Community Care Business Program Management Review (PMR) #1

07/28/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- OCC Priority Project Review
  - OCC Data Governance
  - VA/DoD Advanced Payment and Referral Standardization
  - One Consult 2.0
  - Indian/Tribal Health Coordination (ITHC)
  - Advanced Medical Cost Management System (AMCMS)
  - Urgent Care Integrated Project Team
  - Provider Profile Management System (PPMS)
  - Community Care Reimbursement System (CCRS)
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

OCC Data Governance Project

Initiation

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Number of data policies, practices, and standards established
- Percent of data issues resolved
- Number of completed data initiatives in data governance project portfolio
- Percent of data initiatives that meet or exceed established initiative targets

Accomplishments

- 7/6/2020 NOMINATED DATA GOVERNANCE GROUP
- 7/7/2020 CCSC DATA GOVERNANCE PROJECT APPROVAL
- 7/8/20 KICKED OFF DATA GOVERNANCE PROJECT
- 7/15/2020 ADOPTED CONTINUOUS LEARNING APPROACH

Upcoming Milestones

- 8/5/2020 DEFINE OVERARCHING DATA GOVERNANCE STRATEGIC PRIORITIES
- 8/12/2020 FINALIZE DATA GOVERNANCE CHARTER
- 8/19/2020 IDENTIFY A DATA-RELATED GOVERNANCE PORTFOLIO

OCC Business Dependencies

- ***Pending Dependency Management Analysis***

(b)(5)

OIT / Data Dependencies

- ***Pending Dependency Management Analysis***

(b)(5)

VA DoD Reimbursement

Project Phase – Development

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **24,861** VA/DoD consults entered in FY20.
- **95%** of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
  - Biloxi/Pensacola FY20: **95%** automated consult/claim match rate
  - NCR FY20: **74%** consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 6/30/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** (b)(5)
- **RO Staff**
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
  (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:**
  (b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

One Consult 2.0

Phase 1.0

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

- (b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*
- *DST use of new drive time CC eligibility API estimated mid August (30 days after FRN publication)*

Accomplishments

- RECEIVED APPROVAL FROM BUSINESS TO UTILIZE EXISTING CAPABILITIES WITHIN DST
- RELEASED UPDATE THAT ADDED CC AVERAGE WAIT TIMES TO THE DST DASHBOARD
- DEPLOYMENT OF CTB 1.9.0072 OVER 30 DAYS, BEGAN 7/14/20
- CBT V1.9.0072 ANNOUNCEMNT AND FGB UPDATES COMPLETED

Upcoming Milestones

- DST DRIVE TIME TO BE ENABLED 30 DAYS AFTER FRN PUBLICATION
- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM.
- DST OFFCE HOURS CONTINUE 7/20/2020.
- TESTING / NATIONAL DEPLOYMENT OF CTB V1.9.0076. TESTING 9/16/2020, NATIONAL DEPLOYMENT 10/03/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Indian-Tribal Health Coordination Development

ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
Discussion (1)This project's training activities were impacted by COVID-19 and were/are on hold until the partners are free to resume. VA staff training was moved to self-paced PPT and sent to the field on 7/17. (b)(5) (b)(5)	Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement	• ***Metric 1:*** Advisory Board meetings • ***Metric 2****: Care Coordination Plan developed* • ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 6/4/20 HELD 2ND ADVISORY BOARD MTG
- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED

Upcoming Milestones

- 08/20/20 TRIBAL CONSULTATION (VIRTUAL)
- 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY)
- 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD
- 11/30/20 CARE COORDINATION PLAN FINALIZED

OCC Business Dependencies	OIT / Data Dependencies
(b)(5)	N/A **Risk:** **Mitigation:**

AMCMS Deployment

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Upon deployment, key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 6/17-6/24 UAT DATA VALIDATION ROUND I EXECUTED
- 7/10 UAT TEST SCRIPTS UPDATED
- 6/24-7/15 INCORPORATION OF CHANGES & DATA VALIDATION FIXES BASED ON UAT FEEDBACK

Upcoming Milestones

- 7/15-7/25 UAT DATA VALIDATION ROUND II EXECUTION
- 8/21 UAT TEST EVALUATION REPORT
- 8/25 NATIONAL DEPLOYMENT GATE REVIEW MEETING
- 8/26/20 BEGIN FIELD NATIONAL DEPLOYMENT

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Urgent Care IPT

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- **5,688** total probable UC visits in Region 1, as of 5/31/2020

Accomplishments

- 06/08/20 REGION 2/3 GO LIVE DATE FINALIZED AS 8/4
- 07/15/20 REGION 2/3 COMMS RELEASED

Upcoming Milestones

- 08/04/20 REGION 2 TRANSITION
- 08/04/20 REGION 3 TRANSITION
- 08/31/20 REGION 4 TRANSITION

OCC Business Dependencies

- **Clinical Integration:** N/A
- **Delivery Operations:** N/A
- **Provider Relations and Services (PRS):** (b)(5) (b)(5)
- **Communications:** (b)(5) (b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

RISK: N/A
Mitigation: N/A

Provider Profile Management System (PPMS)

National Deployment

ELC Decision Needed/ ELC Priority Discussion

- ***Priority Discussion:***

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

Power BI functionality exceeded license capability for reporting previous metrics.

Accomplishments

- 5/22/20 PPMS 8.0 GO-LIVE
- 6/30/20 DEV CONTRACT AWARDED JUNE
- 7/1/20 URGENT CARE LEGACY RE-ROUTE
- 7/7/20 PPMS 8.1 GO-LIVE

Upcoming Milestones

- 7/23/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 COMMUNITY PROVIDER LOCATOR (CPL) RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 08/20/20 PPMS 9.0 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - –* (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

CCRS National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- *No ELC Decision Requests for July*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of July 17, 2020

- **Region 1:** Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, "No Action" Optum denials – 409,257
- **Region 2:** Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, "No Action" Optum denials – 242,340
- **Region 3:** Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, "No Action" Optum denials – 94,192
- **Region 4:** Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, "No Action" TriWest denials - 563
- **The total Invoice Amount Paid/Sent for Payment:** $984,680,609.20

Accomplishments

- 06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC
- 07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY

Upcoming Milestones

- 07/09/2020 CCRS USER ACCEPTANCE TESTING 11.4
- 07/14/2020 NATIONAL DEPLOYMENT GATE REVIEW (GO, NO GO DECISION)
- 07/16/2020 RELEASE CCRS 11.4 TO PRODUCTION
- 07/17/2020 UPDATE USER GUIDES AND LESSONS LEARNED CCRS 11.4
- 07/17/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 11.4

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) :** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **VAMC / Fiscal Budget Staff:** (b)(5) (b)(5) (b)(5)

OIT / Data Dependencies

(b)(5)

Appendix

Cerner OCC Integration

Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

TBD awaiting OEHRM Decision

Upcoming Milestones

These dates are subject to change due to COVID-19 uncertainty

- **IV3: 7/27/2020**
- **Super User Training: 8/10/2020**
- **CSS: Go Live 8/21/2020**
- **ORA: 9/7/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

Highlight OIT/Data Dependencies:

(b)(5)

Community Care Network

Deployment

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

Region 3 Gradual Transition – CCN Referral #

- *Week 1: May 18 – 22, 2020*
  - *Total Referrals = 4,965* Total Rejects = 10*
- *Week 2: May 25-29, 2020*
  - *Total Referrals = 5,084* Total Rejects = 10*
- *Week 3: June 1-5, 2020*
  - *Total Referrals = 7,743* Total Rejects = 18***

Region 4 R4P1 Go Live – CCN Referral #

- *Week 1: June 8-12, 2020*
  - *Total Referrals = 842 Total Rejects = 45*

Accomplishments

- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE

Upcoming Milestones

- 08/04/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 08/31/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

National Network Deployment Progress – As of 7/6/2020

- (b)(5)
- Regions 1, 2, and 3 are fully deployed
- Region 4 Phase 1 deployed on 6/8/2020
- Covid-19 is impacting the national deployment progress and provider recruitment progress

Region 3 Update

January 7 2020: Go-Live for Two Sites

May 18 – June 15: Gradual Transition

June 16: Full Region 3 Deployment

July 17: 30-day PC3 cutover period ends

SHCD – Phase 1

January 7 , 2020
Fayetteville, AR
Orlando, FL

Throughout the Gradual Transition, and continuing post-go-live, Optum is working to contract with key Region 3 providers.

Recent wins include:
- **VISN 7:** University of Alabama (*received verbal agreement*)
- **VISN 16**: Willis-Knighton Health System

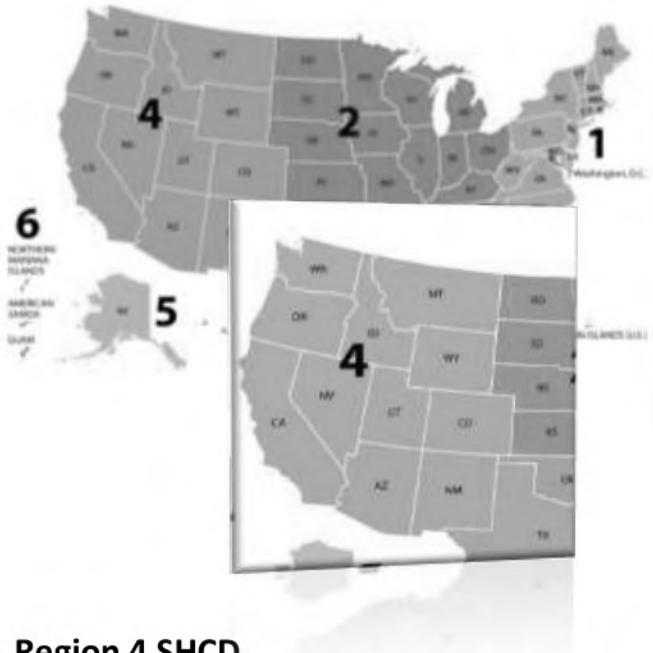
Phase 2 (all remaining R3 sites)

June 16, 2020
Central Arkansas, AR
Columbia, SC
Memphis, TN
Murfreesboro, TN
Nashville, TN
New Orleans, LA
Shreveport, LA
Tuscaloosa, AL
Alexandria, LA
Atlanta, GA
August, GA
Bay Pines, FL
Biloxi, MS
Birmingham, AL
Central Alabama
Charleston, SC
Dublin, GA
Jackson, MS
Miami, FL
Mountain Home, TN
Muskogee, OK
N. Florida / S. Georgia
Oklahoma City, OK
San Juan, PR
Tampa, FL
West Palm Beach, FL

Region 3 Activities

- **CAST calls** continue for another two weeks until sites transition to the monthly network adequacy calls
- Optum and Network Management are reviewing the **16 requests for PC3 extensions.** Some sites are reporting gaps in specific specialties whereas others are requesting for specific providers. Final decisions will be made this week.
- Optum is holding **network reviews** with individual sites that have concerns with the network. These meetings will focus in on certain specialties and outstanding issue tracker items.

Region 4 Update



SHCD – Phase 1 (2 VAMCs)

June 8 , 2020

VISN 19 – 2 VAMCs

- Montana (436)
- Eastern Colorado, CO (554)

Phase 2 (13 VAMCs)

July 21, 2020

VISN 17 – 7 VAMCs

- Amarillo, TX (504)
- El Paso, TX (756)
- Texas Valley Coastal (740)
- Central Texas (674)
- North Texas (549)
- South Texas (671)
- West Texas (519)

VISN 16 – 2 VAMC

- Houston, TX (580)
- Texas counties aligned to Shreveport, LA (667) catchment area

VISN 19 – 4 VAMCs

- Cheyenne, WY (442)
- Sheridan, WY (666)
- Salt Lake City, UT (660)
- Grand Junction, CO (575)

Phase 3 (14 VAMCs)

August 11, 2020

VISN 20 – 7 VAMCs

- Portland, OR (648)
- Puget Sound, WA (663)
- Roseburg, OR (653)
- Spokane, WA (668)
- White City, OR (692)
- Walla Walla, WA (687)
- Boise, ID (531)

VISN 21 – 7 VAMC

- Fresno, CA (570)
- Reno, NV (654)
- San Francisco, CA (662)
- Northern California (612)
- Palo Alto, CA (640)
- Southern Nevada (593)
- Honolulu, HI (459)

Phase 4 (8 VAMCs)

August 25, 2020

VISN 22 – 8 VAMCs

- Loma Linda, CA (605)
- Long Beach, CA (600)
- New Mexico (501)
- Northern Arizona (649)
- Phoenix, AZ (644)
- San Diego, CA (664)
- Southern Arizona (678)
- Greater LA, CA (691)

Region 4 SHCD

- ✓ Region 4 Phase 2 deploying on July 21, 2020
- ✓ Collaborating with TriWest to prepare Phase 2 and 3 sites for CCN Go live through pre-deployment meeting series
- ✓ Planning and conducting sequence of e-learnings, virtual training sessions, and just in time refresher trainings to ensure site staff are ready to use CCN systems and tools for Go Live
- ✓ Increasing messaging on differences between CCN and PC3 to level set site expectations
- ✓ Updating deployment approach for Phase 2-4 Command Center based on Phase 1 lessons learned; scaling to account for increased number of Go-Live sites
- ✓ Developing proactive referral tracking approach to determine trends: network gaps, COVID-19 impact vs field utilization

Enterprise Program Reporting System (EPRS)

Project Phase – Development

ELC Decision Needed/ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 35/80 Users
- CCN Accreditation Waivers UI: 25/30 Users
- CCN Complaints & Grievances UI: 24/54 Users
- CCN Congressional Inquiries UI: 27/42 Users
- CCN Corrective Action Plans (CAPs) UI: 25/30 Users
- CCN Network Adequacy Deviations UI: 25/51 Users

Accomplishments

- 04/01/2020 EPRS Build 4
- 04/28/2020 EPRS Build 5B
- 05/18/2020 UAT complete for Build 5C IDA Reports
- 06/26/2020 UAT complete for Build 5D IDA Reports
- 06/26/2020 EPRS Build 5.1

Upcoming Milestones

Future Build/Release Planning Underway

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

HealthShare Referral Manager

Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,223,145**: Total Referrals FY 2020
- **186,901**: Total Referral FY 2019
- **16,581**: Total number of VA user accounts provisioned
- **13,381**: Number of Community Providers provisioned
- **4,903**: Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,270**: Support Ticket Count for June
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning-VA; Provisioning- CP; Related to Production Outage

Accomplishments

- 07/10/2020 CTB V1.9.0072 ND
- 07/20/2020 RELEASE 9.0 ND

Upcoming Milestones

- 07/21/2020 COVID REFERRAL EXT BATCHING COMPLETE
- 08/25/2020 RELEASE 10.0 CCSC PRESENTATION
- 08/25/2020 RELEASE 10.0 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10.0 ND
- OCT 2020 RELEASE 11.0 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **COVID19 Referral Extension:** Issue found on 6/12/2020 with certain SEOC versions used in referral extension was addressed via a development script; Referral batching with downstream system was resumed on 6/29 and completed on 7/21/2020, ahead of scheduled by 3 days
- **Clinical Integration** (CI Field Support Director & Assistants): (b)(5) (b)(5)
- **Delivery Operations/POM:** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements
- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements
- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for GEC Documents task and EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements
- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements
- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Overview of Release 9.0 Enhancements

- Release 9 contains several general HSRM enhancements in addition to reporting enhancements and critical HSRM Task list enhancements, which will make task list management more efficient and user friendly.
- Training and communications are being developed to ensure proper task management utilization.

General HSRM Enhancements

- **Referral Date**: Change to Referral Date logic to reflect the start date to be the date the consult is 'Sent to HSRM' from CPRS
- **Clinically Indicated Date**: Removal of validation check logic for CID field
- **Multiple Veteran Addresses**: Addition of Residential Address

Task Management Enhancements

- **Enhanced filtering by Veteran Last name**
  - Search for specific Veteran by last name
  - Filter task list by Alpha Split
- **"Clean slate":** Tasks greater than 10 days old will be archived from the task list
- **Addition of referral number** on task list
- **Search task list** by referral number
- **Search task list** by assigned user
- **Add Level of Care Coordination** to Priority field on task list
- **Sort/filter** by Level of Care Coordination/Priority
- **Medical documentation** task enhancements: 5 New dispositions for documents loaded to VistA

Reports Enhancements

- **Community Provider User Provisioning Report**:
  - Added Community Facility parameter and removed the affiliation parameter
  - City and state added to the report
- **Community Provider Referral Summary Report:**
  - Veteran's date of birth added to the report
- **Optional Task Report**
  - Region added to the report

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 06/05/20 SIX MONTH EXTENSION STARTED

Upcoming Milestones

- 08/03/20 IB PATCH 677 NATIONALLY RELEASING
- 08/31/20 IB PATCH 678 NATIONALLY RELEASING
- FOUR ADDITIONAL IB/AR PATCHES TARGETED FOR DEVELOPMENT AND NATIONAL RELEASE
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency*** *– None at this time.*

(b)(5)

CPAC Document Scanning National Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).
- Approximately 50% reduction in per page SLA scanning cost.
- Easier document retention management.
- ~90% decrease in conversion time – paper to electronic.
- 100% decrease in shipment damages.

Accomplishments

- 10/09/19 UPDATED PERFORMANCE DESCRIPTIONS AND UNION APPROVAL FOR CPAC DEPLOYMENT RECEIVED
- 03/31/20 FINAL 9957 ACCESS REQUEST SUBMITTED
- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS

Upcoming Milestones

- 07/24/20 PROJECT COMPLETE

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this project.*

Office of Information and Technology / Data Dependencies

(b)(5)

ESCC Development

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

- ***Priority Discussion: No***

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **06/2020 SUNSET GRANDFATHER ELIGIBILITY BASED ON CARE DATA**
- **06/2020 RSD APPROVED FOR SOLUTION OF NOT ENROLLED COVERED VETERANS**
- **06/2020 DEPLOYED FUNCTIONALITY FOR THE 6 AND 12 MONTH HARDSHIP**
- **07/2020 COMPLETED ELIGIBILITY ANALYSIS OF CC DATA FOR REJECTED REFERRALS**

Upcoming Milestones

- **08/2020 COLLABORATING WITH HSRM TEAMS REGARDING BUSINESS RULES FOR PREVENTING APPROVAL OF REFERRALS FOR INELIGIBLE VETERANS**
- **08/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE**
- **08/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM)** – (b)(5) (b)(5)
- **Business Intelligence Service Line (BISL)** (b)(5)
- **Community Care Contractor (CCN)** – (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Retail Pharmacy Program

Sustainment

ELC Decision Needed/ ELC Priority Discussion

- *None*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2: Vaccinate 125,000 next year***
- ***Metric 3: Reimburse Walgreens 99% accuracy***
- ***Metric 4: Continued Outreach to Rural Veterans***

Accomplishments

- 7/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 8/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5) (b)(6)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

RISK: N/A

VA DoD Revenue Standardization

Project Phase – Development

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ELC Decision Needed/ ELC Priority Discussion

- **DECISION**: No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE

Upcoming Milestones

- 8/1/20 VSSC VALIDATION OF DOD DATA COMPLETE
- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation Updates

Project Name	Date Presented at PMR	Decision	Status
Comprehensive Disaster Recovery Plans	6/23	Approved	Intake
ePrescribing	6/23	Approved	Intake
CAVE	7/14	Approved	CCSC, 7/28, approval to move to project development
Veteran Credit Database Program	*Scheduled for 8/11*	Pending	TBD

Community Care Business Program Management Review (PMR) #1

07/28/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- OCC Priority Project Review
  - OCC Data Governance
  - VA/DoD Advanced Payment and Referral Standardization
  - One Consult 2.0
  - Indian/Tribal Health Coordination (ITHC)
  - Advanced Medical Cost Management System (AMCMS)
  - Urgent Care Integrated Project Team
  - Provider Profile Management System (PPMS)
  - Community Care Reimbursement System (CCRS)
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

OCC Data Governance Project

Initiation

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Number of data policies, practices, and standards established
- Percent of data issues resolved
- Number of completed data initiatives in data governance project portfolio
- Percent of data initiatives that meet or exceed established initiative targets

Accomplishments

- 7/6/2020 NOMINATED DATA GOVERNANCE GROUP
- 7/7/2020 CCSC DATA GOVERNANCE PROJECT APPROVAL
- 7/8/20 KICKED OFF DATA GOVERNANCE PROJECT
- 7/15/2020 ADOPTED CONTINUOUS LEARNING APPROACH

Upcoming Milestones

- 8/5/2020 DEFINE OVERARCHING DATA GOVERNANCE STRATEGIC PRIORITIES
- 8/12/2020 FINALIZE DATA GOVERNANCE CHARTER
- 8/19/2020 IDENTIFY A DATA-RELATED GOVERNANCE PORTFOLIO

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

VA DoD Reimbursement

Project Phase – Development

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **24,861** VA/DoD consults entered in FY20.
- **95%** of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
  - Biloxi/Pensacola FY20: **95%** automated consult/claim match rate
  - NCR FY20: **74%** consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 6/30/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** (b)(5)
- **RO Staff**
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)

(b)(5)

- **VHA VSSC:** (b)(5)
- **DoD DHA:**

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

One Consult 2.0

Phase 1.0

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

- (b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*
- *DST use of new drive time CC eligibility API estimated mid August (30 days after FRN publication)*

Accomplishments

- RECEIVED APPROVAL FROM BUSINESS TO UTILIZE EXISTING CAPABILITIES WITHIN DST
- RELEASED UPDATE THAT ADDED CC AVERAGE WAIT TIMES TO THE DST DASHBOARD
- DEPLOYMENT OF CTB 1.9.0072 OVER 30 DAYS, BEGAN 7/14/20
- CBT V1.9.0072 ANNOUNCEMNT AND FGB UPDATES COMPLETED

Upcoming Milestones

- DST DRIVE TIME TO BE ENABLED 30 DAYS AFTER FRN PUBLICATION
- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM.
- DST OFFCE HOURS CONTINUE 7/20/2020.
- TESTING / NATIONAL DEPLOYMENT OF CTB V1.9.0076. TESTING 9/16/2020, NATIONAL DEPLOYMENT 10/03/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Indian-Tribal Health Coordination

Development

ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
Discussion (1)This project's training activities were impacted by COVID-19 and were/are on hold until the partners are free to resume. VA staff training was moved to self-paced PPT and sent to the field on 7/17. (b)(5) (b)(5)	Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement	• ***Metric 1:*** Advisory Board meetings • ***Metric 2:*** *Care Coordination Plan developed* • ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 6/4/20 HELD 2ND ADVISORY BOARD MTG
- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED

Upcoming Milestones

- 08/20/20 TRIBAL CONSULTATION (VIRTUAL)
- 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY)
- 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD
- 11/30/20 CARE COORDINATION PLAN FINALIZED

OCC Business Dependencies	OIT / Data Dependencies
(b)(5)	N/A **Risk:** **Mitigation:**

AMCMS Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Upon deployment, key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 6/17-6/24 UAT DATA VALIDATION ROUND I EXECUTED
- 7/10 UAT TEST SCRIPTS UPDATED
- 6/24-7/15 INCORPORATION OF CHANGES & DATA VALIDATION FIXES BASED ON UAT FEEDBACK

Upcoming Milestones

- 7/15-7/25 UAT DATA VALIDATION ROUND II EXECUTION
- 8/21 UAT TEST EVALUATION REPORT
- 8/25 NATIONAL DEPLOYMENT GATE REVIEW MEETING
- 8/26/20 BEGIN FIELD NATIONAL DEPLOYMENT

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Urgent Care IPT

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- **5,688** total probable UC visits in Region 1, as of 5/31/2020

Accomplishments

- 06/08/20 REGION 2/3 GO LIVE DATE FINALIZED AS 8/4
- 07/15/20 REGION 2/3 COMMS RELEASED

Upcoming Milestones

- 08/04/20 REGION 2 TRANSITION
- 08/04/20 REGION 3 TRANSITION
- 08/31/20 REGION 4 TRANSITION

OCC Business Dependencies

- **Clinical Integration:** N/A
- **Delivery Operations:** N/A

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

RISK: N/A
Mitigation: N/A

Provider Profile Management System (PPMS)

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

Power BI functionality exceeded license capability for reporting previous metrics.

Accomplishments

- 5/22/20 PPMS 8.0 GO-LIVE
- 6/30/20 DEV CONTRACT AWARDED JUNE
- 7/1/20 URGENT CARE LEGACY RE-ROUTE
- 7/7/20 PPMS 8.1 GO-LIVE

Upcoming Milestones

- 7/23/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 COMMUNITY PROVIDER LOCATOR (CPL) RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 08/20/20 PPMS 9.0 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - –* (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

CCRS National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- *No ELC Decision Requests for July*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of July 17, 2020

- **Region 1:** Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, "No Action" Optum denials – 409,257
- **Region 2:** Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, "No Action" Optum denials – 242,340
- **Region 3:** Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, "No Action" Optum denials – 94,192
- **Region 4:** Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, "No Action" TriWest denials - 563
- **The total Invoice Amount Paid/Sent for Payment:** $984,680,609.20

Accomplishments

- 06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC
- 07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY

Upcoming Milestones

- 07/09/2020 CCRS USER ACCEPTANCE TESTING 11.4
- 07/14/2020 NATIONAL DEPLOYMENT GATE REVIEW (GO, NO GO DECISION)
- 07/16/2020 RELEASE CCRS 11.4 TO PRODUCTION
- 07/17/2020 UPDATE USER GUIDES AND LESSONS LEARNED CCRS 11.4
- 07/17/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 11.4

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) :** (b)(5)
  (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5)
  (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5)
  (b)(5)
- **VAMC / Fiscal Budget Staff:** (b)(5)
  (b)(5)

OIT / Data Dependencies

(b)(5)

(b)(5)

Appendix

Cerner OCC Integration

Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

TBD awaiting OEHRM Decision

Upcoming Milestones

These dates are subject to change due to COVID-19 uncertainty

- **IV3: 7/27/2020**
- **Super User Training: 8/10/2020**
- **CSS: Go Live 8/21/2020**
- **ORA: 9/7/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Deployment

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

Region 3 Gradual Transition – CCN Referral #

- *Week 1: May 18 – 22, 2020*
  - *Total Referrals = 4,965* Total Rejects = 10*
- *Week 2: May 25-29, 2020*
  - *Total Referrals = 5,084* Total Rejects = 10*
- *Week 3: June 1-5, 2020*
  - *Total Referrals = 7,743* Total Rejects = 18***

Region 4 R4P1 Go Live – CCN Referral #

- *Week 1: June 8-12, 2020*
  - *Total Referrals = 842 Total Rejects = 45*

Accomplishments

- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE

Upcoming Milestones

- 08/04/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 08/31/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

National Network Deployment Progress – As of 7/6/2020

- (b)(5)

- Regions 1, 2, and 3 are fully deployed
- Region 4 Phase 1 deployed on 6/8/2020
- Covid-19 is impacting the national deployment progress and provider recruitment progress

Region 3 Update

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January 7 2020: Go-Live for Two Sites

May 18 – June 15: Gradual Transition

June 16: Full Region 3 Deployment

SHCD – Phase 1

January 7 , 2020
Fayetteville, AR
Orlando, FL

Throughout the Gradual Transition, and continuing post-go-live, Optum is working to contract with key Region 3 providers.

Recent wins include:
- **VISN 7:** University of Alabama (*received verbal agreement*)
- **VISN 16**: Willis-Knighton Health System

Phase 2 (all remaining R3 sites)

June 16, 2020

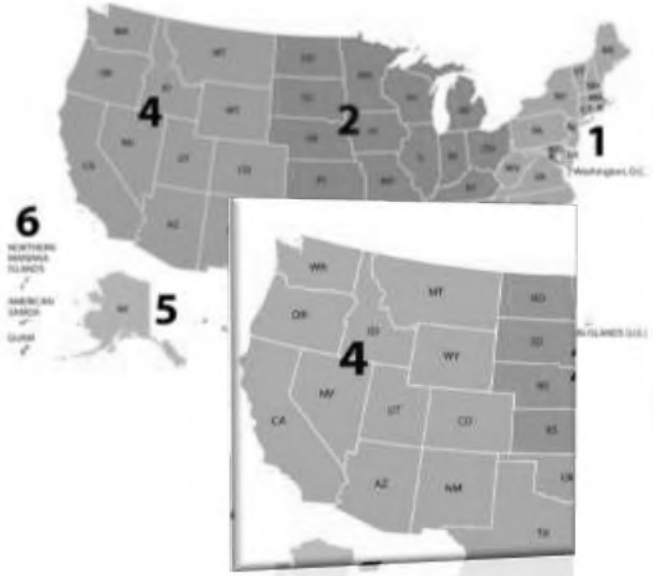
Central Arkansas, AR
Columbia, SC
Memphis, TN
Murfreesboro, TN
Nashville, TN
New Orleans, LA
Shreveport, LA
Tuscaloosa, AL
Alexandria, LA
Atlanta, GA
August, GA
Bay Pines, FL
Biloxi, MS
Birmingham, AL
Central Alabama
Charleston, SC
Dublin, GA
Jackson, MS
Miami, FL
Mountain Home, TN
Muskogee, OK
N. Florida / S. Georgia
Oklahoma City, OK
San Juan, PR
Tampa, FL
West Palm Beach, FL

July 17: 30-day PC3 cutover period ends

Region 3 Activities

- **CAST calls** continue for another two weeks until sites transition to the monthly network adequacy calls
- Optum and Network Management are reviewing the **16 requests for PC3 extensions.** Some sites are reporting gaps in specific specialties whereas others are requesting for specific providers. Final decisions will be made this week.
- Optum is holding **network reviews** with individual sites that have concerns with the network. These meetings will focus in on certain specialties and outstanding issue tracker items.

Region 4 Update



SHCD – Phase 1 (2 VAMCs)

June 8 , 2020

VISN 19 – 2 VAMCs

- Montana (436)
- Eastern Colorado, CO (554)

Phase 2 (13 VAMCs)

July 21, 2020

VISN 17 – 7 VAMCs

- Amarillo, TX (504)
- El Paso, TX (756)
- Texas Valley Coastal (740)
- Central Texas (674)
- North Texas (549)
- South Texas (671)
- West Texas (519)

VISN 16 – 2 VAMC

Houston, TX (580)
Texas counties aligned to Shreveport, LA (667) catchment area

VISN 19 – 4 VAMCs

Cheyenne, WY (442)
Sheridan, WY (666)
Salt Lake City, UT (660)
Grand Junction, CO (575)

Phase 3 (14 VAMCs)

August 11, 2020

VISN 20 – 7 VAMCs

- Portland, OR (648)
- Puget Sound, WA (663)
- Roseburg, OR (653)
- Spokane, WA (668)
- White City, OR (692)
- Walla Walla, WA (687)
- Boise, ID (531)

VISN 21 – 7 VAMC

Fresno, CA (570)
Reno, NV (654)
San Francisco, CA (662)
Northern California (612)
Palo Alto, CA (640)
Southern Nevada (593)
Honolulu, HI (459)

Phase 4 (8 VAMCs)

August 25, 2020

VISN 22 – 8 VAMCs

- Loma Linda, CA (605)
- Long Beach, CA (600)
- New Mexico (501)
- Northern Arizona (649)
- Phoenix, AZ (644)
- San Diego, CA (664)
- Southern Arizona (678)
- Greater LA, CA (691)

Region 4 SHCD

- ✓ Region 4 Phase 2 deploying on July 21, 2020
- ✓ Collaborating with TriWest to prepare Phase 2 and 3 sites for CCN Go live through pre-deployment meeting series
- ✓ Planning and conducting sequence of e-learnings, virtual training sessions, and just in time refresher trainings to ensure site staff are ready to use CCN systems and tools for Go Live
- ✓ Increasing messaging on differences between CCN and PC3 to level set site expectations
- ✓ Updating deployment approach for Phase 2-4 Command Center based on Phase 1 lessons learned; scaling to account for increased number of Go-Live sites
- ✓ Developing proactive referral tracking approach to determine trends: network gaps, COVID-19 impact vs field utilization

Enterprise Program Reporting System (EPRS)

Project Phase – Development

ELC Decision Needed/ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 35/80 Users
- CCN Accreditation Waivers UI: 25/30 Users
- CCN Complaints & Grievances UI: 24/54 Users
- CCN Congressional Inquiries UI: 27/42 Users
- CCN Corrective Action Plans (CAPs) UI: 25/30 Users
- CCN Network Adequacy Deviations UI: 25/51 Users

Accomplishments

- 04/01/2020 EPRS Build 4
- 04/28/2020 EPRS Build 5B
- 05/18/2020 UAT complete for Build 5C IDA Reports
- 06/26/2020 UAT complete for Build 5D IDA Reports
- 06/26/2020 EPRS Build 5.1

Upcoming Milestones

Future Build/Release Planning Underway

OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration (CCCA):** (b)(5)

(b)(5)

- **Community Care Network Management (NM):** (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

HealthShare Referral Manager Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,223,145**: Total Referrals FY 2020
- **186,901**: Total Referral FY 2019
- **16,581**: Total number of VA user accounts provisioned
- **13,381**: Number of Community Providers provisioned
- **4,903**: Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,270**: Support Ticket Count for June
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning-VA; Provisioning- CP; Related to Production Outage

Accomplishments

- 07/10/2020 CTB V1.9.0072 ND
- 07/20/2020 RELEASE 9.0 ND

Upcoming Milestones

- 07/21/2020 COVID REFERRAL EXT BATCHING COMPLETE
- 08/25/2020 RELEASE 10.0 CCSC PRESENTATION
- 08/25/2020 RELEASE 10.0 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10.0 ND
- OCT 2020 RELEASE 11.0 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **COVID19 Referral Extension:** Issue found on 6/12/2020 with certain SEOC versions used in referral extension was addressed via a development script; Referral batching with downstream system was resumed on 6/29 and completed on 7/21/2020, ahead of scheduled by 3 days
- **Clinical Integration** (CI Field Support Director & Assistants): (b)(5) (b)(5)
- **Delivery Operations/POM:** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff)** (b)(5) (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for GEC Documents task and EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Overview of Release 9.0 Enhancements

- Release 9 contains several general HSRM enhancements in addition to reporting enhancements and critical HSRM Task list enhancements, which will make task list management more efficient and user friendly.
- Training and communications are being developed to ensure proper task management utilization.

General HSRM Enhancements

- **Referral Date**: Change to Referral Date logic to reflect the start date to be the date the consult is 'Sent to HSRM' from CPRS
- **Clinically Indicated Date**: Removal of validation check logic for CID field
- **Multiple Veteran Addresses**: Addition of Residential Address

Task Management Enhancements

- **Enhanced filtering by Veteran Last name**
  - Search for specific Veteran by last name
  - Filter task list by Alpha Split
- **"Clean slate":** Tasks greater than 10 days old will be archived from the task list
- **Addition of referral number** on task list
- **Search task list** by referral number
- **Search task list** by assigned user
- **Add Level of Care Coordination** to Priority field on task list
- **Sort/filter** by Level of Care Coordination/Priority
- **Medical documentation** task enhancements: 5 New dispositions for documents loaded to VistA

Reports Enhancements

- **Community Provider User Provisioning Report**:
  - Added Community Facility parameter and removed the affiliation parameter
  - City and state added to the report
- **Community Provider Referral Summary Report:**
  - Veteran's date of birth added to the report
- **Optional Task Report**
  - Region added to the report

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 06/05/20 SIX MONTH EXTENSION STARTED

Upcoming Milestones

- 08/03/20 IB PATCH 677 NATIONALLY RELEASING
- 08/31/20 IB PATCH 678 NATIONALLY RELEASING
- FOUR ADDITIONAL IB/AR PATCHES TARGETED FOR DEVELOPMENT AND NATIONAL RELEASE
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency*** *– None at this time.*

(b)(5)

CPAC Document Scanning National Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).
- Approximately 50% reduction in per page SLA scanning cost.
- Easier document retention management.
- ~90% decrease in conversion time – paper to electronic.
- 100% decrease in shipment damages.

Accomplishments

- 10/09/19 UPDATED PERFORMANCE DESCRIPTIONS AND UNION APPROVAL FOR CPAC DEPLOYMENT RECEIVED
- 03/31/20 FINAL 9957 ACCESS REQUEST SUBMITTED
- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS

Upcoming Milestones

- 07/24/20 PROJECT COMPLETE

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this project.*

Office of Information and Technology / Data Dependencies

(b)(5)

ESCC Development

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

- ***Priority Discussion: No***

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **06/2020 SUNSET GRANDFATHER ELIGIBILITY BASED ON CARE DATA**
- **06/2020 RSD APPROVED FOR SOLUTION OF NOT ENROLLED COVERED VETERANS**
- **06/2020 DEPLOYED FUNCTIONALITY FOR THE 6 AND 12 MONTH HARDSHIP**
- **07/2020 COMPLETED ELIGIBILITY ANALYSIS OF CC DATA FOR REJECTED REFERRALS**

Upcoming Milestones

- **08/2020 COLLABORATING WITH HSRM TEAMS REGARDING BUSINESS RULES FOR PREVENTING APPROVAL OF REFERRALS FOR INELIGIBLE VETERANS**
- **08/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE**
- **08/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM) –** (b)(5) (b)(5)
- **Business Intelligence Service Line (BISL) -** (b)(5)
- **Community Care Contractor (CCN) –** (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Retail Pharmacy Program

Sustainment

ELC Decision Needed/ ELC Priority Discussion

- *None*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2: Vaccinate 125,000 next year***
- ***Metric 3: Reimburse Walgreens 99% accuracy***
- ***Metric 4: Continued Outreach to Rural Veterans***

Accomplishments

- 7/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 8/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5) (b)(6)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

RISK: N/A

VA DoD Revenue Standardization

Project Phase – Development

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ELC Decision Needed/ ELC Priority Discussion

- **DECISION**: No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE

Upcoming Milestones

- 8/1/20 VSSC VALIDATION OF DOD DATA COMPLETE
- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation Updates

Project Name	Date Presented at PMR	Decision	Status
Comprehensive Disaster Recovery Plans	6/23	Approved	Intake
ePrescribing	6/23	Approved	Intake
CAVE	7/14	Approved	CCSC, 7/28, approval to move to project development
Veteran Credit Database Program	*Scheduled for 8/11*	Pending	TBD

Community Care Business Program Management Review (PMR) #1

07/28/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- OCC Priority Project Review
  - OCC Data Governance
  - VA/DoD Advanced Payment and Referral Standardization
  - One Consult 2.0
  - Indian/Tribal Health Coordination (ITHC)
  - Advanced Medical Cost Management System (AMCMS)
  - Urgent Care Integrated Project Team
  - Provider Profile Management System (PPMS)
  - Community Care Reimbursement System (CCRS)
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

OCC Data Governance Project

Initiation

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Number of data policies, practices, and standards established
- Percent of data issues resolved
- Number of completed data initiatives in data governance project portfolio
- Percent of data initiatives that meet or exceed established initiative targets

Accomplishments

- 7/6/2020 NOMINATED DATA GOVERNANCE GROUP
- 7/7/2020 CCSC DATA GOVERNANCE PROJECT APPROVAL
- 7/8/20 KICKED OFF DATA GOVERNANCE PROJECT
- 7/15/2020 ADOPTED CONTINUOUS LEARNING APPROACH

Upcoming Milestones

- 8/5/2020 DEFINE OVERARCHING DATA GOVERNANCE STRATEGIC PRIORITIES
- 8/12/2020 FINALIZE DATA GOVERNANCE CHARTER
- 8/19/2020 IDENTIFY A DATA-RELATED GOVERNANCE PORTFOLIO

OCC Business Dependencies

- ***Pending Dependency Management Analysis***

(b)(5)

OIT / Data Dependencies

- ***Pending Dependency Management Analysis***

(b)(5)

VA DoD Reimbursement

Project Phase – Development

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **24,861** VA/DoD consults entered in FY20.
- **95%** of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
  - Biloxi/Pensacola FY20: **95%** automated consult/claim match rate
  - NCR FY20: **74%** consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 6/30/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** (b)(5)
- **RO Staff**
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
  (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:** (b)(5)
  (b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

One Consult 2.0

Phase 1.0

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

- (b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*
- *DST use of new drive time CC eligibility API estimated mid August (30 days after FRN publication)*

Accomplishments

- RECEIVED APPROVAL FROM BUSINESS TO UTILIZE EXISTING CAPABILITIES WITHIN DST
- RELEASED UPDATE THAT ADDED CC AVERAGE WAIT TIMES TO THE DST DASHBOARD
- DEPLOYMENT OF CTB 1.9.0072 OVER 30 DAYS, BEGAN 7/14/20
- CBT V1.9.0072 ANNOUNCEMNT AND FGB UPDATES COMPLETED

Upcoming Milestones

- DST DRIVE TIME TO BE ENABLED 30 DAYS AFTER FRN PUBLICATION
- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM.
- DST OFFCE HOURS CONTINUE 7/20/2020.
- TESTING / NATIONAL DEPLOYMENT OF CTB V1.9.0076. TESTING 9/16/2020, NATIONAL DEPLOYMENT 10/03/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Indian-Tribal Health Coordination

Development

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ELC Decision Needed/ ELC Priority Discussion

Discussion

(1)This project's training activities were impacted by COVID-19 and were/are on hold until the partners are free to resume. VA staff training was moved to self-paced PPT and sent to the field on 7/17. (b)(5)

(b)(5)

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 6/4/20 HELD 2ND ADVISORY BOARD MTG
- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED

Upcoming Milestones

- 08/20/20 TRIBAL CONSULTATION (VIRTUAL)
- 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY)
- 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD
- 11/30/20 CARE COORDINATION PLAN FINALIZED

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS Deployment

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Upon deployment, key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 6/17-6/24 UAT DATA VALIDATION ROUND I EXECUTED
- 7/10 UAT TEST SCRIPTS UPDATED
- 6/24-7/15 INCORPORATION OF CHANGES & DATA VALIDATION FIXES BASED ON UAT FEEDBACK

Upcoming Milestones

- 7/15-7/25 UAT DATA VALIDATION ROUND II EXECUTION
- 8/21 UAT TEST EVALUATION REPORT
- 8/25 NATIONAL DEPLOYMENT GATE REVIEW MEETING
- 8/26/20 BEGIN FIELD NATIONAL DEPLOYMENT

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Urgent Care IPT

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- **5,688** total probable UC visits in Region 1, as of 5/31/2020

Accomplishments

- 06/08/20 REGION 2/3 GO LIVE DATE FINALIZED AS 8/4
- 07/15/20 REGION 2/3 COMMS RELEASED

Upcoming Milestones

- 08/04/20 REGION 2 TRANSITION
- 08/04/20 REGION 3 TRANSITION
- 08/31/20 REGION 4 TRANSITION

OCC Business Dependencies

- **Clinical Integration:** N/A
- **Delivery Operations:** N/A
- **Provider Relations and Services (PRS):** (b)(5)
  (b)(5)
- **Communications:** (b)(5)
  (b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

Provider Profile Management System (PPMS)

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

Power BI functionality exceeded license capability for reporting previous metrics.

Accomplishments

- 5/22/20 PPMS 8.0 GO-LIVE
- 6/30/20 DEV CONTRACT AWARDED JUNE
- 7/1/20 URGENT CARE LEGACY RE-ROUTE
- 7/7/20 PPMS 8.1 GO-LIVE

Upcoming Milestones

(b)(5)

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - –* (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

CCRS National Deployment

ELC Decision Needed/ ELC Priority Discussion

- *No ELC Decision Requests for July*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of July 17, 2020

- **Region 1:** Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, "No Action" Optum denials – 409,257
- **Region 2:** Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, "No Action" Optum denials – 242,340
- **Region 3:** Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, "No Action" Optum denials – 94,192
- **Region 4:** Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, "No Action" TriWest denials - 563
- **The total Invoice Amount Paid/Sent for Payment:** $984,680,609.20

Accomplishments

- 06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC
- 07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY

Upcoming Milestones

(b)(5)

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) :** (b)(5)

(b)(5)

- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) recovery efforts for CCN Invoices
- **Finance (OCC Finance and Informatics Staff):** (b)(5)

(b)(5)

- **VAMC / Fiscal Budget Staff:** (b)(5)

(b)(5)

(b)(5)

OIT / Data Dependencies

- ***Upstream Dependency Third Party Administrators (Optum, TriWest)***
- ***Upstream Dependency Community Providers***
- ***Upstream Dependency HSRM Project Team***
- ***Upstream Dependency PPMS Project Team***
- ***Upstream Dependency SEOC Database***
- ***Downstream Dependency FMS Project Team -*** (b)(5)

(b)(5)

- ***Downstream Dependency Program Integrity Team (PIT)***

(b)(5)

Appendix

Cerner OCC Integration

Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

TBD awaiting OEHRM Decision

Upcoming Milestones

(b)(5)

These dates are subject to change due to COVID-19 uncertainty

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Deployment

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

Region 3 Gradual Transition – CCN Referral #

- *Week 1: May 18 – 22, 2020*
  - *Total Referrals = 4,965* Total Rejects = 10*
- *Week 2: May 25-29, 2020*
  - *Total Referrals = 5,084* Total Rejects = 10*
- *Week 3: June 1-5, 2020*
  - *Total Referrals = 7,743* Total Rejects = 18***

Region 4 R4P1 Go Live – CCN Referral #

- *Week 1: June 8-12, 2020*
  - *Total Referrals = 842 Total Rejects = 45*

Accomplishments

- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE

Upcoming Milestones

- 08/04/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 08/31/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

National Network Deployment Progress – As of 7/6/2020

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- (b)(5)

- Regions 1, 2, and 3 are fully deployed
- Region 4 Phase 1 deployed on 6/8/2020
- Covid-19 is impacting the national deployment progress and provider recruitment progress

Region 3 Update

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January 7 2020: Go-Live for Two Sites

May 18 – June 15: Gradual Transition

June 16: Full Region 3 Deployment

July 17: 30-day PC3 cutover period ends

SHCD – Phase 1

January 7 , 2020
Fayetteville, AR
Orlando, FL

Throughout the Gradual Transition, and continuing post-go-live, Optum is working to contract with key Region 3 providers.

Recent wins include:
- **VISN 7:** University of Alabama (*received verbal agreement*)
- **VISN 16**: Willis-Knighton Health System

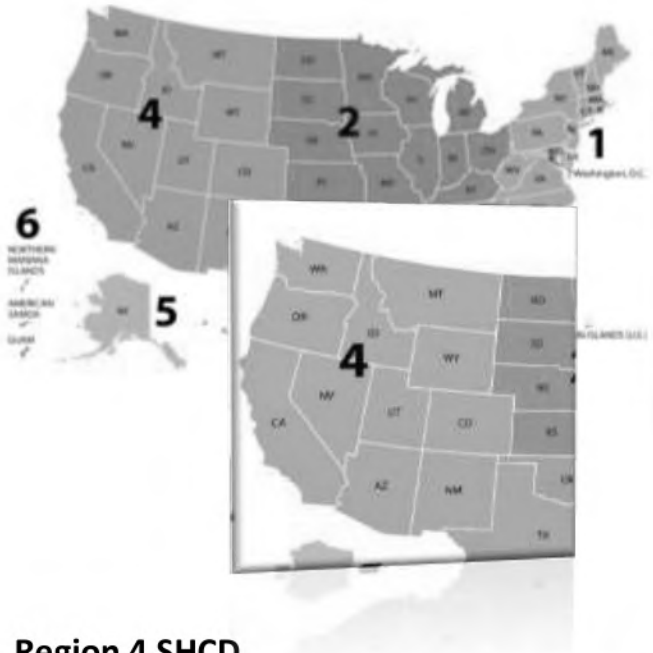
Phase 2 (all remaining R3 sites)

June 16, 2020
Central Arkansas, AR
Columbia, SC
Memphis, TN
Murfreesboro, TN
Nashville, TN
New Orleans, LA
Shreveport, LA
Tuscaloosa, AL
Alexandria, LA
Atlanta, GA
August, GA
Bay Pines, FL
Biloxi, MS
Birmingham, AL
Central Alabama
Charleston, SC
Dublin, GA
Jackson, MS
Miami, FL
Mountain Home, TN
Muskogee, OK
N. Florida / S. Georgia
Oklahoma City, OK
San Juan, PR
Tampa, FL
West Palm Beach, FL

Region 3 Activities

- **CAST calls** continue for another two weeks until sites transition to the monthly network adequacy calls
- Optum and Network Management are reviewing the **16 requests for PC3 extensions.** Some sites are reporting gaps in specific specialties whereas others are requesting for specific providers. Final decisions will be made this week.
- Optum is holding **network reviews** with individual sites that have concerns with the network. These meetings will focus in on certain specialties and outstanding issue tracker items.

