

**Medical Care Collection Fund (MCCF)
Electronic Data Interchange (EDI)
Transaction Applications Suite (TAS)**

ePayments Enhancement Patch

ePayments PRCA*4.5*349

Integrated Billing IB*2.0*642

Version 1.0

**Deployment, Installation, Back-out and Rollback
Guide**



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Artifact Rationale

This document describes the Deployment, Installation, Back-out, and Rollback Plan for new products going into the VA Enterprise. The plan includes information about system support, issue tracking, escalation processes, and roles and responsibilities involved in all those activities. Its purpose is to provide clients, stakeholders, and support personnel with a smooth transition to the new product or software, and should be structured appropriately, to reflect particulars of these procedures at a single or at multiple locations.

Per the Veteran-focused Integrated Process (VIP) Guide, the Deployment, Installation, Back-out, and Rollback Plan is required to be completed prior to Critical Decision Point #2 (CD #2), with the expectation that it will be updated throughout the lifecycle of the project for each build, as needed.

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1 Introduction

This document describes how to deploy and install the multi-build (which includes patches PRCA*4.5*349 and IB*2.0*642), as well as how to back-out the product and rollback to a previous version or data set. This document is a companion to the project charter and management plan for this effort. In cases where a non-developed COTS product is being installed, the vendor provided User and Installation Guide may be used, but the Back-out Recovery strategy still needs to be included in this document.

1.1 Purpose

The purpose of this plan is to provide a single, common document that describes how, when, where, and to whom the PRCA IB EPAYMENTS BUNDLE 6.0 (which includes patches PRCA*4.5*349 and IB*2.0*642) will be deployed and installed, as well as how it is to be backed out and rolled back, if necessary. The plan also identifies resources, communications plan, and rollout schedule. Specific instructions for installation, back-out, and rollback are included in this document.

1.2 Dependencies

The following patches must be installed **before** PRCA*4.5*349 and IB*2.0*642:

- PRCA*4.5*342
- PRCA*4.5*359
- PRCA*4.5*375
- IB*2.0*639

1.3 Constraints

This patch is intended for a fully patched VistA system.

2 Roles and Responsibilities

Table 1: Deployment, Installation, Back-out, and Rollback Roles and Responsibilities

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
1	VA OI&T, VA OI&T Health Product Support& PMO (Leidos)	Deployment	Plan and schedule deployment (including orchestration with vendors)	Planning
2	Local VAMC and CPAC processes	Deployment	Determine and document the roles and responsibilities of those involved in the deployment.	Planning

ID	Team	Phase / Role	Tasks	Project Phase (See Schedule)
3	Field Testing (Initial Operating Capability - IOC), Health Product Support Testing & VIP Release Agent Approval	Deployment	Test for operational readiness	Testing
4	Health Product Support and Field Operations	Deployment	Execute deployment	Deployment
5	Individual Veterans Administration Medical Centers (VAMCs)	Installation	Plan and schedule installation	Deployment
6	VIP Release Agent	Installation	Ensure authority to operate and that certificate authority security documentation is in place	Deployment
7	N/A for this patch as we are using only the existing VistA system	Installation	Validate through facility POC to ensure that IT equipment has been accepted using asset inventory processes	N/A
8	VA's eBusiness team	Installations	Coordinate training	Deployment
9	VIP release Agent, Health Product Support & the development team	Back-out	Confirm availability of back-out instructions and back-out strategy (what are the criteria that trigger a back-out)	Deployment
10	No changes to current process – we are using the existing VistA system	Post Deployment	Hardware, Software and System Support	Warranty

3 Deployment

The deployment is planned as a national rollout.

This section provides the schedule and milestones for the deployment.

3.1 Timeline

The deployment and installation are scheduled to run for 30 days, as depicted in the master deployment schedule¹.

¹ Project schedule: MCCF TAS IMS Schedule.zip

3.2 Site Readiness Assessment

This section discusses the locations that will receive the deployment of multi-build PRCA IB EPAYMENTS BUNDLE 6.0 (which includes PRCA*4.5*349 and IB*2.0*642).

