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.
During VBA’s transition, all databases will be searched; upon completion of conversion, all legacy database searches will be dropped.

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:

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:

Veteran’s name is no longer used to request HINQs
Often full middle name is provided.
Address will be present only if response is from the Corporate database.

AS-IS HINQ
VBA name = TAPATIENT
Vietnam Service
Name = TESTA, PATIENT
Verified Svc-Data
Address = 10 MAIN STREET
Original Award = MAR 01, 2003
Address = ATLANTA GA
Networth = Zero Networth
ZIP = 00000
Combat Disability = NONE
Sex = MALE
SSI Income = Receipt Benefits
Date of Birth = JAN 1, 1934
C&P SSN = 000456789 Verified SSA

WEB HINQ
VBA name = TAPATIENT
Vietnam Service
Prior names =
Verified Svc-Data
TEST A PATIENT
TEST ABC PATIENT
Name = TEST A PATIENT
Original Award = MAR 01, 2003
Address = 10 MAIN STREET
Networth = Zero Networth
Address = ATLANTA GA
Combat Disability = NONE
ZIP = 00000
Sex = MALE
SSI Income = Receipt Benefits
Date of Birth = JAN 1, 1934
VBA SSN = 000456789 Unverified
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
Char of Service = HONORABLE HON HON HON
Additional service = Not an issue

POW = Not applicable
Total Active Svc = 20 yr 27 days
INDICATORS (Active Duty Training NO Homeless Veteran NO)
Service data - VBA
Svc Branch: Army Army Army
Char of Svc: Honorable Honorable Honorable

Data Source will be identified as VBA
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
7122 - COLD INJURY RESIDUALS - 30% - Service Connected
8520 - PARALYSIS OF SCIATIC NERVE - 20% - Service Connected
8520 - PARALYSIS OF SCIATIC NERVE - 20% - Service Connected
What’s New?

Type Benefit: Compensation
DISABILITIES (Combined % = 90, Number of Disabilities in Record = 9)
Effective Date of Combined Evaluation = Jun 5, 2005

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

“Entitlement” Field is now “Type Benefit”

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 Severance Recoupment
- NO PFOP/FDIB
- NO Consolidated Payment

<table>
<thead>
<tr>
<th>Anatomical loss</th>
<th>No Amputation</th>
<th>00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other loss</td>
<td>Loss or loss of use of creative organ</td>
<td>01</td>
</tr>
<tr>
<td>Vet married Vet</td>
<td>No spouse or not eligible</td>
<td>-1</td>
</tr>
<tr>
<td>Spec. Month comp.</td>
<td>One disability under (k)</td>
<td>-01</td>
</tr>
<tr>
<td>Special Provision</td>
<td>Analogous Ratings</td>
<td>-5</td>
</tr>
</tbody>
</table>

- Spouse name = Spouse1
- DOB = JUL 30, 1942
- CHAMPVA = Eligible

<table>
<thead>
<tr>
<th>School = Helpless School =</th>
<th>Depend. total = V-S</th>
<th>This Award = V-S</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Amount= '$2513.00'</td>
<td>Hardship Exp. = '$0'</td>
<td>Net Award= '$2513.00'</td>
</tr>
</tbody>
</table>

### Web HINQ

<table>
<thead>
<tr>
<th>Anatomical loss</th>
<th>No Amputation</th>
<th>00</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loss of use</td>
<td>No Amputation</td>
<td>00</td>
</tr>
<tr>
<td>Other loss</td>
<td>Loss or loss of use of creative organ</td>
<td>01</td>
</tr>
<tr>
<td>Vet married Vet</td>
<td>No spouse or not eligible</td>
<td>-1</td>
</tr>
<tr>
<td>Spouse name</td>
<td>Spouse1</td>
<td></td>
</tr>
<tr>
<td>DOB</td>
<td>JUL 10, 1943</td>
<td></td>
</tr>
<tr>
<td>Check Amount</td>
<td>'$2513.00'</td>
<td></td>
</tr>
<tr>
<td>Net Award</td>
<td>'$2513.00'</td>
<td></td>
</tr>
</tbody>
</table>
What’s New?
Redirecting HINQ Transaction

Formerly all requests were processed through one of five regional concentrators

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

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

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
*State
*County

*City
*Zip Code

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
[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

TESTPATIENT, ONE SLYGOOPLE
Patient File((3)) HINQ Response SSN: 000002004

-------------------------------------------------------------------------------

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
- POW Status
- Serial Number
- Character of Discharge
- Incompetency Rating
- Discharge Date

<table>
<thead>
<tr>
<th>TESTA,PATIENT</th>
<th>Patient File ((4))</th>
<th>HINQ Response</th>
<th>SSN: 6789</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient File</td>
<td>HINQ Data</td>
<td>--------------</td>
<td>-----------</td>
</tr>
<tr>
<td>SEP 18,1943</td>
<td>NOV 21,1945</td>
<td>NAVY</td>
<td>Honorable</td>
</tr>
</tbody>
</table>

(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*

### Patient Data

<table>
<thead>
<tr>
<th>TESTA,PATIENT</th>
<th>Patient File ((5))</th>
<th>HINQ Response</th>
<th>SSN: 6789</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check Amt.: $600.00</td>
<td>Combined %:</td>
<td>Net Award Amt:</td>
<td>Income for VA Purposes:</td>
</tr>
<tr>
<td>Benefit Type:</td>
<td>Aid &amp; Attendance:</td>
<td>--- Patient Data ---</td>
<td></td>
</tr>
<tr>
<td>Verif. Meth.: BIRLS</td>
<td>Patient Elig.:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(2) Pat. Type: SC VETERAN</td>
<td>Vet. (Y/N)?: YES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ser. Con.: YES</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(3) A&amp;A: Amt.: $</td>
<td>VA Pension: Amt.: $</td>
<td></td>
<td></td>
</tr>
<tr>
<td>House Bound: Amt.: $</td>
<td>VA Disability: Amt.: $</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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**IVAP**
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

<table>
<thead>
<tr>
<th>Current HINQ</th>
<th>HINQ Redesign</th>
</tr>
</thead>
<tbody>
<tr>
<td>5299 Condition of The Skeletal System</td>
<td>5293 Invertebral disc syndrome</td>
</tr>
<tr>
<td>5010 Traumatic Arthritis</td>
<td>5206 Limited Flexion of Forearm</td>
</tr>
<tr>
<td>5010 Traumatic Arthritis</td>
<td>5260 Limited Flexion of Knee</td>
</tr>
</tbody>
</table>
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 404-982-3060 or email to VHA CIO HECAAlert 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, submenu 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?applID=41