Region 4 Update



SHCD – Phase 1 (2 VAMCs)

June 8 , 2020

VISN 19 – 2 VAMCs

- Montana (436)
- Eastern Colorado, CO (554)

Phase 2 (13 VAMCs)

July 21, 2020

VISN 17 – 7 VAMCs

- Amarillo, TX (504)
- El Paso, TX (756)
- Texas Valley Coastal (740)
- Central Texas (674)
- North Texas (549)
- South Texas (671)
- West Texas (519)

VISN 16 – 2 VAMC

- Houston, TX (580)
- Texas counties aligned to Shreveport, LA (667) catchment area

VISN 19 – 4 VAMCs

- Cheyenne, WY (442)
- Sheridan, WY (666)
- Salt Lake City, UT (660)
- Grand Junction, CO (575)

Phase 3 (14 VAMCs)

August 11, 2020

VISN 20 – 7 VAMCs

- Portland, OR (648)
- Puget Sound, WA (663)
- Roseburg, OR (653)
- Spokane, WA (668)
- White City, OR (692)
- Walla Walla, WA (687)
- Boise, ID (531)

VISN 21 – 7 VAMC

- Fresno, CA (570)
- Reno, NV (654)
- San Francisco, CA (662)
- Northern California (612)
- Palo Alto, CA (640)
- Southern Nevada (593)
- Honolulu, HI (459)

Phase 4 (8 VAMCs)

August 25, 2020

VISN 22 – 8 VAMCs

- Loma Linda, CA (605)
- Long Beach, CA (600)
- New Mexico (501)
- Northern Arizona (649)
- Phoenix, AZ (644)
- San Diego, CA (664)
- Southern Arizona (678)
- Greater LA, CA (691)

Region 4 SHCD

- ✓ Region 4 Phase 2 deploying on July 21, 2020
- ✓ Collaborating with TriWest to prepare Phase 2 and 3 sites for CCN Go live through pre-deployment meeting series
- ✓ Planning and conducting sequence of e-learnings, virtual training sessions, and just in time refresher trainings to ensure site staff are ready to use CCN systems and tools for Go Live
- ✓ Increasing messaging on differences between CCN and PC3 to level set site expectations
- ✓ Updating deployment approach for Phase 2-4 Command Center based on Phase 1 lessons learned; scaling to account for increased number of Go-Live sites
- ✓ Developing proactive referral tracking approach to determine trends: network gaps, COVID-19 impact vs field utilization

Enterprise Program Reporting System (EPRS)

Project Phase – Development

ELC Decision Needed/ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 35/80 Users
- CCN Accreditation Waivers UI: 25/30 Users
- CCN Complaints & Grievances UI: 24/54 Users
- CCN Congressional Inquiries UI: 27/42 Users
- CCN Corrective Action Plans (CAPs) UI: 25/30 Users
- CCN Network Adequacy Deviations UI: 25/51 Users

Accomplishments

- 04/01/2020 EPRS Build 4
- 04/28/2020 EPRS Build 5B
- 05/18/2020 UAT complete for Build 5C IDA Reports
- 06/26/2020 UAT complete for Build 5D IDA Reports
- 06/26/2020 EPRS Build 5.1

Upcoming Milestones

Future Build/Release Planning Underway

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

HealthShare Referral Manager Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,223,145**: Total Referrals FY 2020
- **186,901**: Total Referral FY 2019
- **16,581**: Total number of VA user accounts provisioned
- **13,381**: Number of Community Providers provisioned
- **4,903**: Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,270**: Support Ticket Count for June
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning-VA; Provisioning- CP; Related to Production Outage

Accomplishments

- 07/10/2020 CTB V1.9.0072 ND
- 07/20/2020 RELEASE 9.0 ND

Upcoming Milestones

(b)(5)

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **COVID19 Referral Extension:** Issue found on 6/12/2020 with certain SEOC versions used in referral extension was addressed via a development script; Referral batching with downstream system was resumed on 6/29 and completed on 7/21/2020, ahead of scheduled by 3 days
- **Clinical Integration** (CI Field Support Director & Assistants): (b)(5) (b)(5)
- **Delivery Operations/POM:** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff)** (b)(5) (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements
- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements
- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for GEC Documents task and EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements
- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements
- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Overview of Release 9.0 Enhancements

- Release 9 contains several general HSRM enhancements in addition to reporting enhancements and critical HSRM Task list enhancements, which will make task list management more efficient and user friendly.
- Training and communications are being developed to ensure proper task management utilization.

General HSRM Enhancements

- **Referral Date**: Change to Referral Date logic to reflect the start date to be the date the consult is 'Sent to HSRM' from CPRS
- **Clinically Indicated Date**: Removal of validation check logic for CID field
- **Multiple Veteran Addresses**: Addition of Residential Address

Task Management Enhancements

- **Enhanced filtering by Veteran Last name**
  - Search for specific Veteran by last name
  - Filter task list by Alpha Split
- **"Clean slate":** Tasks greater than 10 days old will be archived from the task list
- **Addition of referral number** on task list
- **Search task list** by referral number
- **Search task list** by assigned user
- **Add Level of Care Coordination** to Priority field on task list
- **Sort/filter** by Level of Care Coordination/Priority
- **Medical documentation** task enhancements: 5 New dispositions for documents loaded to VistA

Reports Enhancements

- **Community Provider User Provisioning Report**:
  - Added Community Facility parameter and removed the affiliation parameter
  - City and state added to the report
- **Community Provider Referral Summary Report:**
  - Veteran's date of birth added to the report
- **Optional Task Report**
  - Region added to the report

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 06/05/20 SIX MONTH EXTENSION STARTED

Upcoming Milestones

(b)(5)

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency*** *– None at this time.*

(b)(5)

CPAC Document Scanning National Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).
- Approximately 50% reduction in per page SLA scanning cost.
- Easier document retention management.
- ~90% decrease in conversion time – paper to electronic.
- 100% decrease in shipment damages.

Accomplishments

- 10/09/19 UPDATED PERFORMANCE DESCRIPTIONS AND UNION APPROVAL FOR CPAC DEPLOYMENT RECEIVED
- 03/31/20 FINAL 9957 ACCESS REQUEST SUBMITTED
- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS

Upcoming Milestones

(b)(5)

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this project.*

Office of Information and Technology / Data Dependencies

(b)(5)

ESCC Development

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

- ***Priority Discussion: No***

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **06/2020 SUNSET GRANDFATHER ELIGIBILITY BASED ON CARE DATA**
- **06/2020 RSD APPROVED FOR SOLUTION OF NOT ENROLLED COVERED VETERANS**
- **06/2020 DEPLOYED FUNCTIONALITY FOR THE 6 AND 12 MONTH HARDSHIP**
- **07/2020 COMPLETED ELIGIBILITY ANALYSIS OF CC DATA FOR REJECTED REFERRALS**

Upcoming Milestones

(b)(5)

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM) –** (b)(5)
  (b)(5)
- **Business Intelligence Service Line (BISL)** (b)(5)
- **Community Care Contractor (CCN) –** (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Retail Pharmacy Program

Sustainment

ELC Decision Needed/ ELC Priority Discussion

- *None*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2: Vaccinate 125,000 next year***
- ***Metric 3: Reimburse Walgreens 99% accuracy***
- ***Metric 4: Continued Outreach to Rural Veterans***

Accomplishments

- 7/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

(b)(5)

OCC Business Dependencies

(b)(5)

(b)(5) (b)(6)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

RISK: N/A

VA DoD Revenue Standardization

Project Phase – Development

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ELC Decision Needed/ ELC Priority Discussion

- **DECISION**: No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE

Upcoming Milestones

(b)(5)

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation Updates

Project Name	Date Presented at PMR	Decision	Status
Comprehensive Disaster Recovery Plans	6/23	Approved	Intake
ePrescribing	6/23	Approved	Intake
CAVE	7/14	Approved	CCSC, 7/28, approval to move to project development
Veteran Credit Database Program	*Scheduled for 8/11*	Pending	TBD

Community Care Business Program Management Review (PMR) #1

07/28/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- OCC Priority Project Review
  - OCC Data Governance
  - VA/DoD Advanced Payment and Referral Standardization
  - One Consult 2.0
  - Indian/Tribal Health Coordination (ITHC)
  - Advanced Medical Cost Management System (AMCMS)
  - Urgent Care Integrated Project Team
  - Provider Profile Management System (PPMS)
  - Community Care Reimbursement System (CCRS)
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

OCC Data Governance Project

Initiation

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Number of data policies, practices, and standards established
- Percent of data issues resolved
- Number of completed data initiatives in data governance project portfolio
- Percent of data initiatives that meet or exceed established initiative targets

Accomplishments

- 7/6/2020 NOMINATED DATA GOVERNANCE GROUP
- 7/7/2020 CCSC DATA GOVERNANCE PROJECT APPROVAL
- 7/8/20 KICKED OFF DATA GOVERNANCE PROJECT
- 7/15/2020 ADOPTED CONTINUOUS LEARNING APPROACH

Upcoming Milestones

- 8/5/2020 DEFINE OVERARCHING DATA GOVERNANCE STRATEGIC PRIORITIES
- 8/12/2020 FINALIZE DATA GOVERNANCE CHARTER
- 8/19/2020 IDENTIFY A DATA-RELATED GOVERNANCE PORTFOLIO

OCC Business Dependencies

- ***Pending Dependency Management Analysis***

(b)(5)

OIT / Data Dependencies

- ***Pending Dependency Management Analysis***

(b)(5)

VA DoD Reimbursement

Project Phase – Development

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **24,861** VA/DoD consults entered in FY20.
- **95%** of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
  - Biloxi/Pensacola FY20: **95%** automated consult/claim match rate
  - NCR FY20: **74%** consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 6/30/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** (b)(5)
- **RO Staff**
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
  (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:**
  (b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

One Consult 2.0

Phase 1.0

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

- (b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*
- *DST use of new drive time CC eligibility API estimated mid August (30 days after FRN publication)*

Accomplishments

- RECEIVED APPROVAL FROM BUSINESS TO UTILIZE EXISTING CAPABILITIES WITHIN DST
- RELEASED UPDATE THAT ADDED CC AVERAGE WAIT TIMES TO THE DST DASHBOARD
- DEPLOYMENT OF CTB 1.9.0072 OVER 30 DAYS, BEGAN 7/14/20
- CBT V1.9.0072 ANNOUNCEMNT AND FGB UPDATES COMPLETED

Upcoming Milestones

- DST DRIVE TIME TO BE ENABLED 30 DAYS AFTER FRN PUBLICATION
- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM.
- DST OFFCE HOURS CONTINUE 7/20/2020.
- TESTING / NATIONAL DEPLOYMENT OF CTB V1.9.0076. TESTING 9/16/2020, NATIONAL DEPLOYMENT 10/03/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Indian-Tribal Health Coordination

Development

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ELC Decision Needed/ ELC Priority Discussion

Discussion

(1)This project's training activities were impacted by COVID-19 and were/are on hold until the partners are free to resume. VA staff training was moved to self-paced PPT and sent to the field on 7/17. (b)(5)

(b)(5)

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 6/4/20 HELD 2ND ADVISORY BOARD MTG
- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED

Upcoming Milestones

- 08/20/20 TRIBAL CONSULTATION (VIRTUAL)
- 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY)
- 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD
- 11/30/20 CARE COORDINATION PLAN FINALIZED

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Upon deployment, key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 6/17-6/24 UAT DATA VALIDATION ROUND I EXECUTED
- 7/10 UAT TEST SCRIPTS UPDATED
- 6/24-7/15 INCORPORATION OF CHANGES & DATA VALIDATION FIXES BASED ON UAT FEEDBACK

Upcoming Milestones

- 7/15-7/25 UAT DATA VALIDATION ROUND II EXECUTION
- 8/21 UAT TEST EVALUATION REPORT
- 8/25 NATIONAL DEPLOYMENT GATE REVIEW MEETING
- 8/26/20 BEGIN FIELD NATIONAL DEPLOYMENT

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Urgent Care IPT

National Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- **5,688** total probable UC visits in Region 1, as of 5/31/2020

Accomplishments

- 06/08/20 REGION 2/3 GO LIVE DATE FINALIZED AS 8/4
- 07/15/20 REGION 2/3 COMMS RELEASED

Upcoming Milestones

- 08/04/20 REGION 2 TRANSITION
- 08/04/20 REGION 3 TRANSITION
- 08/31/20 REGION 4 TRANSITION

OCC Business Dependencies

- **Clinical Integration:** N/A
- **Delivery Operations:** N/A

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

RISK: N/A
Mitigation: N/A

Provider Profile Management System (PPMS)

National Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

Power BI functionality exceeded license capability for reporting previous metrics.

Accomplishments

- 5/22/20 PPMS 8.0 GO-LIVE
- 6/30/20 DEV CONTRACT AWARDED JUNE
- 7/1/20 URGENT CARE LEGACY RE-ROUTE
- 7/7/20 PPMS 8.1 GO-LIVE

Upcoming Milestones

- 7/23/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 COMMUNITY PROVIDER LOCATOR (CPL) RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 08/20/20 PPMS 9.0 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy* - (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

CCRS National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- *No ELC Decision Requests for July*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of July 17, 2020

- **Region 1:** Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, "No Action" Optum denials – 409,257
- **Region 2:** Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, "No Action" Optum denials – 242,340
- **Region 3:** Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, "No Action" Optum denials – 94,192
- **Region 4:** Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, "No Action" TriWest denials - 563
- **The total Invoice Amount Paid/Sent for Payment:** $984,680,609.20

Accomplishments

- 06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC
- 07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY

Upcoming Milestones

- 07/09/2020 CCRS USER ACCEPTANCE TESTING 11.4
- 07/14/2020 NATIONAL DEPLOYMENT GATE REVIEW (GO, NO GO DECISION)
- 07/16/2020 RELEASE CCRS 11.4 TO PRODUCTION
- 07/17/2020 UPDATE USER GUIDES AND LESSONS LEARNED CCRS 11.4
- 07/17/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 11.4

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff)** (b)(5)

(b)(5)

- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5)

(b)(5)

- **Finance (OCC Finance and Informatics Staff):** (b)(5)

(b)(5)

- **VAMC / Fiscal Budget Staff:** (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

(b)(5)

Appendix

Cerner OCC Integration

Development

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

TBD awaiting OEHRM Decision

Upcoming Milestones

These dates are subject to change due to COVID-19 uncertainty

- **IV3: 7/27/2020**
- **Super User Training: 8/10/2020**
- **CSS: Go Live 8/21/2020**
- **ORA: 9/7/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Deployment

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

Region 3 Gradual Transition – CCN Referral #

- *Week 1: May 18 – 22, 2020*
  - *Total Referrals = 4,965* Total Rejects = 10*
- *Week 2: May 25-29, 2020*
  - *Total Referrals = 5,084* Total Rejects = 10*
- *Week 3: June 1-5, 2020*
  - *Total Referrals = 7,743* Total Rejects = 18***

Region 4 R4P1 Go Live – CCN Referral #

- *Week 1: June 8-12, 2020*
  - *Total Referrals = 842 Total Rejects = 45*

Accomplishments

- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE

Upcoming Milestones

- 08/04/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 08/31/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

National Network Deployment Progress – As of 7/6/2020

- (b)(5)
- Regions 1, 2, and 3 are fully deployed
- Region 4 Phase 1 deployed on 6/8/2020
- Covid-19 is impacting the national deployment progress and provider recruitment progress

Region 3 Update

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January 7 2020: Go-Live for Two Sites

May 18 – June 15: Gradual Transition

June 16: Full Region 3 Deployment

July 17: 30-day PC3 cutover period ends

SHCD – Phase 1

January 7 , 2020
Fayetteville, AR
Orlando, FL

Throughout the Gradual Transition, and continuing post-go-live, Optum is working to contract with key Region 3 providers.

Recent wins include:
- **VISN 7:** University of Alabama (*received verbal agreement*)
- **VISN 16**: Willis-Knighton Health System

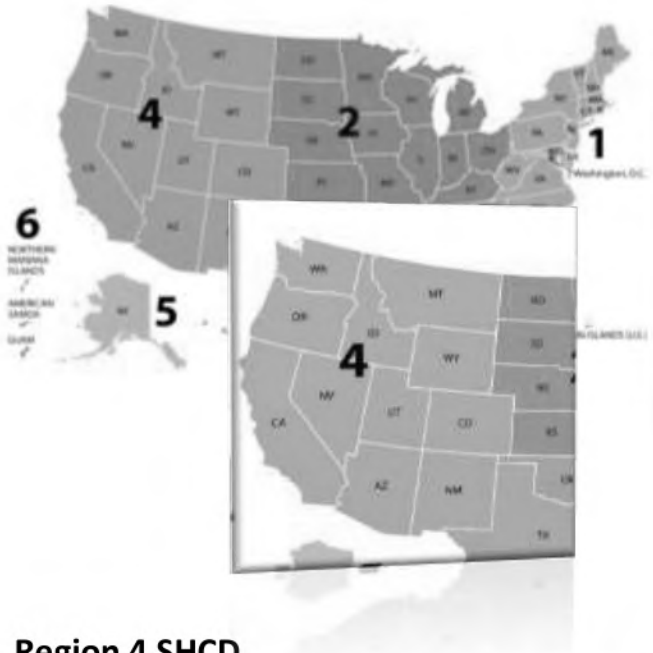
Phase 2 (all remaining R3 sites)

June 16, 2020
Central Arkansas, AR
Columbia, SC
Memphis, TN
Murfreesboro, TN
Nashville, TN
New Orleans, LA
Shreveport, LA
Tuscaloosa, AL
Alexandria, LA
Atlanta, GA
August, GA
Bay Pines, FL
Biloxi, MS
Birmingham, AL
Central Alabama
Charleston, SC
Dublin, GA
Jackson, MS
Miami, FL
Mountain Home, TN
Muskogee, OK
N. Florida / S. Georgia
Oklahoma City, OK
San Juan, PR
Tampa, FL
West Palm Beach, FL

Region 3 Activities

- **CAST calls** continue for another two weeks until sites transition to the monthly network adequacy calls
- Optum and Network Management are reviewing the **16 requests for PC3 extensions.** Some sites are reporting gaps in specific specialties whereas others are requesting for specific providers. Final decisions will be made this week.
- Optum is holding **network reviews** with individual sites that have concerns with the network. These meetings will focus in on certain specialties and outstanding issue tracker items.

Region 4 Update



SHCD – Phase 1 (2 VAMCs)

June 8 , 2020

VISN 19 – 2 VAMCs

- Montana (436)
- Eastern Colorado, CO (554)

Phase 2 (13 VAMCs)

July 21, 2020

VISN 17 – 7 VAMCs

- Amarillo, TX (504)
- El Paso, TX (756)
- Texas Valley Coastal (740)
- Central Texas (674)
- North Texas (549)
- South Texas (671)
- West Texas (519)

VISN 16 – 2 VAMC

- Houston, TX (580)
- Texas counties aligned to Shreveport, LA (667) catchment area

VISN 19 – 4 VAMCs

- Cheyenne, WY (442)
- Sheridan, WY (666)
- Salt Lake City, UT (660)
- Grand Junction, CO (575)

Phase 3 (14 VAMCs)

August 11, 2020

VISN 20 – 7 VAMCs

- Portland, OR (648)
- Puget Sound, WA (663)
- Roseburg, OR (653)
- Spokane, WA (668)
- White City, OR (692)
- Walla Walla, WA (687)
- Boise, ID (531)

VISN 21 – 7 VAMC

- Fresno, CA (570)
- Reno, NV (654)
- San Francisco, CA (662)
- Northern California (612)
- Palo Alto, CA (640)
- Southern Nevada (593)
- Honolulu, HI (459)

Phase 4 (8 VAMCs)

August 25, 2020

VISN 22 – 8 VAMCs

- Loma Linda, CA (605)
- Long Beach, CA (600)
- New Mexico (501)
- Northern Arizona (649)
- Phoenix, AZ (644)
- San Diego, CA (664)
- Southern Arizona (678)
- Greater LA, CA (691)

Region 4 SHCD

- ✓ Region 4 Phase 2 deploying on July 21, 2020
- ✓ Collaborating with TriWest to prepare Phase 2 and 3 sites for CCN Go live through pre-deployment meeting series
- ✓ Planning and conducting sequence of e-learnings, virtual training sessions, and just in time refresher trainings to ensure site staff are ready to use CCN systems and tools for Go Live
- ✓ Increasing messaging on differences between CCN and PC3 to level set site expectations
- ✓ Updating deployment approach for Phase 2-4 Command Center based on Phase 1 lessons learned; scaling to account for increased number of Go-Live sites
- ✓ Developing proactive referral tracking approach to determine trends: network gaps, COVID-19 impact vs field utilization

Enterprise Program Reporting System (EPRS)

Project Phase – Development

ELC Decision Needed/ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 35/80 Users
- CCN Accreditation Waivers UI: 25/30 Users
- CCN Complaints & Grievances UI: 24/54 Users
- CCN Congressional Inquiries UI: 27/42 Users
- CCN Corrective Action Plans (CAPs) UI: 25/30 Users
- CCN Network Adequacy Deviations UI: 25/51 Users

Accomplishments

- 04/01/2020 EPRS Build 4
- 04/28/2020 EPRS Build 5B
- 05/18/2020 UAT complete for Build 5C IDA Reports
- 06/26/2020 UAT complete for Build 5D IDA Reports
- 06/26/2020 EPRS Build 5.1

Upcoming Milestones

Future Build/Release Planning Underway

OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration (CCCA):** (b)(5)

(b)(5)

- **Community Care Network Management (NM):** (b)(5)

(b)(5)

OIT / Data Dependencies

Data Dependencies

(b)(5)

HealthShare Referral Manager

Development

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,223,145**: Total Referrals FY 2020
- **186,901**: Total Referral FY 2019
- **16,581**: Total number of VA user accounts provisioned
- **13,381**: Number of Community Providers provisioned
- **4,903**: Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,270**: Support Ticket Count for June
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning-VA; Provisioning- CP; Related to Production Outage

Accomplishments

- 07/10/2020 CTB V1.9.0072 ND
- 07/20/2020 RELEASE 9.0 ND

Upcoming Milestones

- 07/21/2020 COVID REFERRAL EXT BATCHING COMPLETE
- 08/25/2020 RELEASE 10.0 CCSC PRESENTATION
- 08/25/2020 RELEASE 10.0 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10.0 ND
- OCT 2020 RELEASE 11.0 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **COVID19 Referral Extension:** Issue found on 6/12/2020 with certain SEOC versions used in referral extension was addressed via a development script; Referral batching with downstream system was resumed on 6/29 and completed on 7/21/2020, ahead of scheduled by 3 days
- **Clinical Integration** (CI Field Support Director & Assistants): (b)(5)
(b)(5)
- **Delivery Operations/POM:** (b)(5)
(b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5)
(b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff)** (b)(5)
(b)(5)
(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for GEC Documents task and EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Overview of Release 9.0 Enhancements

- Release 9 contains several general HSRM enhancements in addition to reporting enhancements and critical HSRM Task list enhancements, which will make task list management more efficient and user friendly.
- Training and communications are being developed to ensure proper task management utilization.

General HSRM Enhancements

- **Referral Date**: Change to Referral Date logic to reflect the start date to be the date the consult is 'Sent to HSRM' from CPRS
- **Clinically Indicated Date**: Removal of validation check logic for CID field
- **Multiple Veteran Addresses**: Addition of Residential Address

Task Management Enhancements

- **Enhanced filtering by Veteran Last name**
  - Search for specific Veteran by last name
  - Filter task list by Alpha Split
- **"Clean slate":** Tasks greater than 10 days old will be archived from the task list
- **Addition of referral number** on task list
- **Search task list** by referral number
- **Search task list** by assigned user
- **Add Level of Care Coordination** to Priority field on task list
- **Sort/filter** by Level of Care Coordination/Priority
- **Medical documentation** task enhancements: 5 New dispositions for documents loaded to VistA

Reports Enhancements

- **Community Provider User Provisioning Report**:
  - Added Community Facility parameter and removed the affiliation parameter
  - City and state added to the report
- **Community Provider Referral Summary Report:**
  - Veteran's date of birth added to the report
- **Optional Task Report**
  - Region added to the report

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

ELC Decision Needed/ ELC Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 06/05/20 SIX MONTH EXTENSION STARTED

Upcoming Milestones

- 08/03/20 IB PATCH 677 NATIONALLY RELEASING
- 08/31/20 IB PATCH 678 NATIONALLY RELEASING
- FOUR ADDITIONAL IB/AR PATCHES TARGETED FOR DEVELOPMENT AND NATIONAL RELEASE
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency*** *– None at this time.*

(b)(5)

CPAC Document Scanning National Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).
- Approximately 50% reduction in per page SLA scanning cost.
- Easier document retention management.
- ~90% decrease in conversion time – paper to electronic.
- 100% decrease in shipment damages.

Accomplishments

- 10/09/19 UPDATED PERFORMANCE DESCRIPTIONS AND UNION APPROVAL FOR CPAC DEPLOYMENT RECEIVED
- 03/31/20 FINAL 9957 ACCESS REQUEST SUBMITTED
- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS

Upcoming Milestones

- 07/24/20 PROJECT COMPLETE

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this project.*

Office of Information and Technology / Data Dependencies

(b)(5)

ESCC Development

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

- ***Priority Discussion: No***

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **06/2020 SUNSET GRANDFATHER ELIGIBILITY BASED ON CARE DATA**
- **06/2020 RSD APPROVED FOR SOLUTION OF NOT ENROLLED COVERED VETERANS**
- **06/2020 DEPLOYED FUNCTIONALITY FOR THE 6 AND 12 MONTH HARDSHIP**
- **07/2020 COMPLETED ELIGIBILITY ANALYSIS OF CC DATA FOR REJECTED REFERRALS**

Upcoming Milestones

- **08/2020 COLLABORATING WITH HSRM TEAMS REGARDING BUSINESS RULES FOR PREVENTING APPROVAL OF REFERRALS FOR INELIGIBLE VETERANS**
- **08/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE**
- **08/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM)** – (b)(5)
  (b)(5)
- **Business Intelligence Service Line (BISL)** (b)(5)
- **Community Care Contractor (CCN)** - (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Retail Pharmacy Program

Sustainment

ELC Decision Needed/ ELC Priority Discussion

- *None*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2: Vaccinate 125,000 next year***
- ***Metric 3: Reimburse Walgreens 99% accuracy***
- ***Metric 4: Continued Outreach to Rural Veterans***

Accomplishments

- 7/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 8/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5)

(b)(6)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

RISK: N/A

VA DoD Revenue Standardization

Project Phase – Development

ELC Decision Needed/ ELC Priority Discussion

- **DECISION**: No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE

Upcoming Milestones

- 8/1/20 VSSC VALIDATION OF DOD DATA COMPLETE
- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation Updates

Project Name	Date Presented at PMR	Decision	Status
Comprehensive Disaster Recovery Plans	6/23	Approved	Intake
ePrescribing	6/23	Approved	Intake
CAVE	7/14	Approved	CCSC, 7/28, approval to move to project development
Veteran Credit Database Program	*Scheduled for 8/11*	Pending	TBD

OCC Bi-Monthly Business PMR #1

09/22/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- Project Idea Evaluation
  - Integrated Product Environment (IPE)
- OCC Priority Project Review
  - Enterprise Program Reporting System (EPRS)
  - HealthShare Referral Manager (HSRM)
  - Provider Profile Management System
  - Urgent Care Implementation
  - One Consult 2.0
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

Integrated Product Environment (IPE)

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Originator & Date: CHIO / BOA (b)(6) (b)(6) 9/14/2020

Scope Definition: Integrated Product Environment for isolated and end to end testing of various CCN related projects.

Impediments to OCC

Business Ops & Admin:	OPS Resource impacts
Delivery Ops:	DO systems
Revenue Ops:	RO systems
Clinical & Network Mgmt:	CNM projects: PPMS, CCRA, EPRS, AMCMS, OCC-CERNER, CCN, CAVE, ePrescribing, etc.
OCC Leadership (Includes IDA and BIC):	IDA – No current impacts identified. BIC - (b)(5) (b)(5)

Additional Impact

Policy Impact:	No current impacts identified.
Funding Impact:	Future - (b)(5) (b)(5)
Impact on Other OCC Projects:	(b)(5)
Impact if Project Idea Not Approved:	(b)(5)

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Innovate Business Model	OCC	CHIO / BOA

Discussion:

(b)(5) (b)(6) (b)(5)

(b)(5)

Enterprise Program Reporting System (EPRS) Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 39/80 Users (Δ = +2)
- CCN Accreditation Waivers UI: 30/30 Users (Δ = +3)
- CCN Complaints & Grievances UI: 28/54 Users (Δ = +2)
- CCN Congressional Inquiries UI: 30/42 Users (Δ = +1)
- CCN Corrective Action Plans (CAPs) UI: 28/30 Users (Δ = +1)
- CCN Network Adequacy Deviations UI: 27/51 Users (Δ = +1)

Accomplishments

- 08/25/2020 EPRS SharePoint Server Pre-Prod Migration
- 08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework
- 08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)

Upcoming Milestones

- 09/28/2020: EPRS Pre-Prod R10.0 & 10.1: UIs for Complaints, & N.A. Deviations
- 09/30/2020 EPRS Pre-Prod R11.0 : Network Management UI
- 10/05/2020: EPRS Prod R 9.0 : EPRS Tech. Data Integration for HSRM

OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration (CCCA)** (b)(5)

(b)(5)

- **Community Care Network Management (NM)** (b)(5)

(b)(5)

OIT / Data Dependencies

Data Dependencies

(b)(5)

HealthShare Referral Manager

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,841,420**: Total Referrals FY 2020
- **185,691**: Total Referral FY 2019
- **17,830**: Total number of VA user accounts provisioned
- **16,541**: Number of Community Providers provisioned
- **5,783**: Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,073**: Support Ticket Count for August
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning- CP; Provisioning-VA; VistA Write Back/ Appointment Question

Accomplishments

- 08/28/2020 RELEASE 10 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10 ND

Upcoming Milestones

- 09/21/2020 CAEC PORTAL
- 09/26/2020 CERNER SCHEDULING MESSAGE GO-LIVE
- 10/24/2020 CERNER SPOKANE GO-LIVE
- 11/1/2020 RELEASE 11 UAT
- 11/23/2020 RELEASE 11 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **Clinical Integration (CI Field Support Director & Assistants):** (b)(5) (b)(5)
- **Delivery Operations/POM:** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff)** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) (b)(5)
- (b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
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- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
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- **Optional Tasks**: OT read only for CCN security groups
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Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Provider Profile Management System (PPMS)

Dev/Ops

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***Priority Discussion:***

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

NETWORK	ACTIVE Providers	8/19/2020 P	=+/- P	% Change P	Active Provider Services	8/19/2020 PS	=+/- PS	% Change PS
CCN Region 1	326,871	319,442	7,429	2%	1,429,919	Not reported		
CCN Region 2	303,696	295,691	8,005	3%	1,605,684			
CCN Region 3	177,070	165,916	11,154	7%	641,966			
CCN Region 4	209,879	188,825	21,054	11%	529,457			
CCN SUB-TOTAL	1,017,516	969,874	47,642	5%	4,207,026			
NON-CCN								
DOD	44	44	-	0%	44			
Local Contract	2,673	2,563	110	4%	77			
HIS	76	76	-	0%	2,794			
Tribal Health	139	139	-	0%	173			
TriWest	750,408	749,507	901	0%	1,752,154			
VCAs	21,602	24,733	(3,131)	-13%	28,354			
VA Network	49,521	50,189	(668)	-1%	71,058			
NON-CCN SUB-TOTAL	824,463	827,251	(2,788)	-0.34%	1,854,654			
GRAND TOTAL	1,841,979	1,797,125	44,854	2%	12,123,360			

Accomplishments

- 7/14/20 VA.GOV SPRINT 25
- 7/27/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 VA CPL NATIONAL RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 8/11/20 VA.GOV SPRINT 27
- 08/20/20 PPMS 9.0 GO-LIVE
- 8/25/2020 VA.GOV SPRINT 28

Upcoming Milestones

- 08/20/2020 – 9/9/2020 PIE RESTART PRIORITY SITES
- 09/8/2020 VA.GOV SPRINT 29
- 09/15/20 PPMS 9.1 NATIONAL GATE REVIEW
- 09/25/20 PPMS 9.1 GO-LIVE
- 10/27/20 PPMS 10 NATIONAL GATE REVIEW
- 11/5/20 PPMS 10 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - –* (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Urgent Care IPT

Implementation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

1. CCN Urgent Care for Regions 2 and 3 went live on 9/1.
2. R2/3 Webinars held on 8/25 and 8/27, with over 400 participants at each session.
3. Worked with DEPO to ensure Veterans can access pharmacy locations for urgent care prescriptions and flu shots on VA.gov Provider Locator.

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- **1,710** total Veteran calls to confirm eligibility from 09/01/2020-09/07/2020.
- **392** total UC authorizations in R2 from 09/01/2020-09/07/2020.
- **1,014** total UC authorizations in R3 from 09/01/2020-09/07/2020.

Accomplishments

- 08/30/20 OPTUM R2/3 PROVIDER FILE INGESTED BY PPMS
- 09/01/20 REGIONS 2/3 GO-LIVE

Upcoming Milestones

- 09/25/20 REGION 4 COMMS RELEASE
- 09/30/20 REGION 4 UC CCN GO-LIVE

OCC Business Dependencies

- Communications (b)(5)

(b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

One Consult 2.0

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*
- *DST use of new drive time CC eligibility API to begin 9/10/2020*

Accomplishments

- CTB 1.9.0076 FULL SITE IOC BEGAN: 9/1/2020
- ENABLED LIGHTHOUSE API DRIVE TIME IN DST: 9/10/2020
- COMPLETED DST MAPPING TABLE UPDATES: 9/11/2020
- CTB 1.9.0076 GO NO GO: 9/15/2020

Upcoming Milestones

- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM
- CTB V1.9.0076: CONCLUDE FULL SITE IOC: 9/14/2020
- CTB V1.9.0076 NATIONAL DEPLOYMENT: 9/18/2020
- DST OFFICE HOURS CONTINUE: 9/21/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 1.9.0076 Enhancements

- Release will add “Unable to Schedule” requirements to include options from the Add Comments workflow
- Release will include more descriptive text in the consult factors that describe why user is unable to schedule a consult
- Release will fix the Clinical Review Option (CC Referrals) scheduling options that are being cached when Receiving Consults and user does not select a scheduling option
- Release will address unable to enter text (ex. “t+30”) issue
- Release will address telehealth options not showing up when internal consults are triaged
- National release projected to begin 9/18/2020

Overview of CTB Phase II

- New version of Consult Toolbox in a DevSecOps model that will eliminate the long and costly desktop deployment process.
- The scope will include user validated requirements and existing backlog items.
- Minimally Viable Product projected to be completed 9/25/2020
  - National Deployment not expected until November/December 2020

Appendix

Project Status Update

Cerner OCC Integration Project

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- **Cerner Referral Manager Functional Testing: 8/17/2020 – 8/28/2020**
- **Exploratory Testing: 8/24/2020 – 8/29/2020**
- **Super User Training: 8/10/2020-8/29/2020**

Upcoming Milestones

- **ORA: 9/7/2020**
- **End User Training (Spokane): 9/28/2020**
- **HSRM SIU Interface Go-Live: End of September**
- **IOC Go Live: 10/24/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

Highlight OIT/Data Dependencies:

(b)(5)

Community Care Reimbursement System (CCRS) Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of September 4, 2020

- **Region 1**: Invoices Received – 1,881,790, Confirmed Paid – 1,195,248, Sent for Payment – 45,314, "No Action" Optum denials - 523,766
- **Region 2**: Invoices Received – 1,319,275, Confirmed Paid – 845,062, Sent for Payment – 52,031, "No Action" Optum denials - 352,273
- **Region 3**: Invoices Received – 411,988, Confirmed Paid – 196,103, Sent for Payment – 12,303, "No Action" Optum denials - 183,202
- **Region 4**: Invoices Received – 79,998, Confirmed Paid – 23,348, Sent for Payment – 9,984, "No Action" TriWest denials - 15,325

The total Invoice Amount Paid/Sent for Payment: **$1,728,313,422.92.**

Accomplishments

- 09/01/2020 CCRS 12.2 COMMUNICATIONS SENT
- 09/03/2020 RELEASE CCRS 12.2 TO PRODUCTION

Upcoming Milestones

- 09/09/2020 CCRS USER ACCEPTANCE TESTING 12.3
- 09/22/2020 RELEASE CCRS 12.3 TO PRODUCTION
- 10/1/2020 CCRS USER ACCEPTANCE TESTING 12.4
- 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION
- 10/16/2020 UPDATE KMS, TRAINING DOCS, AND LESSONS LEARNED FOR CCRS 12.4

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) :** (b)(5)
  (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff)** (b)(5)
  (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5)
  (b)(5)
- **VAMC / Fiscal Budget Staff:** (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Deployment

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

- Region 2 and 3 initiated Urgent Care cutover from PC3 on September 1st
- Regions 1 – 4 reached full HCD with the deployment of Region 4; Region 4 reached full HCD with Phase 4 deployment on August 25th
  - CCN use continues to increase for all sites in Phase 1, 2, and 3 for Region 4
  - Post deployment refresher trainings and office hours are in development
- R4 Urgent Care cut over is now 9/30/2020

Accomplishments

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3

Upcoming Milestones

- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Indian-Tribal Health Coordination

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

No ELC decisions needed.

Discussion (b)(5)

Tribal consultation on the CC approach was delivered 8/25 and the public has until 9/25 for written comment. Program office presented to the BIMS on 9/11. The annual tribal training is scheduled for the week of 9/15.

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED
- 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN
- 8/252020 HOSTED TRIBAL CONSULTATION ON CC APPROACH
- 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS

Upcoming Milestones

- 09/18/2020 EXECUTION OF MODIFICATION
- 09/15/2020 IHS/THP VIRTUAL RETRAINING
- 11/13/20 CC PLAN FINALIZED AND BEGIN IMPLEMENTATION

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS

Project Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Key financial & utilization metrics tracked include, but are not limited to:

- ***UM Metrics:*** *Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.*
- ***FM Metrics:*** *Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.*

Accomplishments

- 8/19-8/28 PHASE III UAT (STALE REFERRAL LOGIC)
- 8/28-9/1 GENERATED UPDATED MODEL COST ESTIMATES
- 9/2 COMPLETED AMCMS/VA ESD INTEGRATION
- 8/27-9/14 TRAIN THE TRAINER SESSIONS

Upcoming Milestones

- 9/11 STALE REFERRAL LOGIC UAT RE-TESTING
- 9/16-9/23 AMCMS VIRTUAL WEBINAR TRAININGS
- 9/22 NATIONAL DEPLOYMENT GATE REVIEW
- 9/30 LESSONS LEARNED UPDATE

OCC Business Dependencies

- (b)(5)
-

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Continuity of Operations Plan (COOP) Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) policy, in addition, the creation of a COOP document for each OCC Directorate. In parallel, to the policy/plans, the development and implementation of an electronic single repository.

Key Performance Indicators (KPI)

- ***Metric 1: Process for unscheduled outage notification***
- ***Metric 2: COOPs developed***
- ***Metric 3: COOP Policy developed***
- ***Metric 4: Repository complete***
- ***Metric 5: KMS and SOPs updated***

Accomplishments

- 08/04/2020 – APPROVED FOR GO AT CCSC
- 08/13/2020 – KICK-OFF PROJECT MEETING

Upcoming Milestones

- 10/27/20 – DIRECTORATES SYSTEMS/FUNCTIONS
- 11/10/20- NOTIFICATION OF UNSCHEDULED SYSTEM OUTAGE PROCESS
- 11/10/20- COOP DEVELOPMENT
- 12/15/20 – COOP POLICY DEVELOPMENT

OCC Business Dependencies - Lite

- ***Highlight OCC Business Dependencies:***

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies - Lite

- ***Highlight OIT/Data Dependencies:***

(b)(5)

(b)(5)

OCC Data Governance Project

Initiation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Frequency data reported as accessible timely, *complete, accurate and reliable*
- Percent of compliance with policies
- Percent of systems achieving established performance metrics
- Percent of systems with complete documentation

Accomplishments

- 8/26/20 FINALIZED STRATEGIC PRIORITIES
- 8/31/2020 BEGAN PTF ENTRY FOR CCRS & PCM CLAIMS
- 9/2/2020 SYSTEMS DOCUMENTS GAP ANALYSIS

Upcoming Milestones

- 9/30/2020 CREATE TECHNOLOGY AND DATA GOVERNANCE ROAD MAP
- 10/14/2020 DRAFT DATA GOVERNANCE STRUCTURE ROLES/ RESPONSIBILITIES
- 10/28/2020 OBTAIN APPROVAL SYSTEMS DOCUMENTATION STANDARD

OCC Business Dependencies

Upstream Dependencies

(b)(5)

OIT / Data Dependencies

Upstream Dependencies

(b)(5)

Enrollment System Community Care(ESCC) Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **09/20 PRODUCTION RELEASE FOR CC COLLATERAL OF VETERANS AND NOT ENROLLED COVERED VETERANS**
- **09/20 MET WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE**
- **COMPLETED RFM FOR NEW VCE CODES AND SUBMITTED TO COR TEAM**

Upcoming Milestones

- **09/2020 COLLABORATED WITH ELIGIBILITY OIT TEAM TO PAUSE RELEASE OF LINKING SPONSOR OF COLLATERAL OF VETERANS**
- **09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE**
- **09/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM)** – (b)(5) (b)(5)
- **Business Intelligence Service Line (BISL)** – (b)(5)
- **Community Care Contractor (CCN)** – (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

Issue:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

- ***Highlight OIT/Data Dependencies:***

(b)(5)

Issue

Mitigation:

Retail Pharmacy Program

Close Out

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2:Reimburse Walgreens 99% accuracy***

Accomplishments

- 8/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 10/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

- (b)(5)
- (b)(5) (b)(6) (b)(5)

(b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

VA DoD Payment and Referral Standardization

Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- 28,598 VA/DoD consults entered in FY20.
- 88% of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
  - Biloxi/Pensacola FY20: 95% automated consult/claim match rate
  - NCR FY20: 78% consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 9/14/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS)

OCC Business Dependencies

- **Clinical Integration** (b)(5) (b)(5)
- **DO/POM:** (b)(5)
- **RO Staff:** (b)(5) (b)(5)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5) (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:** (b)(5) (b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

VA DoD Revenue Standardization Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

To support the VHA DoD Reimbursement pilots with a web-based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE
- 8/31/20 VSSC VALIDATION OF DOD DATA COMPLETE

Upcoming Milestones

- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

Project Phase – Implementation

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- *The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.*

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- *No specific KPI's were identified for this phase of the project.*

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 08/13/20 IB 677 NATIONALLY RELEASED
- 09/10/20 IB PATCH 678 NATIONALLY RELEASED

Upcoming Milestones

- 09/30/20 AR PATCH 361 NATIONALLY RELEASING
- AR PATCH 372 & IB PATCH 682 ARE IN DEVELOPMENT AND NATIONAL RELEASE IS TARGETED FOR 10/19/20
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency** – None at this time.*

(b)(5)

CPAC Document Scanning

Project Phase – Close Out

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- *Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).*
- *Approximately 50% reduction in per page SLA scanning cost.*
- *Easier document retention management.*
- *~90% decrease in conversion time – paper to electronic.*
- *100% decrease in shipment damages.*

Accomplishments

- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS
- 06/15/20 CPAC VIRTUAL TRAINING BEGINS
- 07/09/20 TRAINING SESSION FOR WFD AND POLICY ANALYST COMPLETE
- 07/24/20 MAIL ROOM CLERK TRAINING COMPLETE
- 08/27/20 PRODUCTION SCANS COMPLETE
- 08/28/20 PROJECT COMPLETE

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this project.*

Office of Information and Technology / Data Dependencies

(b)(5)

Appendix

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Decision	Ops Notified	CCSC Presentation Date	Ops PM Resource Assigned
ePrescribing	6/19	6/23	Approved	6/29	9/14	8/24 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	7/20 (b)(6)
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	7/21 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A
Community Care Claims SSN Reduction	7/21	8/11	Approved	8/13	TBD	TBD
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	TBD	TBD	TBD	TBD	TBD
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD
Integrated Product Environment	9/14	9/22	TBD	TBD	TBD	TBD

PMR 1 Projects

EHRM
Office of Community Care (OCC)/Cerner Integration
Implement CCN
Community Care Claims Reimbursement (CCRS)
Community Care Network (CCN)
Enterprise Program Reporting System (EPRS)
Indian/Tribal Health Coordination (ITHC)
Innovate Business Model
Advanced Medical Cost Management System (AMCMS)
Community Care Referral and Authorization System (CCR&A)
One Consult 2.0
Provider Profile Management System (PPMS)
OCC Data Governance
OCC Continuity of Operations Plan (COOP)
MISSION Support
Community Care Integrated Billing and Accounts Receivable (CC IB/AR) Phase 2
CPAC Document Scanning
Enrollment System Community Care
Urgent Care Integrated Project Team
Other
Retail Pharmacy Influenza Program
VA/DoD Advanced Payment and Referral Standardization
VA/DoD Revenue Standardization

Community Care Business Program Management Review (PMR) #1

10/27/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- Hot Topics
  - Payer Electronic Data Interchange (EDI) Prioritization
- OCC Priority Project Review
  - VA/DoD Referral Standardization
  - Community Care Reimbursement System (CCRS)
  - Enterprise Program Reporting System (EPRS)
  - Urgent Care IPT
- Appendix
  - Project Review
  - Project Idea Evaluation Updates
    - Veteran Credit Updates

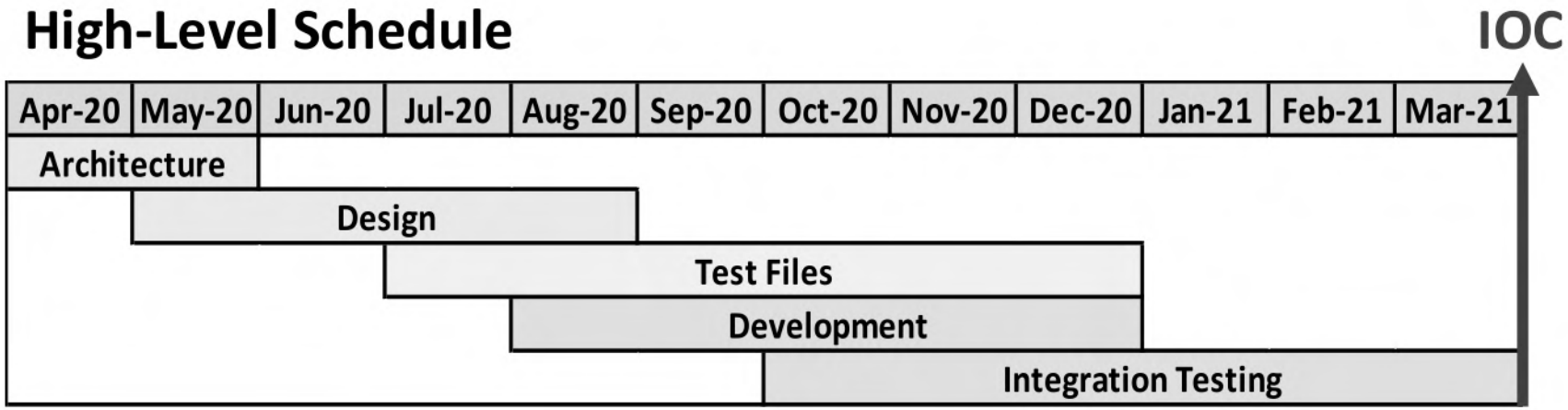
Hot Topic:
Payer Electronic Data Interchange (EDI) Prioritization

Current Payer EDI Priorities

Claims XM Development and Implementation

- Three Product Teams; 95% dedicated to Claims XM.
- Estimated completion on or about 1 April 21.
- *Key Stakeholders* – Delivery Operations (Veteran Family Member Program).

