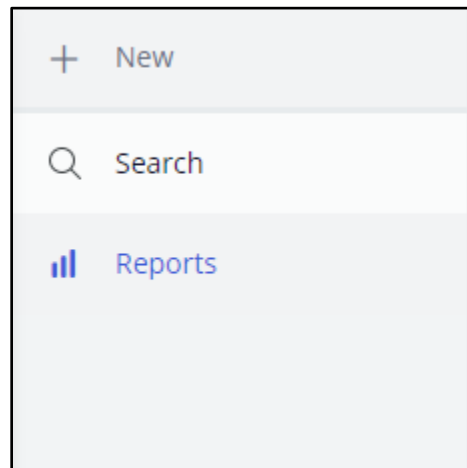
- **Tabs** – located below the Application Header. Displays the active content on the dashboard. When a new action is taken (e.g., selecting a document selection or conducting a search) a new tab will open.

**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**



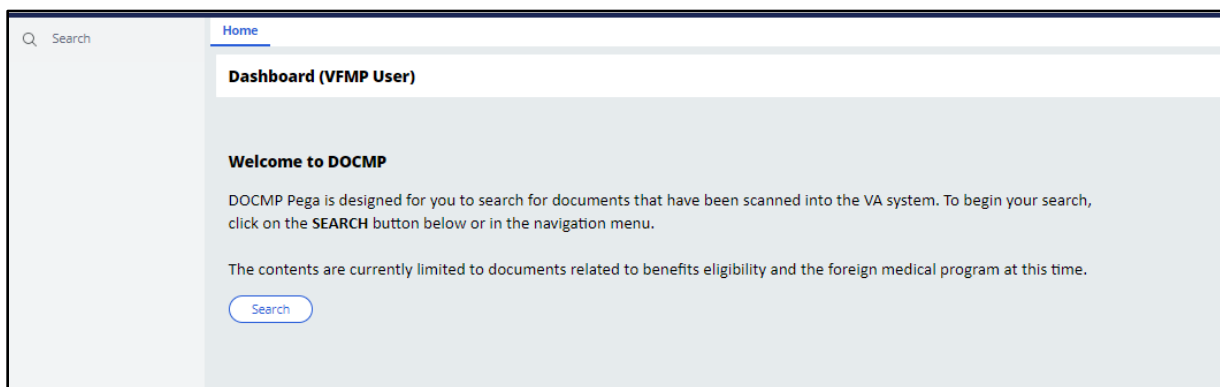
## 3.3. User Role Functionality

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.

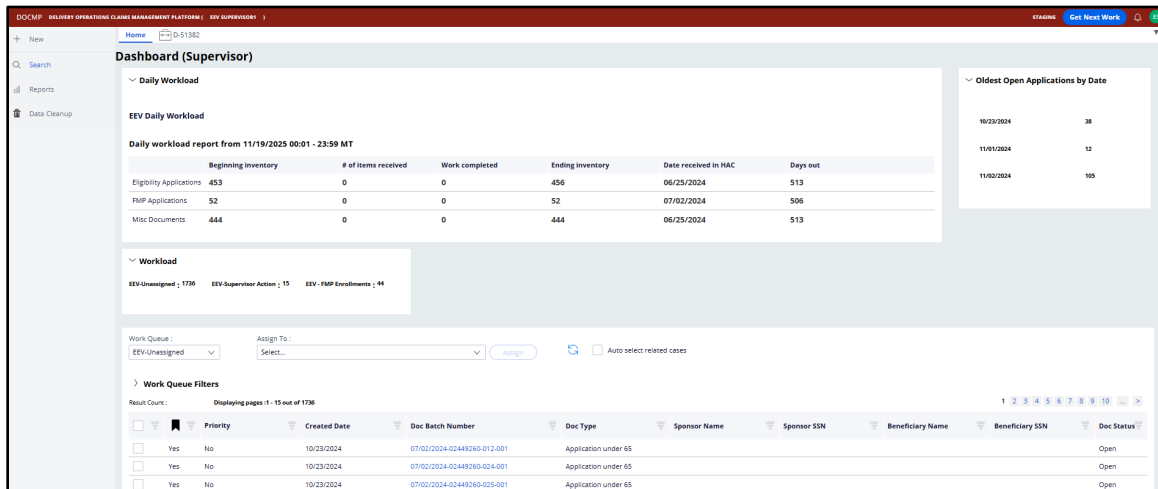
**Figure 9: Default Read-Only Homepage**



### 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**

Oldest Open Applications by Date	
01/17/2024	1
04/10/2024	14
04/17/2024	31

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**

Workload						
EEV - Assigned	31	EEV-Unassigned	170	EEV-Supervisor Action	5	EEV - FMP Enrollments 12

### 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 :

EEV-Unassigned

Assign To :

TechUser1

Assign

Auto select related cases

Work Queue Filters

Result Count :

Displaying pages: 1 - 15 out of 1736

12345678910

<div><input type="checkbox"/></div>	<div><input type="checkbox"/></div>	<div><input type="checkbox"/></div> Priority	<div><input type="checkbox"/></div> Created Date	<div><input type="checkbox"/></div> Doc Batch Number	<div><input type="checkbox"/></div> Doc Type	<div><input type="checkbox"/></div> Sponsor Name	<div><input type="checkbox"/></div> Sponsor SSN	<div><input type="checkbox"/></div> Beneficiary Name	<div><input type="checkbox"/></div> Beneficiary SSN	<div><input type="checkbox"/></div> Doc Status
<input type="checkbox"/>	Yes	No	10/23/2024	07/02/2024-02449260-012-001	Application under 65					Open
<input type="checkbox"/>	Yes	No	10/23/2024	07/02/2024-02449260-024-001	Application under 65					Open
<input type="checkbox"/>	Yes	No	10/23/2024	07/02/2024-02449260-025-001	Application under 65					Open
<input type="checkbox"/>	Yes	No	10/23/2024	07/02/2024-02449265-036-001	Application over 65	BULKEDIT NEWTEST				Open

- **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**

The screenshot shows a 'Work Queue Filters' section with a dropdown arrow on the left. Below the title are three filter fields: 'Created Date From' and 'Created Date To' (each with a calendar icon), 'PDI/DocBatch Number' (a text input field), and 'DocType' (a dropdown menu with '-Select Doc Type-' selected). To the right of these fields are two buttons: 'Filter' and 'Clear'.

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:

EEV-Assigned

Assign To :

TechUser2

Assign

Bulk Edit

Result Count :

31

123>

<input type="checkbox"/>			Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status	Owner
<input type="checkbox"/>			12/12/2023	12/11/2023-02357998-001-001	Marriage Document	TEST 4 NEW BULK				Open - Rework	TechUser1
<input type="checkbox"/>			12/15/2023	12/15/2023-02358035-003-001	Application over 65	KG MIMMIE		TEST GOODY		Open	TechUser1
<input type="checkbox"/>			12/20/2023	12/19/2023-02410010-003-001	Application under 65					Open	Technical Support 3 - IAM DEV

- **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

	Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status	Owner
<input type="checkbox"/>	12/12/2023	12/11/2023-02357998-001-001	Marriage Document	TEST 4 NEW BULK				Open - Rework	TechUser1
<input type="checkbox"/>	12/15/2023	12/15/2023-02358035-003-001	Application over 65	KG HOUSE		TEST GOODY		Open	TechUser1
<input type="checkbox"/>	12/20/2023	12/19/2023-02410010-006-001	Application under 65	TEST		TEST GOODY		Open	TechUser1
<input type="checkbox"/>	01/04/2024	11/21/2023-02378654	DO 214	TEST				Open	TechUser1
<input type="checkbox"/>	01/04/2024	01/04/2024-02410029-002-002	Address Change	TEST				Open	TechUser1
<input type="checkbox"/>	01/04/2024	01/04/2024-02410029-002-003	Application over 65	HELLO M HELLO	123-12-1234	BNAME BLNAME	132-23-1234	Open	TechUser1
<input type="checkbox"/>	01/05/2024	11/21/2023-02378654	FMP Dental	ASSIGN TEST 2				Open	TechUser1
<input type="checkbox"/>	01/05/2024	11/21/2023-02378654	FMP Dental					Open	TechUser1
<input type="checkbox"/>	04/18/2024	04/18/2024-VA000009-001-001	Application under 65	FirstN M LastN	456789123			Open	TechUser1
<input type="checkbox"/>	04/18/2024	04/18/2024-VA000009-001-001	Marriage Document	FirstN M LastN	456789123	BFirstN M BlastN		Open	TechUser1
<input type="checkbox"/>	04/18/2024	04/18/2024-VA000009-001-001	Marriage Document	SponsorF M SponsorL	567891234	BeneFN M BeneLN		Open	TechUser1
<input type="checkbox"/>	04/18/2024	04/18/2024-VA000011-001-001	Marriage Document	FirstN M LastN	456789123	BFirstN M BlastN		Open	TechUser1

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**

Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status
04/09/2024	03/12/2024-02429883-001-001	Medicare	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Pending OHI Cert
04/09/2024	03/12/2024-02430005-001-001	Medicare	COOK EL31M3	[REDACTED]	[REDACTED]	[REDACTED]	Pending OHI Cert
07/03/2024	07/03/2024-PG205027-001-001	OHI Certificate	COMPLETE TEST	[REDACTED]	[REDACTED]	[REDACTED]	Pending OHI Cert
07/05/2024	07/05/2024-PG205029-001-001	OHI Certificate	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Pending OHI Cert
08/12/2024	08/12/2024-PG205042-002-001	OHI Certificate	COMPLETE NEW TEST	[REDACTED]	[REDACTED]	[REDACTED]	Pending OHI Cert
08/12/2024	08/12/2024-PG205045-002-001	OHI Certificate	OHI COMPLETE ROUTE	[REDACTED]	[REDACTED]	[REDACTED]	Pending OHI Cert
08/12/2024	08/12/2024-PG205045-003-001	Application under 65	TEST OHI COMPLETE ROUTE	[REDACTED]	[REDACTED]	[REDACTED]	Pending OHI Cert
08/13/2024	08/13/2024-PG205055-001-001	OHI Not in System	TEST TEST	[REDACTED]	[REDACTED]	[REDACTED]	Pending OHI Cert
08/13/2024	08/13/2024-PG205055-002-001	OHI Certificate	TEST TREST	[REDACTED]	[REDACTED]	[REDACTED]	Pending OHI Cert

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**

Dashboard (OHI Supervisor)			
Workload			
OHI - Assigned	34	OHI-Unassigned	52
		OHI-Supervisor Action	2

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**

Oldest Open Applications by Date	
03/09/2024	1
04/02/2024	33
04/09/2024	39

### 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 : OHI-Unassigned

Assign To : Select...

Assign

Result Count: 5

	Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status
<input type="checkbox"/>	01/05/2024	01/04/2024-02410031-004-002	OHI Certificate					Pending OHI Cert
<input type="checkbox"/>	01/05/2024	01/04/2024-02410031-004-003	Medicare					Pending OHI Cert
<input type="checkbox"/>	01/10/2024	2024/01/10-02410041	OHI Certificate					Pending OHI Cert
<input type="checkbox"/>	01/10/2024	2024/01/10-02410041	OHI Certificate					Pending OHI Cert
<input type="checkbox"/>	01/10/2024	2024/01/10-02410041	OHI Certificate					Pending OHI Cert

- **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
<input type="checkbox"/>	12/20/2023	12/19/2023-02410010-004-002	Marriage Document	test test				Open	ohisupervisor1
<input type="checkbox"/>	12/20/2023	12/19/2023-02410010-005-003	Medicare					Open	ohisupervisor1
<input type="checkbox"/>	01/04/2024	01/04/2024-02410029-001-001	blank	SFNAME M SLNAME	123-12-1234	BFNAME M BLNAME	123-12-1212	Open	ohisupervisor1
<input type="checkbox"/>	01/04/2024	01/04/2024-02410029-001-003	blank	SFNAME M SLNAME	123-12-1234	BFNAME M BLNAME	123-12-1212	Open	ohisupervisor1
<input type="checkbox"/>	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:

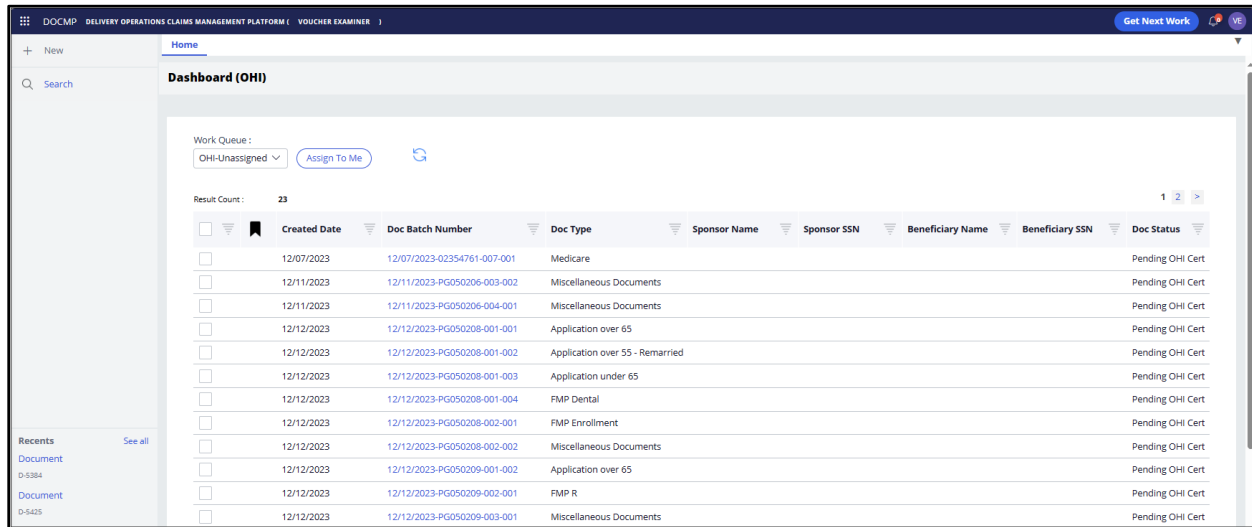
- **Created Date:** The date on which the document was uploaded into the system.
- **Doc Batch Number:** A system-generated number used to identify the batch associated with a document upload; especially useful when there are multiple documents associated with a case.
- **Doc Type:** Specifies the type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

The screenshot shows the DCDM Supervisor Homepage. At the top, there's a 'Home' tab and a 'Dashboard (DCDM Supervisor)' section. Below this, a 'Workload' section indicates 'DCDM - Reroutes 20'. A 'Work Queue' dropdown is set to 'DCDM - Reroutes', and an 'Assign To' dropdown is set to 'Select...'. The 'Result Count' is 20. A table lists 14 cases, all with a status of 'Pending Rescan'. The table columns are: Created Date, PDI/DocBatch Number, Doc Type, Sponsor Name, Sponsor SSN, and Doc Status. A sidebar on the left shows 'Recents' with a 'See all' link.

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
12/14/2023	12/05/2023-02359220-011-001	Application over 65			Pending Rescan
12/14/2023	12/05/2023-02359220-013-001	FMP Enrollment			Pending Rescan

Figure 26: DCDM Supervisor Homepage (2 of 2)

The screenshot displays the DCDM Supervisor Homepage. On the left is a sidebar with a 'New' button, a search bar, and a 'Recents' list. The main area features a table of documents with columns for Created Date, PDI/DocBatch Number, Doc Type, Sponsor Name, Sponsor SSN, and Doc Status. Below this is a 'Work List' section with a dropdown menu set to 'DCDM Supervisor' and a 'Result Count' of 1. A single document is listed in the Work List with columns for Created Date, PDI/DocBatch Number, Doc Type, Sponsor Name, Sponsor SSN, Doc Status, and Owner.