3.2.1 Deployment Topology (Targeted Architecture)

This multi-build PRCA IB EPAYMENTS BUNDLE 6.0 (which includes PRCA*4.5*349 and IB*2.0*642) is to be nationally released to all VAMCs.

3.2.2 Site Information (Locations, Deployment Recipients)

The test sites for IOC testing are:

- VA Boston Healthcare System (REDACTED, MA)
- James A. Haley Veterans Hospital (REDACTED, FL)
- Wilkes-Barre VAMC (REDACTED, PA)
- Miami VAMC (REDACTED, FL)

Upon national release, all VAMCs are expected to install this patch by the compliance date.

3.2.3 Site Preparation

The following table describes preparation required by the site prior to deployment.

Table 2: Site Preparation

Site / Other	Problem / Change Needed	Features to Adapt / Modify to New Product	Actions / Steps	Owner
N/A	N/A	N/A	N/A	N/A

3.3 Resources

3.3.1 Facility Specifics

The following table lists facility-specific features required for deployment.

Table 3: Facility-Specific Features

Site	Space/Room	Features Needed	Other
N/A	N/A	N/A	N/A

3.3.2 Hardware

The following table describes hardware specifications required at each site prior to deployment.

Table 4: Hardware Specifications

Required Hardware	Model	Version	Configuration	Manufacturer	Other
Existing VistA system	N/A	N/A	N/A	N/A	N/A

Please see the Roles and Responsibilities table in Section 2 for details about who is responsible for preparing the site to meet these hardware specifications.

3.3.3 Software

The following table describes software specifications required at each site prior to deployment.

Table 5: Software Specifications

Required Software	Make	Version	Configuration	Manufacturer	Other
Fully patched Accounts Receivable package within VistA	N/A	4.5	N/A	N/A	N/A
PRCA*4.5*342	N/A	Nationally released version	N/A	N/A	N/A
PRCA*4.5*359	N/A	Nationally released version	N/A	N/A	N/A
PRCA*4.5*375	N/A	Nationally released version	N/A	N/A	N/A
Fully patched Integrated Billing package within VistA	N/A	2.0	N/A	N/A	N/A
IB*2.0*639	N/A	Nationally released version	N/A	N/A	N/A

Please see the Roles and Responsibilities table in Section 2 above for details about who is responsible for preparing the site to meet these software specifications.

3.3.4 Communications

The sites that are participating in field testing (IOC) will use the “Patch Tracking” message in Outlook to communicate with the ePayments eBusiness team, developers, and product support personnel.

3.3.4.1 Deployment / Installation / Back-out Checklist

The Release Management team will deploy the multi-build PRCA IB EPAYMENTS BUNDLE 6.0, which is tracked in the NPM in Forum, nationally to all VAMCs. Forum automatically tracks the patches as they are installed in the different VAMC production systems. One can run a report in Forum to identify when the patch was installed in the VistA production at each site, and by whom. A report can also be run to identify which sites have not installed the patch in their VistA production system as of that moment in time.

Therefore, this information does not need to be manually tracked in the chart below.

Table 6: Deployment / Installation / Back-out Checklist

Activity	Day	Time	Individual who completed task
Deploy	N/A	N/A	N/A
Install	N/A	N/A	N/A

4 Installation

4.1 Pre-installation and System Requirements

PRCA*4.5*349 and IB*2.0*642 patches to the existing VistA Accounts Receivable 4.5 packages are installable on a fully patched M(UMPS) VistA system and operate on the top of the VistA environment provided by the VistA infrastructure packages. The latter provides utilities which communicate with the underlying operating system and hardware, thereby providing Integrated Billing and Accounts Receivable independence from variations in hardware and operating system.

4.2 Platform Installation and Preparation

Refer to PRCA*4.5*349 and IB*2.0*642 documentation on the National Patch Module (NPM) on Forum for the detailed installation instructions. These instructions would include any pre-installation steps if applicable.

