



Compensation and Pension Record Interchange (CAPRI)

Health Revenue Center Menu Changes HRC MENU DISTRIBUTION - PHASE II

Release Notes

Patch: DVBA*2.7*148

July 2010

Department of Veterans Affairs
Office of Enterprise Development
Management & Financial Systems

Preface

Purpose of the Release Notes

The Release Notes document describes the new features and functionality of patch DVBA*2.7*148
(Subject: HRC MENU DISTRIBUTION - PHASE II.)

Reference Numbering System

This document uses a numbering system to organize its topics into sections and to show the reader how these topics relate to each other. For example, the information in section 1.3 is the main topic for the third section of Chapter 1. If there were two subsections to this topic, they would be numbered 1.3.1 and 1.3.2. A section numbered 2.3.5.4.7 would be the seventh subsection of the fourth subsection of the fifth subsection of the third topic of Chapter 2. This numbering system tool allows the reader to more easily follow the logic of sections that contain several subsections.

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1. Overview

The following section provides a high level overview of patch DVBA*2.7*148 (Subject: HRC MENU DISTRIBUTION - PHASE II.).

1.1 ESM Approves HRC Menu Enhancements

The Enterprise System Management (ESM) office has given Compensation and Pension Record Interchange (CAPRI) approval to provide the Health Revenue Center (HRC) First Party Call Center contact representatives with enhancements to the current HRC menu structure. Modifications will include two new menus and additional VistA options for two of the existing HRC menus distributed in patch DVBA*2.7*84 released on 12/22/2006.

1.2 HRC First Party Call Center Background

CAPRI provides local common service access to VistA for HRC CAPRI remote users. The CAPRI Enhancement project will be modifying the current HRC menu structure to support the needs of the HRC First Party Call Center. The HRC First Party Call Center contact representatives handle calls from veterans related to the Consolidated Co-payment Processing Center (CCPC) billing statements. Many of the questions received by the HRC First Party Call Center require research using VistA options from several packages including Accounts Receivable, Computerized Patient Record System (CPRS), Integrated Billing, Kernel, Pharmacy, and Registration. The HRC needs this information in order to provide 'first call resolution' to veterans.

1.3 HRC Menu Enhancements

This patch adds options from the Outpatient Pharmacy and Integrated Billing packages to the HRC First Party CC menu. Outpatient Pharmacy and Computerized Patient Record System (CPRS) options will be added to the HRC Pharmacy Menu. It also distributes two new menus called HRC First Party Extended Services and HRC Pharmacy Customer Care Menu. The options found in these menus will be existing VistA options from Accounts Receivable, Computerized Patient Record System, Integrated Billing, Outpatient Pharmacy, and Registration.

2. Associated Remedy Tickets and New Service Requests

There are no Remedy tickets and/or New Service Requests associated with patch DVBA*2.7*148
(Subject: HRC MENU DISTRIBUTION - PHASE II.)