	Created Date	PDI/DocBatch Number	Doc Type	Sponsor Name	Sponsor SSN	Doc Status
<input type="checkbox"/>	12/14/2023	12/14/2023-02358023-001-001	Death Certificate			Pending Rescan
<input type="checkbox"/>	12/14/2023	12/14/2023-02358023-002-001	Divorce Decree			Pending Rescan
<input type="checkbox"/>	12/14/2023	12/14/2023-02358023-001-001	Death Certificate			Pending Rescan
<input type="checkbox"/>	12/14/2023	12/14/2023-02358023-002-001	FMP Dental	TEST DENTAL TEST		Pending Rescan
<input type="checkbox"/>	12/14/2023	12/14/2023-02358023-003-001	Miscellaneous Documents			Pending Rescan
<input type="checkbox"/>	12/14/2023	12/14/2023-02358023-003-001	Application over 65			Pending Rescan
<input type="checkbox"/>	12/14/2023	12/05/2023-02359220-001-001	Application under 65	Tester		Pending Rescan
<input type="checkbox"/>	12/14/2023	12/05/2023-02359220-007-001	Medicare			Pending Rescan
<input type="checkbox"/>	12/14/2023	12/05/2023-02359220-008-001	Medicare			Pending Rescan
<input type="checkbox"/>	12/14/2023	12/05/2023-02359220-009-001	Miscellaneous Documents			Pending Rescan
<input type="checkbox"/>	12/14/2023	12/05/2023-02359220-010-001	School Certificate			Pending Rescan
<input type="checkbox"/>	12/14/2023	12/05/2023-02359220-011-001	Application over 65			Pending Rescan
<input type="checkbox"/>	12/14/2023	12/05/2023-02359220-013-001	FMP Enrollment			Pending Rescan
<input type="checkbox"/>	12/15/2023	12/15/2023-02358032-010-001	School Certificate			Pending Rescan
<input type="checkbox"/>	12/15/2023	12/15/2023-02358032-011-001	Application over 65			Pending Rescan

	Created Date	PDI/DocBatch Number	Doc Type	Sponsor Name	Sponsor SSN	Doc Status	Owner
<input type="checkbox"/>	12/12/2023	12/12/2023-02357999-005-002	OHI Certificate	REFRESH TEST		Pending Rescan	DCDM Supervisor

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**

The screenshot shows the 'Work Queue' section with a filter dropdown set to 'DCDM - Reroutes'. The 'Result Count' is 20. The table has columns: Created Date, PDI/DocBatch Number, Doc Type, Sponsor Name, Sponsor SSN, and Doc Status. A refresh button is in the top right.

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

Created Date	PDI/DocBatch Number	Doc Type	Sponsor Name	Sponsor SSN	Doc Status	Owner
12/12/2023	12/12/2023-02357999-005-002	OHI Certificate	REFRESH TEST		Pending Rescan	DCDM Supervisor

- **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.

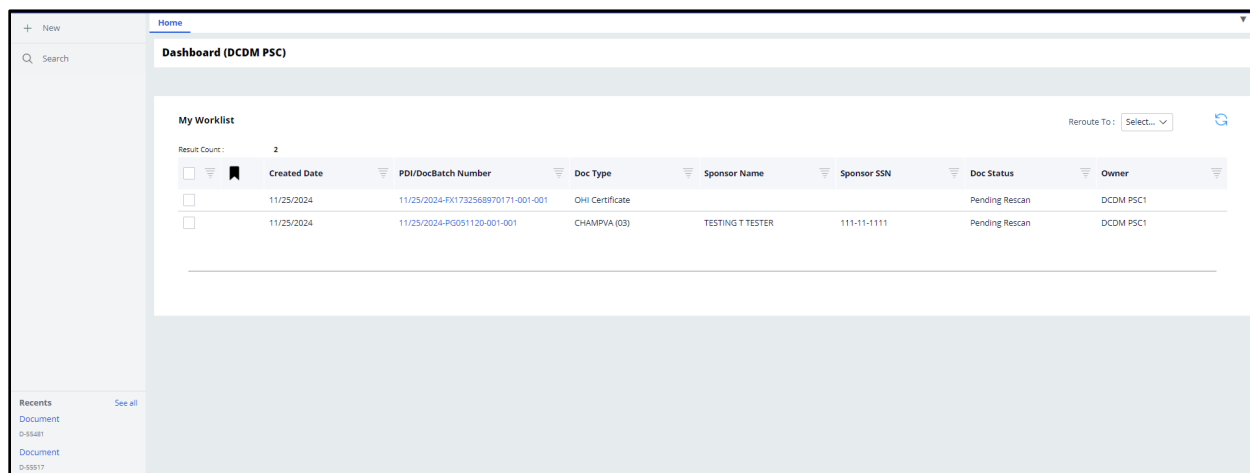
The items in the Work List are listed under the following column headings:

- **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)

Created Date	PDI Number	Doc Type	Sponsor Name	Sponsor SSN	Document Status
12/13/2023	12/13/2023-02358007-007-001	RMP Claim	TEST NEW TEST DENTAL		RMP Incoming
12/14/2023	12/05/2023-02358020-010-001	RMP Claim	RMP ROUTE TEST		RMP Incoming
04/18/2024	04/18/2024-04000011-001-001	RMP Claim	SPONSOR M SPONSOR		RMP Incoming
04/18/2024	04/18/2024-04000012-001-001	RMP Claim	SPONSOR M SPONSOR		RMP Incoming
04/22/2024	04/22/2024-04000001-001-001	RMP Claim	SPONSOR M SPONSOR		RMP Incoming
05/08/2024	04/24/2024-02439292-002-002	RMP Claim	SPONSOR M SPONSOR		RMP Incoming
05/08/2024	04/24/2024-02439303-001-001	RMP Claim	SPONSOR M SPONSOR		RMP Incoming
05/08/2024	04/24/2024-02439322-001-001	RMP Claim	SPONSOR M SPONSOR		RMP Incoming
05/08/2024	04/24/2024-02439352-001-001	RMP Claim	SPONSOR M SPONSOR		RMP Incoming
05/21/2024	05/07/2024-02441292-001-001	RMP Claim	ROUTE TEST RMP DCDH		RMP Incoming
06/27/2024	2024/03/21-02436040	RMP Claim	ROUTE TEST RMP DCDH		RMP Incoming
06/27/2024	2024/03/22-02436040	RMP Claim	ROUTE TEST RMP DCDH		RMP Incoming
06/27/2024	2024/03/22-02436040	RMP Claim	ROUTE TEST RMP DCDH		RMP Incoming
06/27/2024	2024/03/22-02436040	RMP Claim	ROUTE TEST RMP DCDH		RMP Incoming
06/27/2024	2024/03/22-02436040	RMP Claim	ROUTE TEST RMP DCDH		RMP Incoming
06/27/2024	2024/03/22-02436040	RMP Claim	ROUTE TEST RMP DCDH		RMP Incoming
06/27/2024	2024/03/22-02436040	RMP Claim	ROUTE TEST RMP DCDH		RMP Incoming

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

PDI Number	Doc Type	Sponsor Name	Sponsor SSN	Claim number	Document Status	Owner
12/14/2023-02358023-001-001	RMP Claim	SPONSOR M SPONSOR	SPONSOR M SPONSOR	999	RMP Incoming	RMP Supervisor
2024/03/22-02436078	RMP Claim	SPONSOR M SPONSOR	SPONSOR M SPONSOR	999	RMP Incoming	RMP Supervisor
2024/03/22-02436078	RMP Claim	SPONSOR M SPONSOR	SPONSOR M SPONSOR	999	RMP Incoming	RMP Supervisor
2024/03/22-02436078	RMP Claim	SPONSOR M SPONSOR	SPONSOR M SPONSOR	999	RMP Incoming	RMP Supervisor
05/01/2024-PG050521-001-001	RMP Claim	SPONSOR M SPONSOR	SPONSOR M SPONSOR	999	RMP Incoming	RMP Supervisor

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**

Dashboard (FMP Supervisor)			
<b>Workload</b>			
FMP - Incoming/Unassigned 97	FMP - Supervisor Action 4	FMP - Assigned 7	Translations COR - Action Needed 0

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

- **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**.

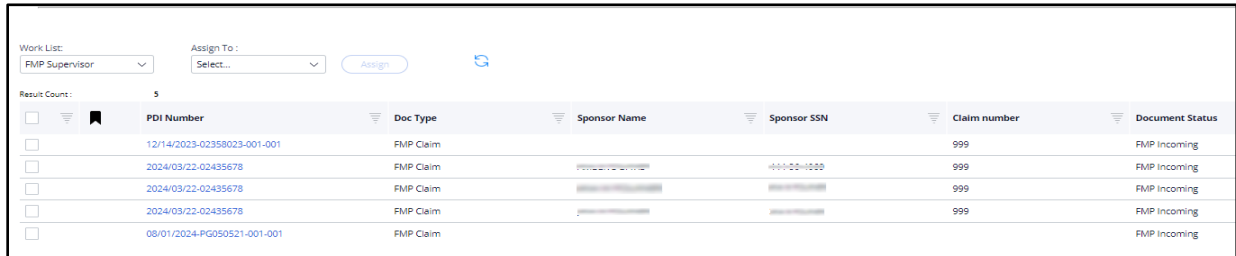
**Figure 36: FMP Supervisor Work Queue Filters**

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**



	PDI Number	Doc Type	Sponsor Name	Sponsor SSN	Claim number	Document Status
<input type="checkbox"/>	12/14/2023-02358023-001-001	FMP Claim			999	FMP Incoming
<input type="checkbox"/>	2024/03/22-02435678	FMP Claim		999-00-0000	999	FMP Incoming
<input type="checkbox"/>	2024/03/22-02435678	FMP Claim			999	FMP Incoming
<input type="checkbox"/>	2024/03/22-02435678	FMP Claim			999	FMP Incoming
<input type="checkbox"/>	08/01/2024-PG050521-001-001	FMP Claim				FMP Incoming

- **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

PDI Number	Doc Type	Sponsor Name	Sponsor SSN	Claim number	Document Status
06/13/2024-PG050462-001-001	FMP Claim	TEST 1 P KG	[redacted]	848g78**	FMP Incoming
06/13/2024-PG050462-001-002	FMP Claim	TEST 2 A KG	[redacted]	[redacted]	FMP Incoming

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)

**Dashboard (Appeal Supervisor)**

**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

**Workload**

**Work Queue**

**Work Queue Filters**

Work Queue: Appeals - Incoming/Triage Assign To: Select... Assign

Result Count: Displaying pages 1 - 5 out of 5

Select All	Priority	Created Date	PDI Number	Pages	Doc Type	Beneficiary Name	Beneficiary SSN	Appeal Type	CARC Code	Doc Status
<input type="checkbox"/>	No	10/23/2024	07/02/2024-02449294-022-001	2	EEV Appeal					Pending Triage
<input type="checkbox"/>	No	10/23/2024	07/15/2024-02449295-017-001	2	EEV Appeal					Pending Triage

Figure 40: Appeal Supervisor Homepage (2 of 2)

Work List: Appeal Specialist1 Assign To: Select... Assign

Result Count: 4

	Created Date	PDI Number	Page Count	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status	Owner
<input type="checkbox"/>	12/13/2024	12/13/2024-02050711-003-004	5	Duty to Assist					Open	Appeal Specialist1
<input type="checkbox"/>	12/13/2024	12/13/2024-02050711-005-001	5	Equitable Relief					Open	Appeal Specialist1
<input type="checkbox"/>	12/19/2024	12/13/2024-02050709-001-001	5	Duty to Assist Return					Pending Triage	Appeal Specialist1
<input type="checkbox"/>	12/19/2024	12/19/2024-PG051210-003-001		Equitable Relief					Pending Triage	Appeal Specialist1

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 : <b>24</b>	Appeals - Unassigned : <b>9</b>	Appeal - Supervisor Action : <b>2</b>	Duty to Assist - Incoming/Triage : <b>47</b>	Duty to Assist - Unassigned : <b>6</b>	DTA - Supervisor Action : <b>3</b>	
Equitable Relief - Incoming/Triage : <b>22</b>	Equitable Relief - Unassigned : <b>3</b>	EQR - Supervisor Action : <b>1</b>	EQR Pending : <b>0</b>	APPEAL - Assigned : <b>22</b>		

### 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**

Priority	Created Date	PDI Number	Pages	Doc Type	Beneficiary Name	Beneficiary SSN	Appeal Type	CARC Code	Doc Status
No	10/23/2024	07/02/2024-02449284-022-001	2	EEV Appeal					Pending Triage
No	10/23/2024	07/15/2024-02449285-017-001	2	EEV Appeal					Pending Triage

- **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**

Priority	Created Date	PDI Number	Pages	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status	Owner
No	04/29/2025	04/29/2025-CM0005470-001-001	4	Duty to Assist Return			WIRESS	212-12-1214	DTA - In Progress	Appeal Supervisor
Yes	07/09/2025	07/09/2025-PG051858-002-001		Appeal BVA			M A TEST	111-33-4444	Open	Appeal Supervisor

- **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)**

Priority	Created Date	PDI Number	Page Count	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status
<input type="checkbox"/>	02/20/2025	02/18/2025-CM0003222-001-001	2	Appeal					Pending Triage
<input type="checkbox"/>	02/22/2025	02/22/2025-PG051407-001-001		Appeal Clinical 1st Level					Pending Triage
<input type="checkbox"/>	02/22/2025	02/22/2025-PG051407-006-001		Appeal					Pending Triage
<input type="checkbox"/>	02/26/2025	02/26/2025-PG051464-002-001		Appeal					Pending Triage
<input type="checkbox"/>	02/28/2025	02/28/2025-PG051484-004-001		Appeal Clinical 1st Level			ST TEST		Pending Triage
<input type="checkbox"/>	02/28/2025	02/28/2025-PG051487-002-001		Appeal Return					Pending Triage
<input type="checkbox"/>	02/28/2025	02/28/2025-PG051487-005-001		Appeal Clinical 1st Level					Pending Triage
<input type="checkbox"/>	04/04/2025	04/04/2025-CM0004496-001-001	2	Appeal					Pending Triage
<input type="checkbox"/>	04/04/2025	04/04/2025-CM0004497-001-001	16	Appeal		77777777			Pending Triage
<input type="checkbox"/>	04/24/2025	04/24/2025-PG051587-001-001		Appeal Higher-Level					Pending Triage

**Figure 47: Appeal Specialist Homepage (2 of 2)**

Work List: Appeal Specialist								
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		500-60-9672			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**

	Created Date	PDI Number	Page Count	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status
<input type="checkbox"/>	02/20/2025	02/18/2025-CM0003222-001-001	2	Appeal					Pending Triage
<input type="checkbox"/>	02/22/2025	02/22/2025-PG051407-001-001		Appeal Clinical 1st Level					Pending Triage
<input type="checkbox"/>	02/22/2025	02/22/2025-PG051407-006-001		Appeal					Pending Triage
<input type="checkbox"/>	02/26/2025	02/26/2025-PG051464-002-001		Appeal					Pending Triage

- **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		508-60-9872			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:

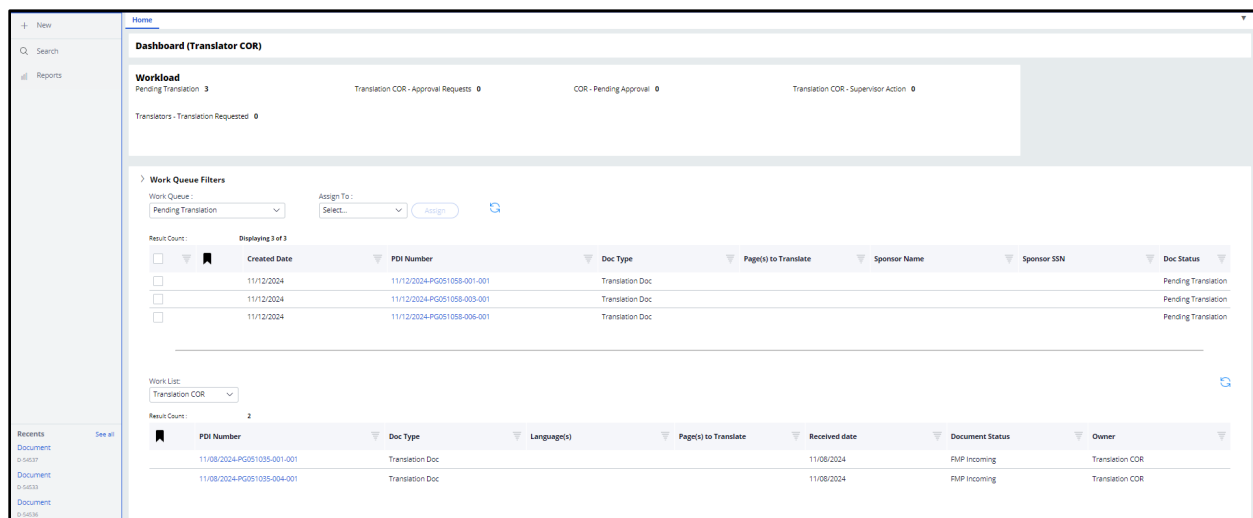
- **Created Date:** The date on which the document was uploaded into the system.
- **PDI Number:** A system-generated number used to uniquely identify a document upload.
- **Doc Type:** Specifies the type of document (e.g., school certificate, Medicare, etc.).
- **Sponsor Name:** First and last name 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

Dashboard (Translator COR)			
<b>Workload</b>			
Pending Translation 8	Translation COR - Approval Requests 0	COR - Pending Approval 0	Translation COR - Supervisor Action 0
Translators - Translation Requested 0			

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				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**.