High-Level Schedule



*** (b)(5)

Remaining Payer EDI Priorities/Stakeholders

- EPRS (Parser)
  - 837 work complete / 835 work remains.
  - *Key Stakeholders – Provider Relations and Services, Chief Informatics Office.*
- CAVE
  - (b)(5)
  - *Key Stakeholders – Clinical Integration, Delivery Operations, Chief Informatics Office.*
- ARS
  - (b)(5)
  - *Key Stakeholders – Delivery Operations, both POM and VFMP Staff.*
- Community Care Billing SSN Reduction
  - (b)(5)
  - *Key Stakeholders – Delivery Operations, Revenue, HSRM team.*

Prioritization Decision

Backlog Prioritization (1-4)

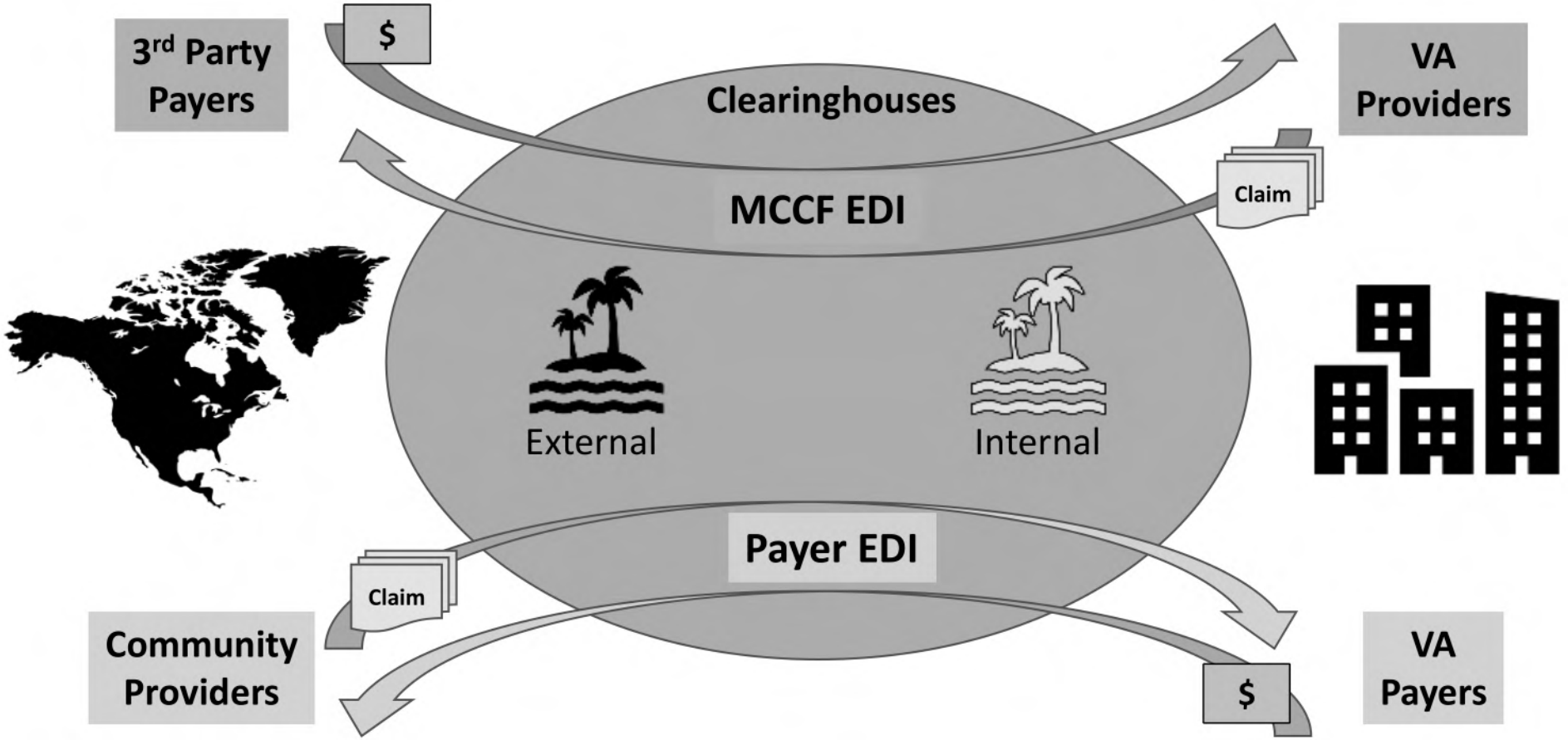
_____EPRS (Parser)

_____CAVE

_____ARS

_____Community Care Billing SSN Reduction

EDI Flow


3rd Party Payers
$
Clearinghouses
VA Providers
Claim
MCCF EDI
External
Internal
Payer EDI
Claim
Community Providers
$
VA Payers

Payer EDI Recent Highlights

- Oracle Upgrade (May 2020)
  - Updated Servers, Operating System, and Application Software
  - Zero EDI system failures since upgrade

- Backlog Elimination (August 2020)
  - Eliminated 1.5M claim backlog in 8 weeks
  - Increased capability to support 10x average daily rate

- Fee Payment Processing System (FPPS) MVP (August 2020)
  - Upgrade required to meet OIT security requirements
  - Limited capability restored while FBCS is retired

Priority Project Review

VA DoD Referral Standardization

Phased Implementation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **35,846** VA/DoD consults entered since FY20; **6,665** currently open
- **97%** of open VA/DoD consults are in scheduled status
- Live Pilot Results:
  - Biloxi/Pensacola FY20: **95%** automated consult/claim clean match rate
  - NCR FY20: **70%** consult/claim clean match rate

Accomplishments

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 9/14/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 10/8/20 : CARE COORDINATION SOP UPDATE RELEASE (HSRM USE) & TRAINING

Upcoming Milestones

- 11/18/20: HEC APPROVAL OF NEXT AP SITES GO-LIVE
- 11/30/20: CAREPOINT EXCEPTIONS CLAIMS WORKLIST ROLLOUT
- 12/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER/ EGLIN/TYNDALL MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes. Recently trained field on HSRM use for DoD
- **DO/POM** (b)(5)
- **RO Staff:** (b)(5)
  (b)(5)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
  (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:**
  (b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Reimbursement System (CCRS)

National Deployment

ELC Decision Needed/ ELC Priority Discussion

- ***No ELC Decision Requests for October***

(b)(5)

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of October 16, 2020:

- **Region 1:** Invoices Received – 2,302,409, Confirmed Paid – 1,475,498, Sent for Payment – 94,243, "No Action" Optum denials - 604,939
- **Region 2:** Invoices Received – 1,778,929, Confirmed Paid – 1,158,087, Sent for Payment – 109,900, "No Action" Optum denials - 435,564
- **Region 3:** Invoices Received – 690,185, Confirmed Paid – 336,876, Sent for Payment – 67,783, "No Action" Optum denials - 252,215
- **Region 4:** Invoices Received – 353,572, Confirmed Paid – 136,839, Sent for Payment – 58,569, "No Action" TriWest denials - 148,510

The total Invoice Amount Paid/Sent for Payment: $2,417,221,473.78

Accomplishments

- 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION
- 10/16/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 12.4
- 10/16/2020 COMPLETE CCRS INCREMENT 13 GATE CHECKLIST

Upcoming Milestones

- 10/21/2020 CONDUCT 13.1 UAT
- 10/22/2020 UPDATE CCRS LESSONS LEARNED DOCUMENTATION
- 10/27/2020 DEVELOP DEPLOYMENT GATE SLIDE AND DELIVER TO GOVERNANCE
- 10/29/2020 CONDUCT RELEASE READINESS REVIEW
- 10/30/2020 DEVELOP BUSINESS PROCESS FLOWS

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) :** (b)(5)

(b)(5)

- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff)** (b)(5)

(b)(5)

- **Finance (OCC Finance and Informatics Staff):** (b)(5)

(b)(5)

- **VAMC / Fiscal Budget Staff** (b)(5)

(b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Enterprise Program Reporting System (EPRS)

Development

For ELC Awareness

(b)(5)

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 42/80 Users (Δ = +1)
- CCN Accreditation Waivers UI: 31/30 Users (No change)
- CCN Complaints & Grievances UI: 29/54 Users (No change)
- CCN Congressional Inquiries UI: 31/42 Users (No change)
- CCN Corrective Action Plans (CAPs) UI: 29/30 Users (Δ = +1)
- CCN Network Adequacy Deviations UI: 28/51 Users (No change)

Accomplishments

- 08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework
- 08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)
- 09/30/2020: EPRS Pre-Prod R10.0: Complaints UI & Quality Check

Upcoming Milestones

- 10/14/2020: EPRS SQA R10.1: Congressional Inquiries & N.A. Deviations
- 10/29/2020: EPRS Prod R10.0: Complaints UI & Quality Check
- 12/04/2020: EPRS Prod R12.0: EPRS Technical Data Integration for CCRS
- 12/16/2020: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations

OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration/Support (CCCA/S):** (b)(5)

(b)(5) s

- **Community Care Network Management (NM)** (b)(5)

(b)(5)

OIT / Data Dependencies

Data Dependencies

(b)(5)

Urgent Care IPT

National Deployment

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

1. R4 Webinar held on 9/23 and 9/24, with over 500 participants at each session.
2. CCN Urgent Care for Region 4 went live on 9/30.
3. Region 4 Office Hours and Daily sync up held on go-live week to support implementation.

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- Average Urgent Care authorizations:
  - Region 1: **1,400** per week
  - Region 2: **600** per week
  - Region 3: **1,350** per week
  - Region 4 : 900 per week
- Average of **350** Urgent Care calls to VA Call Center per day

Accomplishments

- 09/29/20 CCN URGENT CARE REGION 4 KICK OFF
- 09/30/2020 CCN URGENT CARE REGION 4 GO-LIVE

Upcoming Milestones

- TBD: REGION 5 UC CCN GO-LIVE

OCC Business Dependencies

- **No Business Dependencies identified.**

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

Appendix

PMR Project Slides

Cerner OCC Integration Project

Project Development

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- **Cerner Referral Manager Functional Testing: 8/17/2020 – 8/28/2020**
- **Exploratory Testing: 8/24/2020 – 8/29/2020**
- **Super User Training: 8/10/2020-8/29/2020**
- **ORA: 9/7/2020**
- **End User Training (Spokane): 9/28/2020**
- **HSRM SIU Interface Go-Live: End of September**

Upcoming Milestones

- **IOC Go Live: 10/24/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Post Deployment

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

- CCN is fully deployed across 49 states within Regions 1-4.
- As of September 30, 2020, Urgent Care is live across CCN Regions 1-4.
- CCN Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1.

Accomplishments

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3

Upcoming Milestones

- 04/01/21 R5 SHCD GO-LIVE

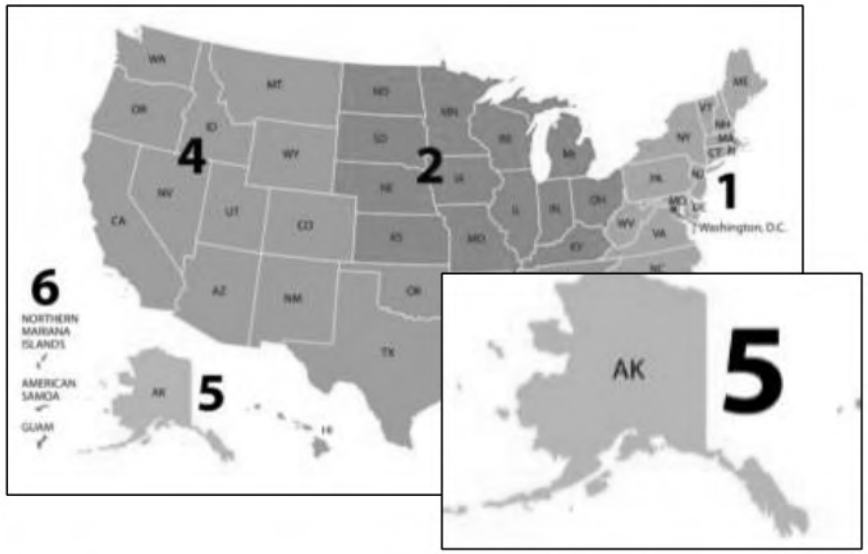
OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

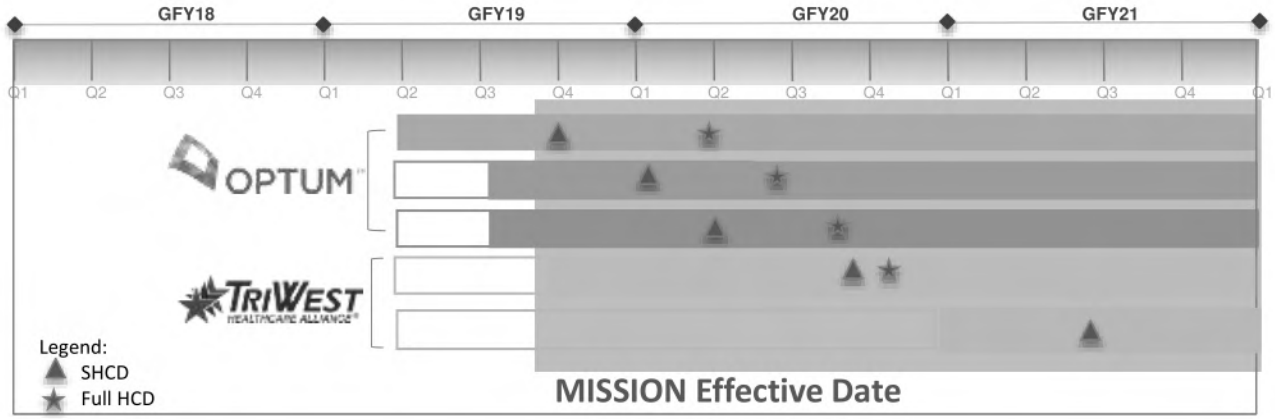
(b)(5)

Region 5 Announcement



- Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1/2020.
- The Post Award Meeting is scheduled for 10/19/2020.
- The Kickoff Meeting is scheduled for 11/4/2020.
- Region 5 has a Veteran population of more than 68,000 with more than 33,000 Veterans enrolled in healthcare.

CCN Contract Award and Implementation Update



CCN Regions

R1 Awarded 12/28/18, start of health care delivery (SHCD) 6/26/19, full deployment by 12/28/19

R2 Awarded 12/28/18, protest filed 1/22/19, protest resolved 5/2/19, performance resumed 5/6/19, SHCD 10/7/19, full deployment by 4/9/20

R3 Awarded 12/28/18, protest resolved 5/3/19, appeal with the US Court of Federal Claims, stay of performance to Optum lifted on 7/22; SHCD on 10/7/19, full HCD achieved by 6/22/20

R4 Pre-Award protest dismissed; award made 8/6/19, SHCD 6/8/20, full HCD achieved 8/31/2020

R5 Awarded 10/1, Post Award Meeting 10/19, Kick-off Meeting 11/4, SHCD March 2021, full HCD by 4/1/21

R6 Pre-Solicitation

Indian-Tribal Health Coordination

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

Discussion

No ELC decisions needed. Accomplishments:

- Agreement modification was completed. Among the items it expands reimbursement to include telehealth and COVID related services by third party partners to IHS/THP sites (AKA PRC).
- CC approach – Draft final pan completed and will be sent for wider VA concurrence week of 10/21/20.
- Program office presented to the BIMS on 9/11.
- The annual tribal retraining held week of 9/15.
- Internal controls SOP completed

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED
- 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN
- 8/25/2020 HOSTED TRIBAL CONSULTATION ON CC APPROACH
- 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS
- 09/23/2020 IHS/THP VIRTUAL RETRAINING

Upcoming Milestones

- 11/16/2020 CC PLAN FINALIZED

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS

National Deployment

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Executive Leadership Committee (ELC) Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Key financial & utilization metrics tracked include, but are not limited to:

- ***UM Metrics:*** *Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.*
- ***FM Metrics:*** *Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.*

Accomplishments

- 9/28-10/5 STALE REFERRAL LOGIC UAT ROUND 4
- 10/8 UAT TEST EVALUATION REPORT APPROVED
- 10/9 VISN 8 KICKOFF MEETING
- 10/13 NATIONAL DEPLOYMENT GATE REVIEW APPROVAL

Upcoming Milestones

- 10/19 NATIONAL DEPLOYMENT OF AMCMS MODEL
- 10/19-10/26 AMCMS VIRTUAL WEBINAR TRAININGS
- 10/21 NETWORK MANAGEMENT REQUIREMENTS GATHERING
- 10/27 LESSONS LEARNED UPDATE

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

HealthShare Referral Manager

Development

ELC Decision Needed/ ELC Priority Discussion

N/A

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- 3,210,309: Total Referrals FY 2020 (Through 10/9/2020)
- 185,645: Total Referrals FY 2019
- 18,229: Total number of VA user accounts provisioned
- 18,320: Number of Community Providers provisioned
- 6,569: Number of unique Community Provider locations
- 148: Number of VAMC sites actively using HSRM
- 5,272: Support Ticket Count for September
- Top 3 Support Ticket Categories for September:
  1. Provisioning/needs access-VAMC
  2. Provisioning/needs access-community provider
  3. Training/knowledge issue

Accomplishments

- 09/26/2020 CERNER SCHEDULING MESSAGE GO-LIVE
- 10/19/2020 RELEASE 11 UAT START

Upcoming Milestones

- 10/24/2020 CERNER SPOKANE GO-LIVE
- 10/28/2020 CAEC 1.5 GO/NO GO PRESENTATION
- NOVEMBER 2020 CAEC 1.5 ND RELEASE
- 11/13/2020 RELEASE 11 GO/NO GO PRESENTATION
- 11/23/2020 RELEASE 11 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **Clinical Integration (CI Field Support Director & Assistants)** (b)(5) (b)(5)
- **Delivery Operations/POM** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff)** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff)** (b)(5) (b)(5)
-

OIT / Data Dependencies

Highlight OIT/Data Dependencies: *Upstream (U) Downstream (D)*

(b)(5)

Overview of Release 11.0 Enhancements

- Release 11 will contain several general HSRM enhancements in addition to HL7, MVI, Task Management, and Offline Referral Form enhancements. All of which will increase HSRM usability and efficiency.

HL7 Messaging
- **Add Appointment Scheduled Method** to HL7 SIU Outbound
- **Add Treating Specialty** to HL7 SIU Message
- **SIU Message to Cerner** Contain Scheduling and Cancellation Notes

Task Management Enhancements
- **Create new manual task**- ""Message VA to VA"“

MVI
- **MVI - Audit Trail:** Display Veteran Data changes from MVI
- **MVI - Integration:** Receive Veteran Demographic updates from MVI

Reporting
- **Add Level of Care** to the CI Tasking Reports
- **Community Wait Times** Report Enhancements, and adds "Recorded Date“

Community Provider Provisioning Enhancements
- **The ability** to provision community providers by NPIs.
- **Referral lists would only display** referrals where the assigned care provider NPI matches.

Offline Referral Form
- **Prevent users** from being able to generate an Offline Referral Form if there is no provider assigned
- **Message displayed** instructing the user to add a provider

Veteran Eligibility Status workflow
- **Eligible status –** Referral workflow as normal
- **Non-Eligible status –** Program authority locked and ability to refresh eligibility data

Additional HSRM Enhancements
- **FY22-FY23** Bene Travel Program Authority
- **Limit ability to change Affiliation** for CCN1-6 Users
- **Make Provider a required field** unless there is an optional task
- **Add Appointment Date** Timestamp to Data Feed
- **Enable/Disable** interfaces via task
- **Modify logic to trigger** downstream update to a referral; when any value changes on the Referral Detail Page or Appointments are recorded
- **Notify CCRS** of Affiliation Changes
- **Refactor Task API** for General CCRA Use
- **Improve Error log handling** by blocking any outgoing messages where providers do not have an email listed on their provider profile
- **Allocate Revenue tasks** for further review- Modifiable Due Dates (Tickle Feature)
- **Pre-cert Auto Task** Due Date Update
- **Remove taxonomy code from PPMS** Provider Search results, display only the description
- **Add date range** to audit trail filters

Overview of Release 10.0 Enhancements

- Release 10 contains general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

One Consult 2.0

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*

Accomplishments

- CTB 1.9.0077 DEVELOPMENT COMPLETED: 10/05/2020
- CTB 1.9.0077 SQA TESTING COMPLETED: 10/13/2020
- DST MAPPING TABLE UPDATES WENT LIVE : 10/1/2020
- COMPLETED CTB V2.0 REQUIREMENTS GATHERING AND WIREFRAMES: 10/9/2020
- CTB V2.0 SPRINT 1 DEVELOPMENT COMPLETED: 10/9/2020

Upcoming Milestones

- CTB V1.9.0076: NATIONAL ROLLOUT COMPLETE 10/23/2020
- CTB V1.9.0077: PRE-PROD IOC TESTING COMPLETE: 10/28/2020
- CTB V2.0 DEVELOPMENT COMPLETE 12/24/2020
- CTB v2.0 CONSULT FACTORS DISCUSSION CONTINUES
- DST OFFICE HOURS CONTINUE: 10/19/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Provider Profile Management System (PPMS)

Dev/Ops

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ELC Decision Needed/ ELC Priority Discussion

- ***Priority Discussion:***

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

NETWORK	Active	10/9/2020	+/- P	% Change P	Active Provider Services	10/9/2020	+/- PS	% Change PS
CCN Region 1	333,438	332,642	796	0.24%	1,498,245	1,490,205	8,040	0.54%
CCN Region 2	312,421	311,165	1,256	0.40%	1,725,340	1,711,235	14,105	0.82%
CCN Region 3	187,658	186,906	752	0.40%	701,448	698,305	3,143	0.45%
CCN Region 4	225,158	224,398	760	0.34%	580,969	577,403	3,566	0.62%
Unique	1,036,892	1,035,132	1,760	0.33%	4,506,003	4,477,140	28,034	0.64%
NON-CCN								
DOD	45	45	-	0.00%	45	45	-	0.00%
IHS	77	77	-	0.00%	78	78	-	0.00%
Local Contract	2,772	2,751	21	0.76%	2,909	2,883	26	0.90%
Tribal Health	139	139	-	0.00%	173	173	-	0.00%
TriWest	730,322	730,418	(96)	-0.01%	1,739,882	1,736,319	3,523	0.20%
VA Network	48,855	48,948	(93)	-0.19%	70,160	70,284	(124)	-0.18%
VCAs	20,944	20,910	34	0.16%	27,571	27,534	37	0.13%
NON-CCN SUB-TOTAL	757,080	757,541	(111)	-0.02%	1,840,778	1,837,316	3,462	0.19%
Total Unique Providers	1,258,176	1,256,984	2,112	0.16%	6,346,780	6,314,476	32,314	0.51%

Accomplishments

- 7/7/20 PPMS 8.1 GO-LIVE
- 7/14/20 VA.GOV SPRINT 25
- 7/27/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 VA CPL NATIONAL RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 8/11/20 VA.GOV SPRINT 27
- 08/20/20 PPMS 9.0 GO-LIVE
- 08/20/2020 – 9/9/2020 PIE RESTART PRIORITY SITES
- 8/25/2020 VA.GOV SPRINT 28
- 09/8/2020 VA.GOV SPRINT 29
- 09/15/20 PPMS 9.1 NATIONAL GATE REVIEW
- 09/25/20 PPMS 9.1 GO-LIVE

Upcoming Milestones

- 10/27/20 PPMS 10 NATIONAL GATE REVIEW
- 11/5/20 PPMS 10 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - –* (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

OCC Data Governance Project

Development

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ELC Decision Needed/ ELC Priority Discussion

Decision: *None*

Priority Discussion: *None*

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Frequency data reported as accessible timely, *complete, accurate and reliable*
- Percent of compliance with policies
- Percent of systems achieving established performance metrics
- Percent of systems with complete documentation

Accomplishments

- 10/7/2020 SPONSORED ISSUES TRACKER DG WORKGROUP
- 10/14/2020 APPROVED TECH & DATA GOVERNANCE ROAD MAP
- 10/16/2020 INITIATED E-REPOS DATA USABILITY ANALYSIS
- 10/21/2020 APPROVED STANDARD SYSTEMS ARTIFACTS

Upcoming Milestones

- 10/30/2020 DRAFT DATA GOVERNANCE COMMUNICATION PLAN
- 11/18/2020 CHANGE MANAGEMENT SPONSOR PLAN
- 11/25/2020 DRAFT DATA GOVERNANCE STRUCTURE

OCC Business Dependencies

Upstream Dependencies

- ***VA Data Governance:*** (b)(5)
  (b)(5)
- ***OIT*** (b)(5)
  (b)(5)
  (b)(5)

OIT / Data Dependencies

Upstream Dependencies

(b)(5)

Continuity of Operations Plan (COOP)

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION: NO ELC decision currently***

Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions. Also, a standardized process for scheduled and unscheduled system outage with an After-Action Report.

Key Performance Indicators (KPI)

- ***Metric 1: Process for unscheduled outage notification***
- ***Metric 2: COOPs developed***
- ***Metric 3: Repository complete***
- ***Metric 4: KMS and SOPs updated***

Accomplishments

- 08/04/2020 – APPROVED FOR GO AT CCSC
- 08/13/2020 – KICK-OFF PROJECT MEETING

Upcoming Milestones

- 10/27/20 – DIRECTORATES SYSTEMS/FUNCTIONS
- 11/10/20- NOTIFICATION OF UNSCHEDULED SYSTEM OUTAGE PROCESS
- 11/10/20- COOP DEVELOPMENT

OCC Business Dependencies - Lite

- ***Highlight OCC Business Dependencies:***

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies - Lite

- ***Highlight OIT/Data Dependencies:***

(b)(5)

(b)(5)

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- *The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.*

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- *No specific KPI's were identified for this phase of the project.*

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 08/13/20 IB 677 NATIONALLY RELEASED
- 09/10/20 IB 678 NATIONALLY RELEASED
- 09/30/20 AR 361 NATIONALLY RELEASED
- 10/19/20 IB 682 NATIONALLY RELEASED

Upcoming Milestones

- AR 372 & IB 689 ARE NATIONALLY RELEASING ON 11/09 & 11/04
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency** – None at this time.*

(b)(5)

Enrollment System Community Care(ESCC)

Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION:

- No ELC decisions needed or priority discussion topics at this time.

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **09 09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)**
- **09/2020 SUCCESSFUL MEETING WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE**

Upcoming Milestones

- **10/2020 CC ELIGIBILITY VCE MODIFICATION SENT TO CCN CONTRACTORS. AWAITING FINAL APPROVAL**
- **11/2020 TURN ON ES/VISTA FUNCTIONALITY TO AUTOMATE COLLATERAL OF VETERAN ELIGIBILITY (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM) –** (b)(5) (b)(5)
- **Business Intelligence Service Line (BISL) –** (b)(5)
- **Community Care Contractor (CCN) –** (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

Issue:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

- ***Highlight OIT/Data Dependencies:***

(b)(5)

Issue

Mitigation:

VA DoD Revenue Standardization

Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION**: No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web-based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE
- 8/31/20 VSSC VALIDATION OF DOD DATA COMPLETE

Upcoming Milestones

- 10/31 VSSC CONTINUATION OF VALIDATING AND CODING OF DOD DATA
- 11/1 DOD APPROVED EXPANSION OUTCOME/DECISION

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Retail Pharmacy Program

Project Phase – Close Out

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- *None*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2:Reimburse Walgreens 99% accuracy***

Accomplishments

- 8/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 10/30/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

- (b)(5)
- (b)(5) (b)(6) (b)(5)

(b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

Appendix

Project Idea Evaluation Updates

Project Idea Evaluation (PIE) Updates

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Project Name	Received by PIE Team	Presented at PMR	PMR Decision	Ops Notified	CCSC Presentation Date	CCSC Go / No Go	Ops PM Resource Assigned
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	Resource not available until Nov. 1st
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

Veteran Credit Database

Deferred Project

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION: No current ELC decision required at this time.***
- ***BACKGROUND:***
  - *Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019*

(b)(5)

Project Description

To provide oversight for ongoing policy and IT funding efforts in conjunction with Sec. 302 Protecting Veterans Credit Protection Act of 2018 including efforts to obtain legislative relief.

Key Performance Indicators (KPI)

- ***Metric 1: The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.***
- ***Metric 2: Ensures Veteran cost share and deductibles are adjudicated accurately.***
- ***Metric 3: 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.***
- ***Metric 4: Decrease in Appeals and Calls for improperly reported debt.***

Accomplishments

- VIPR V18-00312-000 for automated solution submitted.
- Status as of 1/08/2020 –Unfunded Request/Pending Resources

Upcoming Milestones

- JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

OCC Business Dependencies

- ***Highlight OCC Business Dependencies:***

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Business Program Management Review (PMR) #1

07/28/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- OCC Priority Project Review
  - OCC Data Governance
  - VA/DoD Advanced Payment and Referral Standardization
  - One Consult 2.0
  - Indian/Tribal Health Coordination (ITHC)
  - Advanced Medical Cost Management System (AMCMS)
  - Urgent Care Integrated Project Team
  - Provider Profile Management System (PPMS)
  - Community Care Reimbursement System (CCRS)
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

OCC Data Governance Project

Initiation

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Number of data policies, practices, and standards established
- Percent of data issues resolved
- Number of completed data initiatives in data governance project portfolio
- Percent of data initiatives that meet or exceed established initiative targets

Accomplishments

- 7/6/2020 NOMINATED DATA GOVERNANCE GROUP
- 7/7/2020 CCSC DATA GOVERNANCE PROJECT APPROVAL
- 7/8/20 KICKED OFF DATA GOVERNANCE PROJECT
- 7/15/2020 ADOPTED CONTINUOUS LEARNING APPROACH

Upcoming Milestones

- 8/5/2020 DEFINE OVERARCHING DATA GOVERNANCE STRATEGIC PRIORITIES
- 8/12/2020 FINALIZE DATA GOVERNANCE CHARTER
- 8/19/2020 IDENTIFY A DATA-RELATED GOVERNANCE PORTFOLIO

OCC Business Dependencies

- ***Pending Dependency Management Analysis***

(b)(5)

OIT / Data Dependencies

(b)(5)

VA DoD Reimbursement

Project Phase – Development

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **24,861** VA/DoD consults entered in FY20.
- **95%** of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
  - Biloxi/Pensacola FY20: **95%** automated consult/claim match rate
  - NCR FY20: **74%** consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 6/30/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** (b)(5)
- **RO Staff**
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
  (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:**
  (b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

One Consult 2.0

Phase 1.0

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

- (b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*
- *DST use of new drive time CC eligibility API estimated mid August (30 days after FRN publication)*

Accomplishments

- RECEIVED APPROVAL FROM BUSINESS TO UTILIZE EXISTING CAPABILITIES WITHIN DST
- RELEASED UPDATE THAT ADDED CC AVERAGE WAIT TIMES TO THE DST DASHBOARD
- DEPLOYMENT OF CTB 1.9.0072 OVER 30 DAYS, BEGAN 7/14/20
- CBT V1.9.0072 ANNOUNCEMNT AND FGB UPDATES COMPLETED

Upcoming Milestones

- DST DRIVE TIME TO BE ENABLED 30 DAYS AFTER FRN PUBLICATION
- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM.
- DST OFFCE HOURS CONTINUE 7/20/2020.
- TESTING / NATIONAL DEPLOYMENT OF CTB V1.9.0076. TESTING 9/16/2020, NATIONAL DEPLOYMENT 10/03/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Indian-Tribal Health Coordination

Development

ELC Decision Needed/ ELC Priority Discussion

Discussion

(1)This project's training activities were impacted by COVID-19 and were/are on hold until the partners are free to resume. VA staff training was moved to self-paced PPT and sent to the field on 7/17. (b)(5)

(b)(5)

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 6/4/20 HELD 2ND ADVISORY BOARD MTG
- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED

Upcoming Milestones

- 08/20/20 TRIBAL CONSULTATION (VIRTUAL)
- 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY)
- 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD
- 11/30/20 CARE COORDINATION PLAN FINALIZED

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Upon deployment, key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 6/17-6/24 UAT DATA VALIDATION ROUND I EXECUTED
- 7/10 UAT TEST SCRIPTS UPDATED
- 6/24-7/15 INCORPORATION OF CHANGES & DATA VALIDATION FIXES BASED ON UAT FEEDBACK

Upcoming Milestones

- 7/15-7/25 UAT DATA VALIDATION ROUND II EXECUTION
- 8/21 UAT TEST EVALUATION REPORT
- 8/25 NATIONAL DEPLOYMENT GATE REVIEW MEETING
- 8/26/20 BEGIN FIELD NATIONAL DEPLOYMENT

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Urgent Care IPT

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- **5,688** total probable UC visits in Region 1, as of 5/31/2020

Accomplishments

- 06/08/20 REGION 2/3 GO LIVE DATE FINALIZED AS 8/4
- 07/15/20 REGION 2/3 COMMS RELEASED

Upcoming Milestones

- 08/04/20 REGION 2 TRANSITION
- 08/04/20 REGION 3 TRANSITION
- 08/31/20 REGION 4 TRANSITION

OCC Business Dependencies

- **Clinical Integration:** N/A
- **Delivery Operations:** N/A
- **Provider Relations and Services (PRS):** (b)(5) (b)(5)
- **Communications:** (b)(5) (b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

RISK: N/A
Mitigation: N/A

Provider Profile Management System (PPMS)

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- ***Priority Discussion:***

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

Power BI functionality exceeded license capability for reporting previous metrics.

Accomplishments

- 5/22/20 PPMS 8.0 GO-LIVE
- 6/30/20 DEV CONTRACT AWARDED JUNE
- 7/1/20 URGENT CARE LEGACY RE-ROUTE
- 7/7/20 PPMS 8.1 GO-LIVE

Upcoming Milestones

- 7/23/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 COMMUNITY PROVIDER LOCATOR (CPL) RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 08/20/20 PPMS 9.0 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - –* (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

CCRS National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- *No ELC Decision Requests for July*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of July 17, 2020

- **Region 1:** Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, "No Action" Optum denials – 409,257
- **Region 2:** Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, "No Action" Optum denials – 242,340
- **Region 3:** Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, "No Action" Optum denials – 94,192
- **Region 4:** Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, "No Action" TriWest denials - 563
- **The total Invoice Amount Paid/Sent for Payment:** $984,680,609.20

Accomplishments

- 06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC
- 07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY

Upcoming Milestones

- 07/09/2020 CCRS USER ACCEPTANCE TESTING 11.4
- 07/14/2020 NATIONAL DEPLOYMENT GATE REVIEW (GO, NO GO DECISION)
- 07/16/2020 RELEASE CCRS 11.4 TO PRODUCTION
- 07/17/2020 UPDATE USER GUIDES AND LESSONS LEARNED CCRS 11.4
- 07/17/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 11.4

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff)** (b)(5)
  (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5)
  (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5)
  (b)(5)
- **VAMC / Fiscal Budget Staff:** (b)(5)
  (b)(5)

OIT / Data Dependencies

(b)(5)

Appendix

Cerner OCC Integration

Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

TBD awaiting OEHRM Decision

Upcoming Milestones

These dates are subject to change due to COVID-19 uncertainty

- **IV3: 7/27/2020**
- **Super User Training: 8/10/2020**
- **CSS: Go Live 8/21/2020**
- **ORA: 9/7/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: SMEs (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Deployment

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

Region 3 Gradual Transition – CCN Referral #

- *Week 1: May 18 – 22, 2020*
  - *Total Referrals = 4,965* Total Rejects = 10*
- *Week 2: May 25-29, 2020*
  - *Total Referrals = 5,084* Total Rejects = 10*
- *Week 3: June 1-5, 2020*
  - *Total Referrals = 7,743* Total Rejects = 18***

Region 4 R4P1 Go Live – CCN Referral #

- *Week 1: June 8-12, 2020*
  - *Total Referrals = 842 Total Rejects = 45*

Accomplishments

- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE

Upcoming Milestones

- 08/04/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 08/31/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

National Network Deployment Progress – As of 7/6/2020

- (b)(5)
- Regions 1, 2, and 3 are fully deployed
- Region 4 Phase 1 deployed on 6/8/2020
- Covid-19 is impacting the national deployment progress and provider recruitment progress

Region 3 Update

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January 7 2020: Go-Live for Two Sites

May 18 – June 15: Gradual Transition

June 16: Full Region 3 Deployment

July 17: 30-day PC3 cutover period ends

SHCD – Phase 1

January 7 , 2020
Fayetteville, AR
Orlando, FL

Throughout the Gradual Transition, and continuing post-go-live, Optum is working to contract with key Region 3 providers.

Recent wins include:
- **VISN 7:** University of Alabama (*received verbal agreement*)
- **VISN 16**: Willis-Knighton Health System

Phase 2 (all remaining R3 sites)

June 16, 2020
Central Arkansas, AR
Columbia, SC
Memphis, TN
Murfreesboro, TN
Nashville, TN
New Orleans, LA
Shreveport, LA
Tuscaloosa, AL
Alexandria, LA
Atlanta, GA
August, GA
Bay Pines, FL
Biloxi, MS
Birmingham, AL
Central Alabama
Charleston, SC
Dublin, GA
Jackson, MS
Miami, FL
Mountain Home, TN
Muskogee, OK
N. Florida / S. Georgia
Oklahoma City, OK
San Juan, PR
Tampa, FL
West Palm Beach, FL

Region 3 Activities

- **CAST calls** continue for another two weeks until sites transition to the monthly network adequacy calls
- Optum and Network Management are reviewing the **16 requests for PC3 extensions.** Some sites are reporting gaps in specific specialties whereas others are requesting for specific providers. Final decisions will be made this week.
- Optum is holding **network reviews** with individual sites that have concerns with the network. These meetings will focus in on certain specialties and outstanding issue tracker items.

Region 4 Update

SHCD – Phase 1 (2 VAMCs)

June 8 , 2020

VISN 19 – 2 VAMCs

- Montana (436)
- Eastern Colorado, CO (554)

Phase 2 (13 VAMCs)

July 21, 2020

VISN 17 – 7 VAMCs

- Amarillo, TX (504)
- El Paso, TX (756)
- Texas Valley Coastal (740)
- Central Texas (674)
- North Texas (549)
- South Texas (671)
- West Texas (519)

VISN 16 – 2 VAMC

Houston, TX (580)
Texas counties aligned to Shreveport, LA (667) catchment area

VISN 19 – 4 VAMCs

Cheyenne, WY (442)
Sheridan, WY (666)
Salt Lake City, UT (660)
Grand Junction, CO (575)

Phase 3 (14 VAMCs)

August 11, 2020

VISN 20 – 7 VAMCs

- Portland, OR (648)
- Puget Sound, WA (663)
- Roseburg, OR (653)
- Spokane, WA (668)
- White City, OR (692)
- Walla Walla, WA (687)
- Boise, ID (531)

VISN 21 – 7 VAMC

Fresno, CA (570)
Reno, NV (654)
San Francisco, CA (662)
Northern California (612)
Palo Alto, CA (640)
Southern Nevada (593)
Honolulu, HI (459)

Phase 4 (8 VAMCs)

August 25, 2020

VISN 22 – 8 VAMCs

- Loma Linda, CA (605)
- Long Beach, CA (600)
- New Mexico (501)
- Northern Arizona (649)
- Phoenix, AZ (644)
- San Diego, CA (664)
- Southern Arizona (678)
- Greater LA, CA (691)

Region 4 SHCD

- ✓ Region 4 Phase 2 deploying on July 21, 2020
- ✓ Collaborating with TriWest to prepare Phase 2 and 3 sites for CCN Go live through pre-deployment meeting series
- ✓ Planning and conducting sequence of e-learnings, virtual training sessions, and just in time refresher trainings to ensure site staff are ready to use CCN systems and tools for Go Live
- ✓ Increasing messaging on differences between CCN and PC3 to level set site expectations
- ✓ Updating deployment approach for Phase 2-4 Command Center based on Phase 1 lessons learned; scaling to account for increased number of Go-Live sites
- ✓ Developing proactive referral tracking approach to determine trends: network gaps, COVID-19 impact vs field utilization

Enterprise Program Reporting System (EPRS)

Project Phase – Development

ELC Decision Needed/ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 35/80 Users
- CCN Accreditation Waivers UI: 25/30 Users
- CCN Complaints & Grievances UI: 24/54 Users
- CCN Congressional Inquiries UI: 27/42 Users
- CCN Corrective Action Plans (CAPs) UI: 25/30 Users
- CCN Network Adequacy Deviations UI: 25/51 Users

Accomplishments

- 04/01/2020 EPRS Build 4
- 04/28/2020 EPRS Build 5B
- 05/18/2020 UAT complete for Build 5C IDA Reports
- 06/26/2020 UAT complete for Build 5D IDA Reports
- 06/26/2020 EPRS Build 5.1

Upcoming Milestones

Future Build/Release Planning Underway

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

HealthShare Referral Manager Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,223,145**: Total Referrals FY 2020
- **186,901**: Total Referral FY 2019
- **16,581**: Total number of VA user accounts provisioned
- **13,381**: Number of Community Providers provisioned
- **4,903**: Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,270**: Support Ticket Count for June
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning-VA; Provisioning- CP; Related to Production Outage

Accomplishments

- 07/10/2020 CTB V1.9.0072 ND
- 07/20/2020 RELEASE 9.0 ND

Upcoming Milestones

- 07/21/2020 COVID REFERRAL EXT BATCHING COMPLETE
- 08/25/2020 RELEASE 10.0 CCSC PRESENTATION
- 08/25/2020 RELEASE 10.0 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10.0 ND
- OCT 2020 RELEASE 11.0 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **COVID19 Referral Extension:** Issue found on 6/12/2020 with certain SEOC versions used in referral extension was addressed via a development script; Referral batching with downstream system was resumed on 6/29 and completed on 7/21/2020, ahead of scheduled by 3 days
- **Clinical Integration** (CI Field Support Director & Assistants): (b)(5) (b)(5)
- **Delivery Operations/POM:** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for GEC Documents task and EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Overview of Release 9.0 Enhancements

- Release 9 contains several general HSRM enhancements in addition to reporting enhancements and critical HSRM Task list enhancements, which will make task list management more efficient and user friendly.
- Training and communications are being developed to ensure proper task management utilization.

General HSRM Enhancements

- **Referral Date**: Change to Referral Date logic to reflect the start date to be the date the consult is 'Sent to HSRM' from CPRS
- **Clinically Indicated Date**: Removal of validation check logic for CID field
- **Multiple Veteran Addresses**: Addition of Residential Address

Task Management Enhancements

- **Enhanced filtering by Veteran Last name**
  - Search for specific Veteran by last name
  - Filter task list by Alpha Split
- **"Clean slate":** Tasks greater than 10 days old will be archived from the task list
- **Addition of referral number** on task list
- **Search task list** by referral number
- **Search task list** by assigned user
- **Add Level of Care Coordination** to Priority field on task list
- **Sort/filter** by Level of Care Coordination/Priority
- **Medical documentation** task enhancements: 5 New dispositions for documents loaded to VistA

Reports Enhancements

- **Community Provider User Provisioning Report**:
  - Added Community Facility parameter and removed the affiliation parameter
  - City and state added to the report
- **Community Provider Referral Summary Report:**
  - Veteran's date of birth added to the report
- **Optional Task Report**
  - Region added to the report

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 06/05/20 SIX MONTH EXTENSION STARTED

Upcoming Milestones

- 08/03/20 IB PATCH 677 NATIONALLY RELEASING
- 08/31/20 IB PATCH 678 NATIONALLY RELEASING
- FOUR ADDITIONAL IB/AR PATCHES TARGETED FOR DEVELOPMENT AND NATIONAL RELEASE
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency*** *– None at this time.*

(b)(5)

CPAC Document Scanning National Deployment

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).
- Approximately 50% reduction in per page SLA scanning cost.
- Easier document retention management.
- ~90% decrease in conversion time – paper to electronic.
- 100% decrease in shipment damages.

Accomplishments

- 10/09/19 UPDATED PERFORMANCE DESCRIPTIONS AND UNION APPROVAL FOR CPAC DEPLOYMENT RECEIVED
- 03/31/20 FINAL 9957 ACCESS REQUEST SUBMITTED
- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS

Upcoming Milestones

- 07/24/20 PROJECT COMPLETE

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this project.*

Office of Information and Technology / Data Dependencies

(b)(5)

ESCC Development

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

- ***Priority Discussion: No***

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **06/2020 SUNSET GRANDFATHER ELIGIBILITY BASED ON CARE DATA**
- **06/2020 RSD APPROVED FOR SOLUTION OF NOT ENROLLED COVERED VETERANS**
- **06/2020 DEPLOYED FUNCTIONALITY FOR THE 6 AND 12 MONTH HARDSHIP**
- **07/2020 COMPLETED ELIGIBILITY ANALYSIS OF CC DATA FOR REJECTED REFERRALS**

Upcoming Milestones

- **08/2020 COLLABORATING WITH HSRM TEAMS REGARDING BUSINESS RULES FOR PREVENTING APPROVAL OF REFERRALS FOR INELIGIBLE VETERANS**
- **08/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE**
- **08/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM)** – (b)(5)
- (b)(5)
- **Business Intelligence Service Line (BISL)** (b)(5)
- **Community Care Contractor (CCN)** – (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Retail Pharmacy Program

Sustainment

ELC Decision Needed/ ELC Priority Discussion

- *None*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2: Vaccinate 125,000 next year***
- ***Metric 3: Reimburse Walgreens 99% accuracy***
- ***Metric 4: Continued Outreach to Rural Veterans***

Accomplishments

- 7/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 8/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5) (b)(6)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

RISK: N/A

VA DoD Revenue Standardization

Project Phase – Development

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ELC Decision Needed/ ELC Priority Discussion

- **DECISION**: No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE

Upcoming Milestones

- 8/1/20 VSSC VALIDATION OF DOD DATA COMPLETE
- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation Updates

Project Name	Date Presented at PMR	Decision	Status
Comprehensive Disaster Recovery Plans	6/23	Approved	Intake
ePrescribing	6/23	Approved	Intake
CAVE	7/14	Approved	CCSC, 7/28, approval to move to project development
Veteran Credit Database Program	*Scheduled for 8/11*	Pending	TBD

OCC Bi-Monthly Business PMR #1

09/22/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- Project Idea Evaluation
  - Integrated Product Environment (IPE)
- OCC Priority Project Review
  - Enterprise Program Reporting System (EPRS)
  - HealthShare Referral Manager (HSRM)
  - Provider Profile Management System
  - Urgent Care Implementation
  - One Consult 2.0
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

Integrated Product Environment (IPE)

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Originator & Date: CHIO / BOA (b)(6) (b)(6) 9/14/2020

Scope Definition: Integrated Product Environment for isolated and end to end testing of various CCN related projects.