3. Enhancements

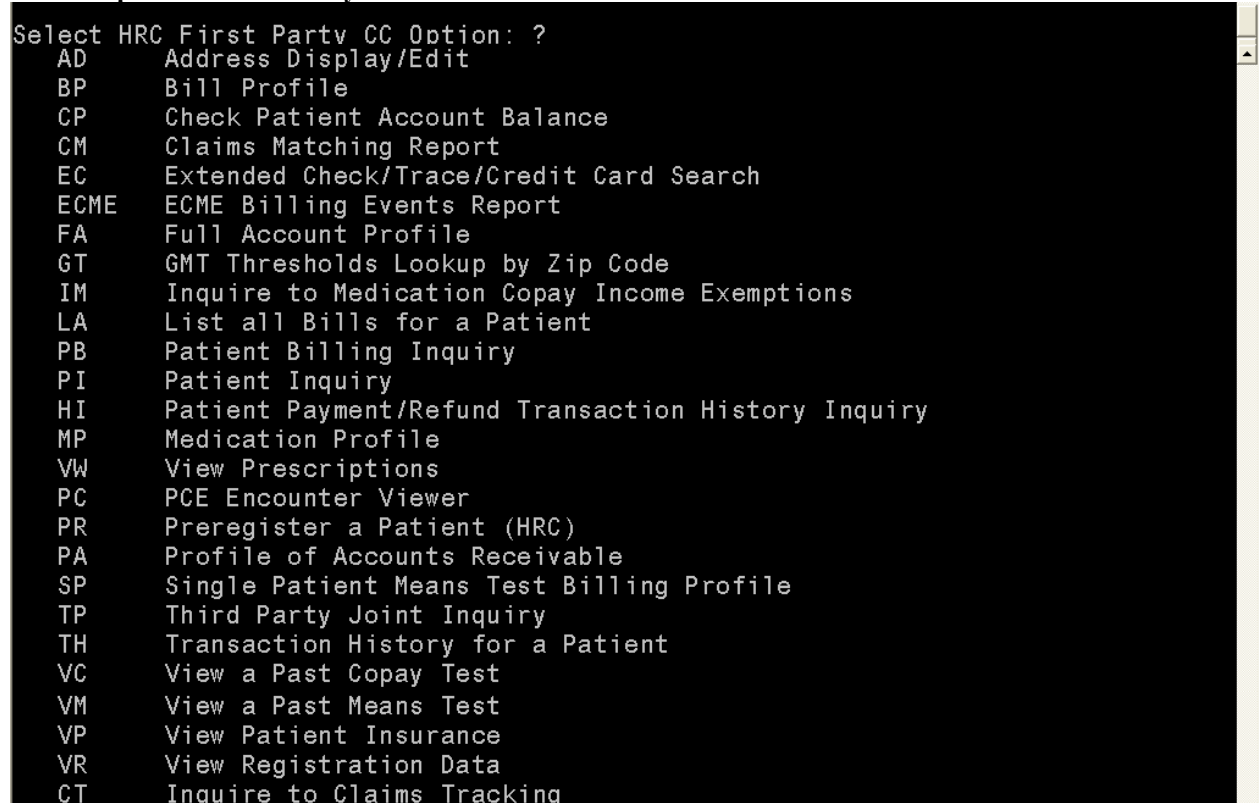
The following section is an overview of the enhancements that will be delivered in the patch DVBA*2.7*148 (Subject: HRC MENU DISTRIBUTION - PHASE II) release.

3.1 HRC First Party CC Menu Additions

Two options from the Outpatient Pharmacy package and one option from the Integrated Billing package have been added to the HRC First Party CC menu [DVBA HRC MENU]. These additional options are as follows:

- Medication Profile [PSO P]
- View Prescriptions [PSO VIEW]
- ECME Billing Events Report [IB ECME BILLING EVENTS]

3.1 Example: HRC First Party CC Menu Screen Shot

A screenshot of a terminal window displaying a menu titled "Select HRC First Party CC Option: ?". The menu lists 30 options, each with a two-letter code and a description. The options are: AD Address Display/Edit, BP Bill Profile, CP Check Patient Account Balance, CM Claims Matching Report, EC Extended Check/Trace/Credit Card Search, ECME ECME Billing Events Report, FA Full Account Profile, GT GMT Thresholds Lookup by Zip Code, IM Inquire to Medication Copay Income Exemptions, LA List all Bills for a Patient, PB Patient Billing Inquiry, PI Patient Inquiry, HI Patient Payment/Refund Transaction History Inquiry, MP Medication Profile, VW View Prescriptions, PC PCE Encounter Viewer, PR Preregister a Patient (HRC), PA Profile of Accounts Receivable, SP Single Patient Means Test Billing Profile, TP Third Party Joint Inquiry, TH Transaction History for a Patient, VC View a Past Copay Test, VM View a Past Means Test, VP View Patient Insurance, VR View Registration Data, and CT Inquire to Claims Tracking. The terminal has a black background with white text, and a vertical scrollbar is visible on the right side.

```
Select HRC First Party CC Option: ?
AD      Address Display/Edit
BP      Bill Profile
CP      Check Patient Account Balance
CM      Claims Matching Report
EC      Extended Check/Trace/Credit Card Search
ECME    ECME Billing Events Report
FA      Full Account Profile
GT      GMT Thresholds Lookup by Zip Code
IM      Inquire to Medication Copay Income Exemptions
LA      List all Bills for a Patient
PB      Patient Billing Inquiry
PI      Patient Inquiry
HI      Patient Payment/Refund Transaction History Inquiry
MP      Medication Profile
VW      View Prescriptions
PC      PCE Encounter Viewer
PR      Preregister a Patient (HRC)
PA      Profile of Accounts Receivable
SP      Single Patient Means Test Billing Profile
TP      Third Party Joint Inquiry
TH      Transaction History for a Patient
VC      View a Past Copay Test
VM      View a Past Means Test
VP      View Patient Insurance
VR      View Registration Data
CT      Inquire to Claims Tracking
```