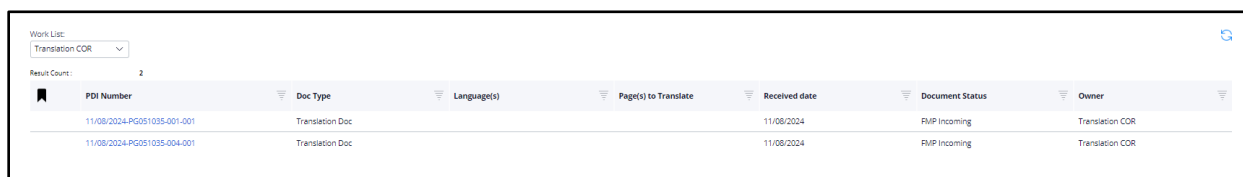
**Figure 54: Translation COR Work Queue Filters**

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



PDI Number	Doc Type	Language(s)	Page(s) to Translate	Received date	Document Status	Owner
11/08/2024-PG051035-001-001	Translation Doc			11/08/2024	FMP Incoming	Translation COR
11/08/2024-PG051035-004-001	Translation Doc			11/08/2024	FMP Incoming	Translation COR

- **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)**

**Dashboard (Translator PM)**

**Workload**

Translators - Unassigned Requests : 6    Translation COR - Approval Requests : 3    Translators - Secondary Review : 0    TransPMQueue - Assigned : 2

**Work Queue Filters**

Created Date From: [ ] Created Date To: [ ] PDI/DocBatch Number: [ ] DocType: [Select Doc Type-] [Filter] [Clear]

Work Queue: [Translators - Unassigned Requests] Assign To: [Select...] [Assign]

Result Count: 6 of 6

Queue Received Date	PDI Number	Doc Type	Language(s)	Page(s) to Translate	Doc Status
03/17/2025	2025/10/04-12429676-001-008	Translation Doc	Other	0	Translation Requested
03/06/2025	10/16/2024-FX1733319994038-001-001	Translation Doc	English		Translation Requested
03/17/2025	03/05/2025-PG051496-008-001	Translation Doc			Translation Requested
03/06/2025	03/05/2025-PG051496-009-001	Translation Doc	Latin		Translation Requested
03/06/2025	03/05/2025-PG051497-005-001	Translation Doc	Latin	4-5	Translation Requested
03/17/2025	03/05/2025-PG051497-007-001	Translation Doc			Translation Requested

**Figure 57: Translation PM Homepage (2 of 2)**

Work List: [Translator]

Result Count: 2

PDI Number	Doc Type	Language(s)	Page(s) to Translate	Queue Received Date	Doc Status	Owner
12/02/2024-FX1733162373732-001-009	Translation Doc			01/14/2025	Pending Translation	Translator
10/16/2024-FX1733319993543-001-009	Translation Doc			01/28/2025	Pending Translation	Translator

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**

**Dashboard (Translator PM)**

**Workload**

Translators - Unassigned Requests : 6    Translation COR - Approval Requests : 3    Translators - Secondary Review : 0    TransPMQueue - Assigned : 2

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 :

Translators - Unassigned Requests

Assign To :

Select...

Assign

Result Count :

Displaying 6 of 6

<input type="checkbox"/>			Queue Received Date		PDI Number	Doc Type		Language(s)		Page(s) to Translate		Doc Status	
<input type="checkbox"/>			03/17/2025		2025/10/04-12429676-001-008	Translation Doc		Other		0		Translation Requested	
<input type="checkbox"/>			03/06/2025		10/16/2024-FX1733319994038-001-001	Translation Doc		English				Translation Requested	
<input type="checkbox"/>			03/17/2025		03/05/2025-PG051496-008-001	Translation Doc						Translation Requested	
<input type="checkbox"/>			03/06/2025		03/05/2025-PG051496-009-001	Translation Doc		Latin				Translation Requested	
<input type="checkbox"/>			03/06/2025		03/05/2025-PG051497-005-001	Translation Doc		Latin		4-5		Translation Requested	
<input type="checkbox"/>			03/17/2025		03/05/2025-PG051497-007-001	Translation Doc						Translation Requested	

- **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**

	PDI Number	Doc Type	Language(s)	Page(s) to Translate	Queue Received Date	Doc Status	Owner
<input type="checkbox"/>	12/02/2024-FX1733162373732-001-009	Translation Doc			01/14/2025	Pending Translation	Translator
<input type="checkbox"/>	10/16/2024-FX1733319993543-001-009	Translation Doc			01/28/2025	Pending Translation	Translator

- **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.

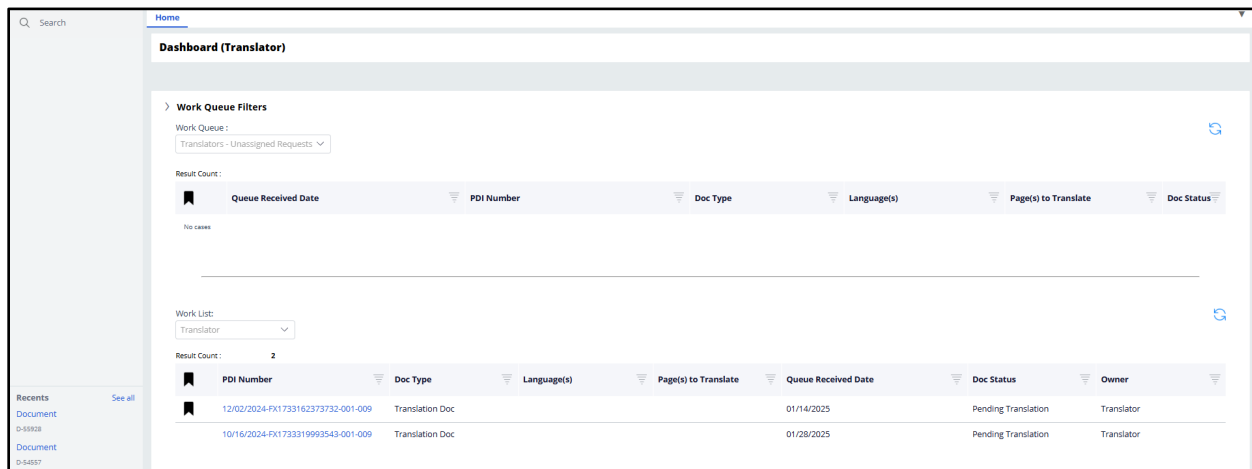
The items in the **Work List** are listed under the following column headings:

- **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

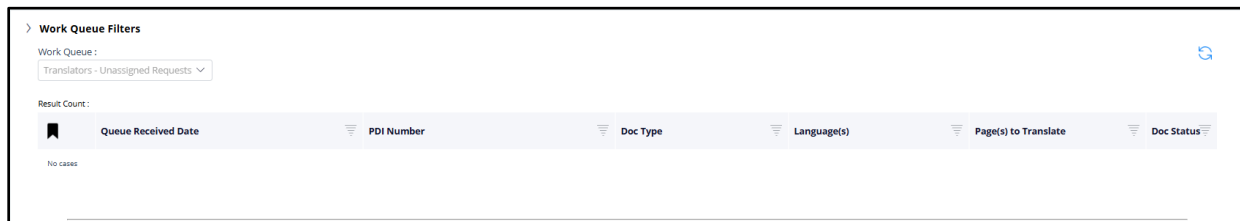
The Translation PM dashboard is divided into two main sections:

- **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**



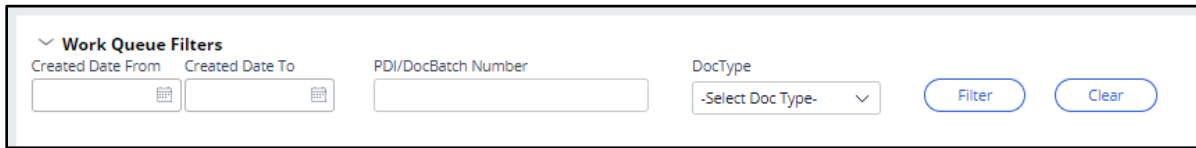
- **Work Queue:** In the Translator view, this drop-down menu is read-only and displays items in the **Translators - Unassigned Requests** category.
- **Result Count:** A read-only field that displays the total number of items still listed in the queue.
- **Refresh button:** This button allows the user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

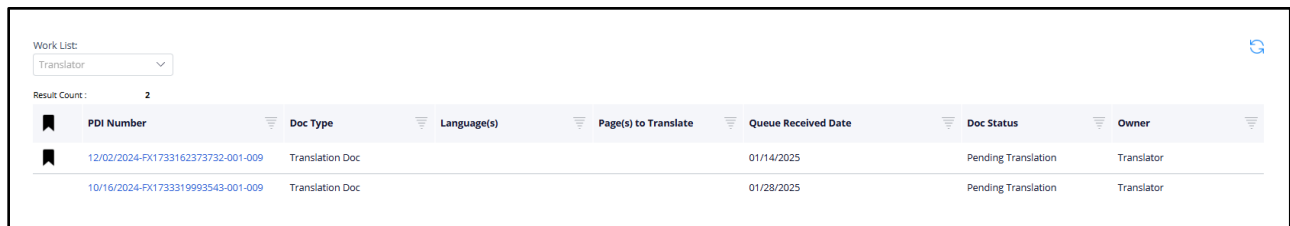


1. To filter the items listed in the Work Queue, select the **Work Queue Filters** link. The section will expand and display the following fields:
  - **Created Date From** and **To**;
  - **PDI/DocBatch Number**; and
  - **Doc Type** drop down menu.
2. Enter a value in either field and/or choose an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



PDI Number	Doc Type	Language(s)	Page(s) to Translate	Queue Received Date	Doc Status	Owner
12/02/2024-FX1733162373732-001-009	Translation Doc			01/14/2025	Pending Translation	Translator
10/16/2024-FX1733319993543-001-009	Translation Doc			01/28/2025	Pending Translation	Translator

- **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)

**Dashboard (CHAMPVA Supervisor)**

**Daily Workload**

BCPU 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
BCPU Docs	790	0	1	788	07/02/2024	507

**Workload**

BCPU - Incoming/Unsigned : 353    BCPU - Supervisor Action : 3    REOPEN - Supervisor Action : 4    REOPEN - Incoming/Unsigned : 304

**Work Queue Filters**

Work Queue : BCPU - Incoming/Unsigned    Assign To : Select...    Auto select related cases

Result Count: Displaying pages 1 - 15 out of 352

Select All	Priority	Created Date	Page Count	PDI Number	Shelf Work	Doc Type	Beneficiary Name	Document Status
<input type="checkbox"/>	No	07/09/2025	2	08/19/2024-CA000215-030-003	False	CIAF MEDDOCS	SRI-TEST DEVI	Pending BCPU Review
<input type="checkbox"/>	No	07/24/2025		07/24/2025-PG051874-007-001	False	CIA EOB		Pending BCPU Review

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

**Work list**

Work List: BCPU Supervisor    Assign To: Select...    Assign

Result Count: Displaying pages 1 - 4 out of 4

Priority	Assigned Date	PDI Number	Page Count	Doc Type	Beneficiary Name	Document Status	Owner
<input type="checkbox"/>	5/7/25	07/16/2024-VA000131-001-011	1	CIA UB04	A A	Pending BCPU Review	BCPU Supervisor
<input type="checkbox"/>	7/31/25	01/02/2025-CM0004856-001-001	1	CIA BENE CLAIM	MOLLY R TRAVERS-SUTPHEN	Pending BCPU Review	BCPU Supervisor
<input type="checkbox"/>	7/31/25	07/31/2025-PG051383-001-001		CIA BENE RESPONSE		Pending BCPU Review	BCPU Supervisor
<input type="checkbox"/>	8/4/25	08/04/2025-PG051393-001-001		CHAMPVA		Pending BCPU Review	BCPU Supervisor

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

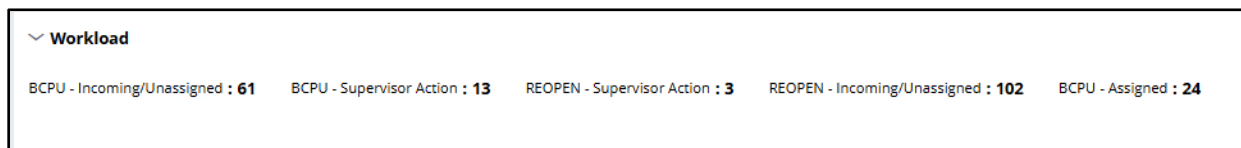
The **Daily Workload** section displays a report of the total workload inventory from the previous day, organized by type. The data shown in this report is updated daily. It contains the following fields:

- **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**

The screenshot shows the "Work Queue" interface. At the top, there is a "Work Queue:" dropdown menu set to "BCPU - Incoming/Unassigned". To the right, there is an "Assign To:" dropdown menu and a checkbox for "Auto select related cases". Below this, a "Result Count:" field displays "Displaying pages: 1 - 15 out of 352". The main part of the interface is a table with the following columns: Priority, Created Date, Page Count, PDI Number, Shelf Work, Doc Type, Beneficiary Name, and Document Status. The table contains two rows of data.

Priority	Created Date	Page Count	PDI Number	Shelf Work	Doc Type	Beneficiary Name	Document Status
No	07/09/2025	2	08/19/2024-CM00CB215-030-003	False	CVAF MEDDOCS	SRI-TEST DEEVI	Pending BCPU Review
No	07/24/2025		07/24/2025-PG051874-007-001	False	CVA EOB		Pending BCPU Review

- **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**

Priority	Assigned Date	PDI Number	Page Count	Doc Type	Beneficiary Name	Document Status	Owner
<input type="checkbox"/>	5/7/25	07/16/2024-VA000131-001-011	1	CVA UB04	A A	Pending BCPU Review	BCPU Supervisor
<input type="checkbox"/>	7/31/25	01/02/2025-CM0004856-001-001	1	CVA BENE CLAIM	MOLLY R TRAVERS-SUTPHEN	Pending BCPU Review	BCPU Supervisor
<input type="checkbox"/> No.	7/31/25	07/31/2025-PG051393-001-001		CVA BENE RESPONSE		Pending BCPU Review	BCPU Supervisor
<input type="checkbox"/> No.	8/4/25	08/04/2025-PG051393-001-001		CHAMPVA		Pending BCPU Review	BCPU Supervisor

- **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.