Impediments to OCC

Business Ops & Admin:	OPS Resource impacts
Delivery Ops:	DO systems
Revenue Ops:	RO systems
Clinical & Network Mgmt:	CNM projects: PPMS, CCRA, EPRS, AMCMS, OCC-CERNER, CCN, CAVE, ePrescribing, etc.
OCC Leadership (Includes IDA and BIC):	IDA – No current impacts identified. BIC - (b)(5) (b)(5)

Additional Impact

Policy Impact:	No current impacts identified.
Funding Impact:	Future - (b)(5) (b)(5)
Impact on Other OCC Projects:	
Impact if Project Idea Not Approved:	

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Innovate Business Model	OCC	CHIO / BOA

Discussion:

(b)(5) (b)(6) (b)(5) (b)(5)

Enterprise Program Reporting System (EPRS)

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 39/80 Users (Δ = +2)
- CCN Accreditation Waivers UI: 30/30 Users (Δ = +3)
- CCN Complaints & Grievances UI: 28/54 Users (Δ = +2)
- CCN Congressional Inquiries UI: 30/42 Users (Δ = +1)
- CCN Corrective Action Plans (CAPs) UI: 28/30 Users (Δ = +1)
- CCN Network Adequacy Deviations UI: 27/51 Users (Δ = +1)

Accomplishments

- 08/25/2020 EPRS SharePoint Server Pre-Prod Migration
- 08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework
- 08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)

Upcoming Milestones

- 09/28/2020: EPRS Pre-Prod R10.0 & 10.1: UIs for Complaints, & N.A. Deviations
- 09/30/2020 EPRS Pre-Prod R11.0 : Network Management UI
- 10/05/2020: EPRS Prod R 9.0 : EPRS Tech. Data Integration for HSRM

OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration (CCCA):** (b)(5)

(b)(5)

- **Community Care Network Management (NM):** (b)(5)

(b)(5)

OIT / Data Dependencies

Data Dependencies

(b)(5)

HealthShare Referral Manager

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,841,420**: Total Referrals FY 2020
- **185,691**: Total Referral FY 2019
- **17,830**: Total number of VA user accounts provisioned
- **16,541**: Number of Community Providers provisioned
- **5,783**: Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,073**: Support Ticket Count for August
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning- CP; Provisioning-VA; VistA Write Back/ Appointment Question

Accomplishments

- 08/28/2020 RELEASE 10 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10 ND

Upcoming Milestones

- 09/21/2020 CAEC PORTAL
- 09/26/2020 CERNER SCHEDULING MESSAGE GO-LIVE
- 10/24/2020 CERNER SPOKANE GO-LIVE
- 11/1/2020 RELEASE 11 UAT
- 11/23/2020 RELEASE 11 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **Clinical Integration (CI Field Support Director & Assistants)** (b)(5) (b)(5)
- **Delivery Operations/POM** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff)** (b)(5) (b)(5) (b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Provider Profile Management System (PPMS)

Dev/Ops

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***Priority Discussion:***

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

NETWORK	ACTIVE Providers	8/19/2020 P	=+/- P	% Change P	Active Provider Services	8/19/2020 PS	=+/- PS	% Change PS
CCN Region 1	326,871	319,442	7,429	2%	1,429,919	Not reported		
CCN Region 2	303,696	295,691	8,005	3%	1,605,684			
CCN Region 3	177,070	165,916	11,154	7%	641,966			
CCN Region 4	209,879	188,825	21,054	11%	529,457			
CCN SUB-TOTAL	1,017,516	969,874	47,642	5%	4,207,026			
NON-CCN								
DOD	44	44	-	0%	44			
Local Contract	2,673	2,563	110	4%	77			
HIS	76	76	-	0%	2,794			
Tribal Health	139	139	-	0%	173			
TriWest	750,408	749,507	901	0%	1,752,154			
VCAs	21,602	24,733	(3,131)	-13%	28,354			
VA Network	49,521	50,189	(668)	-1%	71,058			
NON-CCN SUB-TOTAL	824,463	827,251	(2,788)	-0.34%	1,854,654			
GRAND TOTAL	1,841,979	1,797,125	44,854	2%	12,123,360			

Accomplishments

- 7/14/20 VA.GOV SPRINT 25
- 7/27/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 VA CPL NATIONAL RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 8/11/20 VA.GOV SPRINT 27
- 08/20/20 PPMS 9.0 GO-LIVE
- 8/25/2020 VA.GOV SPRINT 28

Upcoming Milestones

- 08/20/2020 – 9/9/2020 PIE RESTART PRIORITY SITES
- 09/8/2020 VA.GOV SPRINT 29
- 09/15/20 PPMS 9.1 NATIONAL GATE REVIEW
- 09/25/20 PPMS 9.1 GO-LIVE
- 10/27/20 PPMS 10 NATIONAL GATE REVIEW
- 11/5/20 PPMS 10 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - –*

(b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Urgent Care IPT

Implementation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

1. CCN Urgent Care for Regions 2 and 3 went live on 9/1.
2. R2/3 Webinars held on 8/25 and 8/27, with over 400 participants at each session.
3. Worked with DEPO to ensure Veterans can access pharmacy locations for urgent care prescriptions and flu shots on VA.gov Provider Locator.

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- **1,710** total Veteran calls to confirm eligibility from 09/01/2020-09/07/2020.
- **392** total UC authorizations in R2 from 09/01/2020-09/07/2020.
- **1,014** total UC authorizations in R3 from 09/01/2020-09/07/2020.

Accomplishments

- 08/30/20 OPTUM R2/3 PROVIDER FILE INGESTED BY PPMS
- 09/01/20 REGIONS 2/3 GO-LIVE

Upcoming Milestones

- 09/25/20 REGION 4 COMMS RELEASE
- 09/30/20 REGION 4 UC CCN GO-LIVE

OCC Business Dependencies

- **Communications:** (b)(5)

(b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

One Consult 2.0

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*
- *DST use of new drive time CC eligibility API to begin 9/10/2020*

Accomplishments

- CTB 1.9.0076 FULL SITE IOC BEGAN: 9/1/2020
- ENABLED LIGHTHOUSE API DRIVE TIME IN DST: 9/10/2020
- COMPLETED DST MAPPING TABLE UPDATES: 9/11/2020
- CTB 1.9.0076 GO NO GO: 9/15/2020

Upcoming Milestones

- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM
- CTB V1.9.0076: CONCLUDE FULL SITE IOC: 9/14/2020
- CTB V1.9.0076 NATIONAL DEPLOYMENT: 9/18/2020
- DST OFFICE HOURS CONTINUE: 9/21/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

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Overview of Release 1.9.0076 Enhancements

- Release will add “Unable to Schedule” requirements to include options from the Add Comments workflow
- Release will include more descriptive text in the consult factors that describe why user is unable to schedule a consult
- Release will fix the Clinical Review Option (CC Referrals) scheduling options that are being cached when Receiving Consults and user does not select a scheduling option
- Release will address unable to enter text (ex. “t+30”) issue
- Release will address telehealth options not showing up when internal consults are triaged
- National release projected to begin 9/18/2020

Overview of CTB Phase II

- New version of Consult Toolbox in a DevSecOps model that will eliminate the long and costly desktop deployment process.
- The scope will include user validated requirements and existing backlog items.
- Minimally Viable Product projected to be completed 9/25/2020
  - National Deployment not expected until November/December 2020

Appendix

Project Status Update

Cerner OCC Integration Project

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- **Cerner Referral Manager Functional Testing: 8/17/2020 – 8/28/2020**
- **Exploratory Testing: 8/24/2020 – 8/29/2020**
- **Super User Training: 8/10/2020-8/29/2020**

Upcoming Milestones

- **ORA: 9/7/2020**
- **End User Training (Spokane): 9/28/2020**
- **HSRM SIU Interface Go-Live: End of September**
- **IOC Go Live: 10/24/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: SMEs (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Reimbursement System (CCRS) Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of September 4, 2020

- **Region 1**: Invoices Received – 1,881,790, Confirmed Paid – 1,195,248, Sent for Payment – 45,314, "No Action" Optum denials - 523,766
- **Region 2**: Invoices Received – 1,319,275, Confirmed Paid – 845,062, Sent for Payment – 52,031, "No Action" Optum denials - 352,273
- **Region 3**: Invoices Received – 411,988, Confirmed Paid – 196,103, Sent for Payment – 12,303, "No Action" Optum denials - 183,202
- **Region 4**: Invoices Received – 79,998, Confirmed Paid – 23,348, Sent for Payment – 9,984, "No Action" TriWest denials - 15,325

The total Invoice Amount Paid/Sent for Payment: **$1,728,313,422.92.**

Accomplishments

- 09/01/2020 CCRS 12.2 COMMUNICATIONS SENT
- 09/03/2020 RELEASE CCRS 12.2 TO PRODUCTION

Upcoming Milestones

- 09/09/2020 CCRS USER ACCEPTANCE TESTING 12.3
- 09/22/2020 RELEASE CCRS 12.3 TO PRODUCTION
- 10/1/2020 CCRS USER ACCEPTANCE TESTING 12.4
- 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION
- 10/16/2020 UPDATE KMS, TRAINING DOCS, AND LESSONS LEARNED FOR CCRS 12.4

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff):** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **VAMC / Fiscal Budget Staff:** (b)(5) (b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Deployment

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

- Region 2 and 3 initiated Urgent Care cutover from PC3 on September 1st
- Regions 1 – 4 reached full HCD with the deployment of Region 4; Region 4 reached full HCD with Phase 4 deployment on August 25th
  - CCN use continues to increase for all sites in Phase 1, 2, and 3 for Region 4
  - Post deployment refresher trainings and office hours are in development
- R4 Urgent Care cut over is now 9/30/2020

Accomplishments

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3

Upcoming Milestones

- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Indian-Tribal Health Coordination Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

No ELC decisions needed.

Discussion

(b)(5)

Tribal consultation on the CC approach was delivered 8/25 and the public has until 9/25 for written comment. Program office presented to the BIMS on 9/11. The annual tribal training is scheduled for the week of 9/15.

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED
- 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN
- 8/252020 HOSTED TRIBAL CONSULTATION ON CC APPROACH
- 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS

Upcoming Milestones

- 09/18/2020 EXECUTION OF MODIFICATION
- 09/15/2020 IHS/THP VIRTUAL RETRAINING
- 11/13/20 CC PLAN FINALIZED AND BEGIN IMPLEMENTATION

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS

Project Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Key financial & utilization metrics tracked include, but are not limited to:

- ***UM Metrics:*** *Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.*
- ***FM Metrics:*** *Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.*

Accomplishments

- 8/19-8/28 PHASE III UAT (STALE REFERRAL LOGIC)
- 8/28-9/1 GENERATED UPDATED MODEL COST ESTIMATES
- 9/2 COMPLETED AMCMS/VA ESD INTEGRATION
- 8/27-9/14 TRAIN THE TRAINER SESSIONS

Upcoming Milestones

- 9/11 STALE REFERRAL LOGIC UAT RE-TESTING
- 9/16-9/23 AMCMS VIRTUAL WEBINAR TRAININGS
- 9/22 NATIONAL DEPLOYMENT GATE REVIEW
- 9/30 LESSONS LEARNED UPDATE

OCC Business Dependencies

- (b)(5)
-

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Continuity of Operations Plan (COOP) Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) policy, in addition, the creation of a COOP document for each OCC Directorate. In parallel, to the policy/plans, the development and implementation of an electronic single repository.

Key Performance Indicators (KPI)

- ***Metric 1: Process for unscheduled outage notification***
- ***Metric 2: COOPs developed***
- ***Metric 3: COOP Policy developed***
- ***Metric 4: Repository complete***
- ***Metric 5: KMS and SOPs updated***

Accomplishments

- 08/04/2020 – APPROVED FOR GO AT CCSC
- 08/13/2020 – KICK-OFF PROJECT MEETING

Upcoming Milestones

- 10/27/20 – DIRECTORATES SYSTEMS/FUNCTIONS
- 11/10/20- NOTIFICATION OF UNSCHEDULED SYSTEM OUTAGE PROCESS
- 11/10/20- COOP DEVELOPMENT
- 12/15/20 – COOP POLICY DEVELOPMENT

OCC Business Dependencies - Lite

- ***Highlight OCC Business Dependencies:***
  - (b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies - Lite

- ***Highlight OIT/Data Dependencies:***

(b)(5)

(b)(5)

OCC Data Governance Project

Initiation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Frequency data reported as accessible timely, *complete, accurate and reliable*
- Percent of compliance with policies
- Percent of systems achieving established performance metrics
- Percent of systems with complete documentation

Accomplishments

- 8/26/20 FINALIZED STRATEGIC PRIORITIES
- 8/31/2020 BEGAN PTF ENTRY FOR CCRS & PCM CLAIMS
- 9/2/2020 SYSTEMS DOCUMENTS GAP ANALYSIS

Upcoming Milestones

- 9/30/2020 CREATE TECHNOLOGY AND DATA GOVERNANCE ROAD MAP
- 10/14/2020 DRAFT DATA GOVERNANCE STRUCTURE ROLES/ RESPONSIBILITIES
- 10/28/2020 OBTAIN APPROVAL SYSTEMS DOCUMENTATION STANDARD

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Enrollment System Community Care(ESCC) Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **09/20 PRODUCTION RELEASE FOR CC COLLATERAL OF VETERANS AND NOT ENROLLED COVERED VETERANS**
- **09/20 MET WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE**
- **COMPLETED RFM FOR NEW VCE CODES AND SUBMITTED TO COR TEAM**

Upcoming Milestones

- **09/2020 COLLABORATED WITH ELIGIBILITY OIT TEAM TO PAUSE RELEASE OF LINKING SPONSOR OF COLLATERAL OF VETERANS**
- **09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE**
- **09/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM)** – (b)(5)
- (b)(5)
- **Business Intelligence Service Line (BISL)** – (b)(5)
- **Community Care Contractor (CCN)** – (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

Issue:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Issue

Mitigation:

Retail Pharmacy Program

Close Out

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2:Reimburse Walgreens 99% accuracy***

Accomplishments

- 8/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 10/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5) (b)(6) (b)(5)

(b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

VA DoD Payment and Referral Standardization

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **28,598** VA/DoD consults entered in FY20.
- **88%** of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
  - Biloxi/Pensacola FY20: **95%** automated consult/claim match rate
  - NCR FY20: **78%** consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 9/14/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** (b)(5)
- **RO Staff:** (b)(5)
  (b)(5)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
  (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:**
  (b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

VA DoD Revenue Standardization Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

To support the VHA DoD Reimbursement pilots with a web-based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE
- 8/31/20 VSSC VALIDATION OF DOD DATA COMPLETE

Upcoming Milestones

- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

Project Phase – Implementation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- *The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.*

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- *No specific KPI's were identified for this phase of the project.*

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 08/13/20 IB 677 NATIONALLY RELEASED
- 09/10/20 IB PATCH 678 NATIONALLY RELEASED

Upcoming Milestones

- 09/30/20 AR PATCH 361 NATIONALLY RELEASING
- AR PATCH 372 & IB PATCH 682 ARE IN DEVELOPMENT AND NATIONAL RELEASE IS TARGETED FOR 10/19/20
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency** – None at this time.*

(b)(5)

CPAC Document Scanning

Project Phase – Close Out

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- *Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).*
- *Approximately 50% reduction in per page SLA scanning cost.*
- *Easier document retention management.*
- *~90% decrease in conversion time – paper to electronic.*
- *100% decrease in shipment damages.*

Accomplishments

- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS
- 06/15/20 CPAC VIRTUAL TRAINING BEGINS
- 07/09/20 TRAINING SESSION FOR WFD AND POLICY ANALYST COMPLETE
- 07/24/20 MAIL ROOM CLERK TRAINING COMPLETE
- 08/27/20 PRODUCTION SCANS COMPLETE
- 08/28/20 PROJECT COMPLETE

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this project.*

Office of Information and Technology / Data Dependencies

(b)(5)

Appendix

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Decision	Ops Notified	CCSC Presentation Date	Ops PM Resource Assigned
ePrescribing	6/19	6/23	Approved	6/29	9/14	8/24 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	7/20 (b)(6)
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	7/21 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A
Community Care Claims SSN Reduction	7/21	8/11	Approved	8/13	TBD	TBD
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	TBD	TBD	TBD	TBD	TBD
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD
Integrated Product Environment	9/14	9/22	TBD	TBD	TBD	TBD

PMR 1 Projects

EHRM
Office of Community Care (OCC)/Cerner Integration
Implement CCN
Community Care Claims Reimbursement (CCRS)
Community Care Network (CCN)
Enterprise Program Reporting System (EPRS)
Indian/Tribal Health Coordination (ITHC)
Innovate Business Model
Advanced Medical Cost Management System (AMCMS)
Community Care Referral and Authorization System (CCR&A)
One Consult 2.0
Provider Profile Management System (PPMS)
OCC Data Governance
OCC Continuity of Operations Plan (COOP)
MISSION Support
Community Care Integrated Billing and Accounts Receivable (CC IB/AR) Phase 2
CPAC Document Scanning
Enrollment System Community Care
Urgent Care Integrated Project Team
Other
Retail Pharmacy Influenza Program
VA/DoD Advanced Payment and Referral Standardization
VA/DoD Revenue Standardization

Community Care Business Program Management Review (PMR) #1

10/27/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- Hot Topics
  - Payer Electronic Data Interchange (EDI) Prioritization
- OCC Priority Project Review
  - VA/DoD Referral Standardization
  - Community Care Reimbursement System (CCRS)
  - Enterprise Program Reporting System (EPRS)
  - Urgent Care IPT
- Appendix
  - Project Review
  - Project Idea Evaluation Updates
    - Veteran Credit Updates

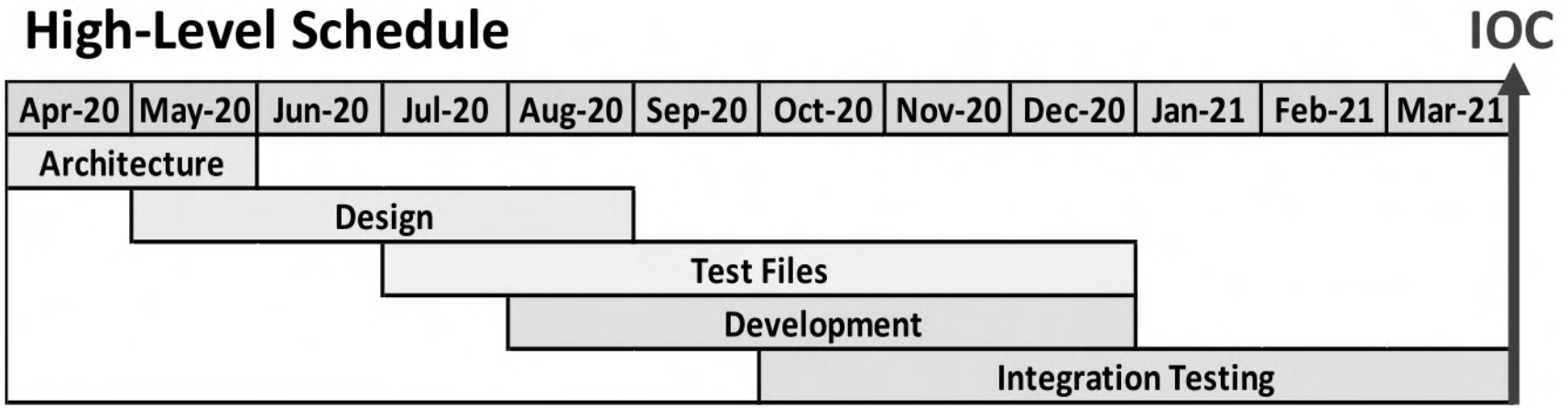
Hot Topic:
Payer Electronic Data Interchange (EDI) Prioritization

Current Payer EDI Priorities

Claims XM Development and Implementation

- Three Product Teams; 95% dedicated to Claims XM.
- Estimated completion on or about 1 April 21.
- *Key Stakeholders* – Delivery Operations (Veteran Family Member Program).

High-Level Schedule



*** (b)(5)

Remaining Payer EDI Priorities/Stakeholders

- EPRS (Parser)
  - 837 work complete / 835 work remains.
  - *Key Stakeholders – Provider Relations and Services, Chief Informatics Office.*
- CAVE
  - (b)(5)
  - *Key Stakeholders – Clinical Integration, Delivery Operations, Chief Informatics Office.*
- ARS
  - (b)(5)
  - *Key Stakeholders – Delivery Operations, both POM and VFMP Staff.*
- Community Care Billing SSN Reduction
  - (b)(5)
  - *Key Stakeholders – Delivery Operations, Revenue, HSRM team.*

Prioritization Decision

Backlog Prioritization (1-4)

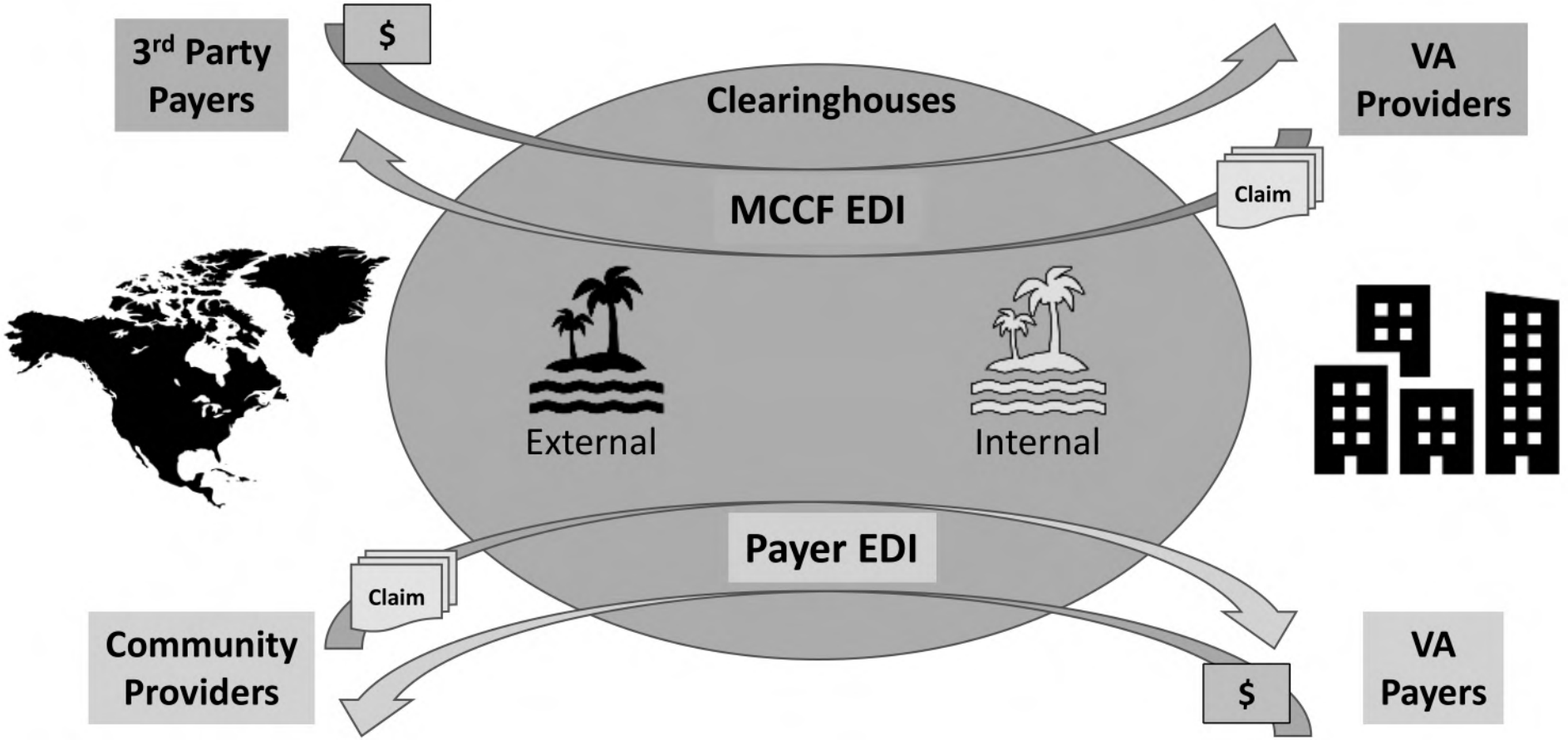
_____EPRS (Parser)

_____CAVE

_____ARS

_____Community Care Billing SSN Reduction

EDI Flow


3rd Party Payers
$
Clearinghouses
VA Providers
Claim
MCCF EDI
External
Internal
Payer EDI
Claim
Community Providers
$
VA Payers

Payer EDI Recent Highlights

- Oracle Upgrade (May 2020)
  - Updated Servers, Operating System, and Application Software
  - Zero EDI system failures since upgrade

- Backlog Elimination (August 2020)
  - Eliminated 1.5M claim backlog in 8 weeks
  - Increased capability to support 10x average daily rate

- Fee Payment Processing System (FPPS) MVP (August 2020)
  - Upgrade required to meet OIT security requirements
  - Limited capability restored while FBCS is retired

Priority Project Review

VA DoD Referral Standardization

Phased Implementation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **35,846** VA/DoD consults entered since FY20; **6,665** currently open
- **97%** of open VA/DoD consults are in scheduled status
- Live Pilot Results:
  - Biloxi/Pensacola FY20: **95%** automated consult/claim clean match rate
  - NCR FY20: **70%** consult/claim clean match rate

Accomplishments

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 9/14/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 10/8/20 : CARE COORDINATION SOP UPDATE RELEASE (HSRM USE) & TRAINING

Upcoming Milestones

- 11/18/20: HEC APPROVAL OF NEXT AP SITES GO-LIVE
- 11/30/20: CAREPOINT EXCEPTIONS CLAIMS WORKLIST ROLLOUT
- 12/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER/ EGLIN/TYNDALL MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes. Recently trained field on HSRM use for DoD
- **DO/POM:** (b)(5)
- **RO Staff:** (b)(5) (b)(5)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5) (b)(5)
- **VHA VSSC** (b)(5)
- **DoD DHA** (b)(5) (b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Reimbursement System (CCRS)

National Deployment

ELC Decision Needed/ ELC Priority Discussion

- ***No ELC Decision Requests for October***

(b)(5)

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of October 16, 2020:

- **Region 1:** Invoices Received – 2,302,409, Confirmed Paid – 1,475,498, Sent for Payment – 94,243, "No Action" Optum denials - 604,939
- **Region 2:** Invoices Received – 1,778,929, Confirmed Paid – 1,158,087, Sent for Payment – 109,900, "No Action" Optum denials - 435,564
- **Region 3:** Invoices Received – 690,185, Confirmed Paid – 336,876, Sent for Payment – 67,783, "No Action" Optum denials - 252,215
- **Region 4:** Invoices Received – 353,572, Confirmed Paid – 136,839, Sent for Payment – 58,569, "No Action" TriWest denials - 148,510

The total Invoice Amount Paid/Sent for Payment: $2,417,221,473.78

Accomplishments

- 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION
- 10/16/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 12.4
- 10/16/2020 COMPLETE CCRS INCREMENT 13 GATE CHECKLIST

Upcoming Milestones

- 10/21/2020 CONDUCT 13.1 UAT
- 10/22/2020 UPDATE CCRS LESSONS LEARNED DOCUMENTATION
- 10/27/2020 DEVELOP DEPLOYMENT GATE SLIDE AND DELIVER TO GOVERNANCE
- 10/29/2020 CONDUCT RELEASE READINESS REVIEW
- 10/30/2020 DEVELOP BUSINESS PROCESS FLOWS

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) :** (b)(5)

(b)(5)

- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff)** (b)(5)

(b)(5)

- **Finance (OCC Finance and Informatics Staff):** (b)(5)

(b)(5)

- **VAMC / Fiscal Budget Staff** (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Enterprise Program Reporting System (EPRS)

Development

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For ELC Awareness

(b)(5)

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 42/80 Users (Δ = +1)
- CCN Accreditation Waivers UI: 31/30 Users (No change)
- CCN Complaints & Grievances UI: 29/54 Users (No change)
- CCN Congressional Inquiries UI: 31/42 Users (No change)
- CCN Corrective Action Plans (CAPs) UI: 29/30 Users (Δ = +1)
- CCN Network Adequacy Deviations UI: 28/51 Users (No change)

Accomplishments

- 08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework
- 08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)
- 09/30/2020: EPRS Pre-Prod R10.0: Complaints UI & Quality Check

Upcoming Milestones

- 10/14/2020: EPRS SQA R10.1: Congressional Inquiries & N.A. Deviations
- 10/29/2020: EPRS Prod R10.0: Complaints UI & Quality Check
- 12/04/2020: EPRS Prod R12.0: EPRS Technical Data Integration for CCRS
- 12/16/2020: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations

OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration/Support (CCCA/S):** (b)(5)

(b)(5)

- **Community Care Network Management (NM)** (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Urgent Care IPT

National Deployment

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

1. R4 Webinar held on 9/23 and 9/24, with over 500 participants at each session.
2. CCN Urgent Care for Region 4 went live on 9/30.
3. Region 4 Office Hours and Daily sync up held on go-live week to support implementation.

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- Average Urgent Care authorizations:
  - Region 1: **1,400** per week
  - Region 2: **600** per week
  - Region 3: **1,350** per week
  - Region 4 : 900 per week
- Average of **350** Urgent Care calls to VA Call Center per day

Accomplishments

- 09/29/20 CCN URGENT CARE REGION 4 KICK OFF
- 09/30/2020 CCN URGENT CARE REGION 4 GO-LIVE

Upcoming Milestones

- TBD: REGION 5 UC CCN GO-LIVE

OCC Business Dependencies

- **No Business Dependencies identified.**

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

Appendix

PMR Project Slides

Cerner OCC Integration Project

Project Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- **Cerner Referral Manager Functional Testing: 8/17/2020 – 8/28/2020**
- **Exploratory Testing: 8/24/2020 – 8/29/2020**
- **Super User Training: 8/10/2020-8/29/2020**
- **ORA: 9/7/2020**
- **End User Training (Spokane): 9/28/2020**
- **HSRM SIU Interface Go-Live: End of September**

Upcoming Milestones

- **IOC Go Live: 10/24/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Post Deployment

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

- CCN is fully deployed across 49 states within Regions 1-4.
- As of September 30, 2020, Urgent Care is live across CCN Regions 1-4.
- CCN Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1.

Accomplishments

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3

Upcoming Milestones

- 04/01/21 R5 SHCD GO-LIVE

OCC Business Dependencies

Post Deployment of CCN

- **Network Management** (b)(5)
- **Clinical Integration** (b)(5)
- **Contract Administration** (b)(5)

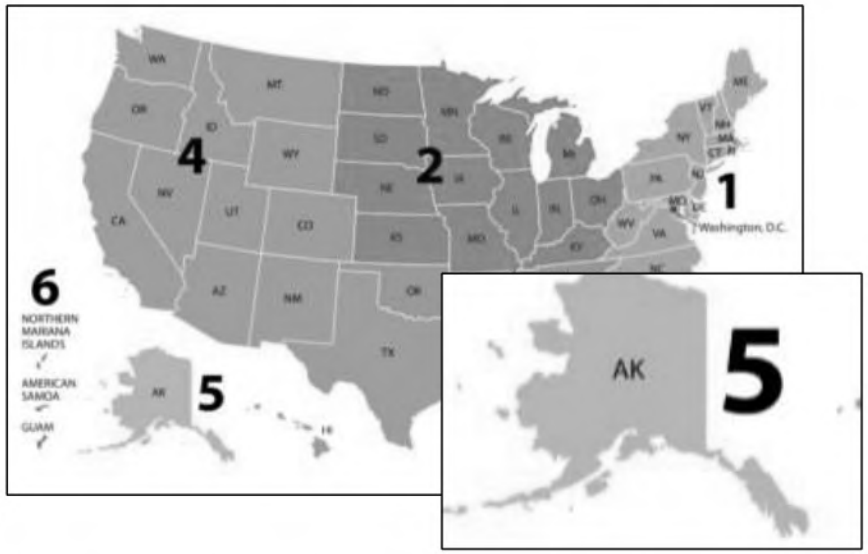
(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Region 5 Announcement



- Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1/2020.
- The Post Award Meeting is scheduled for 10/19/2020.
- The Kickoff Meeting is scheduled for 11/4/2020.
- Region 5 has a Veteran population of more than 68,000 with more than 33,000 Veterans enrolled in healthcare.

CCN Contract Award and Implementation Update

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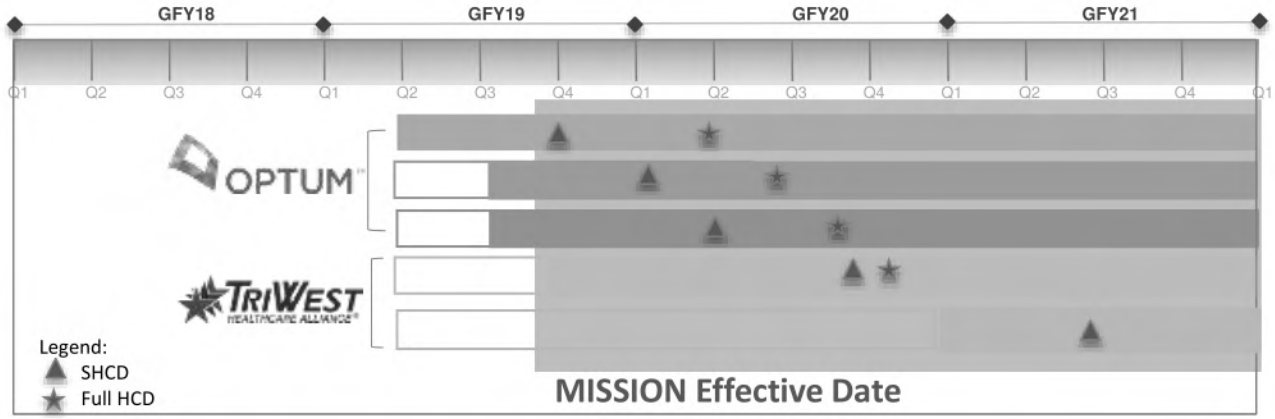

CCN Regions

R1	Awarded 12/28/18, start of health care delivery (SHCD) 6/26/19, full deployment by 12/28/19
R2	Awarded 12/28/18, protest filed 1/22/19, protest resolved 5/2/19, performance resumed 5/6/19, SHCD 10/7/19, full deployment by 4/9/20
R3	Awarded 12/28/18, protest resolved 5/3/19, appeal with the US Court of Federal Claims, stay of performance to Optum lifted on 7/22; SHCD on 10/7/19, full HCD achieved by 6/22/20
R4	Pre-Award protest dismissed; award made 8/6/19, SHCD 6/8/20, full HCD achieved 8/31/2020
R5	Awarded 10/1, Post Award Meeting 10/19, Kick-off Meeting 11/4, SHCD March 2021, full HCD by 4/1/21
R6	Pre-Solicitation

Indian-Tribal Health Coordination

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

Discussion

No ELC decisions needed. Accomplishments:

- Agreement modification was completed. Among the items it expands reimbursement to include telehealth and COVID related services by third party partners to IHS/THP sites (AKA PRC).
- CC approach – Draft final pan completed and will be sent for wider VA concurrence week of 10/21/20.
- Program office presented to the BIMS on 9/11.
- The annual tribal retraining held week of 9/15.
- Internal controls SOP completed

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED
- 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN
- 8/25/2020 HOSTED TRIBAL CONSULTATION ON CC APPROACH
- 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS
- 09/23/2020 IHS/THP VIRTUAL RETRAINING

Upcoming Milestones

- 11/16/2020 CC PLAN FINALIZED

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS

National Deployment

Executive Leadership Committee (ELC) Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Key financial & utilization metrics tracked include, but are not limited to:

- ***UM Metrics:*** *Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.*
- ***FM Metrics:*** *Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.*

Accomplishments

- 9/28-10/5 STALE REFERRAL LOGIC UAT ROUND 4
- 10/8 UAT TEST EVALUATION REPORT APPROVED
- 10/9 VISN 8 KICKOFF MEETING
- 10/13 NATIONAL DEPLOYMENT GATE REVIEW APPROVAL

Upcoming Milestones

- 10/19 NATIONAL DEPLOYMENT OF AMCMS MODEL
- 10/19-10/26 AMCMS VIRTUAL WEBINAR TRAININGS
- 10/21 NETWORK MANAGEMENT REQUIREMENTS GATHERING
- 10/27 LESSONS LEARNED UPDATE

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

HealthShare Referral Manager

Development

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ELC Decision Needed/ ELC Priority Discussion

N/A

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- 3,210,309: Total Referrals FY 2020 (Through 10/9/2020)
- 185,645: Total Referrals FY 2019
- 18,229: Total number of VA user accounts provisioned
- 18,320: Number of Community Providers provisioned
- 6,569: Number of unique Community Provider locations
- 148: Number of VAMC sites actively using HSRM
- 5,272: Support Ticket Count for September
- Top 3 Support Ticket Categories for September:
  1. Provisioning/needs access-VAMC
  2. Provisioning/needs access-community provider
  3. Training/knowledge issue

Accomplishments

- 09/26/2020 CERNER SCHEDULING MESSAGE GO-LIVE
- 10/19/2020 RELEASE 11 UAT START

Upcoming Milestones

- 10/24/2020 CERNER SPOKANE GO-LIVE
- 10/28/2020 CAEC 1.5 GO/NO GO PRESENTATION
- NOVEMBER 2020 CAEC 1.5 ND RELEASE
- 11/13/2020 RELEASE 11 GO/NO GO PRESENTATION
- 11/23/2020 RELEASE 11 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **Clinical Integration (CI Field Support Director & Assistants)** (b)(5) (b)(5)
- **Delivery Operations/POM:** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff)** (b)(5) (b)(5) (b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 11.0 Enhancements

- Release 11 will contain several general HSRM enhancements in addition to HL7, MVI, Task Management, and Offline Referral Form enhancements. All of which will increase HSRM usability and efficiency.

HL7 Messaging
- **Add Appointment Scheduled Method** to HL7 SIU Outbound
- **Add Treating Specialty** to HL7 SIU Message
- **SIU Message to Cerner** Contain Scheduling and Cancellation Notes

Task Management Enhancements
- **Create new manual task**- ""Message VA to VA"“

MVI
- **MVI - Audit Trail:** Display Veteran Data changes from MVI
- **MVI - Integration:** Receive Veteran Demographic updates from MVI

Reporting
- **Add Level of Care** to the CI Tasking Reports
- **Community Wait Times** Report Enhancements, and adds "Recorded Date“

Community Provider Provisioning Enhancements
- **The ability** to provision community providers by NPIs.
- **Referral lists would only display** referrals where the assigned care provider NPI matches.

Offline Referral Form
- **Prevent users** from being able to generate an Offline Referral Form if there is no provider assigned
- **Message displayed** instructing the user to add a provider

Veteran Eligibility Status workflow
- **Eligible status –** Referral workflow as normal
- **Non-Eligible status –** Program authority locked and ability to refresh eligibility data

Additional HSRM Enhancements
- **FY22-FY23** Bene Travel Program Authority
- **Limit ability to change Affiliation** for CCN1-6 Users
- **Make Provider a required field** unless there is an optional task
- **Add Appointment Date** Timestamp to Data Feed
- **Enable/Disable** interfaces via task
- **Modify logic to trigger** downstream update to a referral; when any value changes on the Referral Detail Page or Appointments are recorded
- **Notify CCRS** of Affiliation Changes
- **Refactor Task API** for General CCRA Use
- **Improve Error log handling** by blocking any outgoing messages where providers do not have an email listed on their provider profile
- **Allocate Revenue tasks** for further review- Modifiable Due Dates (Tickle Feature)
- **Pre-cert Auto Task** Due Date Update
- **Remove taxonomy code from PPMS** Provider Search results, display only the description
- **Add date range** to audit trail filters

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Overview of Release 10.0 Enhancements

- Release 10 contains general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements
- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements
- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements
- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements
- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

One Consult 2.0

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*

Accomplishments

- CTB 1.9.0077 DEVELOPMENT COMPLETED: 10/05/2020
- CTB 1.9.0077 SQA TESTING COMPLETED: 10/13/2020
- DST MAPPING TABLE UPDATES WENT LIVE : 10/1/2020
- COMPLETED CTB V2.0 REQUIREMENTS GATHERING AND WIREFRAMES: 10/9/2020
- CTB V2.0 SPRINT 1 DEVELOPMENT COMPLETED: 10/9/2020

Upcoming Milestones

- CTB V1.9.0076: NATIONAL ROLLOUT COMPLETE 10/23/2020
- CTB V1.9.0077: PRE-PROD IOC TESTING COMPLETE: 10/28/2020
- CTB V2.0 DEVELOPMENT COMPLETE 12/24/2020
- CTB v2.0 CONSULT FACTORS DISCUSSION CONTINUES
- DST OFFICE HOURS CONTINUE: 10/19/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Provider Profile Management System (PPMS)

Dev/Ops

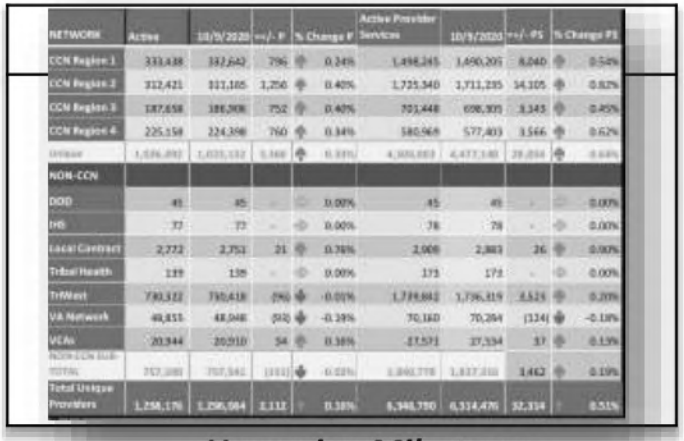
ELC Decision Needed/ ELC Priority Discussion

- ***Priority Discussion:***

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.



NETWORK	Active	10/9/2020	+/- P	% Change P	Active Provider Services	10/9/2020	+/- PS	% Change PS
CCN Region 1	333,438	332,642	796	0.24%	1,498,245	1,490,205	8,040	0.54%
CCN Region 2	312,421	311,165	1,256	0.40%	1,725,340	1,711,235	14,105	0.82%
CCN Region 3	187,658	186,906	752	0.40%	701,448	698,305	3,143	0.45%
CCN Region 4	225,158	224,398	760	0.34%	580,969	577,403	3,566	0.62%
Unique	1,036,892	1,035,132	1,760	0.33%	4,306,003	4,477,140	28,034	0.64%
NON-CCN								
DOD	45	45	-	0.00%	45	45	-	0.00%
IHS	77	77	-	0.00%	78	78	-	0.00%
Local Contract	2,772	2,751	21	0.76%	2,909	2,883	26	0.90%
Tribal Health	139	139	-	0.00%	173	173	-	0.00%
TriWest	730,322	730,418	(96)	-0.01%	1,739,882	1,736,319	3,523	0.20%
VA Network	48,855	48,948	(93)	-0.19%	70,160	70,284	(124)	-0.18%
VCAs	20,344	20,910	34	0.16%	27,571	27,534	37	0.13%
NON-CCN SUB-TOTAL	757,080	757,541	(111)	-0.02%	1,840,778	1,837,316	3,462	0.19%
Total Unique Providers	1,258,176	1,256,984	1,112	0.18%	6,346,780	6,314,476	32,314	0.51%

Accomplishments

- 7/7/20 PPMS 8.1 GO-LIVE
- 7/14/20 VA.GOV SPRINT 25
- 7/27/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 VA CPL NATIONAL RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 8/11/20 VA.GOV SPRINT 27
- 08/20/20 PPMS 9.0 GO-LIVE
- 08/20/2020 – 9/9/2020 PIE RESTART PRIORITY SITES
- 8/25/2020 VA.GOV SPRINT 28
- 09/8/2020 VA.GOV SPRINT 29
- 09/15/20 PPMS 9.1 NATIONAL GATE REVIEW
- 09/25/20 PPMS 9.1 GO-LIVE

Upcoming Milestones

- 10/27/20 PPMS 10 NATIONAL GATE REVIEW
- 11/5/20 PPMS 10 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - –* (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

OCC Data Governance Project

Development

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ELC Decision Needed/ ELC Priority Discussion

Decision: *None*

Priority Discussion: *None*

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Frequency data reported as accessible timely, *complete, accurate and reliable*
- Percent of compliance with policies
- Percent of systems achieving established performance metrics
- Percent of systems with complete documentation

Accomplishments

- 10/7/2020 SPONSORED ISSUES TRACKER DG WORKGROUP
- 10/14/2020 APPROVED TECH & DATA GOVERNANCE ROAD MAP
- 10/16/2020 INITIATED E-REPOS DATA USABILITY ANALYSIS
- 10/21/2020 APPROVED STANDARD SYSTEMS ARTIFACTS

Upcoming Milestones

- 10/30/2020 DRAFT DATA GOVERNANCE COMMUNICATION PLAN
- 11/18/2020 CHANGE MANAGEMENT SPONSOR PLAN
- 11/25/2020 DRAFT DATA GOVERNANCE STRUCTURE

OCC Business Dependencies

Upstream Dependencies

- ***VA Data Governance:*** (b)(5) (b)(5)
- ***OIT:*** (b)(5) (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Continuity of Operations Plan (COOP)

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION: NO ELC decision currently***

Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions. Also, a standardized process for scheduled and unscheduled system outage with an After-Action Report.

Key Performance Indicators (KPI)

- ***Metric 1: Process for unscheduled outage notification***
- ***Metric 2: COOPs developed***
- ***Metric 3: Repository complete***
- ***Metric 4: KMS and SOPs updated***

Accomplishments

- 08/04/2020 – APPROVED FOR GO AT CCSC
- 08/13/2020 – KICK-OFF PROJECT MEETING

Upcoming Milestones

- 10/27/20 – DIRECTORATES SYSTEMS/FUNCTIONS
- 11/10/20- NOTIFICATION OF UNSCHEDULED SYSTEM OUTAGE PROCESS
- 11/10/20- COOP DEVELOPMENT

OCC Business Dependencies - Lite

- ***Highlight OCC Business Dependencies:***

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies - Lite

- ***Highlight OIT/Data Dependencies:***

(b)(5)

(b)(5)

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- *The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.*

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- *No specific KPI's were identified for this phase of the project.*

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 08/13/20 IB 677 NATIONALLY RELEASED
- 09/10/20 IB 678 NATIONALLY RELEASED
- 09/30/20 AR 361 NATIONALLY RELEASED
- 10/19/20 IB 682 NATIONALLY RELEASED

Upcoming Milestones

- AR 372 & IB 689 ARE NATIONALLY RELEASING ON 11/09 & 11/04
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency** – None at this time.*

(b)(5)

Enrollment System Community Care(ESCC) Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION:

- No ELC decisions needed or priority discussion topics at this time.

