

HINQ REPLACEMENT INTERIM SOLUTION

Version 4.1



Welcome to HINQ Replacement Interim Solution Training Session

This information is based upon the following Patches:

- **IVMB*2*792, IVMB*2*835, DVB*4*49, DG*5.3*631 and DGBT *1*11**

The HINQ Replacement Interim Solution Enhancements provides data to the following Information Centers:

- **Health Eligibility Center's Information System**
- **VistA**

Introduction:


- **Why change HINQ**
- **New VBA Corporate database**
- **Eventual retirement of C&P and BIRLS**
- **Timelines for implementation**



The HEC Legacy/ **VistA** Enhancements supports several critical business processes associated with congressionally mandated initiatives.

VHA and VBA representatives in 2002 decided to replace the existing HINQ, which accesses older VBA (BIRLS and C&P) databases, with a new HINQ that also accesses the new VBA Corporate Database.

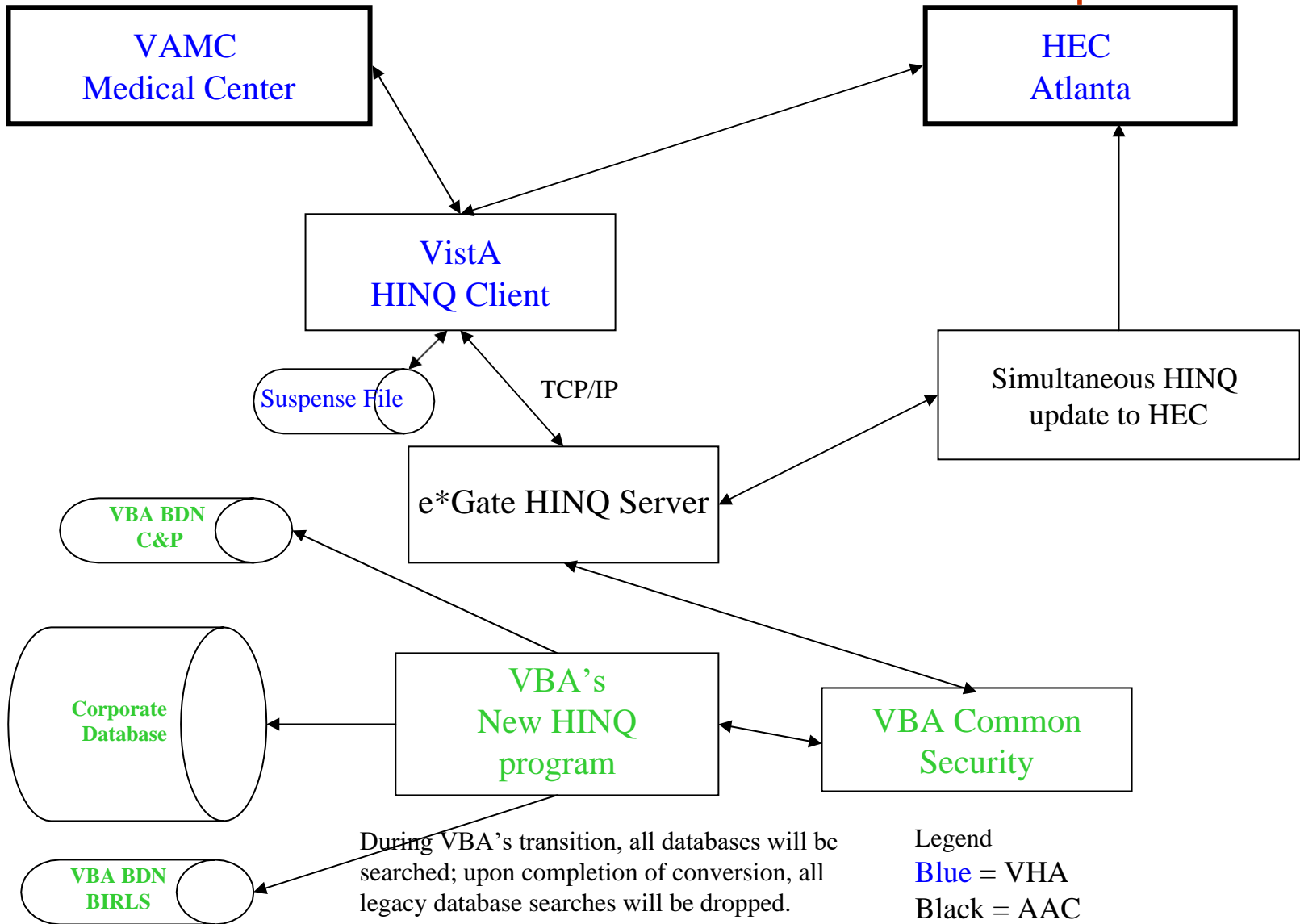
The HINQ Replacement Interim Solution software package provides the current HEC Legacy/**VistA** systems, with the ability to continue to operate seamlessly while VBA transfers its C&P processing to the new VBA corporate database.