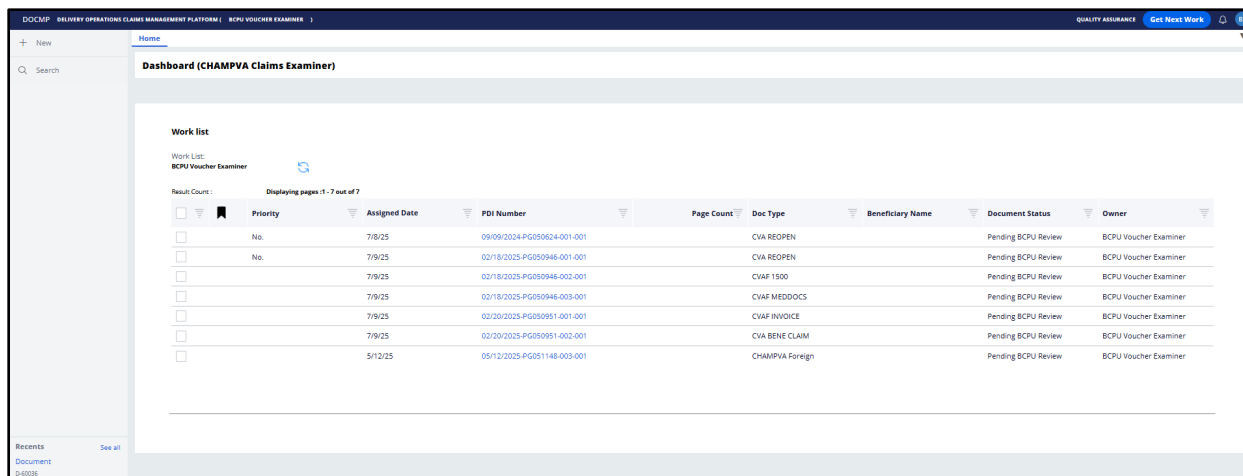
The items in the Work List are listed under the following column headings:

- **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)**

The screenshot shows the SR Contract Lead homepage. The top navigation bar includes 'DOCMP', 'DELIVERY OPERATIONS CLAIMS MANAGEMENT PLATFORM', and 'CONTRACT LEAD'. The main content area is titled 'Dashboard (Contract Lead)' and features a 'Daily Workload' section with a table showing 'Service Recovery Daily Workload' for the period '08/01/2025 00:01 - 23:59 MT'. The table has columns for 'Beginning Inventory', '# of Items received', 'Work completed', 'Ending Inventory', 'Date received in HAC', and 'Days out'. Below this is a 'Workload' section showing 'SR-Incoming-Unassigned : 27', 'SR - Supervisor Action : 2', and 'SR - Assigned : 1'. A 'Work Queue Filters' section is also visible, showing a 'Work Queue' dropdown set to 'SR-Incoming-Unassigned' and an 'Assign To' dropdown set to 'Select...'. The bottom section displays a table of work items with columns for 'Priority', 'Created Date', 'PDI Number', 'Page Count', 'Shelf Work', 'Doc Type', 'Beneficiary Name', and 'Document Status'.

Beginning Inventory	# of Items received	Work completed	Ending Inventory	Date received in HAC	Days out
BCPU Docs 274	11	6	279	06/24/2024	404

Priority	Created Date	PDI Number	Page Count	Shelf Work	Doc Type	Beneficiary Name	Document Status
No	07/28/2025	07/28/2025-PG051373-009-001	No		CVA REOPEN		Service Recovery Incoming
No	07/28/2025	07/28/2025-PG051373-010-001	No		CVA REOPEN		Service Recovery Incoming
Yes	07/28/2025	07/28/2025-PG051374-001-001	No		CVA REOPEN		Service Recovery Incoming

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

The screenshot shows the 'Work list' section of the SR Contract Lead homepage. It includes a 'Work List' dropdown set to 'Contract Lead' and an 'Assign To' dropdown set to 'Select...'. Below this is a 'Result Count' section showing 'Displaying pages 1 - 1 out of 1'. The bottom section displays a table of work items with columns for 'Priority', 'Assigned Date', 'PDI Number', 'Page Count', 'Doc Type', 'Beneficiary Name', 'Document Status', and 'Owner'.

Priority	Assigned Date	PDI Number	Page Count	Doc Type	Beneficiary Name	Document Status	Owner
Yes	8/1/25	01/02/2025-CM0004856-019-001	1	CVA REOPEN		Service Recovery Incoming	Contract Lead

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**

Daily Workload						
Service Recovery Daily Workload						
Daily workload report from 08/01/2025 00:01 - 23:59 MT						
	Beginning Inventory	# of Items received	Work completed	Ending Inventory	Date received in HAC	Days out
BCPU Docs	274	11	6	279	06/24/2024	404

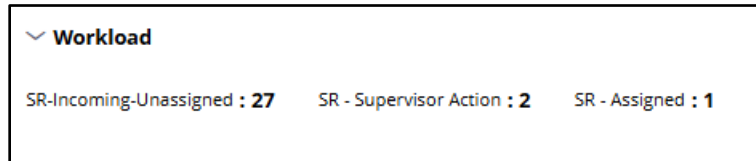
The **Daily Workload** section displays a report of the total workload inventory from the previous day, organized by type. The data shown in this report is updated daily. It contains the following fields:

- **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 :

SR-Incoming-Unassigned

Assign To :

Users

Select...

Assign

> Work Queue Filters

Result Count :

Displaying pages: 16 - 30 out of 33

< 1 2 3 >

<input type="checkbox"/>			Priority		Created Date		PDI Number		Page Count		Shelf Work	Doc Type		Beneficiary Name		Document Status
<input type="checkbox"/>			Yes		07/28/2025		07/28/2025-PG051374-001-001				No.	CVA REOPEN				Service Recovery Incoming
<input type="checkbox"/>			No.		07/28/2025		07/28/2025-PG051375-001-001				No.	CVA REOPEN				Service Recovery Incoming
<input type="checkbox"/>			No.		07/31/2025		07/31/2025-PG051383-007-001				No.	CVA BENE CLAIM				Service Recovery Incoming
<input type="checkbox"/>			No.		08/01/2025		08/01/2025-PG051391-002-001				No.	CVA REOPEN				Service Recovery Incoming
<input type="checkbox"/>			Yes		08/01/2025		08/01/2025-PG051391-004-001				No.	CVA REOPEN				Service Recovery Incoming
<input type="checkbox"/>			Yes		08/01/2025		08/01/2025-PG051391-005-001				No.	CVA REOPEN				Service Recovery Incoming

- **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**

Priority	Assigned Date	PDI Number	Page Count	Doc Type	Beneficiary Name	Document Status	Owner
Yes	8/1/25	01/02/2025-CM0004856-019-001	1	CVA REOPEN	[redacted]	Service Recovery Incoming	Contract Lead

- **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.

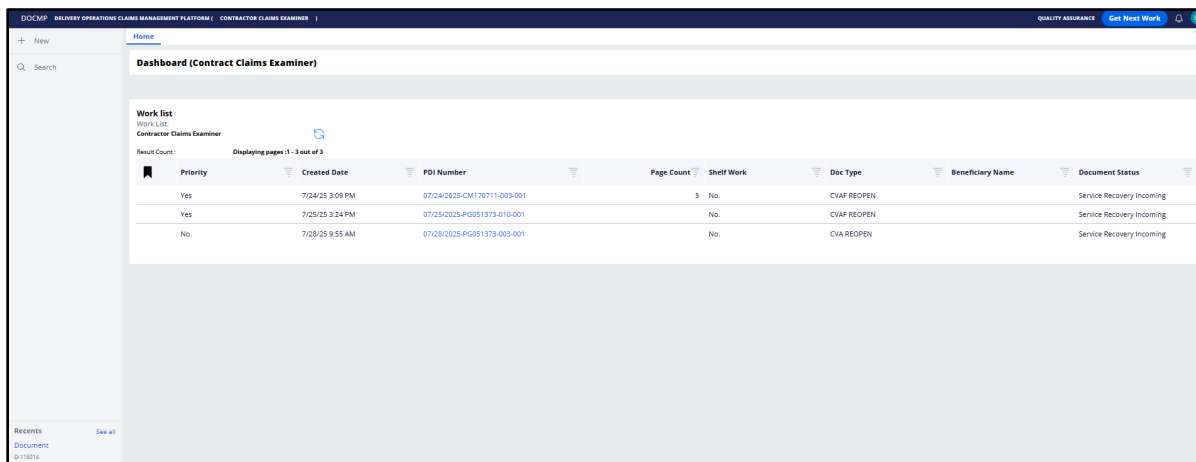
The items in the Work List are listed under the following column headings:

- **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**



The screenshot shows the 'Dashboard (Contract Claims Examiner)' page. It features a 'Work list' section with a table of documents. The table has columns for Priority, Created Date, PDI Number, Page Count, Shelf Work, Doc Type, Beneficiary Name, and Document Status. There are three rows of data displayed.

Priority	Created Date	PDI Number	Page Count	Shelf Work	Doc Type	Beneficiary Name	Document Status
Yes	7/24/25 3:09 PM	07/24/2025-CM170711-003-001	5	No.	CVAF REOPEN		Service Recovery Incoming
Yes	7/25/25 3:24 PM	07/25/2025-PG051373-010-001		No.	CVAF REOPEN		Service Recovery Incoming
No.	7/28/25 9:55 AM	07/28/2025-PG051373-003-001		No.	CVA REOPEN		Service Recovery Incoming

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)**

**Dashboard (Spina Bifida Supervisor)**

**Workload**  
 Spina Bifida - Incoming/Unassigned : 30    SpinaBifida - Supervisor Action : 2    SpinaBifida - Assigned : 27

**Work Queue Filters**  
 Created Date From: [ ] Created Date To: [ ] PDI/DocBatch Number: [ ] DocType: [Select Doc Type-] [Filter] [Clear]

Work Queue: [Spina Bifida - Incoming/Unassigned] Assign To: [Select...] [Assign] [Refresh]

Result Count: 30

	Created Date	PDI Number	Page Count	Doc Type	Beneficiary Name	Document Status
<input type="checkbox"/>	12/02/2024	12/02/2024-FX1733162373765-001-002	1	SPINA BIFIDA Correspondence	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/04/2024	10/16/2024-FX173319993669-001-001	1	SPINA BIFIDA Appeal	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/04/2024	10/16/2024-FX173319993669-001-021	1	SPINA BIFIDA Appeal	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/04/2024	10/16/2024-FX173319994258-001-008	1	SPINA BIFIDA Claim	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/04/2024	10/16/2024-FX173319994302-001-002	1	SPINA BIFIDA Medical Records	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/04/2024	10/16/2024-FX173319994634-001-008	1	SPINA BIFIDA Correspondence	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/04/2024	10/16/2024-FX173319994634-001-010	1	SPINA BIFIDA Claim	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/17/2024	12/17/2024-PG051185-003-001		SPINA BIFIDA Claim	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/23/2024	12/23/2024-PG051238-005-001		SPINA BIFIDA Appeal	[REDACTED]	Spina Bifida Incoming

**Recents**  
 Digital Upload 20/16/23  
 Digital Upload 20/16/24

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

Assigned Date	PDI Number	Page Count	Doc Type	Beneficiary Name	Document Status
2/23/25	05/10/2023-30001-8765-1007	1	SPINA BIFIDA		Spina Bifida Incoming
2/23/25	07/11/2024-30001-8765-1008	1	SPINA BIFIDA		Spina Bifida Incoming
2/23/25	11/25/2024-FK1732568971701-001-007	1	SPINA BIFIDA Claim		Spina Bifida Incoming
2/23/25	11/27/2024-PG051138-004-001	1	SPINA BIFIDA		Spina Bifida Incoming
1/28/25	01/18/2025-CM0002304-001-002	1	SPINA BIFIDA Claim		Spina Bifida Incoming
1/28/25	01/18/2025-CM0002308-001-001	1	SPINA BIFIDA Claim		Spina Bifida Incoming
1/28/25	01/18/2025-CM0002314-001-001	1	SPINA BIFIDA Claim		Spina Bifida Incoming

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 [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.

### 3.3.19.1. 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**

Dashboard (Spina Bifida Supervisor)		
<div> <div>Workload</div> <div> <div>Spina Bifida - Incoming/Unassigned : 30</div> <div>SpinaBifida - Supervisor Action : 2</div> <div>SpinaBifida - Assigned : 27</div> </div> </div>		

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**

	Created Date	PDI Number	Page Count	Doc Type	Beneficiary Name	Document Status
<input type="checkbox"/>	12/02/2024	12/02/2024-FX1733162373768-001-002	1	SPINA BIFIDA Correspondence	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/04/2024	10/16/2024-FX173319993669-001-001	1	SPINA BIFIDA Appeal	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/04/2024	10/16/2024-FX173319993669-001-021	1	SPINA BIFIDA Appeal	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/04/2024	10/16/2024-FX173319994258-001-008	1	SPINA BIFIDA Claim	[REDACTED]	Spina Bifida Incoming

- **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**

	Assigned Date	PDI Number	Page Count	Doc Type	Beneficiary Name	Document Status
<input type="checkbox"/>	2/23/25	05/10/2023-30001-8765-1007	1	SPINA BIFIDA		Spina Bifida Incoming
<input type="checkbox"/>	2/23/25	07/11/2024-30001-8765-1008	1	SPINA BIFIDA		Spina Bifida Incoming
<input type="checkbox"/>	2/23/25	11/25/2024-FX1732568971701-001-007	1	SPINA BIFIDA Claim		Spina Bifida Incoming
<input type="checkbox"/>	2/23/25	11/27/2024-PG051138-004-001		SPINA BIFIDA		Spina Bifida Incoming

- **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**

	Assigned Date	PDI Number	Page Count	Doc Type	Beneficiary Name	Document Status
<input type="checkbox"/>	12/13/24	07/11/2024-30001-8765-1010	1	SPINA BIFIDA	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	2/23/25	07/11/2024-30001-8765-1015	1	SPINA BIFIDA	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/13/24	11/25/2024-FX1732568970138-001-002	1	SPINA BIFIDA	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/23/24	11/25/2024-FX173256897013-001-008	1	SPINA BIFIDA	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/23/24	11/25/2024-FX1732568971454-001-002	1	SPINA BIFIDA	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/26/24	11/25/2024-FX1732568971454-001-006	1	SPINA BIFIDA	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	1/28/25	12/10/2024-PG051169-004-001		SPINA BIFIDA	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	12/26/24	12/26/2024-PG051259-001-001		SPINA BIFIDA Appeal	[REDACTED]	Spina Bifida Incoming
<input type="checkbox"/>	1/28/25	01/18/2025-CM0002314-001-002	1	SPINA BIFIDA Claim	[REDACTED]	Spina Bifida Incoming

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**

The screenshot shows the 'Dashboard (Logistics Specialist)' interface. At the top, there's a 'Work Queue' dropdown set to 'Logistics - Incoming Mail' and a refresh button. Below this, a 'Result Count' of 20 is shown. The main part of the dashboard is a table with columns: 'Created Date', 'PDI Number', and 'Doc Type'. The table lists 20 rows of data, all with a 'Created Date' of 04/29/2025 and a 'Doc Type' of 'General Incoming'. The 'PDI Number' column contains unique identifiers like CM150711-001-001, CM150711-001-002, etc. On the left side of the dashboard, there's a 'Recents' section showing a list of recent documents with their IDs and dates.

Created Date	PDI Number	Doc Type
04/29/2025	CM150711-001-001	General Incoming
04/29/2025	CM150711-001-002	General Incoming
04/29/2025	CM150711-001-003	General Incoming
04/29/2025	CM150712-001-001	General Incoming
04/29/2025	CM150712-001-002	General Incoming
04/29/2025	CM150712-001-003	General Incoming
04/29/2025	CM150712-002-001	General Incoming
04/29/2025	CM150712-002-002	General Incoming
04/29/2025	CM150712-002-003	General Incoming
04/29/2025	CM150712-002-004	General Incoming
04/29/2025	CM150713-002-001	General Incoming
04/29/2025	CM150713-002-002	General Incoming
04/29/2025	CM150713-002-003	General Incoming
04/29/2025	CM150713-002-004	General Incoming
04/29/2025	CM150714-002-001	General Incoming

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)**

The screenshot shows the SPC Supervisor homepage. It features a sidebar with 'New' and 'Search' buttons. The main content area is titled 'Dashboard (SPC Supervisor)' and includes a 'Daily Workload' section. This section contains a table titled 'CCS Daily Workload' with the subtitle 'Daily workload report from 06/26/2025 00:01 - 23:59 MT'. The table has seven columns: 'Beginning inventory', '# of items received', 'Work completed', 'Ending inventory', 'Date received in HAC', and 'Days out'. Below the table is a 'Workload' section showing 'Preauthorization - Unassigned : 17' and 'SPC Call Center - Assigned : 4'.