3.2 HRC Pharmacy Menu Additions

One option from the Outpatient Pharmacy and one option from the Computerized Patient Record System packages have been added to the HRC Pharmacy Menu [DVBA HRC MENU PHARMACY]. These options include:

- Patient Prescription Processing [PSO LM BACKDOOR ORDERS]
- Ward Clerk Menu [OR MAIN MENU WARD CLERK]

3.2 Example: HRC Pharmacy Menu Screen Shot

```
SELECT HRC PHARMACY MENU OPTION: ?

HRC   HRC FIRST PARTY CC ...
RC    RESET COPAY STATUS/CANCEL CHARGES
PP    PATIENT PRESCRIPTION PROCESSING
MP    MEDICATION PROFILE
VW    VIEW PRESCRIPTIONS
WC    WARD CLERK MENU ...
```

3.3 New - HRC First Party Extended Services Menu

The new HRC First Party Extended Services menu [DVBA HRC MENU EXTENDED SVCS] has been added. This menu contains several options from the Registration, Accounts Receivable and Integrated Billing packages. These options include:

- HRC First Party CC ... [DVBA HRC MENU]
- Fugitive Felon Program Main Menu ...[DGFFP FUGITIVE FELON PROGRAM]
- Manually Change Copay Exemption (Hardships) [IB RX HARDSHIP]
- Group Parameters [PRCA BIL AGENCY]
- Statement Parameters [PRCA NOTIFICATION PARAMETERS]
- Enter Lesser DMC Withholding Amount[PRCA RCDMC LESSER WITHHOLDING]
- COWC Referral [PRCAC COWC REFER]
- Re-Establish Bill [PRCAC TR RE-ESTABLISH BILL]
- Administrative Cost Adjustment [PRCAF ADJ ADMIN]
- Interest/Admin/Penalty Rates [PRCAF U ADMIN.RATE]
- Transaction Patient Statement History [RCBD TRANSACTION STMT HISTORY]
- Receipt Processing [RCDP RECEIPT PROCESSING]
- Summary SF215 Report [RCDP SUMMARY 215 REPORT]
- EDI Lockbox ... [RCDPE EDI LOCKBOX MENU]
- Suspend an AR bill [PRCAC TR SUSPENDED]
- Debtor Comment Log [PRCA DEBTOR COMMENT]
- List of Receipts Report [RCDP LIST OF RECEIPTS REPORT]

3.3a Example: HRC First Party Extended Services Menu Screen Shot

Select HRC First Party Extended Services Option: ?

HRC	HRC First Party CC ...
FUG	Fugitive Felon Program Main Menu ...
MAN	Manually Change Copay Exemption (Hardships)
GP	Group Parameters
ST	Statement Parameters
ENT	Enter Lesser DMC Withholding Amount
CO	COWC Referral
RE	Re-Establish Bill
ADM	Administrative Cost Adjustment
INT	Interest/Admin/Penalty Rates
TSH	Transaction Patient Statement History
RP	Receipt Processing
SUM	Summary SF215 Report
EDI	EDI Lockbox ...
SUS	Suspend an AR bill
DB	Debtor Comment Log
LIST	List Of Receipts Report

The HRC First Party Extended Services [DVBA HRC MENU EXTENDED SVCS] menu and the HRC Pharmacy Customer Care Menu [DVBA HRC MENU PHARMACY CC] are available to the HRC user as a secondary menu option until an updated version of the CAPRI GUI application is released.

Secondary menu options are available by entering the full or partial menu name or by entering two question marks (??) and selecting the HRC First Party Extended Services [DVBA HRC MENU EXTENDED SVCS] menu or HRC Pharmacy Customer Care Menu [DVBA HRC MENU PHARMACY CC] from the list of options.