4.3 Download and Extract Files

The software for this patch is being released using a host file.

The host file is available at the following location:

/srv/vista/patches/SOFTWARE/PRCA_IB_EPAYMENTS_BUNDLE_6_0.KID.

Other Software Files:

This release also includes other software files. They can be obtained at location:

/srv/vista/patches/SOFTWARE or by accessing the URL: REDACTED.

Documentation describing the new functionality is included in this release. Documentation can be found on the VA Software Documentation Library at: <https://www.va.gov/vdl/>.

Documentation can also be obtained at REDACTED.

4.4 Database Creation

Multi-build build PRCA IB EPAYMENTS BUNDLE 6.0 modifies the VistA database. All changes can be found on the NPM documentation for these patches.

4.5 Installation Scripts

No installation scripts are needed for multi-build build PRCA IB EPAYMENTS BUNDLE 6.0 installation.

4.6 Cron Scripts

No Cron scripts are needed for multi-build build PRCA IB EPAYMENTS BUNDLE 6.0 installation.

4.7 Access Requirements and Skills Needed for the Installation

The following staff will need access to the host file PRCA_IB_EPAYMENTS_BUNDLE_6_0.KID containing the PRCA*4.5*349 and IB*2.0*642 patches. The software is to be installed by the site's or region's designated: VA OI&T IT Operations Service, Enterprise Service Lines, VistA Applications Division².

4.8 Installation Procedure

Refer to PRCA*4.5*349 and IB*2.0*642 documentation on the NPM for the detailed installation instructions.

4.9 Installation Verification Procedure

Refer to PRCA*4.5*349 and IB*2.8*639 documentation on the NPM for the detailed installation instructions. These instructions would include any post installation steps if applicable.

4.10 System Configuration

No system configuration changes are required for this patch.

4.11 Database Tuning

No reconfiguration of the VistA database, memory allocations or other resources is necessary.

5 Back-out Procedure

Back-out pertains to a return to the last known good operational state of the software and appropriate platform settings.

² "Enterprise service lines, VAD" for short. Formerly known as the IRM (Information Resources Management) or IT support.

5.1 Back-out Strategy

A decision to back out could be made during Site Mirror Testing, during Site Production Testing, or after National Release to the field (VAMCs). The best strategy decision is dependent on the stage during which the decision is made.

5.1.1 Mirror Testing or Site Production Testing

If a decision to back out is made during Mirror Testing or Site Production Testing, a new version of the patch can be used to restore the build components to their pre-patch condition.

5.1.2 After National Release but During the Designated Support Period

If a decision to back out is made after national release and within the designated support period, a new patch will be entered into the NPM in Forum and will go through all the necessary milestone reviews, etc. as a patch for a patch. This patch could be defined as an emergency patch, and it could be used to address specific issues pertaining to the original patch or it could be used to restore the build components to their original pre-patch condition.

5.1.3 After National Release and Warranty Period

After the support period, the VistA Maintenance Program will produce the new patch, either to correct the defective components or restore the build components to their original pre-patch condition

5.2 Back-out Considerations

Changes implemented with multi-build PRCA IB EPAYMENTS BUNDLE 6.0 can be backed out in their entirety or on an enhancement-by-enhancement basis. Either could be accomplished via a new version of multi-build PRCA IB EPAYMENTS BUNDLE 6.0 if before national release or a new multi-build if after national release.

5.2.1 Load Testing

N/A. The back-out process would be executed at normal, rather than raised job priority, and is expected to have no significant effect on total system performance. Subsequent to the reversion, the performance demands on the system would be unchanged.

5.2.2 User Acceptance Testing

1. Ability to auto-decrease TRICARE claims with and without payments. New site parameter questions were added to allow TRICARE claims with and without payments to be auto-decreased by the Nightly AR Process. This resulted in changes to the following areas:
 - a. New site parameter questions were added to the EDI Lockbox Parameters [RCDPE EDI LOCKBOX PARAMETERS] option.
 - b. The Auto Parameter History Report [RCDPE AUTO PARAM HIST REPORT] was modified to include changes to TRICARE auto-decrease parameters.