	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
CWW 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

Workload  
Preauthorization - Unassigned : 17    SPC Call Center - Assigned : 4

**Figure 91: SPC Supervisor Homepage (2 of 2)**

**Work Queue**

**Work Queue Filters**

Created Date From: [ ] Created Date To: [ ] PDI/DocBatch Number: [ ] DocType: [Select Doc Type-] [Filter] [Clear]

Work Queue: [Preauthorization - Unassigned] Assign To: [Select...] [Assign] [Refresh]

Result Count: Displaying 16/31 out of 17

	Priority	Created Date	PDI Number	Doc Type	Beneficiary Name	Beneficiary SSN	Doc Status	Preauthorization Type
<input type="checkbox"/>	No.	06/25/2025	06/25/2025-PG051829-003-001	Preauthorization Determination			Pre-Auth Incoming	
<input type="checkbox"/>	No.	06/25/2025	06/25/2025-PG051830-003-001	Preauthorization Duplicate			Pre-Auth Incoming	

**Work List**

Work List: [Call Center Supervisor] Assign To: [Select...] [Assign] [Refresh]

Result Count: 2

	Priority	Created Date	PDI Number	Doc Type	Beneficiary Name	Beneficiary SSN	Doc Status	Preauthorization Type	Owner
<input type="checkbox"/>	No.	05/23/2025	05/23/2025-PG051703-007-001	Preauthorization Determination			Pre-Auth Incoming		Call Center Supervisor
<input type="checkbox"/>	No.	06/02/2025	06/02/2025-PG051773-006-001	Preauthorization Request			Pre-Auth Incoming		Call Center Supervisor

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
CWVW 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 :

Preauthorization - Unassigned

Assign To :

Select...

Assign

Result Count :

Displaying 16 - 31 out of 22

<

1

2

<div><div></div><div></div><div></div></div>	Priority	Created Date	PDI Number	Doc Type	Beneficiary Name	Beneficiary SSN	Doc Status	Preauthorization Type
<div><div></div></div>	No.	05/24/2025	05/24/2025-PG051707-003-001	Preauthorization Request			Pre-Auth Incoming	
<div><div></div></div>	No.	05/24/2025	05/24/2025-PG051707-007-001	Preauthorization Duplicate			Pre-Auth Incoming	
<div><div></div></div>	No.	05/24/2025	05/24/2025-PG051707-008-001	Preauthorization Determination			Pre-Auth Incoming	
<div><div></div></div>	No.	05/24/2025	05/24/2025-PG051708-006-001	Preauthorization Determination			Pre-Auth Incoming	
<div><div></div></div>	No.	05/24/2025	05/24/2025-PG051708-009-001	Preauthorization Duplicate			Pre-Auth Incoming	
<div><div></div></div>	No.	05/28/2025	05/28/2025-PG051714-001-001	Preauthorization Determination			Pre-Auth Incoming	
<div><div></div></div>	No.	05/28/2025	05/28/2025-PG051714-002-001	Preauthorization Request			Pre-Auth Incoming	

- **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**

**Dashboard (Call Center Analyst)**

**Work Queue**

**Work Queue Filters**

Created Date From: [ ] Created Date To: [ ] PDI/DocBatch Number: [ ] DocType: [Select Doc Type-] [Filter] [Clear]

Work Queue: [Preauthorization - Unassigned] Assign To: [Select...] [Assign] [Refresh]

Result Count: 10 out of 21

Priority	Created Date	PDI Number	Doc Type	Beneficiary Name	Beneficiary SSN	Doc Status	Preauthorization Type
No.	05/24/2025	05/24/2025-PG051707-003-001	Preauthorization Request			Pre-Auth Incoming	
No.	05/24/2025	05/24/2025-PG051707-008-001	Preauthorization Determination			Pre-Auth Incoming	
No.	05/24/2025	05/24/2025-PG051708-006-001	Preauthorization Determination			Pre-Auth Incoming	
No.	05/24/2025	05/24/2025-PG051708-009-001	Preauthorization Duplicate			Pre-Auth Incoming	
No.	05/28/2025	05/28/2025-PG051714-001-001	Preauthorization Determination			Pre-Auth Incoming	
No.	05/28/2025	05/28/2025-PG051714-002-001	Preauthorization Request			Pre-Auth Incoming	

Work List: [Call Center Analyst] Assign To: [Select...] [Assign] [Refresh]

Result Count: 0

Priority	Created Date	PDI Number	Doc Type	Beneficiary Name	Beneficiary SSN	Doc Status	Preauthorization Type	Owner

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**

Dashboard (Call Center Analyst)

**Work Queue**

**Work Queue Filters**

Created Date From:  Created Date To:  PDI/DocBatch Number:  DocType:

Work Queue:  Assign To:

Result Count: **Displaying 10-31 out of 21**

	Priority	Created Date	PDI Number	Doc Type	Beneficiary Name	Beneficiary SSN	Doc Status	Preauthorization Type
<input type="checkbox"/>	No.	05/24/2025	05/24/2025-PG051707-003-001	Preauthorization Request			Pre-Auth Incoming	
<input type="checkbox"/>	No.	05/24/2025	05/24/2025-PG051708-006-001	Preauthorization Determination			Pre-Auth Incoming	
<input type="checkbox"/>	No.	05/24/2025	05/24/2025-PG051708-006-001	Preauthorization Determination			Pre-Auth Incoming	
<input type="checkbox"/>	No.	05/24/2025	05/24/2025-PG051708-009-001	Preauthorization Duplicate			Pre-Auth Incoming	
<input type="checkbox"/>	No.	05/28/2025	05/28/2025-PG051714-001-001	Preauthorization Determination			Pre-Auth Incoming	
<input type="checkbox"/>	No.	05/28/2025	05/28/2025-PG051714-002-001	Preauthorization Request			Pre-Auth Incoming	

- **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**

The screenshot shows a section titled "Work Queue Filters" with a dropdown arrow. Below the title are four input fields: "Created Date From" and "Created Date To" (both with calendar icons), "PDI/DocBatch Number" (a text box), and "DocType" (a dropdown menu showing "-Select Doc Type-"). To the right of these fields are two buttons: "Filter" and "Clear".

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**

Priority	Created Date	PDI Number	Doc Type	Beneficiary Name	Beneficiary SSN	Doc Status	Preauthorization Type	Owner
No.	05/23/2025	05/23/2025-PG051704-001-001	Preauthorization Duplicate			Pre-Auth Incoming		Call Center Analyst

- **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:

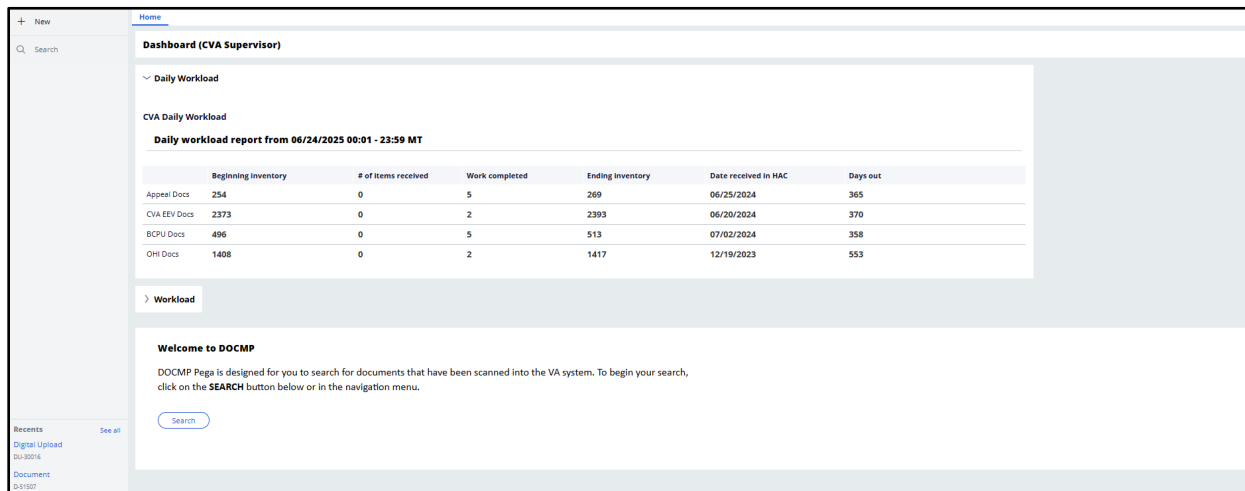
- **Priority:** Displays a **Yes** or **No** value based on whether or not the item has been identified as a priority document.
- **Created Date:** The date on which the document was uploaded into DOCMP.
- **PDI Number:** A system-generated number used to uniquely identify a document upload.
- **Doc 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

Daily Workload						
CVA Daily Workload						
Daily workload report from 06/24/2025 00:01 - 23:59 MT						
	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:

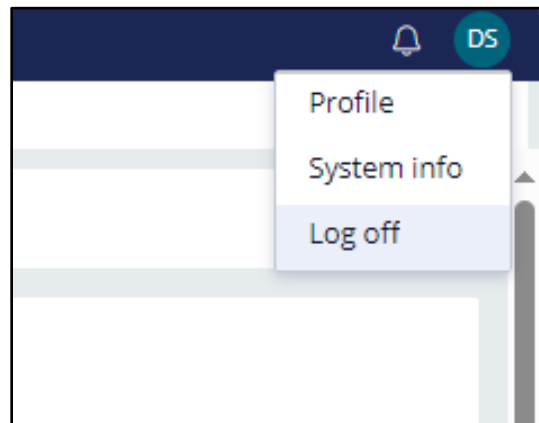
- **Beginning inventory:** The total count of work items that were in the system at the end of the previous day.
- **# of items received:** The number of new items received the previous day.
- **Work completed:** The number of work items marked as completed.
- **Ending inventory:** The total count of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

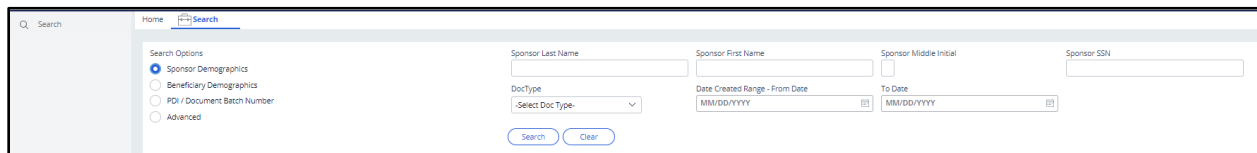
- **Conducting a Search**
- **Uploading Files**
  - **Uploading Files with Digital Upload**
  - **Uploading Files as Attachments**
- **Reviewing Case Documents**
  - **Audit (History) Function**
  - **Escalating Case Documents**
- **Editing Cases**
  - **Bulk Editing Case Documents**
- **Assigning Cases**
  - **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**

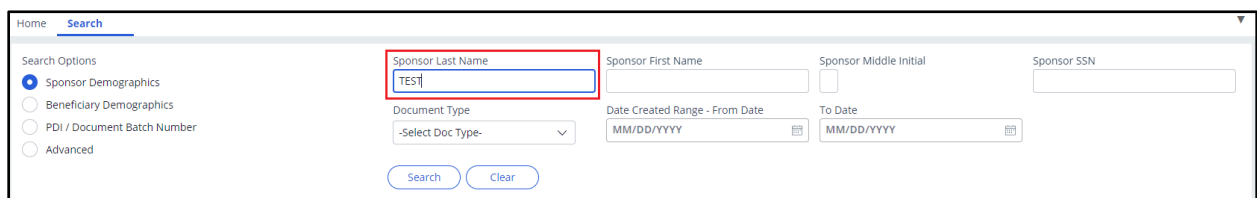


2. The **Search** tab allows you to select the radio buttons for the type of search you want to conduct. The available data fields will change based on your selection. The options are as follows:

- **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**

Home Search

Search Options

- ☒ Sponsor Demographics
- ☐ Beneficiary Demographics
- ☐ PDI / Document Batch Number
- ☐ Advanced

Sponsor Last Name: T

Sponsor First Name:

Sponsor Middle Initial:

Sponsor SSN:

Document Type: -Select Doc Type-

Date Created Range - From Date: MM/DD/YYYY To Date: MM/DD/YYYY

Search Clear

Displaying 118 out of 118

Created Date	PDI / DocBatchNumber	Claim Number	Doc Type	Sponsor Name	Sponsor SSN	Bene Name	Bene SSN	Doc Status	Completion Date
12/12/2023	12/11/2023-02357998-001-001		DD 214	REFRESH TEST				Complete	
12/12/2023	12/12/2023-02357999-005-002		OHI Certificate	REFRESH TEST				Pending Rescan	
12/12/2023	12/12/2023-02357999-006-003		OHI Certificate	REFRESH 2 TEST				Pending OHI Cert	
12/12/2023	12/12/2023-02357999-006-004		Medicare	REFRESH SEARCH TEST				Pending OHI Cert	

**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**

Home

Digital Upload

Search

Dashboard (Tech User)

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**

**New: Digital Upload**

1. Select Files to Upload    2. Select Document Type    3. Enter Document Details

**Step 1 of 3: Select files to upload**  
Select the + icon to choose the files you want to upload.

**Do you have multiple files for one application?**  
If some of your files belong together, you can give them the same number in the "Relationship ID" column. This helps Pega understand that these files should be grouped together and assigned an appropriate document batch number. If your files are not related to one another, you can leave the Relationship ID field blank.

**Files**  
File limit: you can only upload 10 files at a time. The larger the file, the longer it will take for the system to process. [+ ADD FILES](#)

#	Relationship ID	File name	Options
No Items			

[Cancel](#) [Next](#)

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**

**Attach file(s)**  
The recommended files to upload are .gif, .jpg, .pdf, and .txt

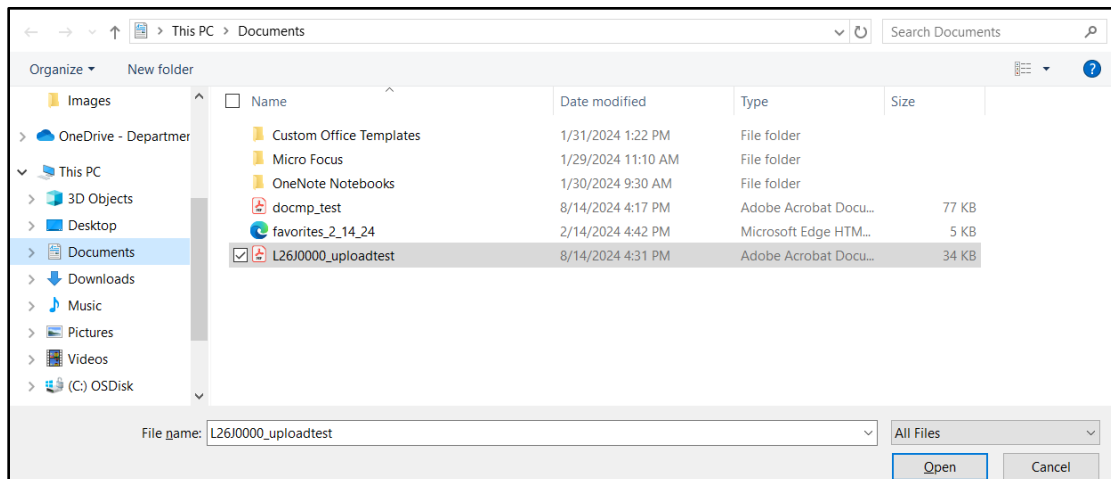
Drag and drop files here

or

[Select file\(s\)](#)

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**

Attach file(s)

The recommended files to upload are .gif, .jpg, .pdf, and .txt

Drag and drop files here

or

Select file(s)

File	File type
L26j0000_uploadtest.pdf	pdf

Cancel Attach

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**

New: Digital Upload

1. Select Files to Upload 2. Select Document Type 3. Enter Document Details

**Step 1 of 3: Select files to upload**  
Select the + icon to choose the files you want to upload.

**Do you have multiple files for one application?**  
If some of your files belong together, you can give them the same number in the "Relationship ID" column. This helps Pega understand that these files should be grouped together and assigned an appropriate document batch number. If your files are not related to one another, you can leave the Relationship ID field blank.

**Files**  
File limit: you can only upload 10 files at a time. The larger the file, the longer it will take for the system to process.