Example - User accesses new HRC First Party Extended Services assigned as a secondary menu option by entering HRC as a partial menu name. The following example shows a user assigned the User's Toolbox [XUSERTOOLS] menu as their primary menu accessing the HRC First Party Extended Services menu:

3.3b Example: HRC First Party Extended Services Menu Screen Shot

```
Select User's Toolbox Option: HRC First Party Extended Services

HRC    HRC First Party CC ...
FUG    Fugitive Felon Program Main Menu ...
MAN    Manually Change Copay Exemption (Hardships)
GP      Group Parameters
ST      Statement Parameters
ENT     Enter Lesser DMC Withholding Amount
CO      COWC Referral
RE      Re-Establish Bill
ADM     Administrative Cost Adjustment
INT     Interest/Admin/Penalty Rates
TSH     Transaction Patient Statement History
RP      Receipt Processing
SUM     Summary SF215 Report
EDI     EDI Lockbox ...
SUS     Suspend an AR bill
DB      Debtor Comment Log
LIST    List Of Receipts Report
```

Example – User enters double question marks (??) to display primary menu and secondary menu options. Options displayed are dependent on the user's primary and secondary menu assignments. The following example shows a user assigned the User's Toolbox [XUSERTOOLS] menu as their primary menu accessing the HRC First Party Extended Services menu:

```
Select User's Toolbox Option: ??

Change my Division [XUSER DIV CHG]
Display User Characteristics [XUUSERDISP]
Edit User Characteristics [XUSEREDITSELF]
Electronic Signature code Edit [XUSESIG]
Menu Templates ... [XQTUSER]
Spooler Menu ... [XU-SPL-MENU]
Switch UCI [XU SWITCH UCI]
TaskMan User [XUTM USER]
User Help [XUUSERHELP]

You can also select a secondary option:

HRC First Party Extended Services ... [DVBA HRC MENU
EXTENDED SVCS]
```

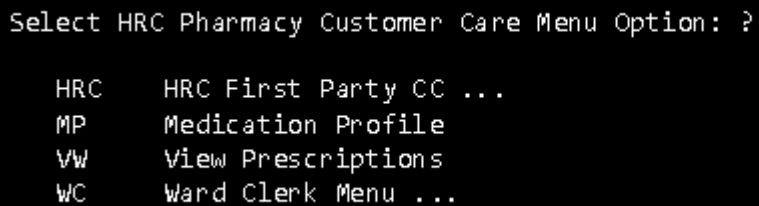
Note: When a CAPRI HRC remote user is assigned one of the existing three HRC menus as their primary menu and connects to a site through CLAIMS, the HRC user is assigned the HRC menu as their primary menu. However, this is not the same case for CAPRI HRC remote users assigned to one of the new HRC menus. The CAPRI GUI application has not yet been modified to recognize the new HRC First Party Extended Services and HRC Pharmacy Customer Care menus and assigns this menu as the user's primary menu at the remote site. An updated version of the CAPRI GUI application will be released in the future to recognize the two new HRC menus as a primary menu at the remote site.

3.4 New - HRC Pharmacy Customer Care Menu

A new menu, HRC Pharmacy Customer Care Menu [DVBA HRC MENU PHARMACY CC] has been added. This menu contains several options from the Outpatient Pharmacy package, an option from the Computerized Patient Record System (CPRS) package, and the HRC First Party CC [DVBA HRC MENU] menu. This option includes:

- HRC First Party CC ... [DVBA HRC MENU]
- Medication Profile [PSO P]
- View Prescriptions [PSO VIEW]
- Ward Clerk Menu [OR MAIN MENU WARD CLERK]

3.3 Example: HRC Pharmacy Customer Care Menu Screen Shot



```
Select HRC Pharmacy Customer Care Menu Option: ?  
  
HRC    HRC First Party CC ...  
MP      Medication Profile  
VW      View Prescriptions  
WC      Ward Clerk Menu ...
```

4. Technical Items

The following Integration Control Registrations (ICRs) have been added or modified.