VBA is in the initial stages of deploying its modernized claims applications known as VETSNET. As part of this application deployment, VBA is processing new C&P awards in its corporate database, and will be moving records in from its legacy mainframe environment, the C&P Benefits Delivery Network (BDN), to this database in 2006.

VHA uses the Hospital Inquiry (HINQ) system to query VBA's C&P BDN to secure information about C&P entitlement and eligibility. Replacement HINQ will give VHA access to data in VBA's corporate database environment.

HINQ Interim Solution with Simultaneous HEC update



Legend
Blue = VHA
Black = AAC
Green = VBA

Training Objectives

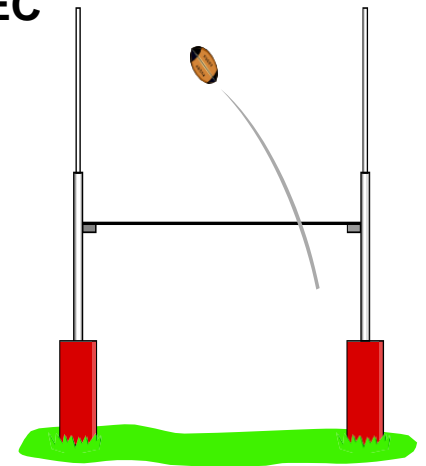
- **Objective #1**
 - Changes to the HINQ Response and HINQUP Features

- **Objective #2**
 - Miscellaneous Changes in HINQ Response

- **Objective #3**
 - Processing Changes
 - New Business Process
 - Responses to VistA's HINQ simultaneously sent to HEC

- **Objective #4**
 - Common Security Services (CSS)

- **Objective #5**
 - How to request a HINQ



Overview

HINQ Replacement Interim Solution introduces the following functionality for VHA and VBA Data Sharing Strategy –Interim Solution:

- **A new single IP address is added to capture all HINQ requests that are directed to the AAC. The HINQ messages are translated and transmitted between *VistA* and the VBA environments through the AAC interface.**
- **VBA has added up to 150 Service Connected (SC) Disabilities conditions to the HINQ response that is captured through the VBA Data set.**
- **Modifications made to the Z11 (MVR through HEC) upload process.**
- **Data Dictionary changes were made by adding new fields to the Veterans ID and Verification Access.**
- **Changes were made to the Template to include subfields from the Veterans ID and Verifications Access.**



Objective # 1

Changes to the HINQ Response & HINQUP Features

What's New ?

As-Is HINQ

Veterans Name :

Social Security: 0004567890

Claim Number :

Service Number :

OK ? Yes// (Yes)

Enter HINQ PASSWORD:

**Veteran's name
is no
longer used to
request HINQs**

Web HINQ

Enter one of the following numbers - Social Security Number, Claim Number or Service Number.

Social Security:

Claim Number: 0004567890

OK ? Yes// (Yes)

Enter HINQ PASSWORD:

AS-IS HINQ

VBA name = TAPATIENT

Name = TESTA, PATIENT

Address = 10 MAIN STREET

Address = ATLANTA GA

ZIP = 00000

Sex = MALE

Date of Birth = JAN 1, 1934

C&P SSN = 000456789 Verified SSA

Vietnam Service

Verified Svc-Data

Original Award = MAR 01, 2003

Networth = Zero Networth

Combat Disability = NONE

SSI Income = Receipt Benefits

WEB HINQ

VBA name = TAPATIENT

Prior names =

TEST A PATIENT

TEST ABC PATIENT

Name = TEST A PATIENT

Address = 10 MAIN STREET

Address = ATLANTA GA

ZIP = 00000

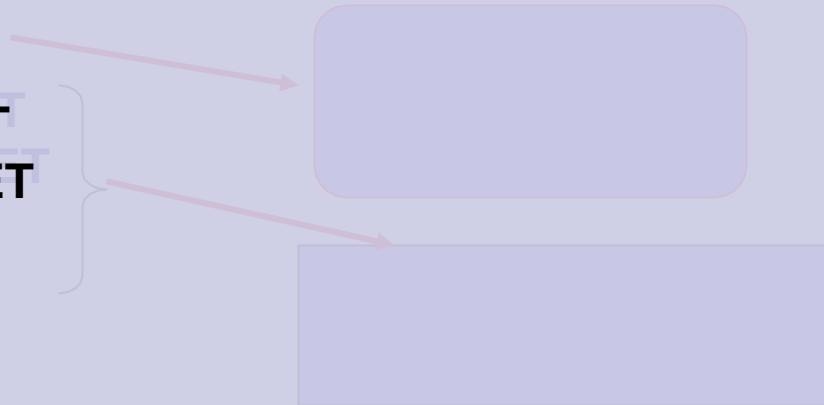
Sex = MALE

Date of Birth = JAN 1, 1934

VBA SSN = 000456789 Unverified

Vietnam Service

Verified Svc-Data



AS-IS HINQ

POW = Not applicable

Total Active Svc = 20 yr 27 days

INDICATORS (Active Duty Training NO **Disability NO** Homeless Veteran NO)

Service data

C&P

BIRLS

Branch of Service = Army

ARMY

ARMY

ARMY

EOD = JUL 19,1970 OCT 27,1952 FEB 23,1961 JUL 19,1970

RAD = JUN 30,1973 DEC 12,1960 FEB 21,1967 JUN 30,1973

Char of Service = HONORABLE

HON

HON

HON

Additional service = Not an issue

WEB HINQ

POW = Not applicable

Total Active Svc = 20 yr 27 days

INDICATORS(Active Duty Training NO Homeless Veteran NO)

Service data - VBA

Data Source will be identified as VBA

Svc Branch: Army

Army

Army

EOD: JUL 19,1970

FEB 23,1961

OCT 27,1952

RAD: JUN 30,1973

FEB 21,1967

DEC 12,1960

Char of Svc: Honorable

Honorable

Honorable

What's New?

AS-IS HINQ

Entitlement = Vietnam Era(Compensation) - 71

Master Record Type = Veterans Master Record - A

Diary data: FEB, 2012 RO-issue Dependency Verification form. - 24

DISABILITIES(Combined % = 90 SC/Total = 9/6 Additional = 7)

9411 - POST-TRAUMATIC STRESS DISORDER - 30% - Service Connected

5010 - TRAUMATIC ARTHRITIS - 30% - Service Connected

7122 - COLD INJURY RESIDUALS - 30% - Service Connected

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8520 - PARALYSIS OF SCIATIC NERVE - 20% - Service Connected

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What's New?

WEB HINQ

“Entitlement”
Field is now
“Type Benefit”

Type Benefit: Compensation

DISABILITIES(Combined % = 90 Number of Disabilities in Record = 9)

Effective Date of Combined Evaluation = Jun 5, 2005

NEW!

Disability	EXTR	Orig Eff Date	Current Eff Date
9411 - POST-TRAUMATIC STRESS DISORDER - 30 %			
5201 - LIMITED MOTION OF ARM - 30 %	LU		
7122 - COLD INJURY RESIDUALS - 30 %	RL		
7122 - COLD INJURY RESIDUALS - 30 %			
8520 - PARALYSIS OF SCIATIC NERVE - 20 %			
8520 - PARALYSIS OF SCIATIC NERVE - 20 %			
6260 - TINNITUS - 10 %			
6100 - IMPAIRED HEARING - 0 %			
7805 - SCARS - 0 %			

Displays unlimited # of SC conditions; more descriptive codes, extremity and award Dates; NSC conditions are not Retrieved; New fields are not available for HINQ up