[+ ADD FILES](#)

#	Relationship ID	File name	Options
1	Select... ▼	L26j0000_uploadtest.pdf	

Cancel Next

**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**

1. Select Files to Upload   2. Select Document Type   3. Enter Document Details

**Step 2 of 3: Select Document Type**  
You have successfully uploaded your files. Now please choose the correct Document Type to help us categorize them accurately. Clicking 'Mark as Complete' uploads and closes the document, making it searchable only.

\* are required fields.

#	DocBatchNumber	File name	Document Type *	Mark as Complete
1	08/14/2024-PG050548-001-001	L26j0000_uploadtest.pdf	-Select Doc Type- ▼	<input type="checkbox"/>

[Go Back](#) [Next](#)

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**

#	Batch ID	Doc Case ID	Doc Type	Relationship ID
1	08/14/2024-PG050548-001-001	D-35561	Medicare	9

## 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

The screenshot displays the 'Review Document' interface for document D-61308, which is in 'PENDING TRIAGE' status. The interface is divided into three main sections: Attachments, Details, and a document preview.

**Attachments:** Shows 'Delete Test 1.pdf' and an 'Upload Files' button.

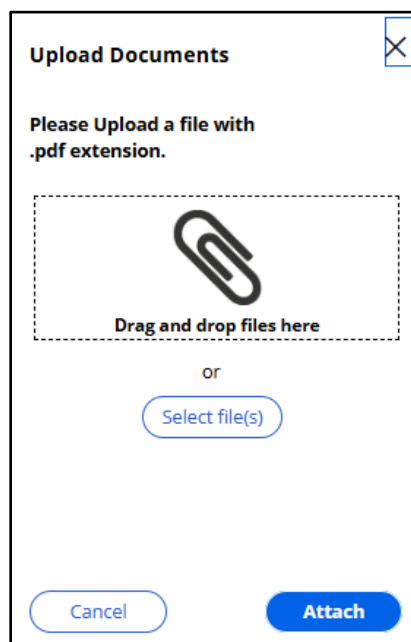
**Details:** Contains form fields for document metadata and user information.

Details	
Document Type *	Owner
Appeal Return	
Document Action *	Rescan
Open	No.
Sponsor Last Name	
Sponsor First Name	
Sponsor Middle Initial	
Sponsor SSN	
Beneficiary Last Name	
Beneficiary First Name	
Beneficiary Middle Initial	
Beneficiary SSN	
Determination Type	Eligibility Determination Date

**Document Preview:** Displays a PDF document titled 'RFS Blanks 1.pdf'. The preview shows a 'FAX HEADER' and a 'COMMUNITY CARE PROVIDER - REQUEST FOR SERVICE' form. The form includes fields for VA Facility Name, VA Authorization Referral Number, and Veteran Information. The 'REQUESTED SERVICE - ONE SERVICE PER FORM' section lists various medical services and their status.

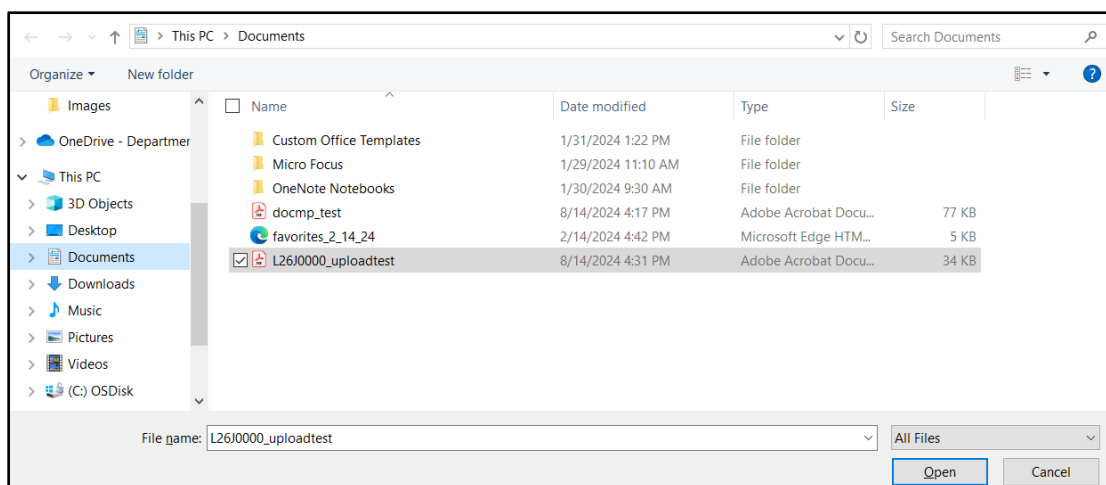
2. Select the **Upload Files** button to begin adding your file(s). The **Upload Documents** dialog box will display.

**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**

**Upload Documents** [X]

Please Upload a file with .pdf extension.

Drag and drop files here

or

Select file(s)

File	File type
docmp_test.pdf	pdf

Cancel Attach

- 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**

**Review Document**

Details Audit

**Attachments**  
Delete Test 1.pdf

**User uploaded files**  
docmp\_test.pdf  
Upload Files

**Details**  
Document Type\* Appeal Return  
Owner  
Document Action\* Open  
Rescan No.

Sponsor Last Name  
Sponsor First Name  
Sponsor Middle Initial  
Sponsor SSN  
Beneficiary Last Name  
Beneficiary First Name

RFS Blanks 1.pdf

**COMMUNITY CARE PROVIDER - REQUEST FOR SERVICE**  
000-000-0000 03/09/2013

Department of Veterans Affairs

NOTE: Requests are approved/disapproved at VA Medical Center's discretion and supporting documentation must accompany each request.

VA FACILITY NAME Regional VA FACILITY LOCATION Providence, RI 02903 VA AUTHORIZATION REFERRAL NUMBER 03/09/2013 TODAY'S DATE (mm/dd/yyyy)

VETERAN INFORMATION  
VETERAN'S NAME (Last, First, MI) DATE OF BIRTH (mm/dd/yyyy)

ORDERING PROVIDER INFORMATION  
ORDERING PROVIDER'S NAME ORDERING PROVIDER'S NPI ORDERING PROVIDER'S 24-HR EMERGENCY CONTACT NUMBER (for after-hours critical findings)  
ORDERING PROVIDER'S OFFICE PHONE ORDERING PROVIDER'S FAX NUMBER ORDERING PROVIDER'S SECURE EMAIL ADDRESS

REQUESTED SERVICE - ONE SERVICE PER FORM  
NEW REQUEST - "Task request must be entered on a separate form."  
PRIMARY CARE PROCEDURE: 03903 SPECIALTY CARE ICD 10: B28.718 MENTAL HEALTH DURABLE MEDICAL EQUIPMENT (DME) (Please enter information on Page 3) LABORATORY/RADIOLOGY  
ADDITIONAL REQUESTS WITH CURRENT PROVIDER  
ADDITIONAL TIME WITH CURRENT PROVIDER  
ADDITIONAL VISITS WITH CURRENT PROVIDER  
SERVICE TYPE (SIC) (SIC): RADIOLOGY VISITS

ADDITIONAL INFORMATION:  
Displaced pilot fracture of right tibia, subsequent encounter for open fracture type IIA, IIB, or IIC with malunion

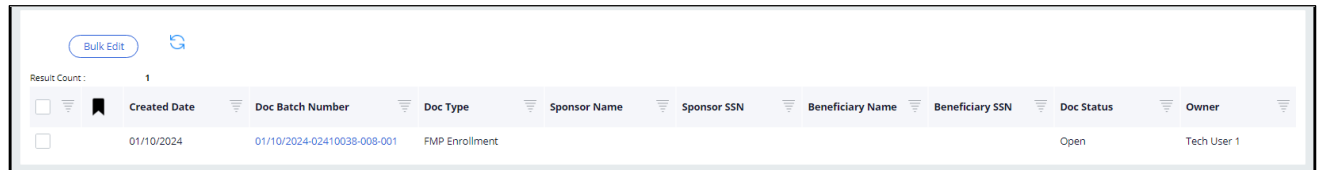
GO BACK SAVE

**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**

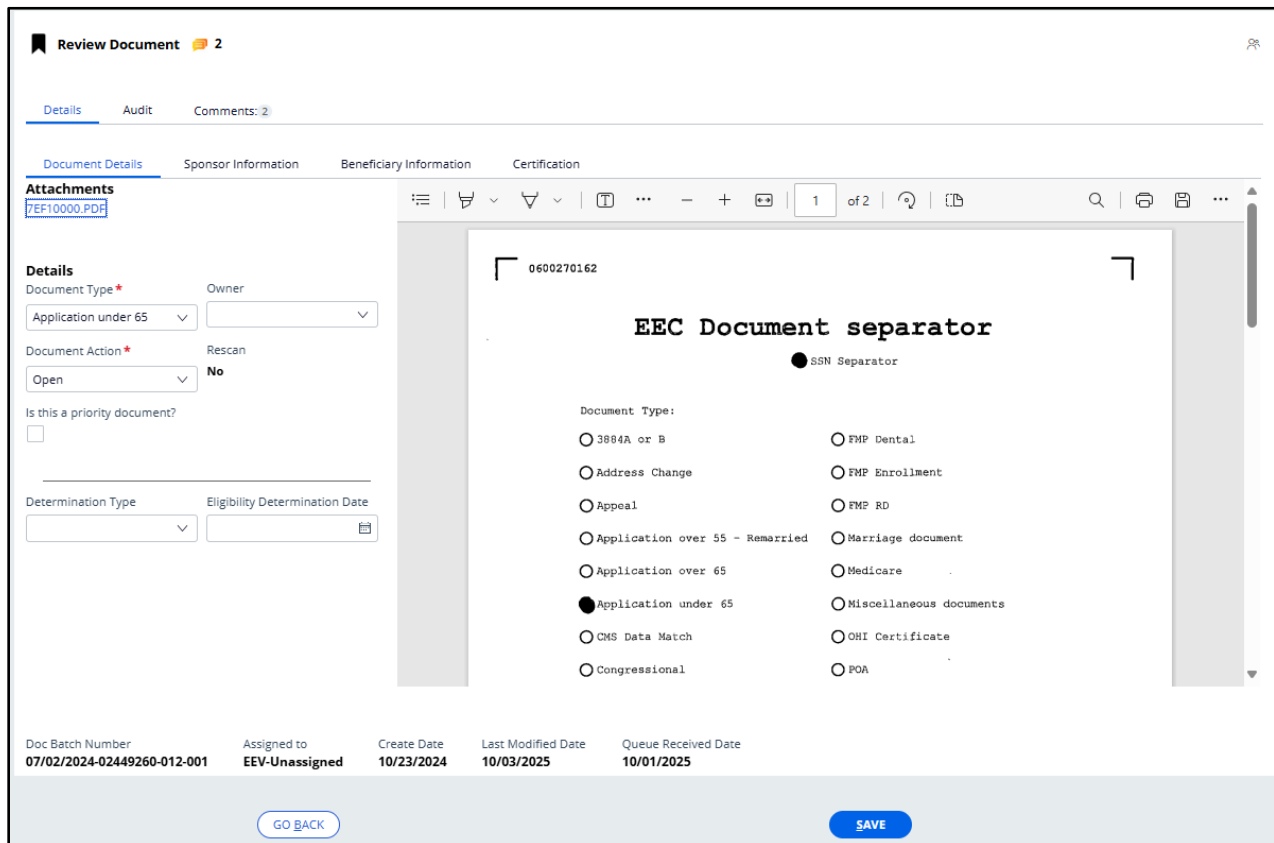


The screenshot shows a user dashboard with a 'Bulk Edit' button and a 'Result Count: 1' indicator. Below is a table with columns for document details.

	Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status	Owner
<input type="checkbox"/>	01/10/2024	01/10/2024-02410038-008-001	FMP Enrollment					Open	Tech User 1

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**



The screenshot shows the 'Review Document' screen with a 'Details' tab selected. The left sidebar contains 'Attachments' (7EF10000.PDF) and 'Details' (Document Type, Document Action, Is this a priority document?, Determination Type, Eligibility Determination Date). The main area shows a PDF preview of an 'EEC Document separator' form with radio button options for Document Type. The bottom section displays document metadata and 'GO BACK' and 'SAVE' buttons.

**Details**

Document Type \*  Owner

Document Action \*  Rescan

Is this a priority document? ☐

Determination Type  Eligibility Determination Date

**Attachments**

7EF10000.PDF

**EEC Document separator**

SSN Separator

Document Type:

- ☐ 3884A or B
- ☐ Address Change
- ☐ Appeal
- ☐ Application over 55 - Remarried
- ☐ Application over 65
- ☒ Application under 65
- ☐ CMS Data Match
- ☐ Congressional
- ☐ FMP Dental
- ☐ FMP Enrollment
- ☐ FMP RD
- ☐ Marriage document
- ☐ Medicare
- ☐ Miscellaneous documents
- ☐ OHI Certificate
- ☐ POA

Doc Batch Number: 07/02/2024-02449260-012-001

Assigned to: EEV-Unassigned

Create Date: 10/23/2024

Last Modified Date: 10/03/2025

Queue Received Date: 10/01/2025

[GO BACK](#) [SAVE](#)

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**.

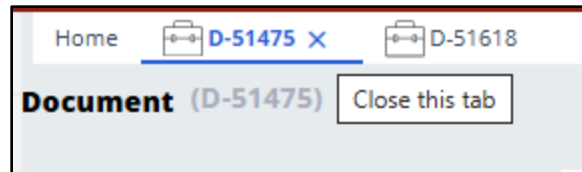
**NOTE:** The **Sponsor** and **Beneficiary Information** tabs will not display for users with read-only access.

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**



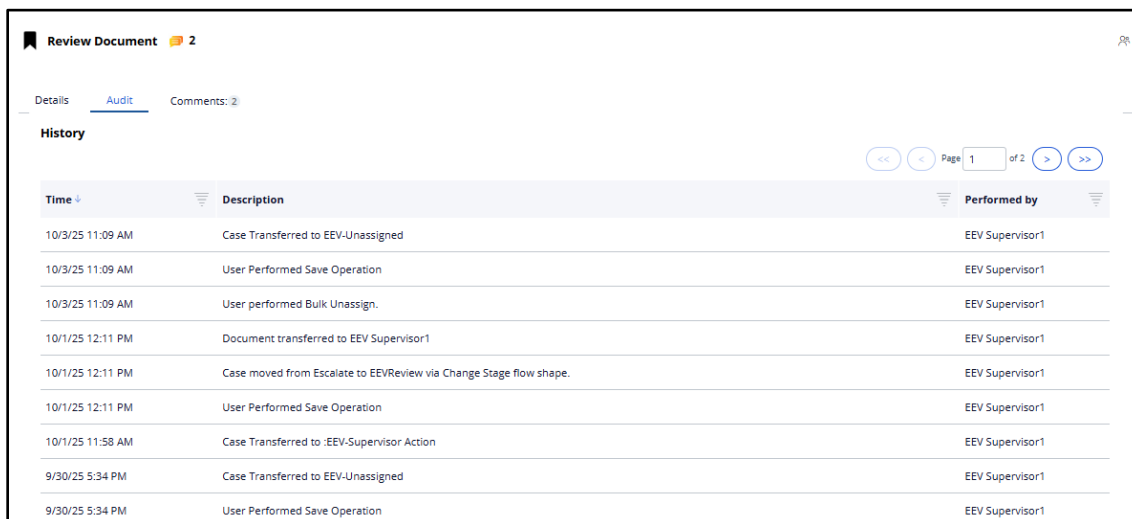
### 4.3.1. Audit (History) Function

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



The screenshot shows the 'Review Document' interface with the 'Audit' tab selected. It displays a history table with columns for Time, Description, and Performed by. The table lists several actions performed by 'EEV Supervisor1' on 10/3/25 and 10/1/25, including case transfers, document transfers, and save operations. A pagination bar at the top right indicates 'Page 1 of 2'.