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **09 09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)**
- **09/2020 SUCCESSFUL MEETING WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE**

Upcoming Milestones

- **10/2020 CC ELIGIBILITY VCE MODIFICATION SENT TO CCN CONTRACTORS. AWAITING FINAL APPROVAL**
- **11/2020 TURN ON ES/VISTA FUNCTIONALITY TO AUTOMATE COLLATERAL OF VETERAN ELIGIBILITY (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM)** – (b)(5) (b)(5)
- **Business Intelligence Service Line (BISL)** (b)(5)
- **Community Care Contractor (CCN)** – (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

Issue:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Issue

Mitigation:

VA DoD Revenue Standardization

Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION**: No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web-based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE
- 8/31/20 VSSC VALIDATION OF DOD DATA COMPLETE

Upcoming Milestones

- 10/31 VSSC CONTINUATION OF VALIDATING AND CODING OF DOD DATA
- 11/1 DOD APPROVED EXPANSION OUTCOME/DECISION

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Retail Pharmacy Program

Project Phase – Close Out

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- *None*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2:Reimburse Walgreens 99% accuracy***

Accomplishments

- 8/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 10/30/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5) (b)(6) (b)(5)

(b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

Appendix

Project Idea Evaluation Updates

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Decision	Ops Notified	CCSC Presentation Date	CCSC Go / No Go	Ops PM Resource Assigned
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	Resource not available until Nov. 1st
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

Veteran Credit Database

Deferred Project

0000001165 "UNCLASSIFIED" 12/12/2022 268 of 532

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION: No current ELC decision required at this time.***
- ***BACKGROUND:***
  - *Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019*

(b)(5)

Project Description

To provide oversight for ongoing policy and IT funding efforts in conjunction with Sec. 302 Protecting Veterans Credit Protection Act of 2018 including efforts to obtain legislative relief.

Key Performance Indicators (KPI)

- ***Metric 1: The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.***
- ***Metric 2: Ensures Veteran cost share and deductibles are adjudicated accurately.***
- ***Metric 3: 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.***
- ***Metric 4: Decrease in Appeals and Calls for improperly reported debt.***

Accomplishments

- VIPR V18-00312-000 for automated solution submitted.
- Status as of 1/08/2020 –Unfunded Request/Pending Resources

Upcoming Milestones

- JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Business Program Management Review (PMR) #1

11/24/2020

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Veterans Health Administration
Office of Community Care

Agenda

- Project Idea Evaluation (PIE)
  - VA Provider CCN Retail Pharmacy Capability
  - Referral Based Obligations
- OCC Priority Project Review
  - VA/DoD Advanced Payment and Referral Standardization
  - Provider Profile Management System (PPMS)
  - Community Care Reimbursement System (CCRS)
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

Project Idea Evaluation (PIE)

- VA Provider CCN Retail Pharmacy Capability
- Referral Based Obligations

VA Provider CCN Retail Pharmacy Capability

Originator & Date: 11/10/2020
(b)(6)

Scope: OCC to support the operationalization of the modification (Initially in Region 4) to allow Veterans who need an immediately needed (urgent/emergent) prescriptions prescribed by a VA provider to be filled at a CCN retail community pharmacy when access to a VA pharmacy is not possible for Regions 1, 2, 3 and 4.

Business Ops & Admin:	(b)(5)
Delivery Ops:	
Revenue Ops:	
Clinical & Network Mgmt:	
OCC Leadership (Includes IDA and BIC):	
Community Care Network (Contract Mod):	Contract Mod already in place for Region 4 – CO direction has been provided for implementation date (Dec 14). Contract mod in progress for Regions 1-3.

Additional Impact

Policy Impact:	No Additional Impacts identified
Funding Impact / Status:	(b)(5)
Impact on Other OCC Projects:	
Impact if Project Idea Not Approved:	

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Implement Community Care Network (CCN) Improve Customer Service	OCC Directorate Managed	(b)(6)

Discussion:
(b)(5)

Referral Based Obligations

Originator & Date: (b)(6)	**Scope Definition:** OCC needs to assess and establish an interim and long-term process for recording obligations for Community Care programs
(b)(6) 11/17/2020	

Impact

Business Ops & Admin:	(b)(5)
Delivery Ops:	CCRS, FMS, eCAMS, PIT
Revenue Ops:	No impact identified at this time.
Clinical & Network Mgmt:	(b)(5)
OCC Leadership (Includes IDA and BIC):	
Community Care Network (Contract Mod):	

Additional Impact

Policy Impact:	(b)(5)
Funding Impact / Status:	
Impact on Other OCC Projects:	
Impact if Project Idea Not Approved:	

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Improve Claims Processing & Innovate Business Model	OCC Managed	(b)(6)

Discussion:

(b)(5)

OCC Policy, OCC Finance, and Portfolio Managers Vote Count: All Yes votes received (no dissents).

Priority Project Review

Project Status Slides

VA/DoD Advanced Payment and Referral Standardization

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicator

- 40,009 VA/DoD consults entered since FY20
- 6,160 open VA/DOD consults.
- Live Pilot Results for AP auto claims validation:
  - Biloxi VAMC/Pensacola NH: 96%
  - NCR Region: 74%

Accomplishments:

- 2020-10-05: SOP Update Release (VA HSRM use)
- 2020-10-08: Updated Care Coordination Training

Milestones:

- 2020-11-27: HEC Approval of Next AP sites go-live
- 2020-12-18: CarePoint Exceptions Claims Worklist Rollout
- 2020-12-23: VA/DoD Leadership Meeting: FY21 Q2 Rollouts
- 2021-01-01: AP FY21 Q2 Rollouts
- 2021-04-01: AP FY21 Q3 Rollouts

OCC Business Dependencies

- (b)(5)
-
-

Risks

Risk:

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Provider Profile Management System (PPMS)

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicator

CCN Network growth
Provider processing capacity - backlog monitoring

Accomplishments:

- 2020-11-10: PIE - UAT Testing
- 2020-11-13: PIE - Go-Live WRJ

Milestones:

- 2020-12-07: PPMS 10.1 UAT
- 2020-12-08: PPMS 10.1 Go/No-Go
- 2020-12-15: PIE Restart Priority Sites
- 2020-12-17: PPMS 10.1 Go-Live

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- VAMC/CPO & Pharmacy - – (b)(5)

Risks

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

Community Care Claims Reimbursement (CCRS)

Project Phase - Project Development

ELC Decision Needed/Priority Discussion

For awareness:
CCRS implemented a temporary bypass the PPMS check to mitigate payments being denied.
CCRS is establishing a grace period (72 hrs) for ER services due to the high denial volume based on misaligned validity dates on the referral.

Project Description

CCRS: A system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicator

CCN Payment Metrics as of November 20, 2020:
Region 1: Invoices Received – 2,899,265, Confirmed Paid – 1,967,817, Sent for Payment – 84,184, "No Action" Optum denials - 716,105
Region 2: Invoices Received – 2,449,478, Confirmed Paid – 1,729,199, Sent for Payment – 100,245, "No Action" Optum denials - 540,310
Region 3: Invoices Received – 1,173,375, Confirmed Paid – 717,423, Sent for Payment – 75,102, "No Action" Optum denials - 353,692
Region 4: Invoices Received – 802,202, Confirmed Paid – 474,834, Sent for Payment – 95,770, "No Action" TriWest denials - 203,698

The total Invoice Amount Paid/Sent for Payment: $3,465,670,309.41

Accomplishments:

- 2020-10-15: CCRS Release 12.4
- 2020-11-05: CCRS Release 13.1

Milestones:

- 2020-12-03: CCRS Release 13.2
- 2020-12-17: CCRS Release 13.3
- 2021-01-07: CCRS Release 13.4

OCC Business Dependencies

- CCRA, FMS, PPMS, PIT, and MVI

Risks

(b)(5)

Office of Information and Technologies/Data Dependencies

- CCRA, SEOC, PPMS, MVI, EDI, DAS, and CCN Contractors

Issues

(b)(5)

Appendix

Project Status Slides

Data Governance

Project Phase - Project Development

ELC Decision Needed/Priority Discussion

No ELC decisions needed or priority discussion topics at this time

Project Description

This project establishes a Data Governance Program to ensure reliable, dependable, consistent, and well documented data. It includes creating a structure, adopting standards and policies that drive how data are used and maintained to ensure data quality.

Key Performance Indicator

- Number of data policies, practices, and standards established
- Percent of data issues resolved
- Number of completed data initiatives in data governance project portfolio
- Percent of data initiatives that meet or exceed established initiative targets

Accomplishments:

- 2020-10-21: Approved standard Systems Artifacts
- 2020-11-09: Confirmed e-repos data usability
- 2020-11-09: Draft Data Governance Communication Plan

Milestones:

- 2020-11-25: Draft Data Governance Structure
- 2020-11-30: Change Management Sponsor Plan

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

Cerner OCC Integration Project

Project Phase – Project Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- **Mann-GrandStaff VAMC (Spokane) IOC Go Live: 10/24/2020**
- **Completed first iteration of lessons learned with OCM: 11/05/2020**

Upcoming Milestones

- **HSRM Release 11 (interface updates for HSRM, may not be in effect until Cerner CS2): 11/24/2020**
- **Chalmers P. Wylie VA ACC (Columbus) Go Live: Spring 2021**
- **Jonathan M. Wainwright Memorial VAMC (Walla Walla) Go Live: Spring 2021**
- **White City VAMC Go Live: Spring 2021**

OCC Business Dependencies

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

from go-live is concerning to the project team.

Community Care Network (CCN)

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decision was needed or priority discussion topics during this time period.	Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.	• CCN is fully deployed across 49 states within Regions 1-4. • Regions 1-3 all reported more than 92% of referrals through CCN, remaining consistent with prior weeks. • Region 4 continues to see a positive trend in CCN utilization (+87% last week in October). • As of September 30, 2020, Urgent Care is live across CCN Regions 1-4. • CCN Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1.

Accomplishments:

- 2020-09-01: R2 & R3 URGENT CARE CUTOVER FROM PC3
- 2020-09-30: R4 URGENT CARE CUTOVER FROM PC3

Milestones:

- 2021-04-01: R5 HCD

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

Enterprise Program Reporting System (EPRS)

Project Phase - Phased Implementation

ELC Decision Needed/Priority Discussion

(b)(5)

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system and data integrations for administering the CCN contract.

Key Performance Indicator

- Quality Check UI: 42/80 Users (Δ = +1)
- CCN Accreditation Waivers UI: 31/30 Users (No change)
- CCN Complaints & Grievances UI: 29/54 Users (No change)
- CCN Congressional Inquiries UI: 31/42 Users (No change)
- CCN Corrective Action Plans (CAPs) UI: 29/30 Users (Δ = +1)
- CCN Network Adequacy Deviations UI: 28/51 Users (No change)

Accomplishments:

- 2020-08-28: 7.0 D: eCAMS – Technical Release
- 2020-09-01: 8.0 - Attach U v007/v003
- 2020-10-28: 10.0 - Complaints & R4 QC

Milestones:

- 2020-11-24: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations
- 2020-11-25: EPRS Pre-Prod R10.2: Accreditation Waivers & CAPs enhancements
- 2020-12-04: R12.0: EPRS Technical Release: CCRS
- 2020-12-14: EPRS Pre-Prod R10.3- Congressional UI Enhancements
- 2020-12-23: Build 9.0 D: Technical Release: HSRM

OCC Business Dependencies

(b)(5)

Risks

-- No Risks Found --

Office of Information and Technologies/Data Dependencies

(b)(5)

Indian/Tribal Health Coordination (ITHC)

Project Phase - Phased Implementation

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decision is needed or priority discussion topics at this time	Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts	1. Advisory Board meetings 2. Care Coordination Plan developed 3. Annual re-trainings conducted

Accomplishments:

- 2020-09-11: Brief BIMs
- 2020-09-23: Tribe and VA staff retraining

Milestones:

- 2020-12-03: CC Plan Adopted

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

- None-Upstream
- None-Downstream

Issues

-- No Issues Found --

Advanced Medical Cost Management Solution (AMCMS)

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	Deploy AMCMS (SaaS) product that integrates Community Care management through data analytics to accurately forecast, monitor and control Community Care's medical services. VISN 8 Nat. Insurance File model.	Upon deployment, key financial & utilization metrics tracked include, but are not limited to: • UM Metrics: Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider. • FM Metrics: Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments:

- 2020-10-26: AMCMS Virtual Webinar Trainings
- 2020-11-12: Lessons Learned Completed

Milestones:

- 2020-11-30: VISN 8 ATO Finalization
- 2020-12-04: Payment Scenario Review Finish
- 2020-12-04: Phase 3 Requirements Gathering
- 2020-12-07: Phase 3 User Guide Development

OCC Business Dependencies

-- No Business Dependencies Found --

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Community Care Referral and Authorization System (CCR&A)

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.	• 3,659,485: Total Referrals FY 2020 (through 10/31/2020) • 185,601: Total Referral FY 2019 • 18,761: Total number of VA user accounts provisioned • 22,923: Number of Community Provider user accounts provisioned • 10,024: Number of unique Community Provider NPIs • 148: Number of VAMC sites actively using HSRM • 5,195: Support Ticket Count for October

Accomplishments:

- 2020-11-13: Release 11 Go/No Go Presentation
- 2020-11-17: CAEC 2.0 Go/No Go Presentation

Milestones:

- 2020-11-20: CAEC 2.0 National Deployment
- 2020-11-23: Release 11 National Deployment
- 2021-01-25: Release 12 National Deployment (IRIS)

OCC Business Dependencies

(b)(5)

Risks

-- No Risks Found --

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

One Consult 2.0

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	One Consult 2.0 project combines continuing enhancement and development activities for Consult Toolbox (CBT), Decision Support Tool (DST) and SEOC Database under a single project management umbrella.	CTB integrated into CPRS- Q3 FY21 Metrics for CTB v2.0 are under development

Accomplishments:

- 10/23/2020: completed national Deployment of CTB 1.9.0076
- 10/26/2020: Began Training And Comms For CTB V2.0

Milestones:

- 2020-01-15: CTB v2.0 production "Dark Release"
- 2020-12-01: CTB 1.9.0078 National Rollout begins
- 2020-12-23: SEOC DB Cloud Migration
- 2021-01-15: CTB 2.0 Deployment
- 2021-04-01: CTB v2.0 available to field users

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

OCC Continuity Of Operations Plan (COOP)

Project Phase - Project Development

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussions at this time	The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions.	Metric 1: Communication Strategy Metric 2: Phase I – Prepare Complete Metric 3: Phase II – Respond Complete Metric 4: Phase III – Recover Complete Metric 5: Development of Exercise, Maintenance, and Communication Plan Metric 6: COOP Appendixes complete for each Directorate

Accomplishments:

- 2020-08-04: CCSC Go/No-Go
- 2020-08-13: Project Kick-off meeting

Milestones:

- 2020-11-25: Development of Communication Strategy
- 2020-12-16: Phase I Prepare Complete
- 2021-01-06: Phase II Respond Complete

OCC Business Dependencies

(b)(5)

Risks

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

(b)(5)

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	Develop an Integrated Product Environment for isolated E2E and UAT	KPIs are currently being reviewed and finalized with Executive Owner and Business Sponsor

Accomplishments:

- 2020-11-19: Project Kickoff

Milestones:

- 2020-12-01: Stakeholder Assessment
- 2020-12-03: Data Dependencies

OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
(b)(5)	• (b)(5)

Issues

-- No Issues Found --

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) Phase 2

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time.	VistA Integrated Billing (IB) and Accounts Receivable (AR) updates.	* No specific KPI's were identified for this phase of the project.

Accomplishments:

- 2020-11-04: IB 689 Nationally Released
- 2020-11-12: AR 372 Nationally Released

Milestones:

- 2020-12-04: Current Contract PoP Ends
- 2020-12-05: 3 Month Extension Contract Begins
- 2020-12-11: RFP for new contract issued
- 2021-01-29: New Contract Awarded
- 2021-03-05: 3 Month Extension Contract Ends

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.

Risks

- (b)(5)

Office of Information and Technologies/Data Dependencies

- No data dependencies at this time.

Issues

- No project issues at this time.

Enrollment System Community Care

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.	1. Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100% 2. Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) 100% daily

Accomplishments:

- 2020-11-13: Successfully completed technical evaluation for CCN VCE static eligibility within 24 hours
- 2020-11-17: ES CC Hardship Information from Cerner was tested in SQA (Team Liberty)

Milestones:

- 2020-12-16: Turn on ES Parameter to share CC Collateral Eligibility
- 2020-12-16: National Release of VistA functionality
- 2020-12-20: VistA IOC sites testing functionality

OCC Business Dependencies

- (b)(5)

Risks

-- No Risks Found --

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

VA/DoD Revenue Standardization

Project Phase - Project Development

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time	The VA/DoD Advanced Payment methodology produces a standardized flat file of DoD claim elements which can be utilized to standardized revenue processes for billing on those DOD claims across the nation.	Align with the VA/DoD Advanced Payment Methodology.

Accomplishments:

- 2019-10-11: Gate 3
- 2020-10-30: VSSC Data Validation

Milestones:

- 2020-11-27: DoD Approved Expansion Outcome
- 2020-12-31: VSSC Data Validation
- 2021-03-05: Project Start/Finish

OCC Business Dependencies

- No Business dependencies at this time

Risks

-- No Risks Found --

Office of Information and Technologies/Data Dependencies

- No OI&T Data dependencies at this time.

Issues

-- No Issues Found --

Appendix

Project Status Slides

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
Referral Based Obligations	11/17	11/24	TBD	TBD	TBD	TBD	TBD
VA Provider CCN Retail Pharmacy Capability	11/10	11/24	TBD	TBD	TBD	TBD	TBD
Community Care Customer Portal (Self Service)	10/30	11/10	Approved	11/16	TBD	TBD	TBD
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	Projected Resource (b)(6)
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

Veteran Credit Database

Deferred Project

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION: No current ELC decision required at this time.***
- ***BACKGROUND:***
  - *Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019*

(b)(5)

Project Description

To provide oversight for ongoing policy and IT funding efforts in conjunction with Sec. 302 Protecting Veterans Credit Protection Act of 2018 including efforts to obtain legislative relief.

Key Performance Indicators (KPI)

- ***Metric 1: The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.***
- ***Metric 2: Ensures Veteran cost share and deductibles are adjudicated accurately.***
- ***Metric 3: 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.***
- ***Metric 4: Decrease in Appeals and Calls for improperly reported debt.***

Accomplishments

- VIPR V18-00312-000 for automated solution submitted.
- Status as of 1/08/2020 –Unfunded Request/Pending Resources

Upcoming Milestones

- JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Business Program Management Review (PMR) #1

07/28/2020

ChooseVA

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Veterans Health Administration
Office of Community Care

Agenda

- OCC Priority Project Review
  - OCC Data Governance
  - VA/DoD Advanced Payment and Referral Standardization
  - One Consult 2.0
  - Indian/Tribal Health Coordination (ITHC)
  - Advanced Medical Cost Management System (AMCMS)
  - Urgent Care Integrated Project Team
  - Provider Profile Management System (PPMS)
  - Community Care Reimbursement System (CCRS)
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

OCC Data Governance Project

Initiation

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Number of data policies, practices, and standards established
- Percent of data issues resolved
- Number of completed data initiatives in data governance project portfolio
- Percent of data initiatives that meet or exceed established initiative targets

Accomplishments

- 7/6/2020 NOMINATED DATA GOVERNANCE GROUP
- 7/7/2020 CCSC DATA GOVERNANCE PROJECT APPROVAL
- 7/8/20 KICKED OFF DATA GOVERNANCE PROJECT
- 7/15/2020 ADOPTED CONTINUOUS LEARNING APPROACH

Upcoming Milestones

- 8/5/2020 DEFINE OVERARCHING DATA GOVERNANCE STRATEGIC PRIORITIES
- 8/12/2020 FINALIZE DATA GOVERNANCE CHARTER
- 8/19/2020 IDENTIFY A DATA-RELATED GOVERNANCE PORTFOLIO

OCC Business Dependencies

- ***Pending Dependency Management Analysis***

(b)(5)

OIT / Data Dependencies

- ***Pending Dependency Management Analysis***

(b)(5)

VA DoD Reimbursement

Project Phase – Development

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **24,861** VA/DoD consults entered in FY20.
- **95%** of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
  - Biloxi/Pensacola FY20: **95%** automated consult/claim match rate
  - NCR FY20: **74%** consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 6/30/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM** (b)(5)
- **RO Staff**
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)

(b)(5)

- **VHA VSSC:** (b)(5)
- **DoD DHA:**

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

One Consult 2.0

Phase 1.0

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*
- *DST use of new drive time CC eligibility API estimated mid August (30 days after FRN publication)*

Accomplishments

- RECEIVED APPROVAL FROM BUSINESS TO UTILIZE EXISTING CAPABILITIES WITHIN DST
- RELEASED UPDATE THAT ADDED CC AVERAGE WAIT TIMES TO THE DST DASHBOARD
- DEPLOYMENT OF CTB 1.9.0072 OVER 30 DAYS, BEGAN 7/14/20
- CBT V1.9.0072 ANNOUNCEMNT AND FGB UPDATES COMPLETED

Upcoming Milestones

- DST DRIVE TIME TO BE ENABLED 30 DAYS AFTER FRN PUBLICATION
- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM.
- DST OFFCE HOURS CONTINUE 7/20/2020.
- TESTING / NATIONAL DEPLOYMENT OF CTB V1.9.0076. TESTING 9/16/2020, NATIONAL DEPLOYMENT 10/03/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Indian-Tribal Health Coordination

Development

ELC Decision Needed/ ELC Priority Discussion

Discussion

(1)This project's training activities were impacted by COVID-19 and were/are on hold until the partners are free to resume. VA staff training was moved to self-paced PPT and sent to the field on 7/17. (b)(5)

(b)(5)

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 6/4/20 HELD 2ND ADVISORY BOARD MTG
- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED

Upcoming Milestones

- 08/20/20 TRIBAL CONSULTATION (VIRTUAL)
- 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY)
- 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD
- 11/30/20 CARE COORDINATION PLAN FINALIZED

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS

Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Upon deployment, key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 6/17-6/24 UAT DATA VALIDATION ROUND I EXECUTED
- 7/10 UAT TEST SCRIPTS UPDATED
- 6/24-7/15 INCORPORATION OF CHANGES & DATA VALIDATION FIXES BASED ON UAT FEEDBACK

Upcoming Milestones

- 7/15-7/25 UAT DATA VALIDATION ROUND II EXECUTION
- 8/21 UAT TEST EVALUATION REPORT
- 8/25 NATIONAL DEPLOYMENT GATE REVIEW MEETING
- 8/26/20 BEGIN FIELD NATIONAL DEPLOYMENT

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Urgent Care IPT

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- **5,688** total probable UC visits in Region 1, as of 5/31/2020

Accomplishments

- 06/08/20 REGION 2/3 GO LIVE DATE FINALIZED AS 8/4
- 07/15/20 REGION 2/3 COMMS RELEASED

Upcoming Milestones

- 08/04/20 REGION 2 TRANSITION
- 08/04/20 REGION 3 TRANSITION
- 08/31/20 REGION 4 TRANSITION

OCC Business Dependencies

- **Clinical Integration:** N/A
- **Delivery Operations:** N/A
- **Provider Relations and Services (PRS):** (b)(5) (b)(5)
- **Communications:** (b)(5) (b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

RISK: N/A
Mitigation: N/A

Provider Profile Management System (PPMS)

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- ***Priority Discussion:***

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

Power BI functionality exceeded license capability for reporting previous metrics.

Accomplishments

- 5/22/20 PPMS 8.0 GO-LIVE
- 6/30/20 DEV CONTRACT AWARDED JUNE
- 7/1/20 URGENT CARE LEGACY RE-ROUTE
- 7/7/20 PPMS 8.1 GO-LIVE

Upcoming Milestones

- 7/23/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 COMMUNITY PROVIDER LOCATOR (CPL) RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 08/20/20 PPMS 9.0 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - -*

(b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

CCRS National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- *No ELC Decision Requests for July*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of July 17, 2020

- **Region 1:** Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, "No Action" Optum denials – 409,257
- **Region 2:** Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, "No Action" Optum denials – 242,340
- **Region 3:** Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, "No Action" Optum denials – 94,192
- **Region 4:** Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, "No Action" TriWest denials - 563
- **The total Invoice Amount Paid/Sent for Payment:** $984,680,609.20

Accomplishments

- 06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC
- 07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY

Upcoming Milestones

- 07/09/2020 CCRS USER ACCEPTANCE TESTING 11.4
- 07/14/2020 NATIONAL DEPLOYMENT GATE REVIEW (GO, NO GO DECISION)
- 07/16/2020 RELEASE CCRS 11.4 TO PRODUCTION
- 07/17/2020 UPDATE USER GUIDES AND LESSONS LEARNED CCRS 11.4
- 07/17/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 11.4

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff)** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff)** (b)(5) (b)(5)
- **VAMC / Fiscal Budget Staff:** (b)(5) (b)(5)

OIT / Data Dependencies

(b)(5)

Appendix

Cerner OCC Integration

Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

TBD awaiting OEHRM Decision

Upcoming Milestones

These dates are subject to change due to COVID-19 uncertainty

- **IV3: 7/27/2020**
- **Super User Training: 8/10/2020**
- **CSS: Go Live 8/21/2020**
- **ORA: 9/7/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

Highlight OIT/Data Dependencies:

(b)(5)

Community Care Network

Deployment

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

Region 3 Gradual Transition – CCN Referral #

- *Week 1: May 18 – 22, 2020*
  - *Total Referrals = 4,965* Total Rejects = 10*
- *Week 2: May 25-29, 2020*
  - *Total Referrals = 5,084* Total Rejects = 10*
- *Week 3: June 1-5, 2020*
  - *Total Referrals = 7,743* Total Rejects = 18***

Region 4 R4P1 Go Live – CCN Referral #

- *Week 1: June 8-12, 2020*
  - *Total Referrals = 842 Total Rejects = 45*

Accomplishments

- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE

Upcoming Milestones

- 08/04/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 08/31/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

National Network Deployment Progress – As of 7/6/2020

- (b)(5)
- Regions 1, 2, and 3 are fully deployed
- Region 4 Phase 1 deployed on 6/8/2020
- Covid-19 is impacting the national deployment progress and provider recruitment progress

Region 3 Update

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January 7 2020: Go-Live for Two Sites

May 18 – June 15: Gradual Transition

June 16: Full Region 3 Deployment

July 17: 30-day PC3 cutover period ends

SHCD – Phase 1

January 7 , 2020
Fayetteville, AR
Orlando, FL

Throughout the Gradual Transition, and continuing post-go-live, Optum is working to contract with key Region 3 providers.

Recent wins include:
- **VISN 7:** University of Alabama (*received verbal agreement*)
- **VISN 16**: Willis-Knighton Health System

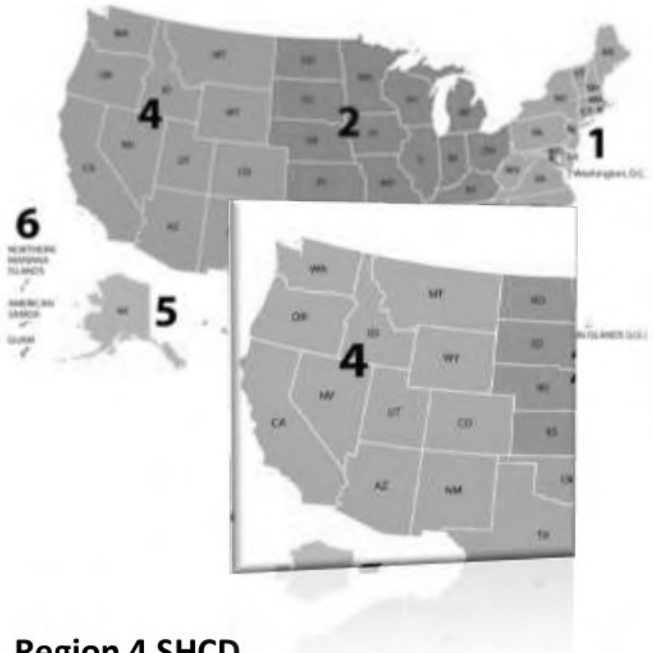
Phase 2 (all remaining R3 sites)

June 16, 2020
Central Arkansas, AR
Columbia, SC
Memphis, TN
Murfreesboro, TN
Nashville, TN
New Orleans, LA
Shreveport, LA
Tuscaloosa, AL
Alexandria, LA
Atlanta, GA
August, GA
Bay Pines, FL
Biloxi, MS
Birmingham, AL
Central Alabama
Charleston, SC
Dublin, GA
Jackson, MS
Miami, FL
Mountain Home, TN
Muskogee, OK
N. Florida / S. Georgia
Oklahoma City, OK
San Juan, PR
Tampa, FL
West Palm Beach, FL

Region 3 Activities

- **CAST calls** continue for another two weeks until sites transition to the monthly network adequacy calls
- Optum and Network Management are reviewing the **16 requests for PC3 extensions.** Some sites are reporting gaps in specific specialties whereas others are requesting for specific providers. Final decisions will be made this week.
- Optum is holding **network reviews** with individual sites that have concerns with the network. These meetings will focus in on certain specialties and outstanding issue tracker items.

Region 4 Update



SHCD – Phase 1 (2 VAMCs)

June 8 , 2020

VISN 19 – 2 VAMCs

- Montana (436)
- Eastern Colorado, CO (554)

Phase 2 (13 VAMCs)

July 21, 2020

VISN 17 – 7 VAMCs

- Amarillo, TX (504)
- El Paso, TX (756)
- Texas Valley Coastal (740)
- Central Texas (674)
- North Texas (549)
- South Texas (671)
- West Texas (519)

VISN 16 – 2 VAMC

- Houston, TX (580)
- Texas counties aligned to Shreveport, LA (667) catchment area

VISN 19 – 4 VAMCs

- Cheyenne, WY (442)
- Sheridan, WY (666)
- Salt Lake City, UT (660)
- Grand Junction, CO (575)

Phase 3 (14 VAMCs)

August 11, 2020

VISN 20 – 7 VAMCs

- Portland, OR (648)
- Puget Sound, WA (663)
- Roseburg, OR (653)
- Spokane, WA (668)
- White City, OR (692)
- Walla Walla, WA (687)
- Boise, ID (531)

VISN 21 – 7 VAMC

- Fresno, CA (570)
- Reno, NV (654)
- San Francisco, CA (662)
- Northern California (612)
- Palo Alto, CA (640)
- Southern Nevada (593)
- Honolulu, HI (459)

Phase 4 (8 VAMCs)

August 25, 2020

VISN 22 – 8 VAMCs

- Loma Linda, CA (605)
- Long Beach, CA (600)
- New Mexico (501)
- Northern Arizona (649)
- Phoenix, AZ (644)
- San Diego, CA (664)
- Southern Arizona (678)
- Greater LA, CA (691)

Region 4 SHCD

- ✓ Region 4 Phase 2 deploying on July 21, 2020
- ✓ Collaborating with TriWest to prepare Phase 2 and 3 sites for CCN Go live through pre-deployment meeting series
- ✓ Planning and conducting sequence of e-learnings, virtual training sessions, and just in time refresher trainings to ensure site staff are ready to use CCN systems and tools for Go Live
- ✓ Increasing messaging on differences between CCN and PC3 to level set site expectations
- ✓ Updating deployment approach for Phase 2-4 Command Center based on Phase 1 lessons learned; scaling to account for increased number of Go-Live sites
- ✓ Developing proactive referral tracking approach to determine trends: network gaps, COVID-19 impact vs field utilization

Enterprise Program Reporting System (EPRS)

Project Phase – Development

ELC Decision Needed/ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 35/80 Users
- CCN Accreditation Waivers UI: 25/30 Users
- CCN Complaints & Grievances UI: 24/54 Users
- CCN Congressional Inquiries UI: 27/42 Users
- CCN Corrective Action Plans (CAPs) UI: 25/30 Users
- CCN Network Adequacy Deviations UI: 25/51 Users

Accomplishments

- 04/01/2020 EPRS Build 4
- 04/28/2020 EPRS Build 5B
- 05/18/2020 UAT complete for Build 5C IDA Reports
- 06/26/2020 UAT complete for Build 5D IDA Reports
- 06/26/2020 EPRS Build 5.1

Upcoming Milestones

Future Build/Release Planning Underway

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

HealthShare Referral Manager Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,223,145**: Total Referrals FY 2020
- **186,901**: Total Referral FY 2019
- **16,581**: Total number of VA user accounts provisioned
- **13,381**: Number of Community Providers provisioned
- **4,903**: Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,270**: Support Ticket Count for June
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning-VA; Provisioning- CP; Related to Production Outage

Accomplishments

- 07/10/2020 CTB V1.9.0072 ND
- 07/20/2020 RELEASE 9.0 ND

Upcoming Milestones

- 07/21/2020 COVID REFERRAL EXT BATCHING COMPLETE
- 08/25/2020 RELEASE 10.0 CCSC PRESENTATION
- 08/25/2020 RELEASE 10.0 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10.0 ND
- OCT 2020 RELEASE 11.0 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **COVID19 Referral Extension:** Issue found on 6/12/2020 with certain SEOC versions used in referral extension was addressed via a development script; Referral batching with downstream system was resumed on 6/29 and completed on 7/21/2020, ahead of scheduled by 3 days
- **Clinical Integration** (CI Field Support Director & Assistants): (b)(5) (b)(5)
- **Delivery Operations/POM** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for GEC Documents task and EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Overview of Release 9.0 Enhancements

- Release 9 contains several general HSRM enhancements in addition to reporting enhancements and critical HSRM Task list enhancements, which will make task list management more efficient and user friendly.
- Training and communications are being developed to ensure proper task management utilization.

General HSRM Enhancements

- **Referral Date**: Change to Referral Date logic to reflect the start date to be the date the consult is 'Sent to HSRM' from CPRS
- **Clinically Indicated Date**: Removal of validation check logic for CID field
- **Multiple Veteran Addresses**: Addition of Residential Address

Task Management Enhancements

- **Enhanced filtering by Veteran Last name**
  - Search for specific Veteran by last name
  - Filter task list by Alpha Split
- **"Clean slate":** Tasks greater than 10 days old will be archived from the task list
- **Addition of referral number** on task list
- **Search task list** by referral number
- **Search task list** by assigned user
- **Add Level of Care Coordination** to Priority field on task list
- **Sort/filter** by Level of Care Coordination/Priority
- **Medical documentation** task enhancements: 5 New dispositions for documents loaded to VistA

Reports Enhancements

- **Community Provider User Provisioning Report**:
  - Added Community Facility parameter and removed the affiliation parameter
  - City and state added to the report
- **Community Provider Referral Summary Report:**
  - Veteran's date of birth added to the report
- **Optional Task Report**
  - Region added to the report

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 06/05/20 SIX MONTH EXTENSION STARTED

Upcoming Milestones

- 08/03/20 IB PATCH 677 NATIONALLY RELEASING
- 08/31/20 IB PATCH 678 NATIONALLY RELEASING
- FOUR ADDITIONAL IB/AR PATCHES TARGETED FOR DEVELOPMENT AND NATIONAL RELEASE
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency*** *– None at this time.*

(b)(5)

CPAC Document Scanning National Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).
- Approximately 50% reduction in per page SLA scanning cost.
- Easier document retention management.
- ~90% decrease in conversion time – paper to electronic.
- 100% decrease in shipment damages.

Accomplishments

- 10/09/19 UPDATED PERFORMANCE DESCRIPTIONS AND UNION APPROVAL FOR CPAC DEPLOYMENT RECEIVED
- 03/31/20 FINAL 9957 ACCESS REQUEST SUBMITTED
- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS

Upcoming Milestones

- 07/24/20 PROJECT COMPLETE

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this project.*

Office of Information and Technology / Data Dependencies

(b)(5)

ESCC Development

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

- ***Priority Discussion: No***

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **06/2020 SUNSET GRANDFATHER ELIGIBILITY BASED ON CARE DATA**
- **06/2020 RSD APPROVED FOR SOLUTION OF NOT ENROLLED COVERED VETERANS**
- **06/2020 DEPLOYED FUNCTIONALITY FOR THE 6 AND 12 MONTH HARDSHIP**
- **07/2020 COMPLETED ELIGIBILITY ANALYSIS OF CC DATA FOR REJECTED REFERRALS**

Upcoming Milestones

- **08/2020 COLLABORATING WITH HSRM TEAMS REGARDING BUSINESS RULES FOR PREVENTING APPROVAL OF REFERRALS FOR INELIGIBLE VETERANS**
- **08/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE**
- **08/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM) –** (b)(5)
- (b)(5)
- **Business Intelligence Service Line (BISL)** (b)(5)
- **Community Care Contractor (CCN) –** (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Retail Pharmacy Program

Sustainment

ELC Decision Needed/ ELC Priority Discussion

- *None*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2: Vaccinate 125,000 next year***
- ***Metric 3: Reimburse Walgreens 99% accuracy***
- ***Metric 4: Continued Outreach to Rural Veterans***

Accomplishments

- 7/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 8/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5) (b)(6)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

RISK: N/A

VA DoD Revenue Standardization

Project Phase – Development

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ELC Decision Needed/ ELC Priority Discussion

- **DECISION**: No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE

Upcoming Milestones

- 8/1/20 VSSC VALIDATION OF DOD DATA COMPLETE
- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation Updates

Project Name	Date Presented at PMR	Decision	Status
Comprehensive Disaster Recovery Plans	6/23	Approved	Intake
ePrescribing	6/23	Approved	Intake
CAVE	7/14	Approved	CCSC, 7/28, approval to move to project development
Veteran Credit Database Program	*Scheduled for 8/11*	Pending	TBD

OCC Bi-Monthly Business PMR #1

09/22/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- Project Idea Evaluation
  - Integrated Product Environment (IPE)
- OCC Priority Project Review
  - Enterprise Program Reporting System (EPRS)
  - HealthShare Referral Manager (HSRM)
  - Provider Profile Management System
  - Urgent Care Implementation
  - One Consult 2.0
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

Integrated Product Environment (IPE)

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Originator & Date: CHIO / BOA (b)(6) (b)(6) 9/14/2020

Scope Definition: Integrated Product Environment for isolated and end to end testing of various CCN related projects.

Impediments to OCC

Business Ops & Admin:	OPS Resource impacts
Delivery Ops:	DO systems
Revenue Ops:	RO systems
Clinical & Network Mgmt:	CNM projects: PPMS, CCRA, EPRS, AMCMS, OCC-CERNER, CCN, CAVE, ePrescribing, etc.
OCC Leadership (Includes IDA and BIC):	IDA – No current impacts identified. BIC - (b)(5) (b)(5)

Additional Impact

Policy Impact:	No current impacts identified.
Funding Impact:	Future - (b)(5) (b)(5)
Impact on Other OCC Projects:	
Impact if Project Idea Not Approved:	

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Innovate Business Model	OCC	CHIO / BOA

Discussion:

(b)(5) (b)(6) (b)(5) (b)(5)

Enterprise Program Reporting System (EPRS) Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 39/80 Users (Δ = +2)
- CCN Accreditation Waivers UI: 30/30 Users (Δ = +3)
- CCN Complaints & Grievances UI: 28/54 Users (Δ = +2)
- CCN Congressional Inquiries UI: 30/42 Users (Δ = +1)
- CCN Corrective Action Plans (CAPs) UI: 28/30 Users (Δ = +1)
- CCN Network Adequacy Deviations UI: 27/51 Users (Δ = +1)

Accomplishments

- 08/25/2020 EPRS SharePoint Server Pre-Prod Migration
- 08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework
- 08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)

Upcoming Milestones

- 09/28/2020: EPRS Pre-Prod R10.0 & 10.1: UIs for Complaints, & N.A. Deviations
- 09/30/2020 EPRS Pre-Prod R11.0 : Network Management UI
- 10/05/2020: EPRS Prod R 9.0 : EPRS Tech. Data Integration for HSRM

OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration (CCCA):** (b)(5)

(b)(5)

- **Community Care Network Management (NM):** (b)(5)

(b)(5)

OIT / Data Dependencies

Data Dependencies

(b)(5)

HealthShare Referral Manager

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,841,420**: Total Referrals FY 2020
- **185,691**: Total Referral FY 2019
- **17,830**: Total number of VA user accounts provisioned
- **16,541**: Number of Community Providers provisioned
- **5,783**: Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,073**: Support Ticket Count for August
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning- CP; Provisioning-VA; VistA Write Back/ Appointment Question

Accomplishments

- 08/28/2020 RELEASE 10 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10 ND

Upcoming Milestones

- 09/21/2020 CAEC PORTAL
- 09/26/2020 CERNER SCHEDULING MESSAGE GO-LIVE
- 10/24/2020 CERNER SPOKANE GO-LIVE
- 11/1/2020 RELEASE 11 UAT
- 11/23/2020 RELEASE 11 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **Clinical Integration (CI Field Support Director & Assistants)** (b)(5) (b)(5)
- **Delivery Operations/POM** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) (b)(5) (b)(5)

OIT / Data Dependencies

(b)(5)

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Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Provider Profile Management System (PPMS)

Dev/Ops

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***Priority Discussion:***

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

NETWORK	ACTIVE Providers	8/19/2020 P	=+/- P	% Change P	Active Provider Services	8/19/2020 PS	=+/- PS	% Change PS
CCN Region 1	326,871	319,442	7,429	2%	1,429,919	Not reported		
CCN Region 2	303,696	295,691	8,005	3%	1,605,684			
CCN Region 3	177,070	165,916	11,154	7%	641,966			
CCN Region 4	209,879	188,825	21,054	11%	529,457			
CCN SUB-TOTAL	1,017,516	969,874	47,642	5%	4,207,026			
NON-CCN								
DOD	44	44	-	0%	44			
Local Contract	2,673	2,563	110	4%	77			
HIS	76	76	-	0%	2,794			
Tribal Health	139	139	-	0%	173			
TriWest	750,408	749,507	901	0%	1,752,154			
VCAs	21,602	24,733	(3,131)	-13%	28,354			
VA Network	49,521	50,189	(668)	-1%	71,058			
NON-CCN SUB-TOTAL	824,463	827,251	(2,788)	-0.34%	1,854,654			
GRAND TOTAL	1,841,979	1,797,125	44,854	2%	12,123,360			

Accomplishments

- 7/14/20 VA.GOV SPRINT 25
- 7/27/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 VA CPL NATIONAL RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 8/11/20 VA.GOV SPRINT 27
- 08/20/20 PPMS 9.0 GO-LIVE
- 8/25/2020 VA.GOV SPRINT 28

Upcoming Milestones

- 08/20/2020 – 9/9/2020 PIE RESTART PRIORITY SITES
- 09/8/2020 VA.GOV SPRINT 29
- 09/15/20 PPMS 9.1 NATIONAL GATE REVIEW
- 09/25/20 PPMS 9.1 GO-LIVE
- 10/27/20 PPMS 10 NATIONAL GATE REVIEW
- 11/5/20 PPMS 10 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - –* (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Urgent Care IPT

Implementation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

1. CCN Urgent Care for Regions 2 and 3 went live on 9/1.
2. R2/3 Webinars held on 8/25 and 8/27, with over 400 participants at each session.
3. Worked with DEPO to ensure Veterans can access pharmacy locations for urgent care prescriptions and flu shots on VA.gov Provider Locator.

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- **1,710** total Veteran calls to confirm eligibility from 09/01/2020-09/07/2020.
- **392** total UC authorizations in R2 from 09/01/2020-09/07/2020.
- **1,014** total UC authorizations in R3 from 09/01/2020-09/07/2020.

Accomplishments

- 08/30/20 OPTUM R2/3 PROVIDER FILE INGESTED BY PPMS
- 09/01/20 REGIONS 2/3 GO-LIVE

Upcoming Milestones

- 09/25/20 REGION 4 COMMS RELEASE
- 09/30/20 REGION 4 UC CCN GO-LIVE

OCC Business Dependencies

- **Communications:** (b)(5)

(b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

One Consult 2.0

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*
- *DST use of new drive time CC eligibility API to begin 9/10/2020*

Accomplishments

- CTB 1.9.0076 FULL SITE IOC BEGAN: 9/1/2020
- ENABLED LIGHTHOUSE API DRIVE TIME IN DST: 9/10/2020
- COMPLETED DST MAPPING TABLE UPDATES: 9/11/2020
- CTB 1.9.0076 GO NO GO: 9/15/2020

Upcoming Milestones

- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM
- CTB V1.9.0076: CONCLUDE FULL SITE IOC: 9/14/2020
- CTB V1.9.0076 NATIONAL DEPLOYMENT: 9/18/2020
- DST OFFICE HOURS CONTINUE: 9/21/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 1.9.0076 Enhancements

- Release will add “Unable to Schedule” requirements to include options from the Add Comments workflow
- Release will include more descriptive text in the consult factors that describe why user is unable to schedule a consult
- Release will fix the Clinical Review Option (CC Referrals) scheduling options that are being cached when Receiving Consults and user does not select a scheduling option
- Release will address unable to enter text (ex. “t+30”) issue
- Release will address telehealth options not showing up when internal consults are triaged
- National release projected to begin 9/18/2020

Overview of CTB Phase II

- New version of Consult Toolbox in a DevSecOps model that will eliminate the long and costly desktop deployment process.
- The scope will include user validated requirements and existing backlog items.
- Minimally Viable Product projected to be completed 9/25/2020
  - National Deployment not expected until November/December 2020

Appendix

Project Status Update

Cerner OCC Integration Project

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- **Cerner Referral Manager Functional Testing: 8/17/2020 – 8/28/2020**
- **Exploratory Testing: 8/24/2020 – 8/29/2020**
- **Super User Training: 8/10/2020-8/29/2020**

Upcoming Milestones

- **ORA: 9/7/2020**
- **End User Training (Spokane): 9/28/2020**
- **HSRM SIU Interface Go-Live: End of September**
- **IOC Go Live: 10/24/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Reimbursement System (CCRS) Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of September 4, 2020

- **Region 1**: Invoices Received – 1,881,790, Confirmed Paid – 1,195,248, Sent for Payment – 45,314, "No Action" Optum denials - 523,766
- **Region 2**: Invoices Received – 1,319,275, Confirmed Paid – 845,062, Sent for Payment – 52,031, "No Action" Optum denials - 352,273
- **Region 3**: Invoices Received – 411,988, Confirmed Paid – 196,103, Sent for Payment – 12,303, "No Action" Optum denials - 183,202
- **Region 4**: Invoices Received – 79,998, Confirmed Paid – 23,348, Sent for Payment – 9,984, "No Action" TriWest denials - 15,325

The total Invoice Amount Paid/Sent for Payment: **$1,728,313,422.92.**

Accomplishments

- 09/01/2020 CCRS 12.2 COMMUNICATIONS SENT
- 09/03/2020 RELEASE CCRS 12.2 TO PRODUCTION

Upcoming Milestones

- 09/09/2020 CCRS USER ACCEPTANCE TESTING 12.3
- 09/22/2020 RELEASE CCRS 12.3 TO PRODUCTION
- 10/1/2020 CCRS USER ACCEPTANCE TESTING 12.4
- 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION
- 10/16/2020 UPDATE KMS, TRAINING DOCS, AND LESSONS LEARNED FOR CCRS 12.4

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) :** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **VAMC / Fiscal Budget Staff:** (b)(5) (b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Deployment

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

- Region 2 and 3 initiated Urgent Care cutover from PC3 on September 1st
- Regions 1 – 4 reached full HCD with the deployment of Region 4; Region 4 reached full HCD with Phase 4 deployment on August 25th
  - CCN use continues to increase for all sites in Phase 1, 2, and 3 for Region 4
  - Post deployment refresher trainings and office hours are in development
- R4 Urgent Care cut over is now 9/30/2020

Accomplishments

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3

Upcoming Milestones

- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Indian-Tribal Health Coordination

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

No ELC decisions needed.