As-Is HINQ

Perm.,total Disability = Cannot be determined

AID & ATTEND = PAY A&A

Chief Attorney, fiduciary =

Employable indicator = Unemployable

Competency indicator = Competent, or not an issue

Competency Pay Status = Competent, or not an issue, Pay direct

Web HINQ

Perm.,total Disability = Cannot be determined

AID & ATTEND = A&A Paid

Employable indicator = Unemployable

Competency indicator = Competent, or not an issue

As-Is HINQ

INDICATORS(NO Severence Recoupment NO PFOP/FDIB NO Consolidated Payment)

Anatomical loss = No Amputation - 00

Other loss = Loss or loss of use of creative organ. - 1

Vet married Vet = No spouse or not eligible -

Spec. Month comp. = One disability under (k) - 01

Special Provision = Analogous Ratings - 5

Spouse name = Spouse1 DOB = JUL 30, 1942

CHAMPVA = Eligible Number of CHILDREN

School = Helpless School = Depend. total = V-S This Award = V-S

Check Amount= '\$2513.00' Hardship Exp.= '\$0' Net Award= '\$2513.00'

Web HINQ

Anatomical loss = No Amputation - 00

Loss of use = No Amputation - 00

Other loss = Loss or loss of use of creative organ. - 1

Vet married Vet = No spouse or not eligible

Spouse name = Spouse1 DOB = JUL 10, 1943

Check Amount= '\$2513.00' Net Award= '\$2513.00'

What's New?

Redirecting HINQ Transaction

Formerly all requests were processed through one of five regional concentrators

One Single IP Address

Redirecting HINQ

However, with the new single IP address, all HINQ Requests are addressed to one interface connection at the AAC.

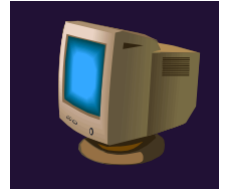


HINQUP Features

HINQ Replacement Interim Solution

What's New?

HINQUP Screen Option Change



Screen 0

This screen is a verification screen only. Allows the user the ability to review the following fields:

- HINQ Responses
- Patient File data

Viewing Purpose only

Name: <u>TESTA.PATIENT</u>	<u>TESTA.PATIENT</u>
Sex: MALE	MALE
SSN: 000456789	000456789 Verified VBA
Claim #:	0005499
Address: 123 Anywhere Street	
Pat. Type: SC VETERAN	Elig. Stat.:
Vet. Y/N: YES	Stat. Date:
Ser. Con.: YES	Verif. Meth.:
Ser. Con. %: 50	Disab. Ind.:
Elig. code: SERVICE CONNECTED 50% to 100%	

Is this the patient to be updated (YES, NO, IGNORE)? YES// <RET> (YES)

What's New?

HINQUP Screen Option Change



Screen 1

Allows the user the ability to upload a veteran's address information:

- *Street Address
- *City
- *State
- *Zip Code
- *County

Veteran's
address data

TESTA,PATIENT Patient File ((1)) HINQ Response SSN: 6789

[1] Address: 123 Anywhere Street TESTA,PATIENT
123 Anywhere ST
Mytown MS

City: Mytown

State: Mystate

Zip: 99999

County: Mycounty

<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL

to update: <RET>

What's New?

HINQUP Screen Option Change



Screen 2

Contains the following data items:

- *Claim Number
- *Date of Birth
- *Gender
- *Date of Death
- *Incompetency Rating
- *POW Status
- *Claim Folder Location
- *Unemployable Status

[1] Claim Num. : 0005499
[2] Date of Birth: 08/01/1906 AUG 31,1906
[3] Sex: MALE MALE
[4] Date of Death:
[5] Rated Incomp.: Competent, or not an issue
[6] POW: Not applicable
[7] Folder Loc. : 306
[8] Unemployable: Employable
<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL to update: A
TESTA.PATIENT Patient File ((2)) HINQ Response SSN: 6789

Veteran's Key Information

What's New?