4.1 **Added new ICR #5542 allowing access to additional Order Entry/Results Reporting options.**

ICR REFERENCE: 5542

NAME: Ward Clerk Menu Access

CUSTODIAL PACKAGE: ORDER ENTRY/RESULTS REPORTING

SUBSCRIBING PACKAGE: AUTOMATED MED INFO EXCHANGE

The Health Revenue Center (HRC) is using the telnet functionality in the CAPRI application to view patient data across all VistA systems. CAPRI provides local common service to VistA for HRC CAPRI remote users and the HRC needs usage of the following menu option listed in this Integration Control Registration:

Ward Clerk Menu [OR MAIN MENU WARD CLERK]

USAGE: Controlled Subscription

ENTERED: JUN 29,2010

STATUS: Active

TYPE: Other

DESCRIPTION: The Ward Clerk Menu [OR MAIN MENU WARD CLERK] will be added to the HRC Pharmacy Menu [DVBA HRC MENU PHARMACY] option and the new menu, HRC Pharmacy Customer Care Menu [DVBA HRC MENU PHARMACY CC]. The Ward Clerk Menu option will be used by the HRC contact representatives and distributed in patch DVBA*2.7*148.

The HRC has provided the following justification for access to the Ward Clerk Menu option:

The request for the VistA option Ward Clerk Menu [OR MAIN MENU WARD CLERK] will provide additional functionality to flag renewal requests for provider action. Renewal of prescriptions that have expired or have no refills remaining constitute 26.1% of the calls fielded by the HRC Pharmacy Customer Care Center (PCCC). This type of call cannot be easily resolved by the facility pharmacies, because action on the part of the provider is required. With access to the option, the HRC agent can send a "View Alert" directly to the provider through VistA. The provider will receive the "View Alert" immediately upon being flagged by the HRC agent to ensure prompt attention and resolution of the required prescription renewal. Safeguards are built into the Ward Clerk version of the VistA option not allowing the HRC PCCC agent to discontinue copy, change or renew a prescription without verification by a facility clinician. CAPRI does recognize provider's credentials, therefore any renewals flagged by HRC agents would not be processed until signed off by the provider.

4.2 **Modified ICR #4590 allowing access to additional Accounts Receivable options**

ICR RREFERENCE: 4590

NAME: DBIA4589-B

CUSTODIAL PACKAGE: ACCOUNTS RECEIVABLE

SUBSCRIBING PACKAGE: AUTOMATED MED INFO EXCHANGE

Usage of:

RCDP BILL PROFILE
RCDP CLAIMS MATCH
RCDP EXTENDED CHECK/CC SEARCH
PRCA PAYMENT TRANS HISTORY
PRCAC PROFILE
PRCA TRANS HISTORY
PRCAY FULL ACCOUNT PROFILE
PRCA VEN BIL
PRCA ACCOUNT CHECK
PRCAC TR SUSPENDED
PRCA DEBTOR COMMENT
PRCA BILL STATUS LISTING
PRCAC TR RE-ESTABLISH BILL
PRCA RCDMC LESSER WITHHOLDING
RCBD TRANSACTION STMT HISTORY
PRCAC COWC REFER
PRCAF ADJ ADMIN
PRCA NOTIFICATION PARAMETERS
RCDP RECEIPT PROCESSING
RCDP LIST OF RECEIPTS REPORT
RCDP SUMMARY 215 REPORT
RCDPE EDI LOCKBOX MENU
PRCA BIL AGENCY
PRCAF U ADMIN.RATE

USAGE: Controlled Subscription

ENTERED: FEB 3,2005

STATUS: Active

TYPE: Other

DESCRIPTION: The Health Revenue Center (HRC) will be using a special telnet feature in CAPRI-Remote to view patient data across all Vista Systems. They need access to the menu options listed in this IA in order to review various records for any given patient.

4.3 **Modified ICR #4592 allowing access to additional Registration options**

ICR RREFERENCE: 4592

NAME: DBIA4589-D

CUSTODIAL PACKAGE: REGISTRATION

SUBSCRIBING PACKAGE: AUTOMATED MED INFO EXCHANGE

Usage of:

DG CO-PAY TEST VIEW TEST

DG MEANS TEST VIEW TEST

DG REGISTRATION VIEW

DG PATIENT INQUIRY

DGPRE PRE-REGISTER OPTION

DGFFP FUGITIVE FELON PROGRAM

USAGE: Controlled Subscription

ENTERED: FEB 3,2005

STATUS: Active

TYPE: Other

DESCRIPTION: The Health Revenue Center (HRC) will be using a special telnet feature in CAPRI-Remote to view patient data across all Vista Systems. They need access to the menu options listed in this IA in order to review various records for any given patient.