Discussion (b)(5)

Tribal consultation on the CC approach was delivered 8/25 and the public has until 9/25 for written comment. Program office presented to the BIMS on 9/11. The annual tribal training is scheduled for the week of 9/15.

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED
- 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN
- 8/252020 HOSTED TRIBAL CONSULTATION ON CC APPROACH
- 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS

Upcoming Milestones

- 09/18/2020 EXECUTION OF MODIFICATION
- 09/15/2020 IHS/THP VIRTUAL RETRAINING
- 11/13/20 CC PLAN FINALIZED AND BEGIN IMPLEMENTATION

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS

Project Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Key financial & utilization metrics tracked include, but are not limited to:

- ***UM Metrics:*** *Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.*
- ***FM Metrics:*** *Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.*

Accomplishments

- 8/19-8/28 PHASE III UAT (STALE REFERRAL LOGIC)
- 8/28-9/1 GENERATED UPDATED MODEL COST ESTIMATES
- 9/2 COMPLETED AMCMS/VA ESD INTEGRATION
- 8/27-9/14 TRAIN THE TRAINER SESSIONS

Upcoming Milestones

- 9/11 STALE REFERRAL LOGIC UAT RE-TESTING
- 9/16-9/23 AMCMS VIRTUAL WEBINAR TRAININGS
- 9/22 NATIONAL DEPLOYMENT GATE REVIEW
- 9/30 LESSONS LEARNED UPDATE

OCC Business Dependencies

- (b)(5)
-

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Continuity of Operations Plan (COOP) Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) policy, in addition, the creation of a COOP document for each OCC Directorate. In parallel, to the policy/plans, the development and implementation of an electronic single repository.

Key Performance Indicators (KPI)

- ***Metric 1: Process for unscheduled outage notification***
- ***Metric 2: COOPs developed***
- ***Metric 3: COOP Policy developed***
- ***Metric 4: Repository complete***
- ***Metric 5: KMS and SOPs updated***

Accomplishments

- 08/04/2020 – APPROVED FOR GO AT CCSC
- 08/13/2020 – KICK-OFF PROJECT MEETING

Upcoming Milestones

- 10/27/20 – DIRECTORATES SYSTEMS/FUNCTIONS
- 11/10/20- NOTIFICATION OF UNSCHEDULED SYSTEM OUTAGE PROCESS
- 11/10/20- COOP DEVELOPMENT
- 12/15/20 – COOP POLICY DEVELOPMENT

OCC Business Dependencies - Lite

- ***Highlight OCC Business Dependencies:***
  - (b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies - Lite

- ***Highlight OIT/Data Dependencies:***

(b)(5)

(b)(5)

OCC Data Governance Project

Initiation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Frequency data reported as accessible timely, *complete, accurate and reliable*
- Percent of compliance with policies
- Percent of systems achieving established performance metrics
- Percent of systems with complete documentation

Accomplishments

- 8/26/20 FINALIZED STRATEGIC PRIORITIES
- 8/31/2020 BEGAN PTF ENTRY FOR CCRS & PCM CLAIMS
- 9/2/2020 SYSTEMS DOCUMENTS GAP ANALYSIS

Upcoming Milestones

- 9/30/2020 CREATE TECHNOLOGY AND DATA GOVERNANCE ROAD MAP
- 10/14/2020 DRAFT DATA GOVERNANCE STRUCTURE ROLES/ RESPONSIBILITIES
- 10/28/2020 OBTAIN APPROVAL SYSTEMS DOCUMENTATION STANDARD

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Enrollment System Community Care(ESCC) Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **09/20 PRODUCTION RELEASE FOR CC COLLATERAL OF VETERANS AND NOT ENROLLED COVERED VETERANS**
- **09/20 MET WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE**
- **COMPLETED RFM FOR NEW VCE CODES AND SUBMITTED TO COR TEAM**

Upcoming Milestones

- **09/2020 COLLABORATED WITH ELIGIBILITY OIT TEAM TO PAUSE RELEASE OF LINKING SPONSOR OF COLLATERAL OF VETERANS**
- **09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE**
- **09/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM) –** (b)(5) (b)(5)
- **Business Intelligence Service Line (BISL)** (b)(5)
- **Community Care Contractor (CCN) –** (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

Issue:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Issue

Mitigation:

Retail Pharmacy Program

Close Out

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2:Reimburse Walgreens 99% accuracy***

Accomplishments

- 8/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 10/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5) (b)(6) (b)(5)

(b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

VA DoD Payment and Referral Standardization

Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **28,598** VA/DoD consults entered in FY20.
- **88%** of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
  - Biloxi/Pensacola FY20: **95%** automated consult/claim match rate
  - NCR FY20: **78%** consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 9/14/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** Ad (b)(5)
- **RO Staff:** (b)(5) (b)(5)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5) (b)(5)
- **VHA VSSC** (b)(5)
- **DoD DHA:** (b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

VA DoD Revenue Standardization

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

To support the VHA DoD Reimbursement pilots with a web-based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE
- 8/31/20 VSSC VALIDATION OF DOD DATA COMPLETE

Upcoming Milestones

- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

Project Phase – Implementation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- *The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.*

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- *No specific KPI's were identified for this phase of the project.*

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 08/13/20 IB 677 NATIONALLY RELEASED
- 09/10/20 IB PATCH 678 NATIONALLY RELEASED

Upcoming Milestones

- 09/30/20 AR PATCH 361 NATIONALLY RELEASING
- AR PATCH 372 & IB PATCH 682 ARE IN DEVELOPMENT AND NATIONAL RELEASE IS TARGETED FOR 10/19/20
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency** – None at this time.*

(b)(5)

CPAC Document Scanning

Project Phase – Close Out

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- *Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).*
- *Approximately 50% reduction in per page SLA scanning cost.*
- *Easier document retention management.*
- *~90% decrease in conversion time – paper to electronic.*
- *100% decrease in shipment damages.*

Accomplishments

- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS
- 06/15/20 CPAC VIRTUAL TRAINING BEGINS
- 07/09/20 TRAINING SESSION FOR WFD AND POLICY ANALYST COMPLETE
- 07/24/20 MAIL ROOM CLERK TRAINING COMPLETE
- 08/27/20 PRODUCTION SCANS COMPLETE
- 08/28/20 PROJECT COMPLETE

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this project.*

Office of Information and Technology / Data Dependencies

(b)(5)

Appendix

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Decision	Ops Notified	CCSC Presentation Date	Ops PM Resource Assigned
ePrescribing	6/19	6/23	Approved	6/29	9/14	8/24 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	7/20 (b)(6)
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	7/21 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A
Community Care Claims SSN Reduction	7/21	8/11	Approved	8/13	TBD	TBD
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	TBD	TBD	TBD	TBD	TBD
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD
Integrated Product Environment	9/14	9/22	TBD	TBD	TBD	TBD

PMR 1 Projects

EHRM
Office of Community Care (OCC)/Cerner Integration
Implement CCN
Community Care Claims Reimbursement (CCRS)
Community Care Network (CCN)
Enterprise Program Reporting System (EPRS)
Indian/Tribal Health Coordination (ITHC)
Innovate Business Model
Advanced Medical Cost Management System (AMCMS)
Community Care Referral and Authorization System (CCR&A)
One Consult 2.0
Provider Profile Management System (PPMS)
OCC Data Governance
OCC Continuity of Operations Plan (COOP)
MISSION Support
Community Care Integrated Billing and Accounts Receivable (CC IB/AR) Phase 2
CPAC Document Scanning
Enrollment System Community Care
Urgent Care Integrated Project Team
Other
Retail Pharmacy Influenza Program
VA/DoD Advanced Payment and Referral Standardization
VA/DoD Revenue Standardization

Community Care Business Program Management Review (PMR) #1

10/27/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- Hot Topics
  - Payer Electronic Data Interchange (EDI) Prioritization
- OCC Priority Project Review
  - VA/DoD Referral Standardization
  - Community Care Reimbursement System (CCRS)
  - Enterprise Program Reporting System (EPRS)
  - Urgent Care IPT
- Appendix
  - Project Review
  - Project Idea Evaluation Updates
    - Veteran Credit Updates

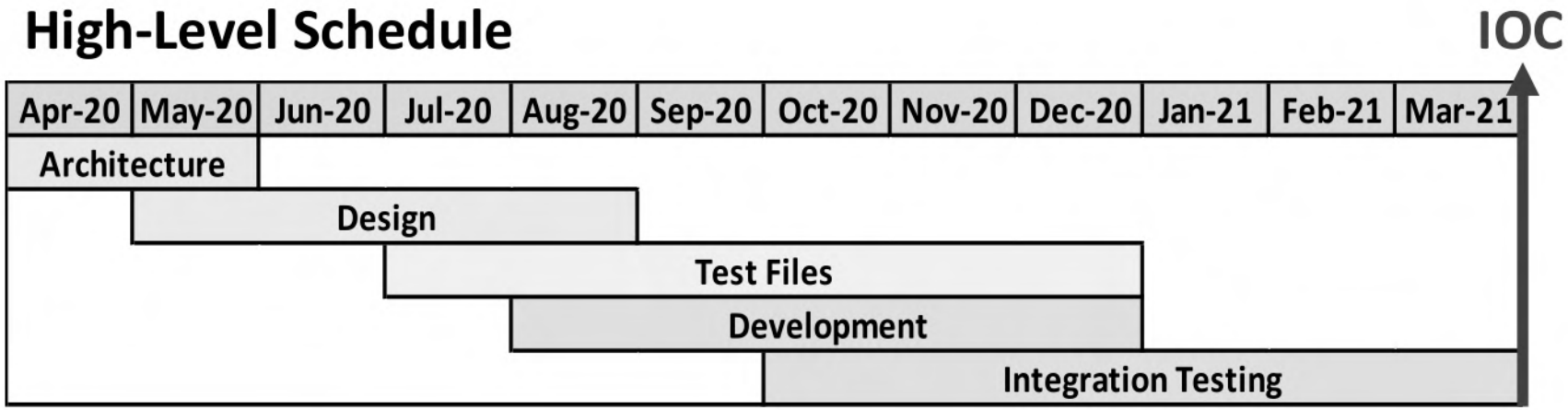
Hot Topic:
Payer Electronic Data Interchange (EDI) Prioritization

Current Payer EDI Priorities

Claims XM Development and Implementation

- Three Product Teams; 95% dedicated to Claims XM.
- Estimated completion on or about 1 April 21.
- *Key Stakeholders* – Delivery Operations (Veteran Family Member Program).

High-Level Schedule



*** (b)(5)

Remaining Payer EDI Priorities/Stakeholders

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- EPRS (Parser)
  - 837 work complete / 835 work remains.
  - *Key Stakeholders – Provider Relations and Services, Chief Informatics Office.*
- CAVE
  - (b)(5)
  - *Key Stakeholders – Clinical Integration, Delivery Operations, Chief Informatics Office.*
- ARS
  - (b)(5)
  - *Key Stakeholders – Delivery Operations, both POM and VFMP Staff.*
- Community Care Billing SSN Reduction
  - (b)(5)
  - *Key Stakeholders – Delivery Operations, Revenue, HSRM team.*

Prioritization Decision

Backlog Prioritization (1-4)

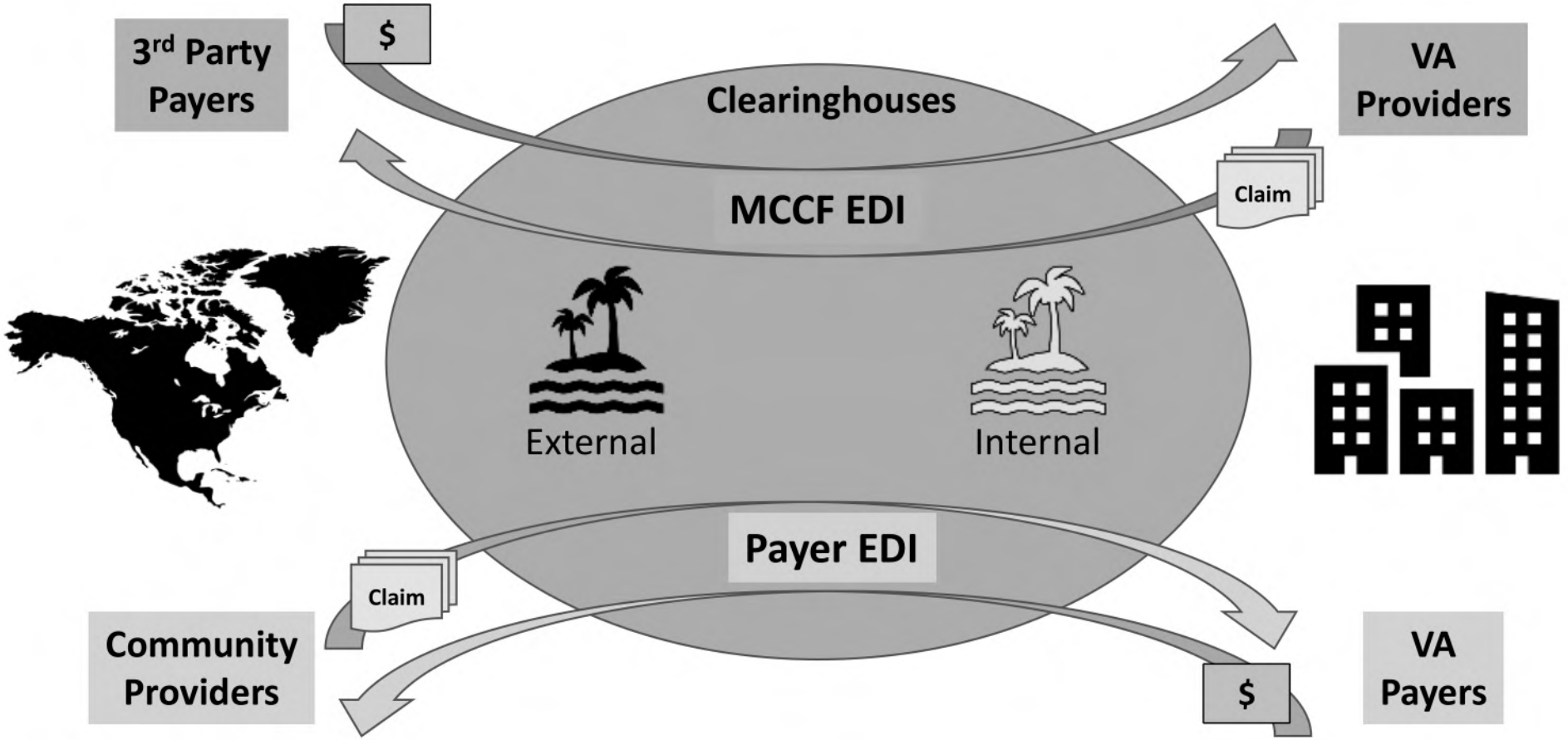
_____EPRS (Parser)

_____CAVE

_____ARS

_____Community Care Billing SSN Reduction

EDI Flow


3rd Party Payers
$
Clearinghouses
VA Providers
Claim
MCCF EDI
External
Internal
Payer EDI
Claim
Community Providers
$
VA Payers

Payer EDI Recent Highlights

- Oracle Upgrade (May 2020)
  - Updated Servers, Operating System, and Application Software
  - Zero EDI system failures since upgrade

- Backlog Elimination (August 2020)
  - Eliminated 1.5M claim backlog in 8 weeks
  - Increased capability to support 10x average daily rate

- Fee Payment Processing System (FPPS) MVP (August 2020)
  - Upgrade required to meet OIT security requirements
  - Limited capability restored while FBCS is retired

Priority Project Review

VA DoD Referral Standardization

Phased Implementation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **35,846** VA/DoD consults entered since FY20; **6,665** currently open
- **97%** of open VA/DoD consults are in scheduled status
- Live Pilot Results:
  - Biloxi/Pensacola FY20: **95%** automated consult/claim clean match rate
  - NCR FY20: **70%** consult/claim clean match rate

Accomplishments

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 9/14/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 10/8/20 : CARE COORDINATION SOP UPDATE RELEASE (HSRM USE) & TRAINING

Upcoming Milestones

- 11/18/20: HEC APPROVAL OF NEXT AP SITES GO-LIVE
- 11/30/20: CAREPOINT EXCEPTIONS CLAIMS WORKLIST ROLLOUT
- 12/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER/ EGLIN/TYNDALL MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes. Recently trained field on HSRM use for DoD
- **DO/POM:** (b)(5)
- **RO Staff:** (b)(5)
(b)(5)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
(b)(5)
- **VHA VSSC** (b)(5)
- **DoD DHA:**
(b)(5)
(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Reimbursement System (CCRS)

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- ***No ELC Decision Requests for October***

(b)(5)

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of October 16, 2020:

- **Region 1:** Invoices Received – 2,302,409, Confirmed Paid – 1,475,498, Sent for Payment – 94,243, "No Action" Optum denials - 604,939
- **Region 2:** Invoices Received – 1,778,929, Confirmed Paid – 1,158,087, Sent for Payment – 109,900, "No Action" Optum denials - 435,564
- **Region 3:** Invoices Received – 690,185, Confirmed Paid – 336,876, Sent for Payment – 67,783, "No Action" Optum denials - 252,215
- **Region 4:** Invoices Received – 353,572, Confirmed Paid – 136,839, Sent for Payment – 58,569, "No Action" TriWest denials - 148,510

The total Invoice Amount Paid/Sent for Payment: $2,417,221,473.78

Accomplishments

- 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION
- 10/16/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 12.4
- 10/16/2020 COMPLETE CCRS INCREMENT 13 GATE CHECKLIST

Upcoming Milestones

- 10/21/2020 CONDUCT 13.1 UAT
- 10/22/2020 UPDATE CCRS LESSONS LEARNED DOCUMENTATION
- 10/27/2020 DEVELOP DEPLOYMENT GATE SLIDE AND DELIVER TO GOVERNANCE
- 10/29/2020 CONDUCT RELEASE READINESS REVIEW
- 10/30/2020 DEVELOP BUSINESS PROCESS FLOWS

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) :** (b)(5)

(b)(5)

- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff)** (b)(5) for CCN Invoices
- **Finance (OCC Finance and Informatics Staff):** (b)(5)

(b)(5)

- **VAMC / Fiscal Budget Staff:** (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Enterprise Program Reporting System (EPRS)

Development

For ELC Awareness

(b)(5)

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 42/80 Users (Δ = +1)
- CCN Accreditation Waivers UI: 31/30 Users (No change)
- CCN Complaints & Grievances UI: 29/54 Users (No change)
- CCN Congressional Inquiries UI: 31/42 Users (No change)
- CCN Corrective Action Plans (CAPs) UI: 29/30 Users (Δ = +1)
- CCN Network Adequacy Deviations UI: 28/51 Users (No change)

Accomplishments

- 08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework
- 08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)
- 09/30/2020: EPRS Pre-Prod R10.0: Complaints UI & Quality Check

Upcoming Milestones

- 10/14/2020: EPRS SQA R10.1: Congressional Inquiries & N.A. Deviations
- 10/29/2020: EPRS Prod R10.0: Complaints UI & Quality Check
- 12/04/2020: EPRS Prod R12.0: EPRS Technical Data Integration for CCRS
- 12/16/2020: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations

OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration/Support (CCCA/S):** (b)(5)

(b)(5)

- **Community Care Network Management (NM):** (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Urgent Care IPT

National Deployment

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

1. R4 Webinar held on 9/23 and 9/24, with over 500 participants at each session.
2. CCN Urgent Care for Region 4 went live on 9/30.
3. Region 4 Office Hours and Daily sync up held on go-live week to support implementation.

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- Average Urgent Care authorizations:
  - Region 1: **1,400** per week
  - Region 2: **600** per week
  - Region 3: **1,350** per week
  - Region 4 : 900 per week
- Average of **350** Urgent Care calls to VA Call Center per day

Accomplishments

- 09/29/20 CCN URGENT CARE REGION 4 KICK OFF
- 09/30/2020 CCN URGENT CARE REGION 4 GO-LIVE

Upcoming Milestones

- TBD: REGION 5 UC CCN GO-LIVE

OCC Business Dependencies

- **No Business Dependencies identified.**

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

Appendix

PMR Project Slides

Cerner OCC Integration Project

Project Development

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- **Cerner Referral Manager Functional Testing: 8/17/2020 – 8/28/2020**
- **Exploratory Testing: 8/24/2020 – 8/29/2020**
- **Super User Training: 8/10/2020-8/29/2020**
- **ORA: 9/7/2020**
- **End User Training (Spokane): 9/28/2020**
- **HSRM SIU Interface Go-Live: End of September**

Upcoming Milestones

- **IOC Go Live: 10/24/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

-**Payment Operations Management**

-**Revenue Operations** (Facility Revenue, RUR, and CPAC Staff)

-**Women's Health** (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Post Deployment

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

- CCN is fully deployed across 49 states within Regions 1-4.
- As of September 30, 2020, Urgent Care is live across CCN Regions 1-4.
- CCN Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1.

Accomplishments

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3

Upcoming Milestones

- 04/01/21 R5 SHCD GO-LIVE

OCC Business Dependencies

Post Deployment of CCN

- **Network Management** (b)(5)
- **Clinical Integration** (b)(5)
- **Contract Administration** (b)(5)

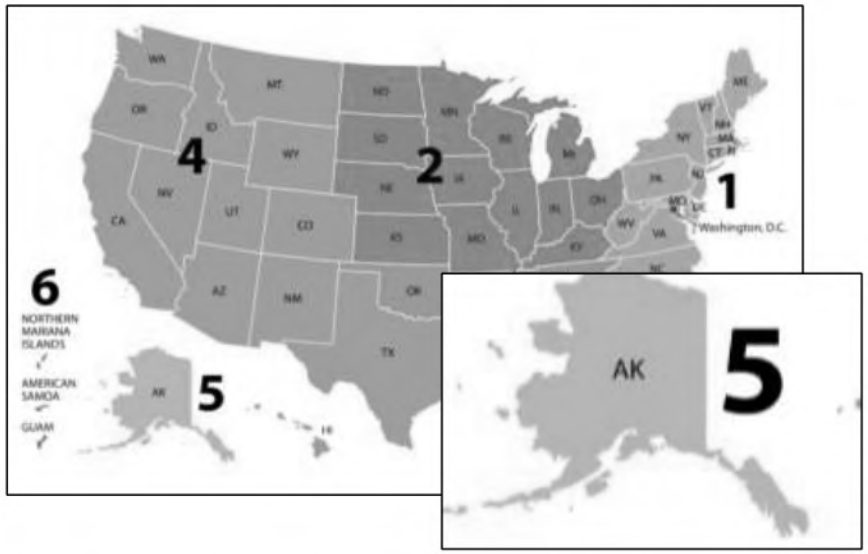
(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

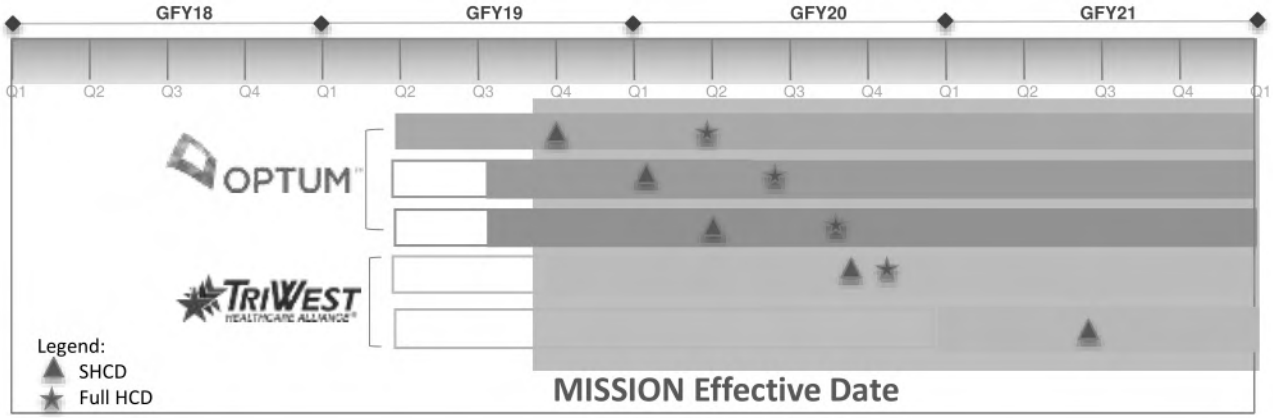
(b)(5)

Region 5 Announcement



- Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1/2020.
- The Post Award Meeting is scheduled for 10/19/2020.
- The Kickoff Meeting is scheduled for 11/4/2020.
- Region 5 has a Veteran population of more than 68,000 with more than 33,000 Veterans enrolled in healthcare.

CCN Contract Award and Implementation Update



CCN Regions

R1	Awarded 12/28/18, start of health care delivery (SHCD) 6/26/19, full deployment by 12/28/19
R2	Awarded 12/28/18, protest filed 1/22/19, protest resolved 5/2/19, performance resumed 5/6/19, SHCD 10/7/19, full deployment by 4/9/20
R3	Awarded 12/28/18, protest resolved 5/3/19, appeal with the US Court of Federal Claims, stay of performance to Optum lifted on 7/22; SHCD on 10/7/19, full HCD achieved by 6/22/20
R4	Pre-Award protest dismissed; award made 8/6/19, SHCD 6/8/20, full HCD achieved 8/31/2020
R5	Awarded 10/1, Post Award Meeting 10/19, Kick-off Meeting 11/4, SHCD March 2021, full HCD by 4/1/21
R6	Pre-Solicitation

Indian-Tribal Health Coordination

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

Discussion

No ELC decisions needed. Accomplishments:

- Agreement modification was completed. Among the items it expands reimbursement to include telehealth and COVID related services by third party partners to IHS/THP sites (AKA PRC).
- CC approach – Draft final pan completed and will be sent for wider VA concurrence week of 10/21/20.
- Program office presented to the BIMS on 9/11.
- The annual tribal retraining held week of 9/15.
- Internal controls SOP completed

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED
- 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN
- 8/25/2020 HOSTED TRIBAL CONSULTATION ON CC APPROACH
- 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS
- 09/23/2020 IHS/THP VIRTUAL RETRAINING

Upcoming Milestones

- 11/16/2020 CC PLAN FINALIZED

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS

National Deployment

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Executive Leadership Committee (ELC) Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Key financial & utilization metrics tracked include, but are not limited to:

- ***UM Metrics:*** *Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.*
- ***FM Metrics:*** *Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.*

Accomplishments

- 9/28-10/5 STALE REFERRAL LOGIC UAT ROUND 4
- 10/8 UAT TEST EVALUATION REPORT APPROVED
- 10/9 VISN 8 KICKOFF MEETING
- 10/13 NATIONAL DEPLOYMENT GATE REVIEW APPROVAL

Upcoming Milestones

- 10/19 NATIONAL DEPLOYMENT OF AMCMS MODEL
- 10/19-10/26 AMCMS VIRTUAL WEBINAR TRAININGS
- 10/21 NETWORK MANAGEMENT REQUIREMENTS GATHERING
- 10/27 LESSONS LEARNED UPDATE

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

HealthShare Referral Manager

Development

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ELC Decision Needed/ ELC Priority Discussion

N/A

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- 3,210,309: Total Referrals FY 2020 (Through 10/9/2020)
- 185,645: Total Referrals FY 2019
- 18,229: Total number of VA user accounts provisioned
- 18,320: Number of Community Providers provisioned
- 6,569: Number of unique Community Provider locations
- 148: Number of VAMC sites actively using HSRM
- 5,272: Support Ticket Count for September
- Top 3 Support Ticket Categories for September:
  1. Provisioning/needs access-VAMC
  2. Provisioning/needs access-community provider
  3. Training/knowledge issue

Accomplishments

- 09/26/2020 CERNER SCHEDULING MESSAGE GO-LIVE
- 10/19/2020 RELEASE 11 UAT START

Upcoming Milestones

- 10/24/2020 CERNER SPOKANE GO-LIVE
- 10/28/2020 CAEC 1.5 GO/NO GO PRESENTATION
- NOVEMBER 2020 CAEC 1.5 ND RELEASE
- 11/13/2020 RELEASE 11 GO/NO GO PRESENTATION
- 11/23/2020 RELEASE 11 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **Clinical Integration (CI Field Support Director & Assistants):** (b)(5)
- **Delivery Operations/POM:** (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 11.0 Enhancements

- Release 11 will contain several general HSRM enhancements in addition to HL7, MVI, Task Management, and Offline Referral Form enhancements. All of which will increase HSRM usability and efficiency.

HL7 Messaging
- **Add Appointment Scheduled Method** to HL7 SIU Outbound
- **Add Treating Specialty** to HL7 SIU Message
- **SIU Message to Cerner** Contain Scheduling and Cancellation Notes

Task Management Enhancements
- **Create new manual task**- ""Message VA to VA"“

MVI
- **MVI - Audit Trail:** Display Veteran Data changes from MVI
- **MVI - Integration:** Receive Veteran Demographic updates from MVI

Reporting
- **Add Level of Care** to the CI Tasking Reports
- **Community Wait Times** Report Enhancements, and adds "Recorded Date“

Community Provider Provisioning Enhancements
- **The ability** to provision community providers by NPIs.
- **Referral lists would only display** referrals where the assigned care provider NPI matches.

Offline Referral Form
- **Prevent users** from being able to generate an Offline Referral Form if there is no provider assigned
- **Message displayed** instructing the user to add a provider

Veteran Eligibility Status workflow
- **Eligible status –** Referral workflow as normal
- **Non-Eligible status –** Program authority locked and ability to refresh eligibility data

Additional HSRM Enhancements
- **FY22-FY23** Bene Travel Program Authority
- **Limit ability to change Affiliation** for CCN1-6 Users
- **Make Provider a required field** unless there is an optional task
- **Add Appointment Date** Timestamp to Data Feed
- **Enable/Disable** interfaces via task
- **Modify logic to trigger** downstream update to a referral; when any value changes on the Referral Detail Page or Appointments are recorded
- **Notify CCRS** of Affiliation Changes
- **Refactor Task API** for General CCRA Use
- **Improve Error log handling** by blocking any outgoing messages where providers do not have an email listed on their provider profile
- **Allocate Revenue tasks** for further review- Modifiable Due Dates (Tickle Feature)
- **Pre-cert Auto Task** Due Date Update
- **Remove taxonomy code from PPMS** Provider Search results, display only the description
- **Add date range** to audit trail filters

Overview of Release 10.0 Enhancements

- Release 10 contains general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

One Consult 2.0

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*

Accomplishments

- CTB 1.9.0077 DEVELOPMENT COMPLETED: 10/05/2020
- CTB 1.9.0077 SQA TESTING COMPLETED: 10/13/2020
- DST MAPPING TABLE UPDATES WENT LIVE : 10/1/2020
- COMPLETED CTB V2.0 REQUIREMENTS GATHERING AND WIREFRAMES: 10/9/2020
- CTB V2.0 SPRINT 1 DEVELOPMENT COMPLETED: 10/9/2020

Upcoming Milestones

- CTB V1.9.0076: NATIONAL ROLLOUT COMPLETE 10/23/2020
- CTB V1.9.0077: PRE-PROD IOC TESTING COMPLETE: 10/28/2020
- CTB V2.0 DEVELOPMENT COMPLETE 12/24/2020
- CTB v2.0 CONSULT FACTORS DISCUSSION CONTINUES
- DST OFFICE HOURS CONTINUE: 10/19/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Provider Profile Management System (PPMS)

Dev/Ops

ELC Decision Needed/ ELC Priority Discussion

- ***Priority Discussion:***

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

NETWORK	Active	10/9/2020	+/- P	% Change P	Active Provider Services	10/9/2020	+/- PS	% Change PS
CCN Region 1	333,438	332,642	796	0.24%	1,498,245	1,490,205	8,040	0.54%
CCN Region 2	312,421	311,165	1,256	0.40%	1,725,340	1,711,235	14,105	0.82%
CCN Region 3	187,658	186,906	752	0.40%	701,448	698,305	3,143	0.45%
CCN Region 4	225,158	224,398	760	0.34%	580,969	577,403	3,566	0.62%
Unique	1,036,892	1,035,132	1,760	0.33%	4,306,003	4,477,140	28,034	0.64%
NON-CCN								
DOD	45	45	-	0.00%	45	45	-	0.00%
IHS	77	77	-	0.00%	78	78	-	0.00%
Local Contract	2,772	2,751	21	0.76%	2,909	2,883	26	0.00%
Tribal Health	139	139	-	0.00%	173	173	-	0.00%
TriWest	730,322	730,418	(96)	-0.01%	1,739,882	1,736,319	3,523	0.20%
VA Network	48,855	48,948	(93)	-0.19%	70,160	70,284	(124)	-0.18%
VCAs	20,944	20,910	34	0.16%	27,571	27,534	37	0.13%
NON-CCN SUB-TOTAL	757,080	757,541	(111)	-0.02%	1,840,778	1,837,316	3,462	0.19%
Total Unique Providers	1,258,176	1,256,984	1,112	0.18%	6,346,780	6,314,476	32,314	0.51%

Accomplishments

- 7/7/20 PPMS 8.1 GO-LIVE
- 7/14/20 VA.GOV SPRINT 25
- 7/27/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 VA CPL NATIONAL RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 8/11/20 VA.GOV SPRINT 27
- 08/20/20 PPMS 9.0 GO-LIVE
- 08/20/2020 – 9/9/2020 PIE RESTART PRIORITY SITES
- 8/25/2020 VA.GOV SPRINT 28
- 09/8/2020 VA.GOV SPRINT 29
- 09/15/20 PPMS 9.1 NATIONAL GATE REVIEW

Upcoming Milestones

- 09/25/20 PPMS 9.1 GO-LIVE
- 10/27/20 PPMS 10 NATIONAL GATE REVIEW
- 11/5/20 PPMS 10 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - –* (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

OCC Data Governance Project

Development

ELC Decision Needed/ ELC Priority Discussion

Decision: *None*

Priority Discussion: *None*

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Frequency data reported as accessible timely, *complete, accurate and reliable*
- Percent of compliance with policies
- Percent of systems achieving established performance metrics
- Percent of systems with complete documentation

Accomplishments

- 10/7/2020 SPONSORED ISSUES TRACKER DG WORKGROUP
- 10/14/2020 APPROVED TECH & DATA GOVERNANCE ROAD MAP
- 10/16/2020 INITIATED E-REPOS DATA USABILITY ANALYSIS
- 10/21/2020 APPROVED STANDARD SYSTEMS ARTIFACTS

Upcoming Milestones

- 10/30/2020 DRAFT DATA GOVERNANCE COMMUNICATION PLAN
- 11/18/2020 CHANGE MANAGEMENT SPONSOR PLAN
- 11/25/2020 DRAFT DATA GOVERNANCE STRUCTURE

OCC Business Dependencies

Upstream Dependencies

- ***VA Data Governance:*** (b)(5) (b)(5)
- ***OIT:*** (b)(5) (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Continuity of Operations Plan (COOP)

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION: NO ELC decision currently***

Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions. Also, a standardized process for scheduled and unscheduled system outage with an After-Action Report.

Key Performance Indicators (KPI)

- ***Metric 1: Process for unscheduled outage notification***
- ***Metric 2: COOPs developed***
- ***Metric 3: Repository complete***
- ***Metric 4: KMS and SOPs updated***

Accomplishments

- 08/04/2020 – APPROVED FOR GO AT CCSC
- 08/13/2020 – KICK-OFF PROJECT MEETING

Upcoming Milestones

- 10/27/20 – DIRECTORATES SYSTEMS/FUNCTIONS
- 11/10/20- NOTIFICATION OF UNSCHEDULED SYSTEM OUTAGE PROCESS
- 11/10/20- COOP DEVELOPMENT

OCC Business Dependencies - Lite

- ***Highlight OCC Business Dependencies:***

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies - Lite

- ***Highlight OIT/Data Dependencies:***

(b)(5)

(b)(5)

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- *The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.*

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- *No specific KPI's were identified for this phase of the project.*

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 08/13/20 IB 677 NATIONALLY RELEASED
- 09/10/20 IB 678 NATIONALLY RELEASED
- 09/30/20 AR 361 NATIONALLY RELEASED
- 10/19/20 IB 682 NATIONALLY RELEASED

Upcoming Milestones

- AR 372 & IB 689 ARE NATIONALLY RELEASING ON 11/09 & 11/04
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency** – None at this time.*

(b)(5)

Enrollment System Community Care(ESCC) Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION:

- No ELC decisions needed or priority discussion topics at this time.

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **09 09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)**
- **09/2020 SUCCESSFUL MEETING WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE**

Upcoming Milestones

- **10/2020 CC ELIGIBILITY VCE MODIFICATION SENT TO CCN CONTRACTORS. AWAITING FINAL APPROVAL**
- **11/2020 TURN ON ES/VISTA FUNCTIONALITY TO AUTOMATE COLLATERAL OF VETERAN ELIGIBILITY (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM)** – (b)(5)
- (b)(5)
- **Business Intelligence Service Line (BISL)** (b)(5)
- **Community Care Contractor (CCN)** – (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

Issue:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Issue

Mitigation:

VA DoD Revenue Standardization

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION**: No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web-based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE
- 8/31/20 VSSC VALIDATION OF DOD DATA COMPLETE

Upcoming Milestones

- 10/31 VSSC CONTINUATION OF VALIDATING AND CODING OF DOD DATA
- 11/1 DOD APPROVED EXPANSION OUTCOME/DECISION

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Retail Pharmacy Program

Project Phase – Close Out

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- *None*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2:Reimburse Walgreens 99% accuracy***

Accomplishments

- 8/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 10/30/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5) (b)(6) (b)(5)

(b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

Appendix

Project Idea Evaluation Updates

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Decision	Ops Notified	CCSC Presentation Date	CCSC Go / No Go	Ops PM Resource Assigned
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	Resource not available until Nov. 1st
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

Veteran Credit Database

Deferred Project

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION: No current ELC decision required at this time.***
- ***BACKGROUND:***
  - *Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019*

(b)(5)

Project Description

To provide oversight for ongoing policy and IT funding efforts in conjunction with Sec. 302 Protecting Veterans Credit Protection Act of 2018 including efforts to obtain legislative relief.

Key Performance Indicators (KPI)

- ***Metric 1: The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.***
- ***Metric 2: Ensures Veteran cost share and deductibles are adjudicated accurately.***
- ***Metric 3: 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.***
- ***Metric 4: Decrease in Appeals and Calls for improperly reported debt.***

Accomplishments

- VIPR V18-00312-000 for automated solution submitted.
- Status as of 1/08/2020 –Unfunded Request/Pending Resources

Upcoming Milestones

- JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Business Program Management Review (PMR) #1

11/24/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- Project Idea Evaluation (PIE)
  - VA Provider CCN Retail Pharmacy Capability
  - Referral Based Obligations
- OCC Priority Project Review
  - VA/DoD Advanced Payment and Referral Standardization
  - Provider Profile Management System (PPMS)
  - Community Care Reimbursement System (CCRS)
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

Project Idea Evaluation (PIE)

- VA Provider CCN Retail Pharmacy Capability
- Referral Based Obligations

VA Provider CCN Retail Pharmacy Capability

Originator & Date: 11/10/2020
(b)(6)

Scope: OCC to support the operationalization of the modification (Initially in Region 4) to allow Veterans who need an immediately needed (urgent/emergent) prescriptions prescribed by a VA provider to be filled at a CCN retail community pharmacy when access to a VA pharmacy is not possible for Regions 1, 2, 3 and 4.

Business Ops & Admin:	(b)(5)
Delivery Ops:	
Revenue Ops:	
Clinical & Network Mgmt:	
OCC Leadership (Includes IDA and BIC):	
Community Care Network (Contract Mod):	Contract Mod already in place for Region 4 – CO direction has been provided for implementation date (Dec 14). Contract mod in progress for Regions 1-3.

Additional Impact

Policy Impact:	No Additional Impacts identified
Funding Impact / Status:	(b)(5)
Impact on Other OCC Projects:	
Impact if Project Idea Not Approved:	

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Implement Community Care Network (CCN) Improve Customer Service	OCC Directorate Managed	(b)(6)

Discussion:
(b)(5)

Referral Based Obligations

Originator & Date: (b)(6) (b)(6) **11/17/2020**

Scope Definition: OCC needs to assess and establish an interim and long-term process for recording obligations for Community Care programs

Impact

Business Ops & Admin:	(b)(5)
Delivery Ops:	CCRS, FMS, eCAMS, PIT
Revenue Ops:	No impact identified at this time.
Clinical & Network Mgmt:	(b)(5)
OCC Leadership (Includes IDA and BIC):	
Community Care Network (Contract Mod):	

Additional Impact

Policy Impact:	(b)(5)
Funding Impact / Status:	
Impact on Other OCC Projects:	
Impact if Project Idea Not Approved:	

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Improve Claims Processing & Innovate Business Model	OCC Managed	(b)(6)

Discussion:

(b)(5)

OCC Policy, OCC Finance, and Portfolio Managers Vote Count: All Yes votes received (no dissents).

Priority Project Review

Project Status Slides

VA/DoD Advanced Payment and Referral Standardization

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicator

- 40,009 VA/DoD consults entered since FY20
- 6,160 open VA/DOD consults.
- Live Pilot Results for AP auto claims validation:
  - Biloxi VAMC/Pensacola NH: 96%
  - NCR Region: 74%

Accomplishments:

- 2020-10-05: SOP Update Release (VA HSRM use)
- 2020-10-08: Updated Care Coordination Training

Milestones:

- 2020-11-27: HEC Approval of Next AP sites go-live
- 2020-12-18: CarePoint Exceptions Claims Worklist Rollout
- 2020-12-23: VA/DoD Leadership Meeting: FY21 Q2 Rollouts
- 2021-01-01: AP FY21 Q2 Rollouts
- 2021-04-01: AP FY21 Q3 Rollouts

OCC Business Dependencies

- (b)(5)
-
-

Risks

Risk:

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Provider Profile Management System (PPMS)

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicator

CCN Network growth
Provider processing capacity - backlog monitoring

Accomplishments:

- 2020-11-10: PIE - UAT Testing
- 2020-11-13: PIE - Go-Live WRJ

Milestones:

- 2020-12-07: PPMS 10.1 UAT
- 2020-12-08: PPMS 10.1 Go/No-Go
- 2020-12-15: PIE Restart Priority Sites
- 2020-12-17: PPMS 10.1 Go-Live

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- VAMC/CPO & Pharmacy - – (b)(5)

Risks

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

Community Care Claims Reimbursement (CCRS)

Project Phase - Project Development

ELC Decision Needed/Priority Discussion

For awareness:
CCRS implemented a temporary bypass the PPMS check to mitigate payments being denied.
CCRS is establishing a grace period (72 hrs) for ER services due to the high denial volume based on misaligned validity dates on the referral.

Project Description

CCRS: A system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicator

CCN Payment Metrics as of November 20, 2020:
Region 1: Invoices Received – 2,899,265, Confirmed Paid – 1,967,817, Sent for Payment – 84,184, "No Action" Optum denials - 716,105
Region 2: Invoices Received – 2,449,478, Confirmed Paid – 1,729,199, Sent for Payment – 100,245, "No Action" Optum denials - 540,310
Region 3: Invoices Received – 1,173,375, Confirmed Paid – 717,423, Sent for Payment – 75,102, "No Action" Optum denials - 353,692
Region 4: Invoices Received – 802,202, Confirmed Paid – 474,834, Sent for Payment – 95,770, "No Action" TriWest denials - 203,698

The total Invoice Amount Paid/Sent for Payment: $3,465,670,309.41

Accomplishments:

- 2020-10-15: CCRS Release 12.4
- 2020-11-05: CCRS Release 13.1

Milestones:

- 2020-12-03: CCRS Release 13.2
- 2020-12-17: CCRS Release 13.3
- 2021-01-07: CCRS Release 13.4

OCC Business Dependencies

- CCRA, FMS, PPMS, PIT, and MVI

Risks

(b)(5)

Office of Information and Technologies/Data Dependencies

- CCRA, SEOC, PPMS, MVI, EDI, DAS, and CCN Contractors

Issues

(b)(5)

Appendix

Project Status Slides

Data Governance

Project Phase - Project Development

ELC Decision Needed/Priority Discussion

No ELC decisions needed or priority discussion topics at this time

Project Description

This project establishes a Data Governance Program to ensure reliable, dependable, consistent, and well documented data. It includes creating a structure, adopting standards and policies that drive how data are used and maintained to ensure data quality.

Key Performance Indicator

- Number of data policies, practices, and standards established
- Percent of data issues resolved
- Number of completed data initiatives in data governance project portfolio
- Percent of data initiatives that meet or exceed established initiative targets

Accomplishments:

- 2020-10-21: Approved standard Systems Artifacts
- 2020-11-09: Confirmed e-repos data usability
- 2020-11-09: Draft Data Governance Communication Plan

Milestones:

- 2020-11-25: Draft Data Governance Structure
- 2020-11-30: Change Management Sponsor Plan

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

Cerner OCC Integration Project

Project Phase – Project Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- **Mann-GrandStaff VAMC (Spokane) IOC Go Live: 10/24/2020**
- **Completed first iteration of lessons learned with OCM: 11/05/2020**

Upcoming Milestones

- **HSRM Release 11 (interface updates for HSRM, may not be in effect until Cerner CS2): 11/24/2020**
- **Chalmers P. Wylie VA ACC (Columbus) Go Live: Spring 2021**
- **Jonathan M. Wainwright Memorial VAMC (Walla Walla) Go Live: Spring 2021**
- **White City VAMC Go Live: Spring 2021**

OCC Business Dependencies

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network (CCN)

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decision was needed or priority discussion topics during this time period.	Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.	• CCN is fully deployed across 49 states within Regions 1-4. • Regions 1-3 all reported more than 92% of referrals through CCN, remaining consistent with prior weeks. • Region 4 continues to see a positive trend in CCN utilization (+87% last week in October). • As of September 30, 2020, Urgent Care is live across CCN Regions 1-4. • CCN Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1.

Accomplishments:

- 2020-09-01: R2 & R3 URGENT CARE CUTOVER FROM PC3
- 2020-09-30: R4 URGENT CARE CUTOVER FROM PC3

Milestones:

- 2021-04-01: R5 HCD

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

Enterprise Program Reporting System (EPRS)

Project Phase - Phased Implementation

ELC Decision Needed/Priority Discussion

(b)(5)

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system and data integrations for administering the CCN contract.