HINQUP Screen Option Change



Screen 3

Allows the user access to the following fields:

- Rated Disabilities
- Combined Disability percent
- Active Duty Training
- Total Active Service
- P&T

Field Service Information

TESTPATIENT, ONE SLYGOOPLE Patient File((3)) HINQ Response SSN: 00002004

Act. Duty Training: Tot. Act. Ser.: Perm. & Tot.:

[1] Ver. SVC data: YES

[2] Vietnam Ser.:

[3] Rated Disab.(Pat. File)-Comb. SC%: 40 Eff. Date Comb. Eval.: OCT 01,1970

Original Current

Disability % Extr.Eff. Date Eff. Date

UPPER ARM CONDITION 40 LU

Rated Disab. (HINQ)- Comb. SC%: 40 Eff. Date Comb. Eval.: OCT 01,1970

Original Current

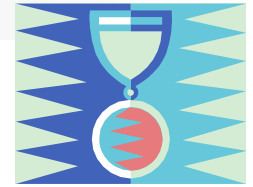
Disability % Extr.Eff. Date Eff. Date

UPPER ARM CONDITION 40 LU

<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL to update:

What's New?

HINQUP Screen Option Change



Screen 4

This screen contains data elements that are related to military service:

- *Entry Date
- *Branch of Service
- *Incompetency Rating
- *POW Status
- *Serial Number
- *Discharge Date
- *Character of Discharge

Service Information

TESTA.PATIENT Patient File ((4)) HINQ Response SSN: 6789

HINQ Data

EOD	RAD	Bran. Ser.	Char. Ser.	Ser. Num.
-----	-----	------------	------------	-----------

SEP 18,1943	NOV 21,1945	NAVY	Honorable	8007926
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Patient File

- (1) Last episode
- (2) NTL episode
- (3) NNTL episode
- (4) Per. of Ser.: WORLD WAR II

<RET> to CONTINUE, '^' to QUIT, N N-N N,N,N,N or (A)-ALL to update: 1

What's New?

HINQUP Screen Option Change



Screen 5

This screen displays the following VBA information:

- *Type of Benefit
- *Net Award Amount
- *Combined Percentage of Disability
- *Check Amount
- *Income for VA Purposes
- *Aid & Attendance Status

TESTA.PATIENT Patient File ((5)) HINQ Response SSN: 6789

IVAP

Check Amt.: \$600.00 Combined %: Net Award Amt:
Benefit Type: Income for VA Purposes:

Aid & Attendance:

--- Patient Data ---

(1) Elig. Stat.: VERIFIED Elig. Stat. ent. by: USER, TEST
Stat. date: OCT 27,1989 Monetary Ben. Verif:
Verif. Meth.: BIRLS Patient Elig.:
(2) Pat. Type: SC VETERAN Vet. (Y/N)?: YES
Ser. Con.: YES

(3) A&A: Amt.: \$ VA Pension: Amt.: \$
House Bound: Amt.: \$ VA Disability: Amt.: \$

Screen 6 was removed and all data is illustrated on Screen 5



Error Conditions

HINQ Replacement Interim Solution

Disability Condition as a HINQ message

Guidelines to follow

- Occasionally it is possible that a Service-Connected Condition code from a HINQ response will not be found in the local database.
- This will occur only when the local site is not up to date with their HINQ patches.
- In the event this occurs the user will see a message, to contact the PAS.
- The PAS will need to contact his/her IRM support person for the HINQ package.
- The IRM support person will install any DVB (HINQ package) patches that are missing.

Note: A Disability Condition that is missing from the local database will not update the Patient's VistA record.



Objective # 2

Miscellaneous Changes in HINQ Responses

HINQUP Fields Removed

- **VBA is no longer supporting the following data fields:**
 - **Combat Disability Indicator**
 - **Additional Service**
 - **Rated Disabilities Verified – calculated based on the veteran’s net award, check amount non-pay status and service separation date**
 - **Type of Benefit**
 - **Amount Social Security**
 - **Other Annual Retirement- Payee**
 - **Amount Other Annual Retirement - Payee**
 - **Amount Other Annual Income - Payee**
 - **Amount Social Security - Spouse**
 - **Other Annual Retirement - Spouse**
 - **Amount Other Annual Retirement - Spouse**

- Amount Other Annual Income - Spouse**
- Amount Other Annual Retirement - Spouse**
- Master Record Type**
- Number SC Disabilities - calculated**
- Additional Disabilities**
- Hardship Expenses**
- Severance Recoupment**
- PFOP/FDIB**
- Consolidated Payment**
- Special Provision**
- Special Monthly Compensation**
- Diary Date**
- Diary Reason**
- Nursing Home Indicator**
- Competency Payment Factor**
- CHAMPVA Indicator**
- SSI**