- c. The EDI Lockbox Parameters Report [RCDPE SITE PARAMETER REPORT] was modified to include TRICARE auto-decrease parameters.
 - d. The EDI Lockbox Exclusion Audit Report [[RCDPE EXCLUSION AUDIT REPORT] was modified to include changes to payer exclusions for TRICARE claims with and without payments.
 - e. The EDI Lockbox Parameters Audit Report [RCDPE PARAMETER AUDIT REPORT] was modified to include changes to site parameters for TRICARE claims with and without payments.
 - f. The Nightly AR Process was modified to auto-decrease TRICARE claims with and without payments that meet site parameter criteria.
2. The amount column on the List of Receipts [RCDP LIST OF RECEIPTS REPORT] report was modified to accurately reflect the amount of the receipts when more than one receipt is created for an ERA.
 3. The Review Line [RCDPE APAR EEOB REVIEW] protocol action was removed from the Research menu of actions in the Auto-Post Awaiting Resolution [RCDPE APAR] (APAR) worklist.
 4. The worklist header for the ERA Worklist [RCDPE EDI LOCKBOX WORKLIST] (WL) was modified to ensure that the entire payer name/TIN is accurately displayed.
 5. The EFT/ERA TRENDING Report [RCDPE EFT-ERA TRENDING REPORT] (ETR) was modified to display a separate section for auto-posted ERAs.
 6. A new filter was added to the EFT/ERA TRENDING Report [RCDPE EFT-ERA TRENDING REPORT] (ETR) to allow for the display of only closed claims.
 7. A new report EFT Unlock Lockout Override [RCDPE EFT UNLOCK OVERRIDE REP] was added to the Audit Reports [RCDPE EDI LOCKBOX AUDIT RPRTS] (AUDR) sub-menu of EDI Lockbox (ePayments) Reports Menu [RCDPE EDI LOCKBOX REPORTS MENU].
 - a. Allows the user to display a list of EFT Lockout overrides including the override comment, override type, user who performed the override, and the date the override was performed for a specified date range.
 8. The Site Parameter Edit [PRCA SITE PARAMETER] and the EDI Lockbox Parameters Report [RCDPE SITE PARAMETER REPORT] options were modified to allow selection by a specified list of categories, if desired.
 9. The Site Parameter Edit [PRCA SITE PARAMETER] option was modified to filter the payer exclusion lists for Auto-Posting and Auto-Decreasing Medical, Pharmacy, and TRICARE claims by the type of payer (Medical, Pharmacy or TRICARE).
 10. The Search List action in the ERA Worklist [RCDPE EDI LOCKBOX WORKLIST] (WL) was modified such that if a user performed a search on an empty worklist, no error occurred.
 11. Look at Receipt [RCDPE EOB WL RECEIPT VIEW] in the ERA Worklist scratchpad was modified to only display the create receipt [RCDPE EOB WORKLIST RECEIPT] action for users who have the RCDPEPP security key.

12. Display of auto-decrease CARCs are now sorted in numerical order by CARC code in the EDI Lockbox Parameters [RCDPE EDI LOCKBOX PARAMETERS] option and the EDI Lockbox Parameters Report [RCDPE SITE PARAMETER REPORT] option.
13. A previous enhancement prevented claims with reject error messages from being audited. This has been amended so that claims with rejects will be allowed to be audited if review has been completed in the Claims Status Awaiting Resolution [IBCE CLAIMS STATUS AWAITING] option.
14. A new filter by rate type has been added to the Audit an Electronic Bill [PRCAA AUDIT] option. When looping through bills one or more rate types may be selected to limit the bills presented for audit.
15. The TPJI "ERA/835" screen was modified to fix a problem with users being kicked out of the system when an EOB contained a RARC code that was not on file.
16. A bug fix was made to allow pharmacy claims that have ECME numbers with less than 12 characters to be correctly identified when receiving a pharmacy 835 Electronic Remittance Advice (ERA) file.
17. Email messages will now be sent to a standard outlook email group, vha835payerinquiry@va.gov when 835 transmission errors occur.