Key Performance Indicator

- Quality Check UI: 42/80 Users (Δ = +1)
- CCN Accreditation Waivers UI: 31/30 Users (No change)
- CCN Complaints & Grievances UI: 29/54 Users (No change)
- CCN Congressional Inquiries UI: 31/42 Users (No change)
- CCN Corrective Action Plans (CAPs) UI: 29/30 Users (Δ = +1)
- CCN Network Adequacy Deviations UI: 28/51 Users (No change)

Accomplishments:

- 2020-08-28: 7.0 D: eCAMS – Technical Release
- 2020-09-01: 8.0 - Attach U v007/v003
- 2020-10-28: 10.0 - Complaints & R4 QC

Milestones:

- 2020-11-24: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations
- 2020-11-25: EPRS Pre-Prod R10.2: Accreditation Waivers & CAPs enhancements
- 2020-12-04: R12.0: EPRS Technical Release: CCRS
- 2020-12-14: EPRS Pre-Prod R10.3- Congressional UI Enhancements
- 2020-12-23: Build 9.0 D: Technical Release: HSRM

OCC Business Dependencies

(b)(5)

Risks

-- No Risks Found --

Office of Information and Technologies/Data Dependencies

(b)(5)

Indian/Tribal Health Coordination (ITHC)

Project Phase - Phased Implementation

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decision is needed or priority discussion topics at this time	Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts	1. Advisory Board meetings 2. Care Coordination Plan developed 3. Annual re-trainings conducted

Accomplishments:

- 2020-09-11: Brief BIMs
- 2020-09-23: Tribe and VA staff retraining

Milestones:

- 2020-12-03: CC Plan Adopted

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

- None-Upstream
- None-Downstream

Issues

-- No Issues Found --

Advanced Medical Cost Management Solution (AMCMS)

Project Phase - Project Development

ELC Decision Needed/Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Deploy AMCMS (SaaS) product that integrates Community Care management through data analytics to accurately forecast, monitor and control Community Care's medical services. VISN 8 Nat. Insurance File model.

Key Performance Indicator

Upon deployment, key financial & utilization metrics tracked include, but are not limited to:

- UM Metrics: Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- FM Metrics: Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments:

- 2020-10-26: AMCMS Virtual Webinar Trainings
- 2020-11-12: Lessons Learned Completed

Milestones:

- 2020-11-30: VISN 8 ATO Finalization
- 2020-12-04: Payment Scenario Review Finish
- 2020-12-04: Phase 3 Requirements Gathering
- 2020-12-07: Phase 3 User Guide Development

OCC Business Dependencies

-- No Business Dependencies Found --

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Community Care Referral and Authorization System (CCR&A)

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.	• 3,659,485: Total Referrals FY 2020 (through 10/31/2020) • 185,601: Total Referral FY 2019 • 18,761: Total number of VA user accounts provisioned • 22,923: Number of Community Provider user accounts provisioned • 10,024: Number of unique Community Provider NPIs • 148: Number of VAMC sites actively using HSRM • 5,195: Support Ticket Count for October

Accomplishments:

- 2020-11-13: Release 11 Go/No Go Presentation
- 2020-11-17: CAEC 2.0 Go/No Go Presentation

Milestones:

- 2020-11-20: CAEC 2.0 National Deployment
- 2020-11-23: Release 11 National Deployment
- 2021-01-25: Release 12 National Deployment (IRIS)

OCC Business Dependencies

(b)(5)

Risks

-- No Risks Found --

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

One Consult 2.0

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	One Consult 2.0 project combines continuing enhancement and development activities for Consult Toolbox (CBT), Decision Support Tool (DST) and SEOC Database under a single project management umbrella.	CTB integrated into CPRS- Q3 FY21 Metrics for CTB v2.0 are under development

Accomplishments:

- 10/23/2020: completed national Deployment of CTB 1.9.0076
- 10/26/2020: Began Training And Comms For CTB V2.0

Milestones:

- 2020-01-15: CTB v2.0 production "Dark Release"
- 2020-12-01: CTB 1.9.0078 National Rollout begins
- 2020-12-23: SEOC DB Cloud Migration
- 2021-01-15: CTB 2.0 Deployment
- 2021-04-01: CTB v2.0 available to field users

OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
(b)(5)	(b)(5) **Issues** -- No Issues Found --

OCC Continuity Of Operations Plan (COOP)

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussions at this time	The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions.	Metric 1: Communication Strategy Metric 2: Phase I – Prepare Complete Metric 3: Phase II – Respond Complete Metric 4: Phase III – Recover Complete Metric 5: Development of Exercise, Maintenance, and Communication Plan Metric 6: COOP Appendixes complete for each Directorate

Accomplishments:

- 2020-08-04: CCSC Go/No-Go
- 2020-08-13: Project Kick-off meeting

Milestones:

- 2020-11-25: Development of Communication Strategy
- 2020-12-16: Phase I Prepare Complete
- 2021-01-06: Phase II Respond Complete

OCC Business Dependencies

(b)(5)

Risks

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

(b)(5)

Integrated Product Environment (IPE)

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	Develop an Integrated Product Environment for isolated E2E and UAT	KPIs are currently being reviewed and finalized with Executive Owner and Business Sponsor

Accomplishments:

- 2020-11-19: Project Kickoff

Milestones:

- 2020-12-01: Stakeholder Assessment
- 2020-12-03: Data Dependencies

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

- (b)(5)

Issues

-- No Issues Found --

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) Phase 2

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time.	VistA Integrated Billing (IB) and Accounts Receivable (AR) updates.	* No specific KPI's were identified for this phase of the project.

Accomplishments:

- 2020-11-04: IB 689 Nationally Released
- 2020-11-12: AR 372 Nationally Released

Milestones:

- 2020-12-04: Current Contract PoP Ends
- 2020-12-05: 3 Month Extension Contract Begins
- 2020-12-11: RFP for new contract issued
- 2021-01-29: New Contract Awarded
- 2021-03-05: 3 Month Extension Contract Ends

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.

Risks

- (b)(5)

Office of Information and Technologies/Data Dependencies

- No data dependencies at this time.

Issues

- No project issues at this time.

Enrollment System Community Care

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.	1. Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100% 2. Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) 100% daily

Accomplishments:

- 2020-11-13: Successfully completed technical evaluation for CCN VCE static eligibility within 24 hours
- 2020-11-17: ES CC Hardship Information from Cerner was tested in SQA (Team Liberty)

Milestones:

- 2020-12-16: Turn on ES Parameter to share CC Collateral Eligibility
- 2020-12-16: National Release of VistA functionality
- 2020-12-20: VistA IOC sites testing functionality

OCC Business Dependencies

- (b)(5)

Risks

-- No Risks Found --

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

VA/DoD Revenue Standardization

Project Phase - Project Development

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time	The VA/DoD Advanced Payment methodology produces a standardized flat file of DoD claim elements which can be utilized to standardized revenue processes for billing on those DOD claims across the nation.	Align with the VA/DoD Advanced Payment Methodology.

Accomplishments:

- 2019-10-11: Gate 3
- 2020-10-30: VSSC Data Validation

Milestones:

- 2020-11-27: DoD Approved Expansion Outcome
- 2020-12-31: VSSC Data Validation
- 2021-03-05: Project Start/Finish

OCC Business Dependencies

- No Business dependencies at this time

Risks

-- No Risks Found --

Office of Information and Technologies/Data Dependencies

- No OI&T Data dependencies at this time.

Issues

-- No Issues Found --

Appendix

Project Status Slides

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
Referral Based Obligations	11/17	11/24	TBD	TBD	TBD	TBD	TBD
VA Provider CCN Retail Pharmacy Capability	11/10	11/24	TBD	TBD	TBD	TBD	TBD
Community Care Customer Portal (Self Service)	10/30	11/10	Approved	11/16	TBD	TBD	TBD
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	Projected Resource (b)(6)
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

Veteran Credit Database

Deferred Project

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION: No current ELC decision required at this time.***
- ***BACKGROUND:***
  - *Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019*

(b)(5)

Project Description

To provide oversight for ongoing policy and IT funding efforts in conjunction with Sec. 302 Protecting Veterans Credit Protection Act of 2018 including efforts to obtain legislative relief.

Key Performance Indicators (KPI)

- ***Metric 1: The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.***
- ***Metric 2: Ensures Veteran cost share and deductibles are adjudicated accurately.***
- ***Metric 3: 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.***
- ***Metric 4: Decrease in Appeals and Calls for improperly reported debt.***

Accomplishments

- VIPR V18-00312-000 for automated solution submitted.
- Status as of 1/08/2020 –Unfunded Request/Pending Resources

Upcoming Milestones

- JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

From:
Subject:
To: (b)(6) (OCC NM); VHA OCC BOA PPS Leadership; (b)(6) VHA 10D1 OCM; Matthews, Kameron; Upton, Mark T.; (OCC NM); VHA OCC BOA PPS Leadership;
Cc: (Federal Advisory Partners); (Business Information Technology Solutions (BITS), LLC); (Federal Advisory Partners); @federaladvisory.com; @federaladvisory.com (Federal Advisory Partners); (Business Information Technology Solutions (BITS), LLC); (Federal Advisory Partners)
Attached: 20201222.December (2020).Community Care Project Management Review (PMR) #1.pptx

Good morning, All,

Please see attached presentation for this afternoon's Community Care Project Management Review (PMR). Agenda and presenters below:

Project Idea Evaluations:

- **CCN Veteran Pharmacy Care** (ELC Awareness)
  - Executive Sponsor: (b)(6)
- **FY21 Key Initiative – Clinical Documentation Improvement**
  - Executive Sponsor: Ms. Susan Reed
- **Ambulance Routing Optimization (ARO)**
  - Executive Sponsor: (b)(6)

Priority Project Review:

- **Advanced Medical Cost Management Solution (AMCMS):** ***Executive Sponsor Request***. FY 21 Payment Data Issue and Delivery Operations assistance needed for Incomplete data of 837COB via CDW-PIT.
  - Executive Sponsor: (b)(6) Business Sponsor: (b)(6)
- **OCC Data Governance:** ***Business Sponsor Request***. OCC alignment to Dr. Stone Data Strategy and Governance Memorandum, dated 12/2/2020.
  - Executive Sponsor: Dr. Mark Upton; Business Sponsor: (b)(6)
- **VA/DoD Advanced Payment and Referral Standardization:*** ***ELC Priority Discussion:*** Dr. Stone provided approval for AP expansion to identified FY21 sites on 12/3.
  - Executive Sponsor: (b)(6) Business Sponsor: (b)(6)

Thank you!

Join Microsoft Teams Meeting

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Community Care Business Program Management Review (PMR) #1

12/22/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- Project Idea Evaluation
  - Email address update – PIE Submission
  - CCN Veteran Pharmacy Information Card
  - FY 21 Key Initiative – Clinical Documentation Improvement
  - Ambulance Routing Optimization (ARO)
- OCC Priority Project Review
  - Advanced Medical Cost Management Solution (AMCMS)
  - OCC Data Governance
  - VA/DoD Advanced Payment and Referral Standardization
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

E-mail address update – Project Idea Submission

The email address for Project Idea Submissions has changed:

- Previous Address – (b)(6) [redacted] @va.gov
- New Address – (b)(6) [redacted] @va.gov

- The old address has not been linked to the new address so users should make changes/updates to their address book of the change.
- Project Ideas submitted to the old address will continue to be received and will be processed.

CCN Veteran Pharmacy Information Card

Originator & Date: 12/1/2020
(b)(6)

Scope Definition: Consolidate the CCN pharmacy billing information to provide Veterans the information to pick up their prescription (referred care, urgent care, and flu shot) into one "card" to improve Veteran and network retail pharmacy experiences

Business Ops & Admin:	No Impacts at this time
Delivery Ops:	(b)(5)
Revenue Ops:	
Clinical & Network Mgmt:	No Impacts at this time
OCC Leadership (Includes IDA and BIC):	No Impact at this time
Community Care Network (Contract Mod):	(b)(5)

Additional Impact

Policy Impact:	No Impacts
Funding Impact / Status:	No Impacts (b)(5)
Impact on Other OCC Projects:	(b)(5)
Impact if Project Idea Not Approved:	

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Improve Customer Service, Implement Community Care Network (CCN)	OCC Directorate Managed / Network Management	(b)(6)

Discussion:
PPS resources not requested – Presented for ELC Awareness
Directorate PM – (b)(6)

(b)(5)

FY 21 Key Initiative: Clinical Documentation Improvement

00000581465 "UNCLASSIFIED" 12/12/2022 420 of 532

Originator & Date: 12/3/2020
Susan Reed

Scope Definition: VA Provider national training, tracking, standardization to improve the quality of data entered in CPRS to increase accuracy and revenue to include Telehealth.

Business Ops & Admin:	No Impacts
Delivery Ops:	No Impacts
Revenue Ops:	(b)(5)
Clinical & Network Mgmt:	
OCC Leadership (Includes IDA and BIC):	(b)(5) (b)(6) (b)(5) BIC - No Impacts
Community Care Network (Contract Mod):	No Impact

Additional Impact

Policy Impact:	No Impacts at this time
Funding Impact / Status:	No Impacts at this time
Impact on Other OCC Projects:	No Impacts at this time
Impact if Project Idea Not Approved:	(b)(6)

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Innovate Business Model, Improve Customer Service	OCC Managed / Revenue Operations	(b)(6)

Discussion:
(b)(5)

OCC Policy, OCC Finance, and Portfolio Managers Vote Count: **All Yes votes received. No dissents.**

Ambulance Routing Optimization (ARO)

Originator & Date: 12/10/20
(b)(6)

Scope Definition: Veterans calling an ambulance for emergency are routed to the appropriate emergency care provider utilizing EMS routing software to access VA-based eligibility and billing information as appropriate. (VA location closest, notify VA, identify if they have an active referral, etc.)

Impacts

Business Ops & Admin:	(b)(5)
Delivery Ops:	
Revenue Ops:	
Clinical & Network Mgmt:	
OCC Leadership (Includes IDA and BIC):	
Community Care Network (Contract Mod):	No impacts at this time.

Additional Impact

Policy Impact:	No impacts at this time. (b)(5) (b)(6)
Funding Impact / Status:	(b)(5)
Impact on Other OCC Projects:	
Impact if Project Idea Not Approved:	

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Innovate Business Model	OCC Managed Project/ Clinical Integration	(b)(6)

Discussion:
(b)(5)

OCC Policy, OCC Finance, and Portfolio Managers Vote: Yes

Priority Project Review

Project Status Slides

Advanced Medical Cost Management Solution (AMCMS)

Project Phase - Project Development

ELC Decision Needed/Priority Discussion

(b)(5)

Project Description

Deploy AMCMS (SaaS) product that integrates Community Care management through data analytics to accurately forecast, monitor and control Community Care's medical services. VISN 8 Nat. Insurance File model.

Key Performance Indicator

Number of AMCMS Access Requests – 134
Number of users granted access – 106
Number of unique logins – 222
Number of total logins – 854
Number of total views – 9,005
Number of views per day – 68-746

Accomplishments:

- 2020-11-12: Lessons Learned Completed
- 2020-12-07: VISN 8 Stakeholder Assessment

Milestones:

- 2021-01-04: Phase 3 Requirements Gathering
- 2021-01-04: VISN 8 ATO Finalization
- 2021-01-15: Phase 3 User Guide Development

OCC Business Dependencies

- No elevated Business Dependencies at this time

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Data Governance

Project Phase - Project Development

ELC Decision Needed/Priority Discussion

ELC Discussion - OCC alignment to Dr. Stone Data Strategy and Governance Memorandum dated 12/2/2020

ELC Decision - ELC agree to serve as interim OCC Data Governance Council

Project Description

This project establishes a Data Governance Program to ensure reliable, dependable, consistent, and well documented data. It includes creating a structure, adopting standards and policies that drive how data are used and maintained to ensure data quality.

Key Performance Indicator

- Number of data policies, practices, and standards established
- Percent of data issues resolved
- Number of completed data initiatives in data governance project portfolio
- Percent of data initiatives that meet or exceed established initiative targets

Accomplishments:

- 2020-12-04: OCC-OIT Innovation Work Group
- 2020-12-14: Change Management Prosci Analysis

Milestones:

- 2020-12-22: Obtain ELC agreement to Serve as Interim Data Governance Council
- 2020-12-31: OCC Data Governance Concept of Operation Rough Draft
- 2021-03-30: Begin Data Management & Data Quality Capability Maturity Assessment

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

No Issues to elevate at this time

VA/DoD Advanced Payment and Referral Standardization

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicator

- 42,734 VA/DoD consults entered since start of FY20
- 5,857 open VA/DOD consults.
- Results for claim auto-validation (Biloxi VAMC/Pensacola NH):
  - FY20-FY21: 95%
- Results for claim auto-validation (VISN 5/NCR Region)
  - FY20-FY21: 76%

Accomplishments:

- 2020-10-08: Updated Care Coordination Training
- 2020-12-03: HEC Approval of Next AP sites go-live

Milestones:

- 2021-01-01: AP FY21 Q2 Rollouts - National Rollout Begins
- 2021-01-07: AP Fiscal/Recon Webinar
- 2021-01-30: CarePoint Exceptions Claims Worklist Rollout
- 2021-03-31: SFTP Utilization for Major Data Exchanges
- 2021-04-01: AP FY21 Q3 Rollouts

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Appendix

Project Status Slides

Office of Community Care Cerner Integration

Project Phase - Phased Implementation

ELC Decision Needed/Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes.

Key Performance Indicator

TBD: (b)(5)

Accomplishments:

- 2020-11-05: Completed first iteration of project lessons learned with OCM
- 2020-12-04: OCC Cerner team developed 9 training artifacts

Milestones:

- 2021-04-15: Chalmers P. Wylie VA ACC (Columbus) Go Live
- 2021-05-15: Jonathan M. Wainwright Memorial VAMC (Walla Walla) Go Live
- 2021-06-21: White City VAMC Go Live

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Community Care Referral and Authorization System (CCR&A)

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.	3,844,844: Total Referrals FY 2020 (through 11/30/2020) 185,562: Total Referrals FY 2019 19,155: Total number of VA user accounts provisioned 26,546: Number of Community Provider user accounts provisioned 11,417: Number of unique Community Provider NPIs 148: Number of VAMC sites actively using HSRM 5,071: Support Ticket Count for November

Accomplishments:

- 2020-11-20: CAEC 2.0 National Deployment
- 2020-11-23: Release 11 National Deployment

Milestones:

- 2020-12-21: Optional Task Hot Fix
- 2020-12-21: R11 Lessons Learned
- 2021-02-08: R12 National Deployment

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

No Issues to elevate at this time

anything but basic except for Cerner sites (Cerner not sending LOCC currently) OIT team is working on an issue with TW where CLINs are dropping from referrals despite being in HSRM; Working on action plan for enhanced community provider adoption

One Consult 2.0

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	One Consult 2.0 project combines continuing enhancement and development activities for Consult Toolbox (CBT), Decision Support Tool (DST) and SEOC Database under a single project management umbrella.	CTB integrated into CPRS- Q3 FY21 Metrics for CTB v2.0 are under development

Accomplishments:

- 2020-11-15: C6 Report Technical Release
- 2020-12-15: CTB v1.9.0078 National Deployment

Milestones:

- 2021-01-15: CTB v2.0 Production "Dark Release"
- 2021-01-17: SEOC DB Cloud Migration
- 2021-02-15: Training and Comms for CTB v2.0
- 2021-04-02: CTB v2.0 Deployment

OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
(b)(5)	(b)(5)

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No Priority Discussion or ELC Decisions Required.	Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.	Average Lead Time for Accepted (Completed) User Stories and Defects): Scheduled Deployment -35 Days; Hotfix - 3 Days Average Release Cadence to Production: 15 Days Mean Time to Restore: 19 Hours Release Fail Percentage: 0 Provisioned Licensed Users: 13,720 Average Weekly CCN Data Import Transactions to PPMS/Per Region: 0/18 thru 10/24: Region 1 – 98; Region 2 – 96; Region 3 – 80; Region 4 – 126 Stories Accepted v. Stories Completed per Sprint: 100% - Sprint 2, R 10.1

Accomplishments:

- 2020-11-13: PIE - Go-Live WRJ
- 2020-12-07: PPMS 10.1 UAT

Milestones:

- 2020-12-08: PPMS 10.1 Go/No-Go
- 2020-12-17: PPMS 10.1 Go-Live
- 2020-12-18: PPMS 11.0 National Gate Review
- 2021-01-04: PIE Restart Priority Sites
- 2021-01-28: VA CPL 1.1 Release

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- VAMC/CPO & Pharmacy - (b)(5)

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

No Issues to elevate at this time

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.	1. Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100% 2. Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) 100% daily

Accomplishments:

- 2020-12-10: 12/09/2020
- 2020-12-16: National Release of VistA functionality

Milestones:

- 2021-02-20: Configurable list of OHI for suppression

OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
(b)(5)	(b)(5)
No Risks to elevate at this time	No Issues to elevate at this time

Integrated Product Environment (IPE)

Project Phase - Project Development

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	Develop an end-to-end (E2E) integration environment prior to UAT/Prod. Anticipated benefits include identification of integration issues prior to Production, reduction of project specific hot-fixes, and enhanced system and data monitoring	<5% of defects/bugs captured in UAT/Prod (post-IPE) testing, with zero critical or higher status <5% unscheduled downtime for the IPE systems integration environment 90% of code automatically deployed within IPE systems integration environment

Accomplishments:

- 2020-12-03: Updated IMS from CCRA
- 2020-12-03: Data Dependencies

Milestones:

- 2020-12-23: Requirements for Functionality Agreements
- 2020-12-30: Strategic Communications
- 2021-01-04: IPE MOU/White Paper with CCRA
- 2021-02-28: MVP 1.0

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

No Issues to elevate at this time

Enterprise Program Reporting System (EPRS)

Project Phase - Phased Implementation

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	EPRS delivers a series of custom-built user interface (UI) screens and reporting system and data integrations for administering the CCN contract.	Quality Check UI: 61/80 Users (Δ = +15) CCN Accreditation Waivers UI: 48/30 Users (Δ = +16) CCN Complaints & Grievances UI: 45/54 Users (Δ = +15) CCN Congressional Inquiries UI: 47/42 Users (Δ = +17) CCN Corrective Action Plans (CAPs) UI: 45/30 Users (Δ = +15) CCN Network Adequacy Deviations UI: 43/51 Users (Δ = +14)

Accomplishments:

- 2020-11-24: R12.0D: EPRS Technical Release: CCRS
- 2020-12-11: Pre-Prod R10.2: Accreditation Waivers & CAPs enhancements

Milestones:

- 2020-12-28: Pre-Prod R10.3- Congressional UI Enhancements
- 2021-01-05: Build 9.0 D: Technical Release: HSRM
- 2021-01-20: Prod R10.2 - Waivers & CAPs
- 2021-02-03: Prod R10.3 - Congressional UI enhancements
- 2021-03-01: Build 11.0: Network Management UI - Pre-Prod

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Community Care Claims Reimbursement (CCRS)

Project Phase - Project Development

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decision Needed at this time.	A system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).	Metric 1-Improved payment timeliness Metric 2- Improved Pre-Payment Analysis (Contribute to High Performing Network while decreasing Fraud, Waste & Abuse Metric 3-Decrease financial risk or burden on VA as a result of improved payment timeliness

Accomplishments:

- 2020-12-15: CCRS Release 13.3 Go No Go
- 2020-12-17: CCRS Release 13.3

Milestones:

- 2020-12-21: CCRS Release 13.4 Demo
- 2021-01-07: CCRS Release 13.4
- 2021-02-11: CCRS Release 14.1
- 2021-03-04: CCRS Release 14.2

OCC Business Dependencies

- CCRA, FMS, PPMS, PIT, and MVI

(b)(5)

Office of Information and Technologies/Data Dependencies

- CCRA, SEOC, PPMS, MVI, EDI, DAS, and CCN Contractors

(b)(5)

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) Phase 2

Project Phase - National Deployment

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time.	VistA Integrated Billing (IB) and Accounts Receivable (AR) updates.	* No specific KPI's were identified for this phase of the project.

Accomplishments:

- 2020-12-04: Current Contract PoP Ends
- 2020-12-05: 3 Month Extension Contract Begins

Milestones:

- 2021-01-11: AR Patch 376 National Release
- 2021-01-15: RFP for new contract issued
- 2021-02-01: AR Patch 377 National Release
- 2021-03-03: New Contract Awarded
- 2021-03-05: 3 Month Extension Contract Ends

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.

(b)(5)

Office of Information and Technologies/Data Dependencies

- No data dependencies at this time.

OCC Continuity Of Operations Plan (COOP)

Project Phase - Project Development

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussions at this time	Development of standardized Continuity of Operations Plan (COOP) for all mission critical OCC systems. The COOP will outline the necessary steps to prepare for, respond to, and recover from IT system failures.	Metric 1: Phase I – Prepare Complete Metric 2: Phase II – Respond Complete Metric 3: Phase III – Recover Complete Metric 4: COOPs Completed Metric 5: COOP Policy Completed

Accomplishments:

- 2020-08-13: Project Kick-off meeting
- 2020-11-16: COOP template completed

Milestones:

- 2020-12-16: Phase I Prepare Complete
- 2020-12-30: Phase II Respond Complete
- 2021-01-13: Phase III Recover Complete
- 2021-01-27: COOPs completed
- 2021-01-27: COOP Policy Complete

OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
(b)(5)	(b)(5)

VA/DoD Revenue Standardization

Project Phase - Project Development

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time.	The VA/DoD Advanced Payment methodology produces a standardized flat file of DoD claim elements which can be utilized to standardized revenue processes for billing on those DOD claims across the nation.	Align with the VA/DoD Advanced Payment Methodology.

Accomplishments:

- 2020-10-30: VSSC Data Validation
- 2020-12-03: 2020-11-27: HEC Approval of Next AP sites go-live

Milestones:

- 2020-12-31: VSSC Data Validation
- 2021-03-05: Project Start/Finish

OCC Business Dependencies

(b)(5)

No Risks to elevate at this time

Office of Information and Technologies/Data Dependencies

- No OI&T Data dependencies at this time.

No Issues to elevate at this time

Appendix

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	PPS Notified	CCSC Presentation Date	CCSC Project Go / No Go	PPS PM Resource Assigned
Ambulance Routing Optimization (ARO)	12/10	12/22	TBD	TBD	TBD	TBD	TBD
Proposed Clinical Integration Interaction Plan with WellHive	12/7	Awaiting further discussion	TBD	TBD	TBD	TBD	TBD
FY 21 Key Initiative; Clinical Documentation Improvement	12/3	12/22	TBD	TBD	TBD	TBD	TBD
Referral Based Obligations	11/17	11/24	Approved	11/30	TBD	TBD	TBD
Consolidated Advanced Reporting Solutions (CARS)	11/3	N/A	Discontinued	N/A	N/A	N/A	N/A
Community Care Customer Portal (Self Service)	10/30	11/10	Approved	11/16	TBD	TBD	TBD
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	12/11 (b)(6)

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	PPS Notified	CCSC Presentation Date	CCSC Project Go / No Go	PPS PM Resource Assigned
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

Veteran Credit Database

Deferred Project

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION: No current ELC decision required at this time.***
- ***BACKGROUND:***
  - *Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019*

(b)(5)

Project Description

To provide oversight for ongoing policy and IT funding efforts in conjunction with Sec. 302 Protecting Veterans Credit Protection Act of 2018 including efforts to obtain legislative relief.

Key Performance Indicators (KPI)

- ***Metric 1: The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.***
- ***Metric 2: Ensures Veteran cost share and deductibles are adjudicated accurately.***
- ***Metric 3: 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.***
- ***Metric 4: Decrease in Appeals and Calls for improperly reported debt.***

Accomplishments

- VIPR V18-00312-000 for automated solution submitted.
- Status as of 1/08/2020 –Unfunded Request/Pending Resources

Upcoming Milestones

- JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

OCC Business Dependencies

- ***Highlight OCC Business Dependencies:***

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Business Program Management Review (PMR) #1

07/28/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- OCC Priority Project Review
  - OCC Data Governance
  - VA/DoD Advanced Payment and Referral Standardization
  - One Consult 2.0
  - Indian/Tribal Health Coordination (ITHC)
  - Advanced Medical Cost Management System (AMCMS)
  - Urgent Care Integrated Project Team
  - Provider Profile Management System (PPMS)
  - Community Care Reimbursement System (CCRS)
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

OCC Data Governance Project

Initiation

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Number of data policies, practices, and standards established
- Percent of data issues resolved
- Number of completed data initiatives in data governance project portfolio
- Percent of data initiatives that meet or exceed established initiative targets

Accomplishments

- 7/6/2020 NOMINATED DATA GOVERNANCE GROUP
- 7/7/2020 CCSC DATA GOVERNANCE PROJECT APPROVAL
- 7/8/20 KICKED OFF DATA GOVERNANCE PROJECT
- 7/15/2020 ADOPTED CONTINUOUS LEARNING APPROACH

Upcoming Milestones

- 8/5/2020 DEFINE OVERARCHING DATA GOVERNANCE STRATEGIC PRIORITIES
- 8/12/2020 FINALIZE DATA GOVERNANCE CHARTER
- 8/19/2020 IDENTIFY A DATA-RELATED GOVERNANCE PORTFOLIO

OCC Business Dependencies

- ***Pending Dependency Management Analysis***

(b)(5)

OIT / Data Dependencies

(b)(5)

VA DoD Reimbursement

Project Phase – Development

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **24,861** VA/DoD consults entered in FY20.
- **95%** of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
  - Biloxi/Pensacola FY20: **95%** automated consult/claim match rate
  - NCR FY20: **74%** consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 6/30/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** (b)(5)
- **RO Staff**
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
- (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

One Consult 2.0

Phase 1.0

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

- (b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*
- *DST use of new drive time CC eligibility API estimated mid August (30 days after FRN publication)*

Accomplishments

- RECEIVED APPROVAL FROM BUSINESS TO UTILIZE EXISTING CAPABILITIES WITHIN DST
- RELEASED UPDATE THAT ADDED CC AVERAGE WAIT TIMES TO THE DST DASHBOARD
- DEPLOYMENT OF CTB 1.9.0072 OVER 30 DAYS, BEGAN 7/14/20
- CBT V1.9.0072 ANNOUNCEMNT AND FGB UPDATES COMPLETED

Upcoming Milestones

- DST DRIVE TIME TO BE ENABLED 30 DAYS AFTER FRN PUBLICATION
- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM.
- DST OFFCE HOURS CONTINUE 7/20/2020.
- TESTING / NATIONAL DEPLOYMENT OF CTB V1.9.0076. TESTING 9/16/2020, NATIONAL DEPLOYMENT 10/03/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Indian-Tribal Health Coordination

Development

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ELC Decision Needed/ ELC Priority Discussion

Discussion

(1)This project's training activities were impacted by COVID-19 and were/are on hold until the partners are free to resume. VA staff training was moved to self-paced PPT and sent to the field on 7/17. (b)(5)

(b)(5)

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 6/4/20 HELD 2ND ADVISORY BOARD MTG
- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED

Upcoming Milestones

- 08/20/20 TRIBAL CONSULTATION (VIRTUAL)
- 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY)
- 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD
- 11/30/20 CARE COORDINATION PLAN FINALIZED

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Upon deployment, key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 6/17-6/24 UAT DATA VALIDATION ROUND I EXECUTED
- 7/10 UAT TEST SCRIPTS UPDATED
- 6/24-7/15 INCORPORATION OF CHANGES & DATA VALIDATION FIXES BASED ON UAT FEEDBACK

Upcoming Milestones

- 7/15-7/25 UAT DATA VALIDATION ROUND II EXECUTION
- 8/21 UAT TEST EVALUATION REPORT
- 8/25 NATIONAL DEPLOYMENT GATE REVIEW MEETING
- 8/26/20 BEGIN FIELD NATIONAL DEPLOYMENT

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Urgent Care IPT

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- **5,688** total probable UC visits in Region 1, as of 5/31/2020

Accomplishments

- 06/08/20 REGION 2/3 GO LIVE DATE FINALIZED AS 8/4
- 07/15/20 REGION 2/3 COMMS RELEASED

Upcoming Milestones

- 08/04/20 REGION 2 TRANSITION
- 08/04/20 REGION 3 TRANSITION
- 08/31/20 REGION 4 TRANSITION

OCC Business Dependencies

- **Clinical Integration:** N/A
- **Delivery Operations:** N/A
- **Provider Relations and Services (PRS):** (b)(5) (b)(5)
- **Communications:** (b)(5) (b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

RISK: N/A

Mitigation: N/A

Provider Profile Management System (PPMS)

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- ***Priority Discussion:***

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

Power BI functionality exceeded license capability for reporting previous metrics.

Accomplishments

- 5/22/20 PPMS 8.0 GO-LIVE
- 6/30/20 DEV CONTRACT AWARDED JUNE
- 7/1/20 URGENT CARE LEGACY RE-ROUTE
- 7/7/20 PPMS 8.1 GO-LIVE

Upcoming Milestones

- 7/23/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 COMMUNITY PROVIDER LOCATOR (CPL) RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 08/20/20 PPMS 9.0 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - –* (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

CCRS National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- *No ELC Decision Requests for July*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of July 17, 2020

- **Region 1:** Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, "No Action" Optum denials – 409,257
- **Region 2:** Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, "No Action" Optum denials – 242,340
- **Region 3:** Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, "No Action" Optum denials – 94,192
- **Region 4:** Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, "No Action" TriWest denials - 563
- **The total Invoice Amount Paid/Sent for Payment:** $984,680,609.20

Accomplishments

- 06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC
- 07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY

Upcoming Milestones

- 07/09/2020 CCRS USER ACCEPTANCE TESTING 11.4
- 07/14/2020 NATIONAL DEPLOYMENT GATE REVIEW (GO, NO GO DECISION)
- 07/16/2020 RELEASE CCRS 11.4 TO PRODUCTION
- 07/17/2020 UPDATE USER GUIDES AND LESSONS LEARNED CCRS 11.4
- 07/17/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 11.4

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff)** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **VAMC / Fiscal Budget Staff** (b)(5) (b)(5) (b)(5)

OIT / Data Dependencies

(b)(5)

Appendix

Cerner OCC Integration

Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

TBD awaiting OEHRM Decision

Upcoming Milestones

These dates are subject to change due to COVID-19 uncertainty

- **IV3: 7/27/2020**
- **Super User Training: 8/10/2020**
- **CSS: Go Live 8/21/2020**
- **ORA: 9/7/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Deployment

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

Region 3 Gradual Transition – CCN Referral #

- *Week 1: May 18 – 22, 2020*
  - *Total Referrals = 4,965* Total Rejects = 10*
- *Week 2: May 25-29, 2020*
  - *Total Referrals = 5,084* Total Rejects = 10*
- *Week 3: June 1-5, 2020*
  - *Total Referrals = 7,743* Total Rejects = 18***

Region 4 R4P1 Go Live – CCN Referral #

- *Week 1: June 8-12, 2020*
  - *Total Referrals = 842 Total Rejects = 45*

Accomplishments

- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE

Upcoming Milestones

- 08/04/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 08/31/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

National Network Deployment Progress – As of 7/6/2020

- (b)(5)
- Regions 1, 2, and 3 are fully deployed
- Region 4 Phase 1 deployed on 6/8/2020
- Covid-19 is impacting the national deployment progress and provider recruitment progress

Region 3 Update

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January 7 2020: Go-Live for Two Sites

May 18 – June 15: Gradual Transition

June 16: Full Region 3 Deployment

July 17: 30-day PC3 cutover period ends

SHCD – Phase 1

January 7 , 2020
Fayetteville, AR
Orlando, FL

Throughout the Gradual Transition, and continuing post-go-live, Optum is working to contract with key Region 3 providers.

Recent wins include:
- **VISN 7:** University of Alabama (*received verbal agreement*)
- **VISN 16**: Willis-Knighton Health System

Phase 2 (all remaining R3 sites)

June 16, 2020
Central Arkansas, AR
Columbia, SC
Memphis, TN
Murfreesboro, TN
Nashville, TN
New Orleans, LA
Shreveport, LA
Tuscaloosa, AL
Alexandria, LA
Atlanta, GA
August, GA
Bay Pines, FL
Biloxi, MS
Birmingham, AL
Central Alabama
Charleston, SC
Dublin, GA
Jackson, MS
Miami, FL
Mountain Home, TN
Muskogee, OK
N. Florida / S. Georgia
Oklahoma City, OK
San Juan, PR
Tampa, FL
West Palm Beach, FL

Region 3 Activities

- **CAST calls** continue for another two weeks until sites transition to the monthly network adequacy calls
- Optum and Network Management are reviewing the **16 requests for PC3 extensions.** Some sites are reporting gaps in specific specialties whereas others are requesting for specific providers. Final decisions will be made this week.
- Optum is holding **network reviews** with individual sites that have concerns with the network. These meetings will focus in on certain specialties and outstanding issue tracker items.

Region 4 Update

SHCD – Phase 1 (2 VAMCs)

June 8 , 2020

VISN 19 – 2 VAMCs

- Montana (436)
- Eastern Colorado, CO (554)

Phase 2 (13 VAMCs)

July 21, 2020

VISN 17 – 7 VAMCs

- Amarillo, TX (504)
- El Paso, TX (756)
- Texas Valley Coastal (740)
- Central Texas (674)
- North Texas (549)
- South Texas (671)
- West Texas (519)

VISN 16 – 2 VAMC

Houston, TX (580)
Texas counties aligned to Shreveport, LA (667) catchment area

VISN 19 – 4 VAMCs

Cheyenne, WY (442)
Sheridan, WY (666)
Salt Lake City, UT (660)
Grand Junction, CO (575)

Phase 3 (14 VAMCs)

August 11, 2020

VISN 20 – 7 VAMCs

- Portland, OR (648)
- Puget Sound, WA (663)
- Roseburg, OR (653)
- Spokane, WA (668)
- White City, OR (692)
- Walla Walla, WA (687)
- Boise, ID (531)

VISN 21 – 7 VAMC

Fresno, CA (570)
Reno, NV (654)
San Francisco, CA (662)
Northern California (612)
Palo Alto, CA (640)
Southern Nevada (593)
Honolulu, HI (459)

Phase 4 (8 VAMCs)

August 25, 2020

VISN 22 – 8 VAMCs

- Loma Linda, CA (605)
- Long Beach, CA (600)
- New Mexico (501)
- Northern Arizona (649)
- Phoenix, AZ (644)
- San Diego, CA (664)
- Southern Arizona (678)
- Greater LA, CA (691)

Region 4 SHCD

- ✓ Region 4 Phase 2 deploying on July 21, 2020
- ✓ Collaborating with TriWest to prepare Phase 2 and 3 sites for CCN Go live through pre-deployment meeting series
- ✓ Planning and conducting sequence of e-learnings, virtual training sessions, and just in time refresher trainings to ensure site staff are ready to use CCN systems and tools for Go Live
- ✓ Increasing messaging on differences between CCN and PC3 to level set site expectations
- ✓ Updating deployment approach for Phase 2-4 Command Center based on Phase 1 lessons learned; scaling to account for increased number of Go-Live sites
- ✓ Developing proactive referral tracking approach to determine trends: network gaps, COVID-19 impact vs field utilization

Enterprise Program Reporting System (EPRS)

Project Phase – Development

ELC Decision Needed/ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 35/80 Users
- CCN Accreditation Waivers UI: 25/30 Users
- CCN Complaints & Grievances UI: 24/54 Users
- CCN Congressional Inquiries UI: 27/42 Users
- CCN Corrective Action Plans (CAPs) UI: 25/30 Users
- CCN Network Adequacy Deviations UI: 25/51 Users

Accomplishments

- 04/01/2020 EPRS Build 4
- 04/28/2020 EPRS Build 5B
- 05/18/2020 UAT complete for Build 5C IDA Reports
- 06/26/2020 UAT complete for Build 5D IDA Reports
- 06/26/2020 EPRS Build 5.1

Upcoming Milestones

Future Build/Release Planning Underway

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

HealthShare Referral Manager Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,223,145**: Total Referrals FY 2020
- **186,901**: Total Referral FY 2019
- **16,581**: Total number of VA user accounts provisioned
- **13,381**: Number of Community Providers provisioned
- **4,903**: Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,270**: Support Ticket Count for June
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning-VA; Provisioning- CP; Related to Production Outage

Accomplishments

- 07/10/2020 CTB V1.9.0072 ND
- 07/20/2020 RELEASE 9.0 ND

Upcoming Milestones

- 07/21/2020 COVID REFERRAL EXT BATCHING COMPLETE
- 08/25/2020 RELEASE 10.0 CCSC PRESENTATION
- 08/25/2020 RELEASE 10.0 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10.0 ND
- OCT 2020 RELEASE 11.0 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **COVID19 Referral Extension:** Issue found on 6/12/2020 with certain SEOC versions used in referral extension was addressed via a development script; Referral batching with downstream system was resumed on 6/29 and completed on 7/21/2020, ahead of scheduled by 3 days
- **Clinical Integration** (CI Field Support Director & Assistants): (b)(5) (b)(5)
- **Delivery Operations/POM:** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for GEC Documents task and EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Overview of Release 9.0 Enhancements

- Release 9 contains several general HSRM enhancements in addition to reporting enhancements and critical HSRM Task list enhancements, which will make task list management more efficient and user friendly.
- Training and communications are being developed to ensure proper task management utilization.

General HSRM Enhancements

- **Referral Date**: Change to Referral Date logic to reflect the start date to be the date the consult is 'Sent to HSRM' from CPRS
- **Clinically Indicated Date**: Removal of validation check logic for CID field
- **Multiple Veteran Addresses**: Addition of Residential Address

Task Management Enhancements

- **Enhanced filtering by Veteran Last name**
  - Search for specific Veteran by last name
  - Filter task list by Alpha Split
- **"Clean slate":** Tasks greater than 10 days old will be archived from the task list
- **Addition of referral number** on task list
- **Search task list** by referral number
- **Search task list** by assigned user
- **Add Level of Care Coordination** to Priority field on task list
- **Sort/filter** by Level of Care Coordination/Priority
- **Medical documentation** task enhancements: 5 New dispositions for documents loaded to VistA

Reports Enhancements

- **Community Provider User Provisioning Report**:
  - Added Community Facility parameter and removed the affiliation parameter
  - City and state added to the report
- **Community Provider Referral Summary Report:**
  - Veteran's date of birth added to the report
- **Optional Task Report**
  - Region added to the report

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 06/05/20 SIX MONTH EXTENSION STARTED

Upcoming Milestones

- 08/03/20 IB PATCH 677 NATIONALLY RELEASING
- 08/31/20 IB PATCH 678 NATIONALLY RELEASING
- FOUR ADDITIONAL IB/AR PATCHES TARGETED FOR DEVELOPMENT AND NATIONAL RELEASE
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency*** *– None at this time.*

(b)(5)

CPAC Document Scanning National Deployment

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).
- Approximately 50% reduction in per page SLA scanning cost.
- Easier document retention management.
- ~90% decrease in conversion time – paper to electronic.
- 100% decrease in shipment damages.

Accomplishments

- 10/09/19 UPDATED PERFORMANCE DESCRIPTIONS AND UNION APPROVAL FOR CPAC DEPLOYMENT RECEIVED
- 03/31/20 FINAL 9957 ACCESS REQUEST SUBMITTED
- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS

Upcoming Milestones

- 07/24/20 PROJECT COMPLETE

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this project.*

Office of Information and Technology / Data Dependencies

(b)(5)

ESCC Development

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

- ***Priority Discussion: No***

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **06/2020 SUNSET GRANDFATHER ELIGIBILITY BASED ON CARE DATA**
- **06/2020 RSD APPROVED FOR SOLUTION OF NOT ENROLLED COVERED VETERANS**
- **06/2020 DEPLOYED FUNCTIONALITY FOR THE 6 AND 12 MONTH HARDSHIP**
- **07/2020 COMPLETED ELIGIBILITY ANALYSIS OF CC DATA FOR REJECTED REFERRALS**

Upcoming Milestones

- **08/2020 COLLABORATING WITH HSRM TEAMS REGARDING BUSINESS RULES FOR PREVENTING APPROVAL OF REFERRALS FOR INELIGIBLE VETERANS**
- **08/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE**
- **08/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM)** – (b)(5)

(b)(5)

- **Business Intelligence Service Line (BISL)** – (b)(5)
- **Community Care Contractor (CCN)** – (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Retail Pharmacy Program

Sustainment

ELC Decision Needed/ ELC Priority Discussion

- *None*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2: Vaccinate 125,000 next year***
- ***Metric 3: Reimburse Walgreens 99% accuracy***
- ***Metric 4: Continued Outreach to Rural Veterans***

Accomplishments

- 7/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 8/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5) (b)(6)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

RISK: N/A

VA DoD Revenue Standardization

Project Phase – Development

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ELC Decision Needed/ ELC Priority Discussion

- **DECISION**: No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE

Upcoming Milestones

- 8/1/20 VSSC VALIDATION OF DOD DATA COMPLETE
- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation Updates

Project Name	Date Presented at PMR	Decision	Status
Comprehensive Disaster Recovery Plans	6/23	Approved	Intake
ePrescribing	6/23	Approved	Intake
CAVE	7/14	Approved	CCSC, 7/28, approval to move to project development
Veteran Credit Database Program	*Scheduled for 8/11*	Pending	TBD

OCC Bi-Monthly Business PMR #1

09/22/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- Project Idea Evaluation
  - Integrated Product Environment (IPE)
- OCC Priority Project Review
  - Enterprise Program Reporting System (EPRS)
  - HealthShare Referral Manager (HSRM)
  - Provider Profile Management System
  - Urgent Care Implementation
  - One Consult 2.0
- Appendix
  - Project Review
  - Project Idea Evaluation Updates

Integrated Product Environment (IPE)

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Originator & Date: CHIO / BOA (b)(6) (b)(6) 9/14/2020

Scope Definition: Integrated Product Environment for isolated and end to end testing of various CCN related projects.