Retrieval of the more descriptive code for SC conditions

Current HINQ	HINQ Redesign
5299 Condition of The Skeletal System	5293 Invertebral disc syndrome
5010 Traumatic Arthritis	5206 Limited Flexion of Forearm
5010 Traumatic Arthritis	5260 Limited Flexion of Knee



Objective # 3

- **Business Process Changes**
- **Responses to VistA HINQ Simultaneous HL7 sent to HEC**

HINQ Response Routing

- Every successful HINQ response will also send an update to the HEC immediately.
- This will help insure that HEC enrollment records have the most current VBA information.

Detecting terminated VBA records

- **VBA's Corporate Database keeps the eligibility factors on file even after a benefit is terminated.**
- **Responses should be carefully reviewed to see if the Net Award Amount is \$0, particularly in Pension cases.**
- **It is possible for the Check Amount to be \$0, while the New Award Amount is greater than zero.**
- **If the Net Award Amount is zero and the benefit is Pension, then VBA has terminated the award.**
- **It is critical that the site call the HEC in this case so the veteran can be properly re-categorized.**

VistA / HEC Update Request Process Changes

What to do when you don't get a HINQ response

- Check the following:
 - Verified Eligibility is completed at site.
 - Check the eligibility to ensure the enrollment status is verified.
 - Verify the veteran's Means Test Status to ensure it is not in a 'pending or not completed' status.
 - If either the eligibility or means tests status is not verified,
 - Query the HEC for an update from the Registration Menu, enrollment option, sub menu Send Query.
 - If the Query to HEC does not resolve the eligibility, Allow 24 hours before contacting HEC via facsimile to REDACTED or email to VHA CIO HECAlert mail group.

VistA / HEC Update Request Process Changes

- ⌚ **If updated eligibility that agrees with your determination is not received within 24-48 hours, query the HEC using Registration Menu, Enrollment Option, sub menu Send Query.**
- ⌚ **Check response from message to see why an update is not being provided.**
- ⌚ **For NSC and 0% Non-compensable Veterans, HEC's Legacy System will use information on file at site with verified eligibility. If no verified eligibility located at site(s) veteran has visited, record will remain unverified. Sites receive a bulletin indicating HEC has no verified Eligibility.**
- ⌚ **If HEC has no verified eligibility on a NSC and 0% Non-compensable Veteran, sites should verify the record on Registration screen 11 and wait 24 hours for information to transmit to HEC and retransmit back to site.**
- ⌚ **Records that fail to update as a result of your HINQ inquiry will go into a Review File for Daily Manual Review by HEC Staff.**



Objective # 4

New Security Requirements

New Security Requirements

- **VBA's new system provides an opportunity to enhance access security**
- **VHA users must be identified in VBA's Common Security Services (CSS); old HINQ passwords will continue to be used**
- **New Access Rules:**
 - **All accounts are active for 90 days once the HINQ user is established in CSS.**
 - **All users must interact with their accounts within 90 days to keep their accounts from becoming deactivated.**



New Security Requirements



- **VBA encourages deactivated users to contact the VBA ISO directly.**
 - Remember that the application name is WEB HINQ!
- **On all reset accounts the user has until the end of the day to use their password, otherwise the account will automatically revert back to an inactive status.**
- **All accounts that are inactive for 180 days will be automatically deleted.**



Objective # 5

How to request a HINQ

HINQ Request

- **How to generate an HINQ Request:**
 - Suspense file
 - Individual HINQ request

- **Using the Individual HINQ Request option:**
 - Direct Method
 - Patient Method

Note:

- **HINQ Request functionality was not changed by HINQ software package.**

Generate HINQ Requests

Suspense File requests

- Placing the request into a Suspense file queues the request until someone with a DVBHINQ security key processes the Suspense file.
- Any user can add a HINQ request to the Suspense file (i.e. DVBHINQ security key is not required).