4.4 **Modified ICR #4594 allowing access to additional Integrated Billing options**

ICR RREFERENCE: 4594

NAME: DBIA4589-F

CUSTODIAL PACKAGE: INTEGRATED BILLING

SUBSCRIBING PACKAGE: AUTOMATED MED INFO EXCHANGE

Usage of:

- IBCN VIEW PATIENT INSURANCE
- IB MT PROFILE
- IBJ THIRD PARTY JOINT INQUIRY
- IB RX INQUIRE
- IB LIST ALL BILLS FOR PAT
- IB OUTPUT FULL INQ BY BILL NO
- IBT OUTPUT CLAIM INQUIRY
- IB ECME BILLING EVENTS
- IB RX HARDSHIP

USAGE: Controlled Subscription

ENTERED: JAN 25,2005

STATUS: Active

TYPE: Other

DESCRIPTION: The Health Revenue Center (HRC) will be using a special telnet feature in CAPRI-Remote to view patient data across all Vista Systems. They need access to the menu options listed in this IA in order to review various records for any given patient.

4.5 Modified ICR #4595 allowing access to additional Outpatient Pharmacy options

ICR REFERENCE: 4595

NAME: DBIA4589-G

CUSTODIAL PACKAGE: OUTPATIENT PHARMACY

SUBSCRIBING PACKAGE: AUTOMATED MED INFO EXCHANGE

Usage of:

- PSOCP RESET COPAY STATUS
- PSO P
- PSO VIEW
- PSO LM BACKDOOR ORDERS

USAGE: Controlled Subscription

ENTERED: FEB 10,2005

STATUS: Active

DURATION: Till Otherwise Agr

TYPE: Other

DESCRIPTION: The Health Revenue Center (HRC) will be using a special telnet feature in CAPRI-Remote. This allows a user to be automatically logged into the local VistA system and provides access to the site's regular VistA functionality. The HRC requires access to the menu options listed in this Integration Agreement (IA) in order to access various records for a given patient.

HRC First Party Call Center contact representatives will use the HRC Pharmacy Menu [DVBA HRC MENU PHARMACY] option to handle calls from veterans related to the Consolidated Co-payment Processing Center (CCPC) billing statements. The menu option will be available through the CAPRI application, which provides local common service to VistA for HRC CAPRI remote users. Users of the HRC Pharmacy Menu [DVBA HRC MENU PHARMACY] option will typically be licensed and registered personnel (i.e. pharmacists and pharmacy technicians).

4.5.1. Notes

- The Reset Copay Status/Cancel Charges [PSOCP RESET COPAY STATUS] option may be used to change the patient's Copay.
- Pharmacy Benefits Management endorses the addition of the Patient Prescription Processing [PSO LM BACKDOOR ORDERS] to the HRC Pharmacy Menu [DVBA HRC MENU PHARMACY] menu option, with the understanding that HRC users will not use the option to alter existing Outpatient Pharmacy records.

5. Software and Documentation Retrieval

5.1 Patch DVBA*2.7*148 (Subject: HRC MENU DISTRIBUTION - PHASE II)

The VistA software patch is being distributed as a PackMan patch message through the National Patch Module (NPM). The KIDS build for this patch is DVBA*2.7*148.

5.2 User Documentation

The user documentation for this patch may be retrieved directly using FTP. The preferred method is to FTP the files from:

REDACTED

This transmits the files from the first available FTP server. Sites may also elect to retrieve software directly from a specific server as follows:

OI&T Field Office	FTP Address	Directory
REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED
REDACTED	REDACTED	REDACTED

The following files will be available:

File Name	Format	Description
DVBA_27_P148_RN.PDF	Binary	Release Notes

The VistA Documentation Library (VDL) web site will also contain the 'DVBA*2.7*148 Release Notes'. This web site is usually updated within 1-3 days of the patch release date.