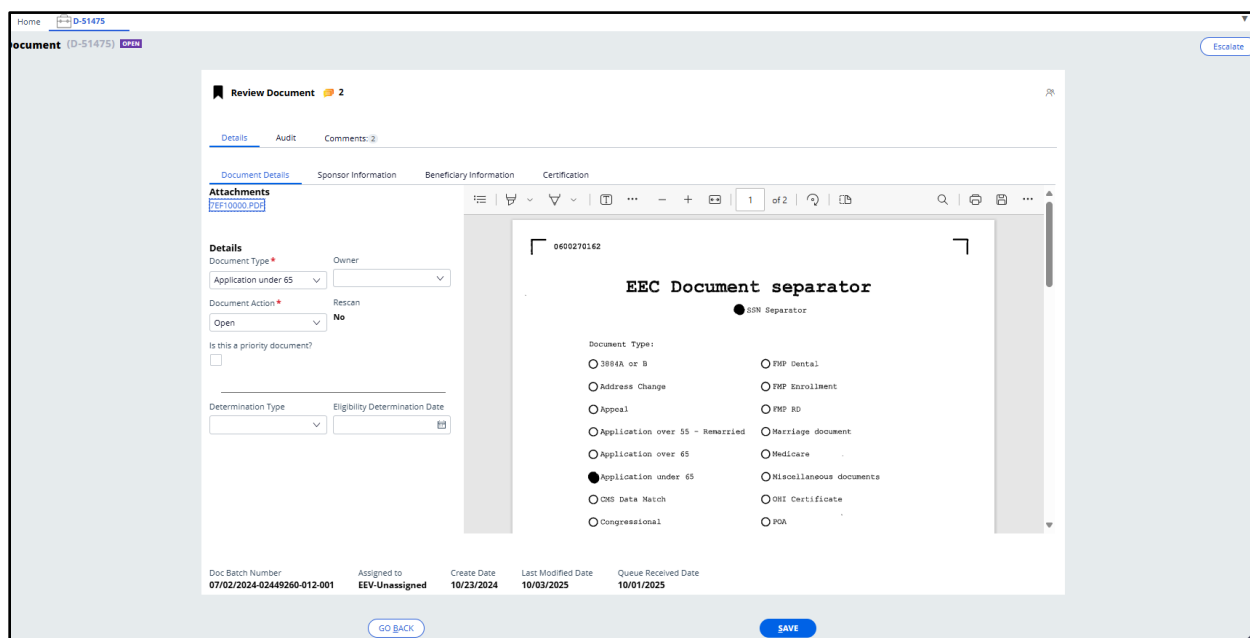
Time	Description	Performed by
10/3/25 11:09 AM	Case Transferred to EEV-Unassigned	EEV Supervisor1
10/3/25 11:09 AM	User Performed Save Operation	EEV Supervisor1
10/3/25 11:09 AM	User performed Bulk Unassign.	EEV Supervisor1
10/1/25 12:11 PM	Document transferred to EEV Supervisor1	EEV Supervisor1
10/1/25 12:11 PM	Case moved from Escalate to EEVReview via Change Stage flow shape.	EEV Supervisor1
10/1/25 12:11 PM	User Performed Save Operation	EEV Supervisor1
10/1/25 11:58 AM	Case Transferred to :EEV-Supervisor Action	EEV Supervisor1
9/30/25 5:34 PM	Case Transferred to EEV-Unassigned	EEV Supervisor1
9/30/25 5:34 PM	User Performed Save Operation	EEV Supervisor1

## 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



The screenshot shows the 'Review Document' screen for document ID-D-51475. The 'Details' tab is active, showing document information and a list of attachments. The document is titled 'EEC Document separator' and is of type 'SSN Separator'. The 'Document Type' section lists various options, with 'Application under 65' selected. The 'Document Action' is set to 'Open'. The 'Is this a priority document?' checkbox is unchecked. The 'Determination Type' is set to 'Application under 65'. The 'Eligibility Determination Date' is 10/01/2025. The 'Doc Batch Number' is 07/02/2024-03449260-012-001. The 'Assigned to' is EEV-Unassigned. The 'Create Date' is 10/23/2024. The 'Last Modified Date' is 10/03/2025. The 'Queue Received Date' is 10/01/2025. There are 'GO BACK' and 'SAVE' buttons at the bottom.

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**

Confirmation

Are you sure you want to assign this case to your supervisor? If you do, any related documents that are still marked as "OPEN" will also be sent to them for attention.

Reason For Escalation

Remaining: 1000 characters

Stay on Page

Yes, Escalate

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**

New

Search

Recents

Document 0-5303

Document 0-5297

Document 0-5285

Document 0-5268

Document

Home

Dashboard (Tech User)

Bulk Edit

Result Count: 14

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

The screenshot shows the 'Review Document' interface. At the top, there are tabs for 'Details', 'Audit', and 'Comments'. Below these are sub-tabs for 'Document Details', 'Sponsor Information', and 'Beneficiary Information'. The 'Document Details' tab is active, showing a form with fields for 'Document Type' (set to 'EEV Appeal'), 'Document Action' (set to 'Open'), 'Owner' (set to 'TechUser1'), and 'Rescan' (set to 'No'). There are also checkboxes for 'Is this a priority document?' and 'Determination Type'. A table at the bottom shows document metadata: Doc Batch Number (07/02/2024-02449284-003-001), Assigned to (TechUser1), Create Date (10/23/2024), Last Modified Date (11/17/2025), and Queue Received Date (10/09/2025). A 'GO BACK' button is at the bottom left and a 'SAVE' button is at the bottom right. The main content area shows a preview of a document titled '41E20000.pdf' with a list of document types on the right, including 'EEC Document separator', 'SSN Separator', and various document categories like '3884A or B', 'Address Change', 'Appeal', etc.

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**

The screenshot shows the 'Save Confirmation' screen. At the top, there is a 'Home' link and a 'Document (D-51382)' link with an 'OPEN' button. Below this is a green banner with the text 'Thank you for your input.' and tabs for 'Information' and 'Audit'. The 'Information' tab is active, showing a message: 'This document is saved successfully. Select the Close button to exit.' with a 'Close' button. On the right side, there is a 'Case details' section showing 'Last updated by' (EEV Supervisor1 (1m ago)) and 'Created by' (API Service User (1y ago)). There is also a 'Tags' section with a plus sign.

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

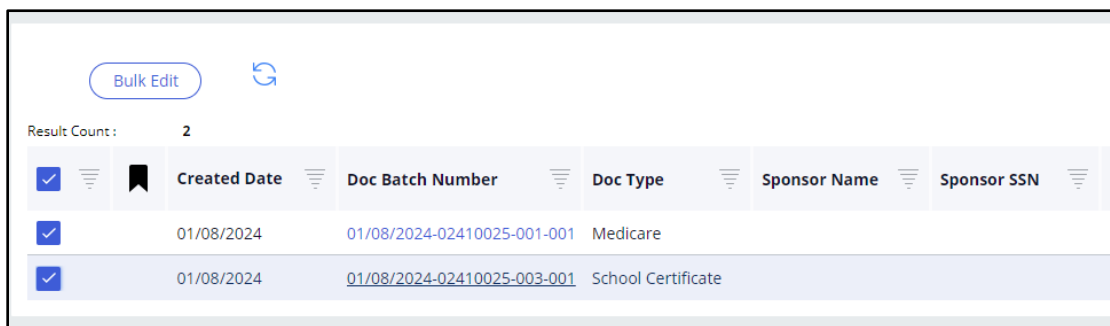
7. Select the **Close** button to exit the screen and return to the dashboard.

### 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**

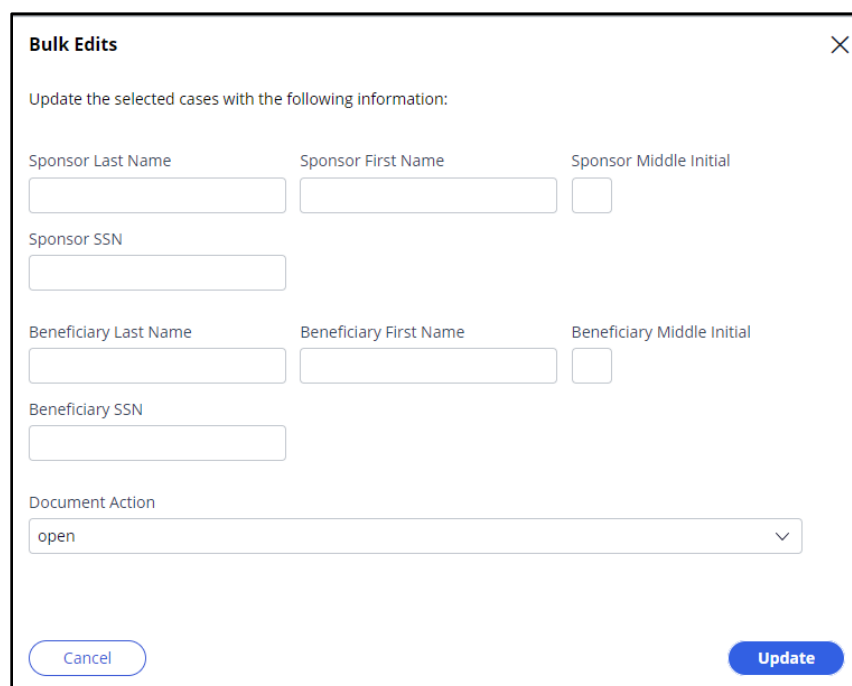


The screenshot shows a web interface for a 'User Work List'. At the top, there is a 'Bulk Edit' button and a refresh icon. Below this, it says 'Result Count: 2'. A table lists two cases, each with a checked checkbox in the first column. The table columns are: Created Date, Doc Batch Number, Doc Type, Sponsor Name, and Sponsor SSN. The first case has a date of 01/08/2024, batch number 01/08/2024-02410025-001-001, and type Medicare. The second case has the same date, batch number 01/08/2024-02410025-003-001, and type School Certificate.

	Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN
<input checked="" type="checkbox"/>	01/08/2024	01/08/2024-02410025-001-001	Medicare		
<input checked="" type="checkbox"/>	01/08/2024	01/08/2024-02410025-003-001	School Certificate		

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

**Figure 131: Bulk Edits Dialog Box**



The screenshot shows a 'Bulk Edits' dialog box with a close button (X) in the top right corner. The text 'Update the selected cases with the following information:' is at the top. Below this are input fields for 'Sponsor Last Name', 'Sponsor First Name', 'Sponsor Middle Initial', 'Sponsor SSN', 'Beneficiary Last Name', 'Beneficiary First Name', 'Beneficiary Middle Initial', and 'Beneficiary SSN'. At the bottom, there is a 'Document Action' dropdown menu currently set to 'open'. There are 'Cancel' and 'Update' buttons at the bottom of the dialog.

**Bulk Edits** [X]

Update the selected cases with the following information:

Sponsor Last Name:  Sponsor First Name:  Sponsor Middle Initial:

Sponsor SSN:

Beneficiary Last Name:  Beneficiary First Name:  Beneficiary Middle Initial:

Beneficiary SSN:

Document Action:

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.

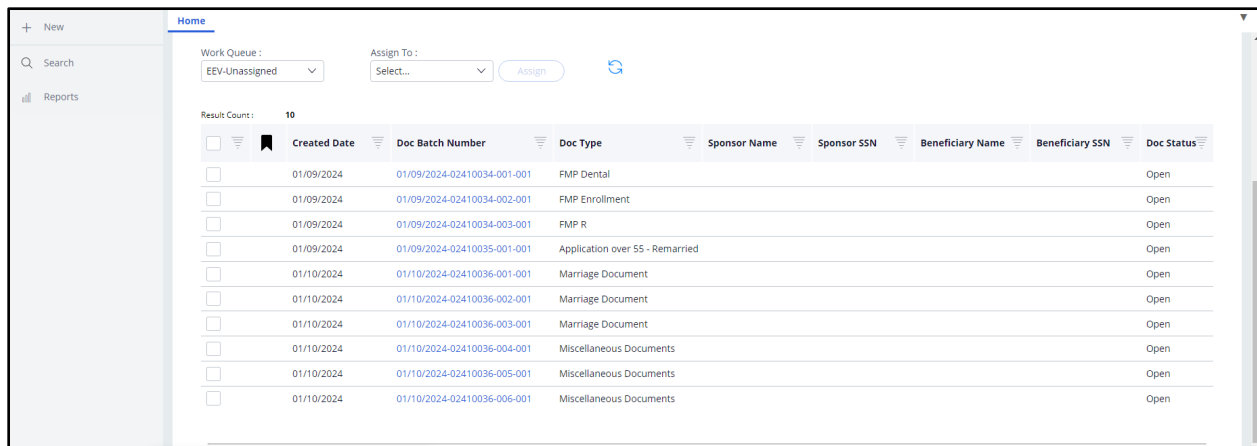
## 4.5. Assigning Cases

### 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**



	Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status
<input type="checkbox"/>	01/09/2024	01/09/2024-02410034-001-001	FMP Dental					Open
<input type="checkbox"/>	01/09/2024	01/09/2024-02410034-002-001	FMP Enrollment					Open
<input type="checkbox"/>	01/09/2024	01/09/2024-02410034-003-001	FMP R					Open
<input type="checkbox"/>	01/09/2024	01/09/2024-02410035-001-001	Application over 55 - Remarried					Open
<input type="checkbox"/>	01/10/2024	01/10/2024-02410036-001-001	Marriage Document					Open
<input type="checkbox"/>	01/10/2024	01/10/2024-02410036-002-001	Marriage Document					Open
<input type="checkbox"/>	01/10/2024	01/10/2024-02410036-003-001	Marriage Document					Open
<input type="checkbox"/>	01/10/2024	01/10/2024-02410036-004-001	Miscellaneous Documents					Open
<input type="checkbox"/>	01/10/2024	01/10/2024-02410036-005-001	Miscellaneous Documents					Open
<input type="checkbox"/>	01/10/2024	01/10/2024-02410036-006-001	Miscellaneous Documents					Open

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**

Work Queue :  
EEV-Unassigned

Assign To :  
Select...

Assign

1 document(s) assigned to Techuser1

Result Count : 237

	Created Date	Doc Batch Number	Doc Type	Sponsor Name
<input type="checkbox"/>	12/07/2023	12/07/2023-PG050204-001-002	Application under 65	
<input type="checkbox"/>	12/07/2023	12/07/2023-PG050204-001-003	FMP Enrollment	
<input type="checkbox"/>	12/07/2023	12/07/2023-PG050204-003-001	Miscellaneous Documents	

**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**

Work List:  
EEV-Assigned

Assign To :  
Select...