Example A – Adding a request to the suspense file

Select Medical Center Division: BROCKTON MC// BROCKTON
DOM

Select PATIENT NAME: TESTF,PATIENT 01-01-45 000643778 SC
Veteran

in HINQ suspense file

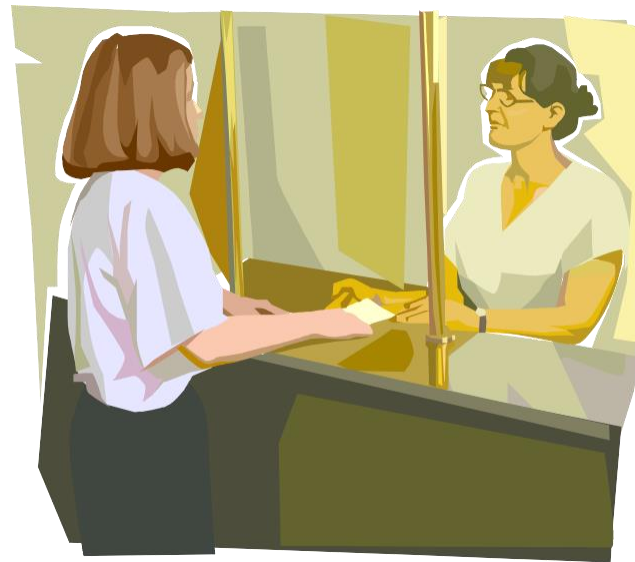
Select PATIENT NAME: <RET>

Individual HINQ Request

- The Individual HINQ request provides an immediate (or real-time) response for the user.
- The user must have the DVBHINQ security key to use the Individual HINQ request option.
- There are two types of Individual requests:
 - *Patient Method*
 - *Direct Method*

Patient Method

- **The Patient method requires that the patient be in the VistA PATIENT file.**



Example B

Individual HINQ Request using the Patient Method

Select patients, enter your Password and HINQ requests will be sent

Select Medical Center Division: BRONX OPC// <RET>

Select PATIENT NAME: TESTI,PATIENT 02-16-27 000451832 SC VETERAN

Select PATIENT NAME: TESTJ,PATIENT 07-01-40 000083997 SC VETERAN

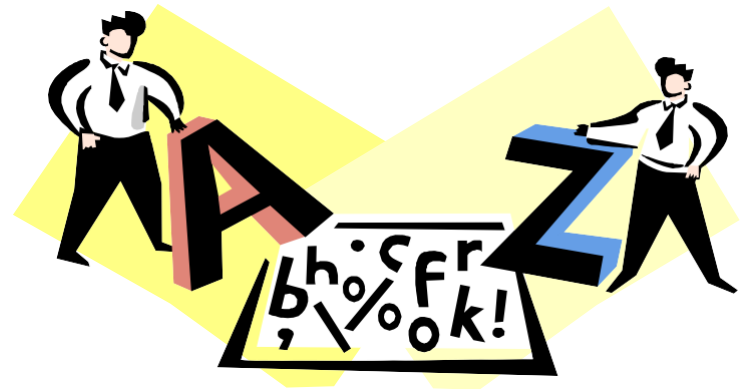
Select PATIENT NAME: TESTK,PATIENT 09-30-26 000662389 NSC VETERAN

Select PATIENT NAME: <RET>

Enter HINQ PASSWORD: _____ Direct Requests Queued #111111111

Direct Method

- The Direct method prompts the user for the patient's SSN, Claim Number, or Service Number.
- The user is then prompted for his/her HINQ password.
- Then the HINQ request is transmitted immediately to the AAC.



Example C

Individual HINQ Request using the Direct Method

This option will take 30 seconds to activate – using IP Addressing

Do you wish to continue? YES// <RET> (YES)

Connecting to VBA database. . .

Select Input: Patient File, or Direct P// D

Enter one of the following numbers: Claim Number
Social Security Number, or Service Number.

1. Claim Number
2. Social Security Number
3. Service Number

CHOICE: 1// 2

Social Security: 000456789

OK ? Yes// (Yes)

Enter HINQ PASSWORD:

Response received and mailed



Questions & Comments

HINQ Replacement Interim Solution

VistA Documentation Library

- Review all HINQ Documentation on the VistA Documentation Library.
- User Manual
- Technical Manual
- Release Notes
- Installation Guide
- http://www.va.gov/vdl/Financial_Admin.asp?appID=41