Impediments to OCC

Business Ops & Admin:	OPS Resource impacts
Delivery Ops:	DO systems
Revenue Ops:	RO systems
Clinical & Network Mgmt:	CNM projects: PPMS, CCRA, EPRS, AMCMS, OCC-CERNER, CCN, CAVE, ePrescribing, etc.
OCC Leadership (Includes IDA and BIC):	IDA – No current impacts identified. BIC - (b)(5) (b)(5)

Additional Impact

Policy Impact:	No current impacts identified.
Funding Impact:	Future - (b)(5) (b)(5)
Impact on Other OCC Projects:	
Impact if Project Idea Not Approved:	

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Innovate Business Model	OCC	CHIO / BOA

Discussion:

(b)(5) (b)(6) (b)(5)

(b)(5)

Enterprise Program Reporting System (EPRS) Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 39/80 Users (Δ = +2)
- CCN Accreditation Waivers UI: 30/30 Users (Δ = +3)
- CCN Complaints & Grievances UI: 28/54 Users (Δ = +2)
- CCN Congressional Inquiries UI: 30/42 Users (Δ = +1)
- CCN Corrective Action Plans (CAPs) UI: 28/30 Users (Δ = +1)
- CCN Network Adequacy Deviations UI: 27/51 Users (Δ = +1)

Accomplishments

- 08/25/2020 EPRS SharePoint Server Pre-Prod Migration
- 08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework
- 08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)

Upcoming Milestones

- 09/28/2020: EPRS Pre-Prod R10.0 & 10.1: UIs for Complaints, & N.A. Deviations
- 09/30/2020 EPRS Pre-Prod R11.0 : Network Management UI
- 10/05/2020: EPRS Prod R 9.0 : EPRS Tech. Data Integration for HSRM

OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration (CCCA)** (b)(5)

(b)(5)

- **Community Care Network Management (NM):** (b)(5)

(b)(5)

OIT / Data Dependencies

Data Dependencies

(b)(5)

HealthShare Referral Manager

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,841,420**: Total Referrals FY 2020
- **185,691**: Total Referral FY 2019
- **17,830**: Total number of VA user accounts provisioned
- **16,541**: Number of Community Providers provisioned
- **5,783**: Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,073**: Support Ticket Count for August
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning- CP; Provisioning-VA; VistA Write Back/ Appointment Question

Accomplishments

- 08/28/2020 RELEASE 10 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10 ND

Upcoming Milestones

- 09/21/2020 CAEC PORTAL
- 09/26/2020 CERNER SCHEDULING MESSAGE GO-LIVE
- 10/24/2020 CERNER SPOKANE GO-LIVE
- 11/1/2020 RELEASE 11 UAT
- 11/23/2020 RELEASE 11 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **Clinical Integration (CI Field Support Director & Assistants):** (b)(5) (b)(5)
- **Delivery Operations/POM:** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff)** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff** (b)(5) (b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Provider Profile Management System (PPMS)

Dev/Ops

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***Priority Discussion:***

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

NETWORK	ACTIVE Providers	8/19/2020 P	=+/- P	% Change P	Active Provider Services	8/19/2020 PS	=+/- PS	% Change PS
CCN Region 1	326,871	319,442	7,429	2%	1,429,919	Not reported		
CCN Region 2	303,696	295,691	8,005	3%	1,605,684			
CCN Region 3	177,070	165,916	11,154	7%	641,966			
CCN Region 4	209,879	188,825	21,054	11%	529,457			
CCN SUB-TOTAL	1,017,516	969,874	47,642	5%	4,207,026			
NON-CCN								
DOD	44	44	-	0%	44			
Local Contract	2,673	2,563	110	4%	77			
HIS	76	76	-	0%	2,794			
Tribal Health	139	139	-	0%	173			
TriWest	750,408	749,507	901	0%	1,752,154			
VCAs	21,602	24,733	(3,131)	-13%	28,354			
VA Network	49,521	50,189	(668)	-1%	71,058			
NON-CCN SUB-TOTAL	824,463	827,251	(2,788)	-0.34%	1,854,654			
GRAND TOTAL	1,841,979	1,797,125	44,854	2%	12,123,360			

Accomplishments

- 7/14/20 VA.GOV SPRINT 25
- 7/27/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 VA CPL NATIONAL RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 8/11/20 VA.GOV SPRINT 27
- 08/20/20 PPMS 9.0 GO-LIVE
- 8/25/2020 VA.GOV SPRINT 28

Upcoming Milestones

- 08/20/2020 – 9/9/2020 PIE RESTART PRIORITY SITES
- 09/8/2020 VA.GOV SPRINT 29
- 09/15/20 PPMS 9.1 NATIONAL GATE REVIEW
- 09/25/20 PPMS 9.1 GO-LIVE
- 10/27/20 PPMS 10 NATIONAL GATE REVIEW
- 11/5/20 PPMS 10 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - –*

(b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Urgent Care IPT

Implementation

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

1. CCN Urgent Care for Regions 2 and 3 went live on 9/1.
2. R2/3 Webinars held on 8/25 and 8/27, with over 400 participants at each session.
3. Worked with DEPO to ensure Veterans can access pharmacy locations for urgent care prescriptions and flu shots on VA.gov Provider Locator.

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- **1,710** total Veteran calls to confirm eligibility from 09/01/2020-09/07/2020.
- **392** total UC authorizations in R2 from 09/01/2020-09/07/2020.
- **1,014** total UC authorizations in R3 from 09/01/2020-09/07/2020.

Accomplishments

- 08/30/20 OPTUM R2/3 PROVIDER FILE INGESTED BY PPMS
- 09/01/20 REGIONS 2/3 GO-LIVE

Upcoming Milestones

- 09/25/20 REGION 4 COMMS RELEASE
- 09/30/20 REGION 4 UC CCN GO-LIVE

OCC Business Dependencies

- **Communications:** (b)(5)

(b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

One Consult 2.0

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*
- *DST use of new drive time CC eligibility API to begin 9/10/2020*

Accomplishments

- CTB 1.9.0076 FULL SITE IOC BEGAN: 9/1/2020
- ENABLED LIGHTHOUSE API DRIVE TIME IN DST: 9/10/2020
- COMPLETED DST MAPPING TABLE UPDATES: 9/11/2020
- CTB 1.9.0076 GO NO GO: 9/15/2020

Upcoming Milestones

- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM
- CTB V1.9.0076: CONCLUDE FULL SITE IOC: 9/14/2020
- CTB V1.9.0076 NATIONAL DEPLOYMENT: 9/18/2020
- DST OFFICE HOURS CONTINUE: 9/21/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 1.9.0076 Enhancements

- Release will add “Unable to Schedule” requirements to include options from the Add Comments workflow
- Release will include more descriptive text in the consult factors that describe why user is unable to schedule a consult
- Release will fix the Clinical Review Option (CC Referrals) scheduling options that are being cached when Receiving Consults and user does not select a scheduling option
- Release will address unable to enter text (ex. “t+30”) issue
- Release will address telehealth options not showing up when internal consults are triaged
- National release projected to begin 9/18/2020

Overview of CTB Phase II

- New version of Consult Toolbox in a DevSecOps model that will eliminate the long and costly desktop deployment process.
- The scope will include user validated requirements and existing backlog items.
- Minimally Viable Product projected to be completed 9/25/2020
  - National Deployment not expected until November/December 2020

Appendix

Project Status Update

Cerner OCC Integration Project

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- **Cerner Referral Manager Functional Testing: 8/17/2020 – 8/28/2020**
- **Exploratory Testing: 8/24/2020 – 8/29/2020**
- **Super User Training: 8/10/2020-8/29/2020**

Upcoming Milestones

- **ORA: 9/7/2020**
- **End User Training (Spokane): 9/28/2020**
- **HSRM SIU Interface Go-Live: End of September**
- **IOC Go Live: 10/24/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Reimbursement System (CCRS) Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of September 4, 2020

- **Region 1**: Invoices Received – 1,881,790, Confirmed Paid – 1,195,248, Sent for Payment – 45,314, "No Action" Optum denials - 523,766
- **Region 2**: Invoices Received – 1,319,275, Confirmed Paid – 845,062, Sent for Payment – 52,031, "No Action" Optum denials - 352,273
- **Region 3**: Invoices Received – 411,988, Confirmed Paid – 196,103, Sent for Payment – 12,303, "No Action" Optum denials - 183,202
- **Region 4**: Invoices Received – 79,998, Confirmed Paid – 23,348, Sent for Payment – 9,984, "No Action" TriWest denials - 15,325

The total Invoice Amount Paid/Sent for Payment: **$1,728,313,422.92.**

Accomplishments

- 09/01/2020 CCRS 12.2 COMMUNICATIONS SENT
- 09/03/2020 RELEASE CCRS 12.2 TO PRODUCTION

Upcoming Milestones

- 09/09/2020 CCRS USER ACCEPTANCE TESTING 12.3
- 09/22/2020 RELEASE CCRS 12.3 TO PRODUCTION
- 10/1/2020 CCRS USER ACCEPTANCE TESTING 12.4
- 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION
- 10/16/2020 UPDATE KMS, TRAINING DOCS, AND LESSONS LEARNED FOR CCRS 12.4

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Deployment

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

- Region 2 and 3 initiated Urgent Care cutover from PC3 on September 1st
- Regions 1 – 4 reached full HCD with the deployment of Region 4; Region 4 reached full HCD with Phase 4 deployment on August 25th
  - CCN use continues to increase for all sites in Phase 1, 2, and 3 for Region 4
  - Post deployment refresher trainings and office hours are in development
- R4 Urgent Care cut over is now 9/30/2020

Accomplishments

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3

Upcoming Milestones

- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Indian-Tribal Health Coordination

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

No ELC decisions needed.

Discussion (b)(5)

Tribal consultation on the CC approach was delivered 8/25 and the public has until 9/25 for written comment. Program office presented to the BIMS on 9/11. The annual tribal training is scheduled for the week of 9/15.

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED
- 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN
- 8/252020 HOSTED TRIBAL CONSULTATION ON CC APPROACH
- 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS

Upcoming Milestones

- 09/18/2020 EXECUTION OF MODIFICATION
- 09/15/2020 IHS/THP VIRTUAL RETRAINING
- 11/13/20 CC PLAN FINALIZED AND BEGIN IMPLEMENTATION

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS

Project Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Key financial & utilization metrics tracked include, but are not limited to:

- ***UM Metrics:*** *Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.*
- ***FM Metrics:*** *Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.*

Accomplishments

- 8/19-8/28 PHASE III UAT (STALE REFERRAL LOGIC)
- 8/28-9/1 GENERATED UPDATED MODEL COST ESTIMATES
- 9/2 COMPLETED AMCMS/VA ESD INTEGRATION
- 8/27-9/14 TRAIN THE TRAINER SESSIONS

Upcoming Milestones

- 9/11 STALE REFERRAL LOGIC UAT RE-TESTING
- 9/16-9/23 AMCMS VIRTUAL WEBINAR TRAININGS
- 9/22 NATIONAL DEPLOYMENT GATE REVIEW
- 9/30 LESSONS LEARNED UPDATE

OCC Business Dependencies

- (b)(5)
-

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Continuity of Operations Plan (COOP) Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) policy, in addition, the creation of a COOP document for each OCC Directorate. In parallel, to the policy/plans, the development and implementation of an electronic single repository.

Key Performance Indicators (KPI)

- ***Metric 1: Process for unscheduled outage notification***
- ***Metric 2: COOPs developed***
- ***Metric 3: COOP Policy developed***
- ***Metric 4: Repository complete***
- ***Metric 5: KMS and SOPs updated***

Accomplishments

- 08/04/2020 – APPROVED FOR GO AT CCSC
- 08/13/2020 – KICK-OFF PROJECT MEETING

Upcoming Milestones

- 10/27/20 – DIRECTORATES SYSTEMS/FUNCTIONS
- 11/10/20- NOTIFICATION OF UNSCHEDULED SYSTEM OUTAGE PROCESS
- 11/10/20- COOP DEVELOPMENT
- 12/15/20 – COOP POLICY DEVELOPMENT

OCC Business Dependencies - Lite

- ***Highlight OCC Business Dependencies:***

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies - Lite

- ***Highlight OIT/Data Dependencies:***

(b)(5)

(b)(5)

OCC Data Governance Project

Initiation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Frequency data reported as accessible timely, *complete, accurate and reliable*
- Percent of compliance with policies
- Percent of systems achieving established performance metrics
- Percent of systems with complete documentation

Accomplishments

- 8/26/20 FINALIZED STRATEGIC PRIORITIES
- 8/31/2020 BEGAN PTF ENTRY FOR CCRS & PCM CLAIMS
- 9/2/2020 SYSTEMS DOCUMENTS GAP ANALYSIS

Upcoming Milestones

- 9/30/2020 CREATE TECHNOLOGY AND DATA GOVERNANCE ROAD MAP
- 10/14/2020 DRAFT DATA GOVERNANCE STRUCTURE ROLES/ RESPONSIBILITIES
- 10/28/2020 OBTAIN APPROVAL SYSTEMS DOCUMENTATION STANDARD

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Enrollment System Community Care(ESCC) Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **09/20 PRODUCTION RELEASE FOR CC COLLATERAL OF VETERANS AND NOT ENROLLED COVERED VETERANS**
- **09/20 MET WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE**
- **COMPLETED RFM FOR NEW VCE CODES AND SUBMITTED TO COR TEAM**

Upcoming Milestones

- **09/2020 COLLABORATED WITH ELIGIBILITY OIT TEAM TO PAUSE RELEASE OF LINKING SPONSOR OF COLLATERAL OF VETERANS**
- **09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE**
- **09/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM)** – (b)(5)
- (b)(5)
- **Business Intelligence Service Line (BISL)** (b)(5)
- **Community Care Contractor (CCN)** (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

Issue:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Issue

Mitigation:

Retail Pharmacy Program

Close Out

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2:Reimburse Walgreens 99% accuracy***

Accomplishments

- 8/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 10/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5) (b)(6) (b)(5)

(b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

VA DoD Payment and Referral Standardization

Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- 28,598 VA/DoD consults entered in FY20.
- 88% of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
  - Biloxi/Pensacola FY20: 95% automated consult/claim match rate
  - NCR FY20: 78% consult/claim match rate

Upcoming Milestones

- 9/14/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** (b)(5)
- **RO Staff** (b)(5)
(b)(5)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
(b)(5)
- **VHA VSSC** (b)(5)
- **DoD DHA:**
(b)(5)
(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

VA DoD Revenue Standardization

Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

To support the VHA DoD Reimbursement pilots with a web-based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE
- 8/31/20 VSSC VALIDATION OF DOD DATA COMPLETE

Upcoming Milestones

- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

Project Phase – Implementation

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- *The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.*

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- *No specific KPI's were identified for this phase of the project.*

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 08/13/20 IB 677 NATIONALLY RELEASED
- 09/10/20 IB PATCH 678 NATIONALLY RELEASED

Upcoming Milestones

- 09/30/20 AR PATCH 361 NATIONALLY RELEASING
- AR PATCH 372 & IB PATCH 682 ARE IN DEVELOPMENT AND NATIONAL RELEASE IS TARGETED FOR 10/19/20
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency** – None at this time.*

(b)(5)

CPAC Document Scanning

Project Phase – Close Out

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- *Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).*
- *Approximately 50% reduction in per page SLA scanning cost.*
- *Easier document retention management.*
- *~90% decrease in conversion time – paper to electronic.*
- *100% decrease in shipment damages.*

Accomplishments

- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS
- 06/15/20 CPAC VIRTUAL TRAINING BEGINS
- 07/09/20 TRAINING SESSION FOR WFD AND POLICY ANALYST COMPLETE
- 07/24/20 MAIL ROOM CLERK TRAINING COMPLETE
- 08/27/20 PRODUCTION SCANS COMPLETE
- 08/28/20 PROJECT COMPLETE

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this project.*

Office of Information and Technology / Data Dependencies

(b)(5)

Appendix

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Decision	Ops Notified	CCSC Presentation Date	Ops PM Resource Assigned
ePrescribing	6/19	6/23	Approved	6/29	9/14	8/24 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	7/20 (b)(6)
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	7/21 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A
Community Care Claims SSN Reduction	7/21	8/11	Approved	8/13	TBD	TBD
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	TBD	TBD	TBD	TBD	TBD
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD
Integrated Product Environment	9/14	9/22	TBD	TBD	TBD	TBD

PMR 1 Projects

EHRM
Office of Community Care (OCC)/Cerner Integration
Implement CCN
Community Care Claims Reimbursement (CCRS)
Community Care Network (CCN)
Enterprise Program Reporting System (EPRS)
Indian/Tribal Health Coordination (ITHC)
Innovate Business Model
Advanced Medical Cost Management System (AMCMS)
Community Care Referral and Authorization System (CCR&A)
One Consult 2.0
Provider Profile Management System (PPMS)
OCC Data Governance
OCC Continuity of Operations Plan (COOP)
MISSION Support
Community Care Integrated Billing and Accounts Receivable (CC IB/AR) Phase 2
CPAC Document Scanning
Enrollment System Community Care
Urgent Care Integrated Project Team
Other
Retail Pharmacy Influenza Program
VA/DoD Advanced Payment and Referral Standardization
VA/DoD Revenue Standardization

Community Care Business Program Management Review (PMR) #1

10/27/2020

ChooseVA

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Agenda

- Hot Topics
  - Payer Electronic Data Interchange (EDI) Prioritization
- OCC Priority Project Review
  - VA/DoD Referral Standardization
  - Community Care Reimbursement System (CCRS)
  - Enterprise Program Reporting System (EPRS)
  - Urgent Care IPT
- Appendix
  - Project Review
  - Project Idea Evaluation Updates
    - Veteran Credit Updates

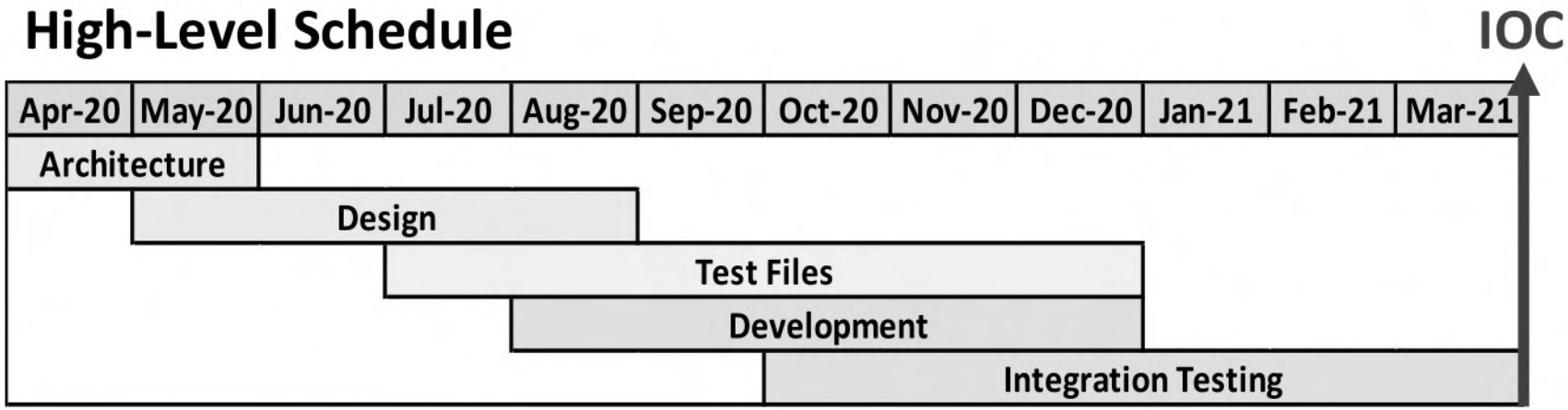
Hot Topic:
Payer Electronic Data Interchange (EDI) Prioritization

Current Payer EDI Priorities

Claims XM Development and Implementation

- Three Product Teams; 95% dedicated to Claims XM.
- Estimated completion on or about 1 April 21.
- *Key Stakeholders* – Delivery Operations (Veteran Family Member Program).

High-Level Schedule



*** (b)(5)

Remaining Payer EDI Priorities/Stakeholders

- EPRS (Parser)
  - 837 work complete / 835 work remains.
  - *Key Stakeholders – Provider Relations and Services, Chief Informatics Office.*
- CAVE
  - (b)(5)
  - *Key Stakeholders – Clinical Integration, Delivery Operations, Chief Informatics Office.*
- ARS
  - (b)(5)
  - *Key Stakeholders – Delivery Operations, both POM and VFMP Staff.*
- Community Care Billing SSN Reduction
  - (b)(5)
  - *Key Stakeholders – Delivery Operations, Revenue, HSRM team.*

Prioritization Decision

Backlog Prioritization (1-4)

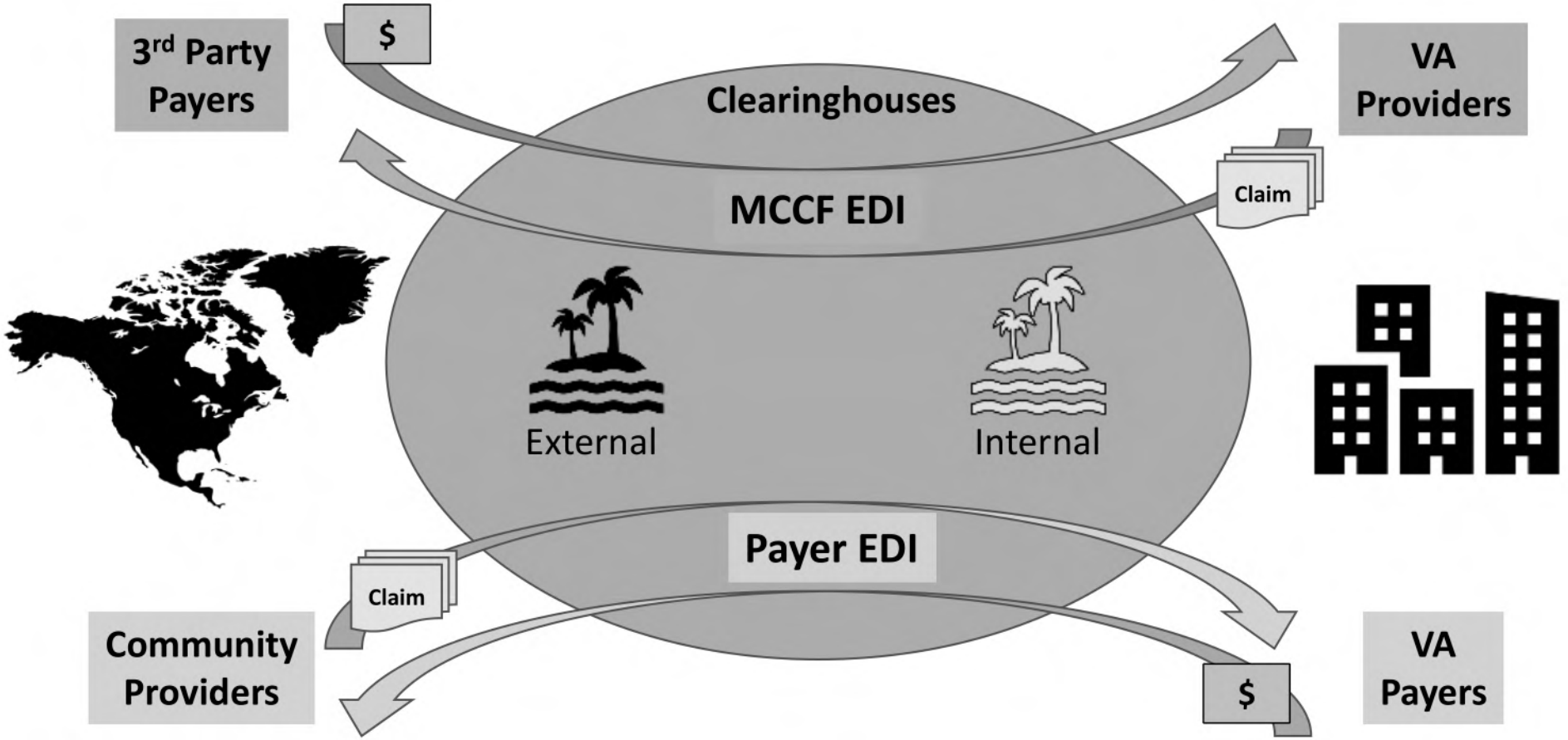
_____EPRS (Parser)

_____CAVE

_____ARS

_____Community Care Billing SSN Reduction

EDI Flow


3rd Party Payers
$
Clearinghouses
VA Providers
Claim
MCCF EDI
External
Internal
Payer EDI
Claim
Community Providers
$
VA Payers

Payer EDI Recent Highlights

- Oracle Upgrade (May 2020)
  - Updated Servers, Operating System, and Application Software
  - Zero EDI system failures since upgrade

- Backlog Elimination (August 2020)
  - Eliminated 1.5M claim backlog in 8 weeks
  - Increased capability to support 10x average daily rate

- Fee Payment Processing System (FPPS) MVP (August 2020)
  - Upgrade required to meet OIT security requirements
  - Limited capability restored while FBCS is retired

Priority Project Review

VA DoD Referral Standardization

Phased Implementation

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- **35,846** VA/DoD consults entered since FY20; **6,665** currently open
- **97%** of open VA/DoD consults are in scheduled status
- Live Pilot Results:
  - Biloxi/Pensacola FY20: **95%** automated consult/claim clean match rate
  - NCR FY20: **70%** consult/claim clean match rate

Accomplishments

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 9/14/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 10/8/20 : CARE COORDINATION SOP UPDATE RELEASE (HSRM USE) & TRAINING

Upcoming Milestones

- 11/18/20: HEC APPROVAL OF NEXT AP SITES GO-LIVE
- 11/30/20: CAREPOINT EXCEPTIONS CLAIMS WORKLIST ROLLOUT
- 12/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER/ EGLIN/TYNDALL MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes. Recently trained field on HSRM use for DoD
- **DO/POM:** (b)(5)
- **RO Staff** (b)(5)

(b)(5)

- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)

(b)(5)

- **VHA VSSC** (b)(5)
- **DoD DHA:**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Community Care Reimbursement System (CCRS)

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

- ***No ELC Decision Requests for October***

(b)(5)

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of October 16, 2020:

- **Region 1:** Invoices Received – 2,302,409, Confirmed Paid – 1,475,498, Sent for Payment – 94,243, "No Action" Optum denials - 604,939
- **Region 2:** Invoices Received – 1,778,929, Confirmed Paid – 1,158,087, Sent for Payment – 109,900, "No Action" Optum denials - 435,564
- **Region 3:** Invoices Received – 690,185, Confirmed Paid – 336,876, Sent for Payment – 67,783, "No Action" Optum denials - 252,215
- **Region 4:** Invoices Received – 353,572, Confirmed Paid – 136,839, Sent for Payment – 58,569, "No Action" TriWest denials - 148,510

The total Invoice Amount Paid/Sent for Payment: $2,417,221,473.78

Accomplishments

- 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION
- 10/16/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 12.4
- 10/16/2020 COMPLETE CCRS INCREMENT 13 GATE CHECKLIST

Upcoming Milestones

- 10/21/2020 CONDUCT 13.1 UAT
- 10/22/2020 UPDATE CCRS LESSONS LEARNED DOCUMENTATION
- 10/27/2020 DEVELOP DEPLOYMENT GATE SLIDE AND DELIVER TO GOVERNANCE
- 10/29/2020 CONDUCT RELEASE READINESS REVIEW
- 10/30/2020 DEVELOP BUSINESS PROCESS FLOWS

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff)** (b)(5)

(b)(5)

- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff)** (b)(5)

(b)(5)

- **Finance (OCC Finance and Informatics Staff)** (b)(5)

(b)(5)

- **VAMC / Fiscal Budget Staff:** (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Enterprise Program Reporting System (EPRS)

Development

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For ELC Awareness

(b)(5)

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 42/80 Users (Δ = +1)
- CCN Accreditation Waivers UI: 31/30 Users (No change)
- CCN Complaints & Grievances UI: 29/54 Users (No change)
- CCN Congressional Inquiries UI: 31/42 Users (No change)
- CCN Corrective Action Plans (CAPs) UI: 29/30 Users (Δ = +1)
- CCN Network Adequacy Deviations UI: 28/51 Users (No change)

Accomplishments

- 08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework
- 08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)
- 09/30/2020: EPRS Pre-Prod R10.0: Complaints UI & Quality Check

Upcoming Milestones

- 10/14/2020: EPRS SQA R10.1: Congressional Inquiries & N.A. Deviations
- 10/29/2020: EPRS Prod R10.0: Complaints UI & Quality Check
- 12/04/2020: EPRS Prod R12.0: EPRS Technical Data Integration for CCRS
- 12/16/2020: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations

OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration/Support (CCCA/S):** (b)(5)

(b)(5)

- **Community Care Network Management (NM)** (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Urgent Care IPT

National Deployment

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

1. R4 Webinar held on 9/23 and 9/24, with over 500 participants at each session.
2. CCN Urgent Care for Region 4 went live on 9/30.
3. Region 4 Office Hours and Daily sync up held on go-live week to support implementation.

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- Average Urgent Care authorizations:
  - Region 1: **1,400** per week
  - Region 2: **600** per week
  - Region 3: **1,350** per week
  - Region 4 : 900 per week
- Average of **350** Urgent Care calls to VA Call Center per day

Accomplishments

- 09/29/20 CCN URGENT CARE REGION 4 KICK OFF
- 09/30/2020 CCN URGENT CARE REGION 4 GO-LIVE

Upcoming Milestones

- TBD: REGION 5 UC CCN GO-LIVE

OCC Business Dependencies

- **No Business Dependencies identified.**

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

Appendix

PMR Project Slides

Cerner OCC Integration Project

Project Development

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- **Cerner Referral Manager Functional Testing: 8/17/2020 – 8/28/2020**
- **Exploratory Testing: 8/24/2020 – 8/29/2020**
- **Super User Training: 8/10/2020-8/29/2020**
- **ORA: 9/7/2020**
- **End User Training (Spokane): 9/28/2020**
- **HSRM SIU Interface Go-Live: End of September**

Upcoming Milestones

- **IOC Go Live: 10/24/2020**

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Network

Post Deployment

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION:*** *No ELC decisions needed at this time.*

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

- CCN is fully deployed across 49 states within Regions 1-4.
- As of September 30, 2020, Urgent Care is live across CCN Regions 1-4.
- CCN Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1.

Accomplishments

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3

Upcoming Milestones

- 04/01/21 R5 SHCD GO-LIVE

OCC Business Dependencies

Post Deployment of CCN

- **Network Management** (b)(5)
- **Clinical Integration** (b)(5)
- **Contract Administration** (b)(5)

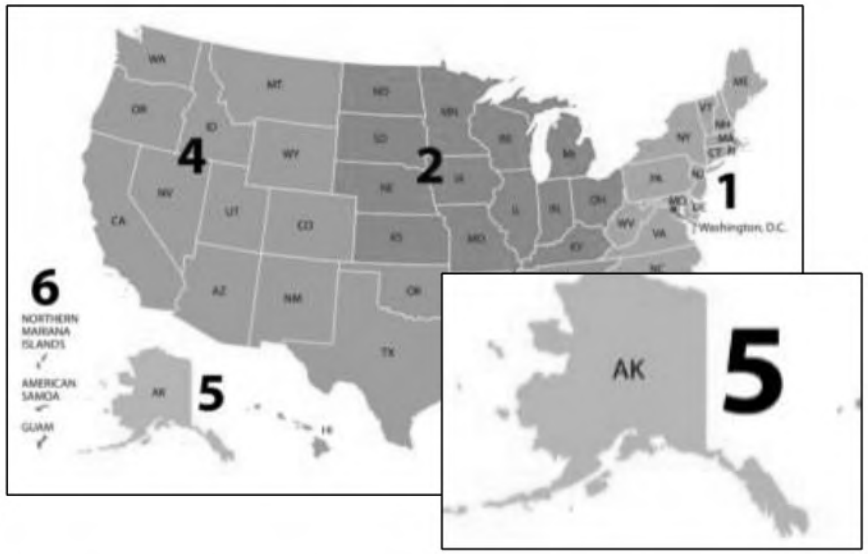
(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

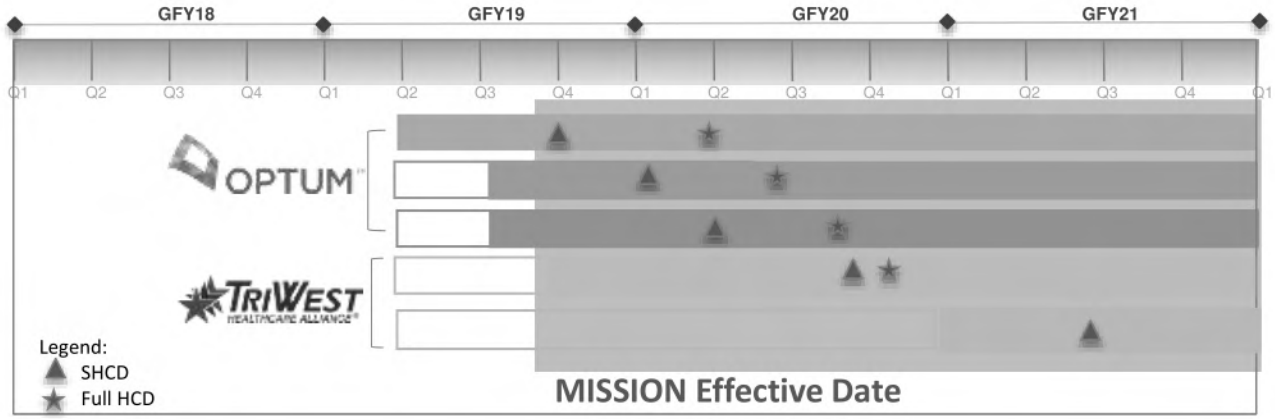
(b)(5)

Region 5 Announcement



- Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1/2020.
- The Post Award Meeting is scheduled for 10/19/2020.
- The Kickoff Meeting is scheduled for 11/4/2020.
- Region 5 has a Veteran population of more than 68,000 with more than 33,000 Veterans enrolled in healthcare.

CCN Contract Award and Implementation Update



CCN Regions

R1 Awarded 12/28/18, start of health care delivery (SHCD) 6/26/19, full deployment by 12/28/19

R2 Awarded 12/28/18, protest filed 1/22/19, protest resolved 5/2/19, performance resumed 5/6/19, SHCD 10/7/19, full deployment by 4/9/20

R3 Awarded 12/28/18, protest resolved 5/3/19, appeal with the US Court of Federal Claims, stay of performance to Optum lifted on 7/22; SHCD on 10/7/19, full HCD achieved by 6/22/20

R4 Pre-Award protest dismissed; award made 8/6/19, SHCD 6/8/20, full HCD achieved 8/31/2020

R5 Awarded 10/1, Post Award Meeting 10/19, Kick-off Meeting 11/4, SHCD March 2021, full HCD by 4/1/21

R6 Pre-Solicitation

Indian-Tribal Health Coordination

National Deployment

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ELC Decision Needed/ ELC Priority Discussion

Discussion

No ELC decisions needed. Accomplishments:

- Agreement modification was completed. Among the items it expands reimbursement to include telehealth and COVID related services by third party partners to IHS/THP sites (AKA PRC).
- CC approach – Draft final pan completed and will be sent for wider VA concurrence week of 10/21/20.
- Program office presented to the BIMS on 9/11.
- The annual tribal retraining held week of 9/15.
- Internal controls SOP completed

Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement

Key Performance Indicators (KPI)

- ***Metric 1:*** Advisory Board meetings
- ***Metric 2****: Care Coordination Plan developed*
- ***Metric 3:*** *Annual re-trainings conducted*

Accomplishments

- 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED
- 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN
- 8/25/2020 HOSTED TRIBAL CONSULTATION ON CC APPROACH
- 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS
- 09/23/2020 IHS/THP VIRTUAL RETRAINING

Upcoming Milestones

- 11/16/2020 CC PLAN FINALIZED

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

N/A

Risk:

Mitigation:

AMCMS

National Deployment

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Executive Leadership Committee (ELC) Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Key financial & utilization metrics tracked include, but are not limited to:

- ***UM Metrics:*** *Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.*
- ***FM Metrics:*** *Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.*

Accomplishments

- 9/28-10/5 STALE REFERRAL LOGIC UAT ROUND 4
- 10/8 UAT TEST EVALUATION REPORT APPROVED
- 10/9 VISN 8 KICKOFF MEETING
- 10/13 NATIONAL DEPLOYMENT GATE REVIEW APPROVAL

Upcoming Milestones

- 10/19 NATIONAL DEPLOYMENT OF AMCMS MODEL
- 10/19-10/26 AMCMS VIRTUAL WEBINAR TRAININGS
- 10/21 NETWORK MANAGEMENT REQUIREMENTS GATHERING
- 10/27 LESSONS LEARNED UPDATE

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

HealthShare Referral Manager

Development

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ELC Decision Needed/ ELC Priority Discussion

N/A

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- 3,210,309: Total Referrals FY 2020 (Through 10/9/2020)
- 185,645: Total Referrals FY 2019
- 18,229: Total number of VA user accounts provisioned
- 18,320: Number of Community Providers provisioned
- 6,569: Number of unique Community Provider locations
- 148: Number of VAMC sites actively using HSRM
- 5,272: Support Ticket Count for September
- Top 3 Support Ticket Categories for September:
  1. Provisioning/needs access-VAMC
  2. Provisioning/needs access-community provider
  3. Training/knowledge issue

Accomplishments

- 09/26/2020 CERNER SCHEDULING MESSAGE GO-LIVE
- 10/19/2020 RELEASE 11 UAT START

Upcoming Milestones

- 10/24/2020 CERNER SPOKANE GO-LIVE
- 10/28/2020 CAEC 1.5 GO/NO GO PRESENTATION
- NOVEMBER 2020 CAEC 1.5 ND RELEASE
- 11/13/2020 RELEASE 11 GO/NO GO PRESENTATION
- 11/23/2020 RELEASE 11 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **Clinical Integration (CI Field Support Director & Assistants):** (b)(5) (b)(5)
- **Delivery Operations/POM:** (b)(5) (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5) (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5) (b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 11.0 Enhancements

- Release 11 will contain several general HSRM enhancements in addition to HL7, MVI, Task Management, and Offline Referral Form enhancements. All of which will increase HSRM usability and efficiency.

HL7 Messaging
- **Add Appointment Scheduled Method** to HL7 SIU Outbound
- **Add Treating Specialty** to HL7 SIU Message
- **SIU Message to Cerner** Contain Scheduling and Cancellation Notes

Task Management Enhancements
- **Create new manual task**- ""Message VA to VA"“

MVI
- **MVI - Audit Trail:** Display Veteran Data changes from MVI
- **MVI - Integration:** Receive Veteran Demographic updates from MVI

Reporting
- **Add Level of Care** to the CI Tasking Reports
- **Community Wait Times** Report Enhancements, and adds "Recorded Date“

Community Provider Provisioning Enhancements
- **The ability** to provision community providers by NPIs.
- **Referral lists would only display** referrals where the assigned care provider NPI matches.

Offline Referral Form
- **Prevent users** from being able to generate an Offline Referral Form if there is no provider assigned
- **Message displayed** instructing the user to add a provider

Veteran Eligibility Status workflow
- **Eligible status –** Referral workflow as normal
- **Non-Eligible status –** Program authority locked and ability to refresh eligibility data

Additional HSRM Enhancements
- **FY22-FY23** Bene Travel Program Authority
- **Limit ability to change Affiliation** for CCN1-6 Users
- **Make Provider a required field** unless there is an optional task
- **Add Appointment Date** Timestamp to Data Feed
- **Enable/Disable** interfaces via task
- **Modify logic to trigger** downstream update to a referral; when any value changes on the Referral Detail Page or Appointments are recorded
- **Notify CCRS** of Affiliation Changes
- **Refactor Task API** for General CCRA Use
- **Improve Error log handling** by blocking any outgoing messages where providers do not have an email listed on their provider profile
- **Allocate Revenue tasks** for further review- Modifiable Due Dates (Tickle Feature)
- **Pre-cert Auto Task** Due Date Update
- **Remove taxonomy code from PPMS** Provider Search results, display only the description
- **Add date range** to audit trail filters

Overview of Release 10.0 Enhancements

- Release 10 contains general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks**: OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran**: Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow**: Turn off trigger PRCT triggers for Precertification Task
- **"Clean Slate" Revenue Task List**: Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements**: provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

One Consult 2.0

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: *No decision requested at this time*

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- *DST integrated into CPRS- Q1 FY 21*
- *CTB integrated into CPRS- Q2 FY 21*

Accomplishments

- CTB 1.9.0077 DEVELOPMENT COMPLETED: 10/05/2020
- CTB 1.9.0077 SQA TESTING COMPLETED: 10/13/2020
- DST MAPPING TABLE UPDATES WENT LIVE : 10/1/2020
- COMPLETED CTB V2.0 REQUIREMENTS GATHERING AND WIREFRAMES: 10/9/2020
- CTB V2.0 SPRINT 1 DEVELOPMENT COMPLETED: 10/9/2020

Upcoming Milestones

- CTB V1.9.0076: NATIONAL ROLLOUT COMPLETE 10/23/2020
- CTB V1.9.0077: PRE-PROD IOC TESTING COMPLETE: 10/28/2020
- CTB V2.0 DEVELOPMENT COMPLETE 12/24/2020
- CTB v2.0 CONSULT FACTORS DISCUSSION CONTINUES
- DST OFFICE HOURS CONTINUE: 10/19/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Provider Profile Management System (PPMS)

Dev/Ops

ELC Decision Needed/ ELC Priority Discussion

- ***Priority Discussion:***

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

NETWORK	Active	10/9/2020	+/- P	% Change P	Active Provider Services	10/9/2020	+/- PS	% Change PS
CCN Region 1	333,438	332,642	796	0.24%	1,498,245	1,490,205	8,040	0.54%
CCN Region 2	312,421	311,165	1,256	0.40%	1,725,340	1,711,235	14,105	0.82%
CCN Region 3	187,658	186,906	752	0.40%	701,448	698,305	3,143	0.45%
CCN Region 4	225,158	224,398	760	0.34%	580,969	577,403	3,566	0.62%
Unique	1,036,892	1,035,132	1,760	0.33%	4,306,003	4,477,140	28,034	0.64%
NON-CCN								
DOD	45	45	-	0.00%	45	45	-	0.00%
IHS	77	77	-	0.00%	78	78	-	0.00%
Local Contract	2,772	2,751	21	0.76%	2,909	2,883	26	0.90%
Tribal Health	139	139	-	0.00%	173	173	-	0.00%
TriWest	730,322	730,418	(96)	-0.01%	1,739,882	1,736,319	3,523	0.20%
VA Network	48,855	48,948	(93)	-0.19%	70,160	70,284	(124)	-0.18%
VCAs	20,944	20,910	34	0.16%	27,571	27,534	37	0.13%
NON-CCN SUB-TOTAL	757,080	757,541	(101)	-0.02%	1,840,778	1,837,316	3,462	0.19%
Total Unique Providers	1,258,176	1,256,984	1,112	0.18%	6,346,780	6,314,476	32,314	0.51%

Accomplishments

- 7/7/20 PPMS 8.1 GO-LIVE
- 7/14/20 VA.GOV SPRINT 25
- 7/27/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 VA CPL NATIONAL RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 8/11/20 VA.GOV SPRINT 27
- 08/20/20 PPMS 9.0 GO-LIVE
- 08/20/2020 – 9/9/2020 PIE RESTART PRIORITY SITES
- 8/25/2020 VA.GOV SPRINT 28
- 09/8/2020 VA.GOV SPRINT 29
- 09/15/20 PPMS 9.1 NATIONAL GATE REVIEW
- 09/25/20 PPMS 9.1 GO-LIVE

Upcoming Milestones

- 10/27/20 PPMS 10 NATIONAL GATE REVIEW
- 11/5/20 PPMS 10 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- *VAMC/CPO & Pharmacy - -*

(b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

OCC Data Governance Project

Development

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ELC Decision Needed/ ELC Priority Discussion

Decision: *None*

Priority Discussion: *None*

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Frequency data reported as accessible timely, *complete, accurate and reliable*
- Percent of compliance with policies
- Percent of systems achieving established performance metrics
- Percent of systems with complete documentation

Accomplishments

- 10/7/2020 SPONSORED ISSUES TRACKER DG WORKGROUP
- 10/14/2020 APPROVED TECH & DATA GOVERNANCE ROAD MAP
- 10/16/2020 INITIATED E-REPOS DATA USABILITY ANALYSIS
- 10/21/2020 APPROVED STANDARD SYSTEMS ARTIFACTS

Upcoming Milestones

- 10/30/2020 DRAFT DATA GOVERNANCE COMMUNICATION PLAN
- 11/18/2020 CHANGE MANAGEMENT SPONSOR PLAN
- 11/25/2020 DRAFT DATA GOVERNANCE STRUCTURE

OCC Business Dependencies

Upstream Dependencies

- ***VA Data Governance:*** (b)(5) (b)(5)
- ***OIT:*** (b)(5) (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Continuity of Operations Plan (COOP)

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION: NO ELC decision currently***

Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions. Also, a standardized process for scheduled and unscheduled system outage with an After-Action Report.

Key Performance Indicators (KPI)

- ***Metric 1: Process for unscheduled outage notification***
- ***Metric 2: COOPs developed***
- ***Metric 3: Repository complete***
- ***Metric 4: KMS and SOPs updated***

Accomplishments

- 08/04/2020 – APPROVED FOR GO AT CCSC
- 08/13/2020 – KICK-OFF PROJECT MEETING

Upcoming Milestones

- 10/27/20 – DIRECTORATES SYSTEMS/FUNCTIONS
- 11/10/20- NOTIFICATION OF UNSCHEDULED SYSTEM OUTAGE PROCESS
- 11/10/20- COOP DEVELOPMENT

OCC Business Dependencies - Lite

- ***Highlight OCC Business Dependencies:***

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies - Lite

- ***Highlight OIT/Data Dependencies:***

(b)(5)

(b)(5)

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- *The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.*

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- *No specific KPI's were identified for this phase of the project.*

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 08/13/20 IB 677 NATIONALLY RELEASED
- 09/10/20 IB 678 NATIONALLY RELEASED
- 09/30/20 AR 361 NATIONALLY RELEASED
- 10/19/20 IB 682 NATIONALLY RELEASED

Upcoming Milestones

- AR 372 & IB 689 ARE NATIONALLY RELEASING ON 11/09 & 11/04
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- *No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.*

Office of Information and Technology / Data Dependencies

- ***Downstream Dependency** – None at this time.*

(b)(5)

Enrollment System Community Care(ESCC) Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION:

- No ELC decisions needed or priority discussion topics at this time.

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- ***Metric 1:*** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%
- ***Metric 2:*** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) ***100% daily***

Accomplishments

- **09 09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)**
- **09/2020 SUCCESSFUL MEETING WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE**

Upcoming Milestones

- **10/2020 CC ELIGIBILITY VCE MODIFICATION SENT TO CCN CONTRACTORS. AWAITING FINAL APPROVAL**
- **11/2020 TURN ON ES/VISTA FUNCTIONALITY TO AUTOMATE COLLATERAL OF VETERAN ELIGIBILITY (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)**

OCC Business Dependencies

- **Highlight OCC Business Dependencies:**
- **Clinical Integration** (Business Owners)
- **System Engineering Management (SEM)** – (b)(5)
- (b)(5)
- **Business Intelligence Service Line (BISL)** (b)(5)
- **Community Care Contractor (CCN)** – (b)(5)
- **VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)**

Issue:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Issue

Mitigation:

VA DoD Revenue Standardization

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION**: No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web-based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE
- 8/31/20 VSSC VALIDATION OF DOD DATA COMPLETE

Upcoming Milestones

- 10/31 VSSC CONTINUATION OF VALIDATING AND CODING OF DOD DATA
- 11/1 DOD APPROVED EXPANSION OUTCOME/DECISION

OCC Business Dependencies

- **There are no dependencies to other OCC Directorates.**
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff).**

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Retail Pharmacy Program

Project Phase – Close Out

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- *None*

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- ***Metric 1: over 100,000 Veteran's vaccinated***
- ***Metric 2:Reimburse Walgreens 99% accuracy***

Accomplishments

- 8/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 10/30/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5) (b)(6))(5)

(b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

Appendix

Project Idea Evaluation Updates

Project Idea Evaluation (PIE) Updates

Project Name	Received by PIE Team	Presented at PMR	PMR Decision	Ops Notified	CCSC Presentation Date	CCSC Go / No Go	Ops PM Resource Assigned
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6) [redacted]
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	Resource not available until Nov. 1st
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6) [redacted]
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6) [redacted]
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6) [redacted]
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6) [redacted]

Veteran Credit Database

Deferred Project

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- ***DECISION: No current ELC decision required at this time.***
- ***BACKGROUND:***
  - *Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019*

(b)(5)

Project Description

To provide oversight for ongoing policy and IT funding efforts in conjunction with Sec. 302 Protecting Veterans Credit Protection Act of 2018 including efforts to obtain legislative relief.

Key Performance Indicators (KPI)

- ***Metric 1: The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.***
- ***Metric 2: Ensures Veteran cost share and deductibles are adjudicated accurately.***
- ***Metric 3: 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.***
- ***Metric 4: Decrease in Appeals and Calls for improperly reported debt.***

Accomplishments

- VIPR V18-00312-000 for automated solution submitted.
- Status as of 1/08/2020 –Unfunded Request/Pending Resources

Upcoming Milestones

- JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)