5.3 Back-out Criteria

The project is cancelled or the requested changes implemented by multi-build build PRCA IB EPAYMENTS BUNDLE 6.0 are no longer desired by VA OIT and the ePayments eBusiness team, or the patch produces catastrophic problems.

5.4 Back-out Risks

Since the ePayments software is tightly integrated with external systems, any attempt at a back-out should include close consultation with the external trading partners such as the Financial Services Center (FSC), the Health Care Clearing House (HCCH), the VA 3rd Party Lockbox bank, and the Financial Management System (FMS) to determine risk.

5.5 Authority for Back-out

Any back-out decision should be a joint decision of the Business Owner (or their representative) and the Program Manager with input from the Health Services Portfolio (HSP) Application Coordinator, developers (both project and HSP Tier 3 Sustainment Admin Team), and if appropriate, external trading partners such as the VA Financial Service Center (FSC), the Health Care Clearing House (HCCH), VA 3rd Party Lockbox bank, and the FMS to determine the appropriate course of action. ePayments is tightly integrated with these external partners and a back-out of the patch should not be a standalone decision.

5.6 Back-out Procedure

The back-out plan for VistA applications is complex and not a “one size fits all” solution. The general strategy for a VistA rollback is to repair the code with a follow-up patch. The development team recommends that sites log a ticket if it is a nationally released patch.

Back-out procedure prior to National Release. If it is prior to national release, the site will be already working directly with the development team daily and should contact that team. The development team members will have been identified in the Initial Operating Capability (IOC) Memorandum of Understanding (MOU). As discussed in section 5.2, it is likely that development team can quickly address the situation via a new software version. If the site is unsure who to contact they may log a ticket of contact Health Product Support - Management Systems Team. Please contact the EPMO development team for assistance since this installed patch contains components in addition to routines.

The Multi-build build PRCA IB EPAYMENTS BUNDLE 6.0 contains the following build components.

- Data Dictionary Changes
- Options
- Routines
- Templates
- Modifications to the following files:
 - AR SITE PARAMETER File [#342]
 - RCDPE AUTO-PAY EXCLUSION File [#344.6]
 - RCDPE PARAMETER File [#344.61]
 - RCDPE CARC-RARC AUTO DEC File (#344.62)
 - AR TRANSACTION File (#433)

While the Vista installation procedure of the KIDS build allows the installer to back up the modified routines using the 'Backup a Transport Global' action, due to the complexity of this patch, it is not recommended for back-out, and a restore from a backup of the Transport Global should not be attempted. In the event that a site decides to back out this patch, the site should contact the National Service Desk (NSD) to submit a help desk ticket. The development team will need to issue a follow-on patch in order to comprehensively back-out this patch and/or to clean up corrupted data/remove data dictionary changes, if needed and restore the system to a functioning state.

Please contact the EPMO team for assistance since this installed patch contains components in addition to routines.

5.7 Back-out Verification Procedure

Successful back-out is confirmed by verification that the back-out patch was successfully implemented. This includes successful installation and testing that the back-out acted as expected, as defined together with the team the site contacted in section 5.5.

6 Rollback Procedure

Rollback pertains to data. PRCA*4.5*349 and IB*2.0*642 do impact the data in the Integrated Billing and Accounts Receivable packages. Therefore, to roll back the patches one will need to install new patches to roll back the database changes and restore the system back to its prior

state. In the case where a rollback is needed, refer to the Back-out procedures detailed elsewhere within this document.

6.1 Rollback Considerations

Not applicable.

6.2 Rollback Criteria

Not applicable.

6.3 Rollback Risks

Not applicable.

6.4 Authority for Rollback

Not applicable.

6.5 Rollback Procedure

Not applicable.

6.6 Rollback Verification Procedure

Not applicable.