Assign

Bulk Edit

Result Count : 10

	Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status
<input type="checkbox"/>	01/04/2024	01/04/2024-02410029-001-002	blank					Open
<input type="checkbox"/>	01/05/2024	01/04/2024-02410030-001-001	DD 214					Open
<input type="checkbox"/>	01/05/2024	01/04/2024-02410030-002-001	DD 214	Test Patient				Open
<input type="checkbox"/>	01/05/2024	01/04/2024-02410031-004-001	Application under 65					Open
<input type="checkbox"/>	01/05/2024	01/04/2024-02410031-004-002	OHI Certificate					Open
<input type="checkbox"/>	01/05/2024	01/04/2024-02410031-004-003	Medicare					Open
<input type="checkbox"/>	01/09/2024	01/09/2024-02410033-001-001	Death Certificate					Open

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**

Work List: Tech User 1 Assign To: TRAVIS BANE Assign Bulk Edit Refresh

Result Count: 4

	Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status	Owner
<input type="checkbox"/>	01/05/2024	01/04/2024-02410030-002-001	DD 214	Test Patient				Open	Tech User 1
<input type="checkbox"/>	01/05/2024	01/04/2024-02410031-004-002	OHI Certificate					Open	Tech User 1
<input type="checkbox"/>	01/05/2024	01/04/2024-02410031-004-003	Medicare					Open	Tech User 1
<input checked="" type="checkbox"/>	01/09/2024	01/09/2024-02410033-001-001	Death Certificate					Open	Tech User 1

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**

Work List: Appeals - Assigned Assign To: Select... Assign Refresh

Result Count: 32 1 2 3 >

	Created Date	PDI Number	Page Count	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status	Owner
<input type="checkbox"/>	10/23/2024	07/02/2024-02449256-015-003	3	Duty to Assist	TESTEST B ESC		Z		Pending Triage	
<input type="checkbox"/>	10/23/2024	07/02/2024-02449259-009-001	2	Equitable Relief Archive					Pending Triage	Appeal Specialist
<input type="checkbox"/>	10/23/2024	07/02/2024-02449259-016-001	2	EEV Appeal	BULKEDIT A NEW				Open	Appeal Specialist
<input type="checkbox"/>	10/23/2024	07/15/2024-02449285-003-001	2	EEV Appeal					Open	Appeal Specialist

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

**Figure 137: Work List – Unassign Selection**

Work List: Appeals - Assigned Assign To: Unassign Unassign Refresh

Result Count: 32 1 2 3 >

	Created Date	PDI Number	Page Count	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status	Owner
<input type="checkbox"/>	10/23/2024	07/02/2024-02449256-015-003	3	Duty to Assist	TESTEST B ESC		Z		Pending Triage	
<input checked="" type="checkbox"/>	10/23/2024	07/02/2024-02449259-009-001	2	Equitable Relief Archive					Pending Triage	Appeal Specialist
<input type="checkbox"/>	10/23/2024	07/02/2024-02449259-016-001	2	EEV Appeal	BULKEDIT A NEW				Open	Appeal Specialist
<input type="checkbox"/>	10/23/2024	07/15/2024-02449285-003-001	2	EEV Appeal					Open	Appeal Specialist

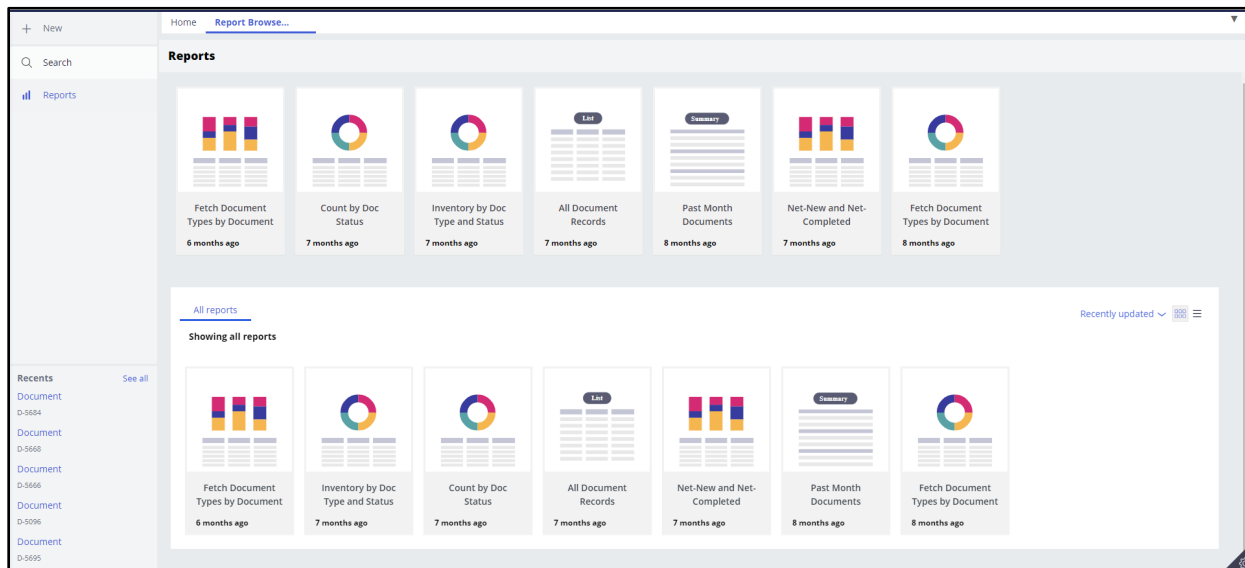
3. Select the checkbox(es) next to the case(s)/document(s) you want to unassign, then select the **Unassign** button. The item(s) will be removed from the work list.

## 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:

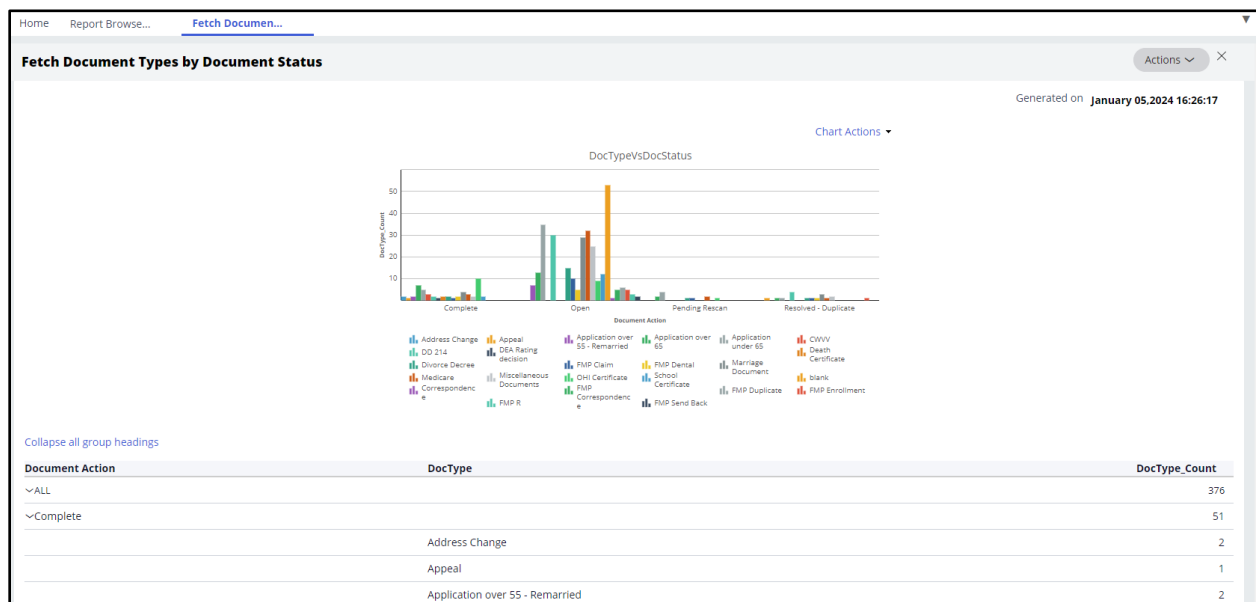
1. From the sidebar navigation menu, select the **Reports** option. The **Reports** tab displays listing the available reports for your user role.

### 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).

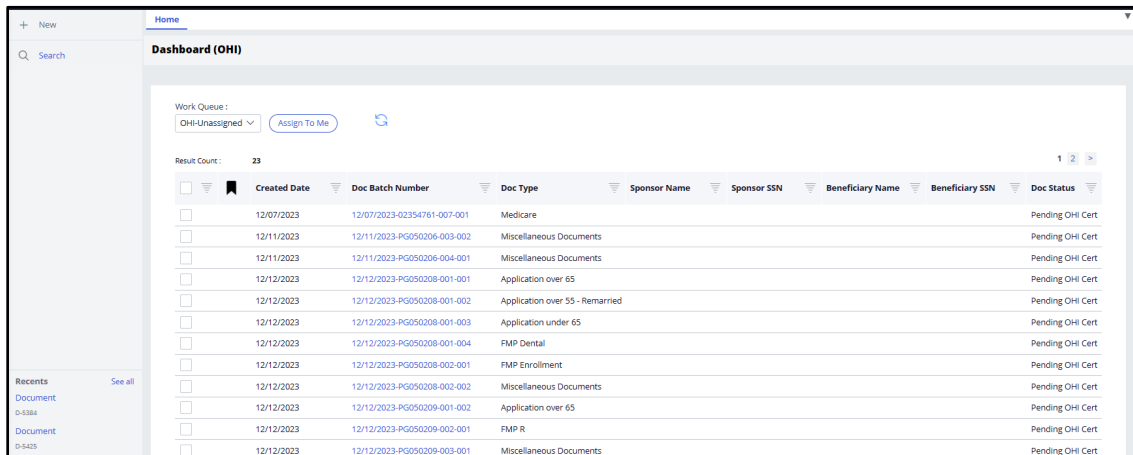
## 4.8. Working with OHI Certificates

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



The screenshot shows the 'Dashboard (OHI)' interface. At the top, there's a 'Work Queue' section with a dropdown menu set to 'OHI-Unassigned' and an 'Assign To Me' button. Below this, a 'Result Count' of 23 is displayed. The main part of the dashboard is a table with columns: Created Date, Doc Batch Number, Doc Type, Sponsor Name, Sponsor SSN, Beneficiary Name, Beneficiary SSN, and Doc Status. Each row has a checkbox on the left. The table lists various documents, mostly with a status of 'Pending OHI Cert'. On the left sidebar, there are links for 'Recents', 'Document', and 'Document' with IDs 0-5384 and 0-5425. A 'See all' link is also present.

	Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status
<input type="checkbox"/>	12/07/2023	12/07/2023-02354761-007-001	Medicare					Pending OHI Cert
<input type="checkbox"/>	12/11/2023	12/11/2023-PG050206-003-002	Miscellaneous Documents					Pending OHI Cert
<input type="checkbox"/>	12/11/2023	12/11/2023-PG050206-004-001	Miscellaneous Documents					Pending OHI Cert
<input type="checkbox"/>	12/12/2023	12/12/2023-PG050208-001-001	Application over 65					Pending OHI Cert
<input type="checkbox"/>	12/12/2023	12/12/2023-PG050208-001-002	Application over 55 - Remarried					Pending OHI Cert
<input type="checkbox"/>	12/12/2023	12/12/2023-PG050208-001-003	Application under 65					Pending OHI Cert
<input type="checkbox"/>	12/12/2023	12/12/2023-PG050208-001-004	FMP Dental					Pending OHI Cert
<input type="checkbox"/>	12/12/2023	12/12/2023-PG050208-002-001	FMP Enrollment					Pending OHI Cert
<input type="checkbox"/>	12/12/2023	12/12/2023-PG050208-002-002	Miscellaneous Documents					Pending OHI Cert
<input type="checkbox"/>	12/12/2023	12/12/2023-PG050209-001-002	Application over 65					Pending OHI Cert
<input type="checkbox"/>	12/12/2023	12/12/2023-PG050209-002-001	FMP R					Pending OHI Cert
<input type="checkbox"/>	12/12/2023	12/12/2023-PG050209-003-001	Miscellaneous Documents					Pending OHI Cert

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**

Work Queue: OHI-Unassigned [Assign To Me](#)

1 document(s) assigned to Voucher Examiner

Result Count: 25

	Created Date	Doc Batch Number	Doc Type	Sponsor Name	Sponsor SSN	Beneficiary Name	Beneficiary SSN	Doc Status
<input type="checkbox"/>	11/07/2023	11/07/2023-PG050146-002-001	Medicare	GNW TEST				Pending OHI Cert
<input type="checkbox"/>	12/05/2023	12/05/2023-02354760-007-001	Medicare	GNW Test				Pending OHI Cert
<input type="checkbox"/>	12/07/2023	12/07/2023-02354761-007-001	Medicare					Pending OHI Cert
<input type="checkbox"/>	12/11/2023	12/11/2023-PG050206-003-002	Miscellaneous Documents					Pending OHI Cert
<input type="checkbox"/>	12/11/2023	12/11/2023-PG050206-004-001	Miscellaneous Documents					Pending OHI Cert

**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)**

**PENDING OHI CERT**

**Review Document**

Details Related Audit

**Attachments**  
551CB18C-EC60-4483-8C2D-767DB6D72007\_VHA\_10\_1002.PDF

**Details**  
Document Type: OHI Certificate  
Document Action: Open

Sponsor Last Name: LASTN  
Sponsor First Name: FIRSTN  
Sponsor Middle Initial: M  
Sponsor SSN: 4-123456789  
Beneficiary Last Name: BLASTN  
Beneficiary First Name: BFIRST  
Beneficiary Middle Initial: M  
Beneficiary SSN: 123456789  
Determination Type:   
Eligibility Determination Date:

This document is digitally signed. Some signatures couldn't be verified. [View signatures](#)

**Department of Veterans Affairs**  
**APPLICATION FOR CHAMPVA BENEFITS**  
Champ VA Program Office, Office of Integrated Veterans Care, CHAMPVA Eligibility, PO Box 489028, Denver CO 80248-9028  
Customer Service Center: 1-800-735-4387 | FAX: 303-301-7809

**ATTENTION:** Please refer to the information on the following pages for assistance completing this form in its entirety (print or type only). Return the form and any additional, requested information to the address shown above. If applicants indicate in Section II that they have Medicare or other health insurance, each applicant must submit VA Form 10-7050, *CHECKOFF for Other Health Insurance (OHI) Certification*. If additional space is needed, complete another VA Form 10-104 in its entirety, sign and submit.

**SECTION I - SPONSOR INFORMATION**

VETERAN'S LAST NAME: FIRST NAME: MI: SOCIAL SECURITY NUMBER: VA FILE NUMBER (Claim Number):  
STREET ADDRESS: CITY: STATE: ZIP CODE:  
PHONE NUMBER (include area code): DATE OF BIRTH (MM/DD/YYYY): DATE OF MARRIAGE (MM/DD/YYYY):  
IS THE VETERAN DECEASED? (If "YES," CONTINUE: IF "NO," GO TO SECTION II)  
DATE OF DEATH (MM/DD/YYYY): DID THE VETERAN DIE WHILE ON ACTIVE MILITARY SERVICE? ( ) YES ( ) NO

**SECTION II - APPLICANT INFORMATION**

LAST NAME: FIRST NAME: MI: SOCIAL SECURITY NUMBER: DATE OF BIRTH (MM/DD/YYYY):  
STREET ADDRESS: CITY: STATE: ZIP CODE:  
ENIL ADDRESS: PHONE NUMBER (include area code): GENDER: ( ) MALE ( ) FEMALE

☐ ENROLLED IN MEDICARE: If checked, complete VA Form 10-7050 and attach to this application.  
☐ HAS OTHER HEALTH INSURANCE: If checked, complete VA Form 10-7050 and attach to this application.

RELATIONSHIP TO VETERAN (i.e., spouse, child)

[GO BACK](#) [SAVE](#)

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

PENDING OHI CERT

Sponsor Last Name

LASTN

Sponsor First Name

FIRSTN

Sponsor Middle Initial

M

Sponsor SSN

Beneficiary Last Name

BLASTN

Beneficiary First Name

BFIRST

Beneficiary Middle Initial

M

Beneficiary SSN

Determination Type

Eligibility Determination Date

STREET ADDRESS

123 Advent Street

CITY

Advville

STATE

AL

ZIP CODE

12345

PHONE NUMBER (Include Area Code)

5555555555

DATE OF BIRTH (MM/DD/YYYY)

DATE OF MARRIAGE (MM/DD/YYYY)

IS THE VETERAN DECEASED?

☒ YES ☐ NO

IF "YES," CONTINUE IF "NO," GO TO SECTION II

DATE OF DEATH (MM/DD/YYYY)

DID THE VETERAN DIE WHILE ON ACTIVE MILITARY SERVICE?

☒ YES ☐ NO

SECTION II - APPLICANT INFORMATION

LAST NAME

FIRST NAME

MI

SOCIAL SECURITY NUMBER

DATE OF BIRTH (MM/DD/YYYY)

STREET ADDRESS

456 Circle Street

CITY

Clinton

STATE

AS

ZIP CODE

56780

EMAIL ADDRESS

PHONE NUMBER (Include Area Code)

GENDER

☐ MALE ☒ FEMALE

☐ ENROLLED IN MEDICARE

☐ HAS OTHER HEALTH INSURANCE

RELATIONSHIP TO VETERAN (i.e., spouse, child)

PDI Number/Document Batch Number

05/20/2024-VA000016-001-001

Assigned to

OHI-Unassigned

Create Date

05/20/2024

Last Modified Date

05/20/2024

Comments :

Remaining: 1000 characters

Add Comments

Time

Comment

Author

No items

GO BACK

SAVE

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

Home

D-5385

Document (D-5385)

PENDING OHI CERT

Thank you for your input.

PROCESS

EEVREVIEW

OHI REVIEW

FMP REVIEW

CLOSED

Information

Audit

This document is saved successfully. Select the [Close](#) button to exit.

Close

Case details

Last updated by

Voucher Examiner (1m ago)

Created by

Venkat Yerrredla (29d ago)

Tags

## Appendix A: Acronyms and Abbreviations

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