



U.S. Department  
of Veterans Affairs

00000584262

"UNCLASSIFIED"

1/10/2023

Veterans Health Administration  
VHA FOIA Office (105HIG)  
810 Vermont Avenue NW  
Washington, DC 20420

In Reply Refer To: **FOIA Request 21-06268-F**

January 10, 2023

Ryan Mulvey  
Americans For Prosperity Foundation  
1310 N. Courthouse Rd  
Arlington, VA, 22201

Dear Mr. Mulvey:

This letter is the sixth email production in response to your May 27, 2021, request under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, submitted to the Department of Veterans Affairs (VA) Veterans Health Administration (VHA) Central Office FOIA Office, requesting the following records:

1. "Records reflecting aggregate totals and percentages for pending and completed appointment wait times and related data, as previously disclosed in summary form at the Veterans Health Administration ("VHA") "Patient Access Data" portal, <https://www.va.gov/health/accessaudit.asp>. The time period for this item is March 1, 2021 to the present records that reflect the requested data on a monthly basis (e.g., total number of scheduled appointments for each month of the requested time period) or per reporting period. If month-by-month or period-by-period data is unavailable, please provide the requested data in the form otherwise maintained by the agency. If responsive records are kept in a CSV or Excel format, please produce the records in their native format.
2. All records concerning the VHA's decision to eliminate proactive disclosure of patient access in nation-wide summary form, as previously available at the "Patient Access Data" portal, <https://www.va.gov/health/access-audit.asp>. The time period for this item of the request is January 1, 2021 to the present.
3. All guidance documents, legal opinions, administrative orders, directives, or policy statements issued by the VA concerning any of the following topics:
  - a. Interpretation of the VCCP regulations and designated access standards, including the agency's method for calculating wait times (e.g., discussion of the difference between "date of request," "patient preferred date," and "clinically indicated date");
  - b. The process by which the VA obtains patient consent to schedule an appointment outside the 20-/28-period established by the VCCP designated access standards;
  - c. Limiting or dissuading veterans from using community care; and
  - d. The impact of the COVID-19 pandemic on administration of the VCCP.

4. All records reflecting communications between or amongst any of the following entities, offices, or components concerning any of the topics listed in Item Three: (a) VHA, (b) VA Office of the Secretary, (c) VA Office of General Counsel, (d) White House Office of Management and Budget, (e) White House Domestic Policy Council, or (f) Office of the White House Counsel.
5. All records concerning congressional requests or inquiries pertaining to any of the topics listed in Item Three. This item includes, but is not limited to, records originating with any Member or entity of Congress, formal agency responses thereto, and internal VA communications regarding the congressional request or inquiry. Searches should be conducted, at a minimum, within the VHA, VA Office of the Secretary, VA Office of General Counsel, and VA Office of Public and Intergovernmental Affairs."

Additionally, on or around May 28, 2021; fourteen (14) VA Medical Center FOIA Offices received the following requests:

"Pursuant to the Freedom of Information Act, 5 U.S.C. § 552 ("FOIA"), AFPP hereby requests access to the following categories of records concerning operation of the (previously indicated) VA Medical Center hospital. The time period for all items of this request is January 1, 2020 to the present. Please note: to the extent an item of this request seeks data (i.e., Items 1–7 and 9), please provide records reflecting that data on a monthly basis (e.g., total number of scheduled appointments for each month of the requested time period). If month-by-month data is unavailable, please provide the requested data in the aggregate or in the form otherwise maintained by the agency. If responsive records are kept in a CSV or Excel format, please produce the records in their native format.

1. Records reflecting the total number of appointments scheduled.
2. Records reflecting the total number of appointments completed.
3. Records reflecting the total number of appointments cancelled:
  - a. By a VA health care provider; and
  - b. By a patient.
4. Records reflecting the total number and percentage of appointments for primary care, mental health care, or non-institutional extended care services scheduled:
  - a. Within 20 days of a patient's date of request; and
  - b. Over 20 days of a patient's date of request.
5. Records reflecting the total number and percentage of appointments for specialty care scheduled:
  - a. Within 28 days of a patient's date of request; and
  - b. Over 28 days of a patient's date of request.
6. Records reflecting the total number of patients who, in consultation with a VA health care provider, agreed to schedule an appointment outside the 20-/28-day period established by the VCCP designated access standards.
7. Records reflecting the total number of patients who refused to schedule an appointment outside the 20-/28-day period established by the VCCP designated access standards.



8. All records reflecting the policies and practices for documenting whether a patient agrees or refuses to schedule an appointment outside the 20-/28-day period established by the VCCP designated access standards. This item would include, for example, any blank, standardized form(s) for memorializing such patient consent.
9. Records reflecting the total number and percentage of patients:
  - a. Eligible for community care under the VCCP;
  - b. Who have elected to receive community care under the VCCP; and
  - c. Who have declined to receive community care under the VCCP.
10. All guidance documents, legal opinions, administrative orders, directives, policy statements, or communications exchanged between the (previously indicated) VA Medical Center hospital and the Veterans Health Administration, VA Office of General Counsel, VA Office of the Secretary, White House Office of Management and Budget, or White House Domestic Policy Council concerning:
  - a. Interpretation of the VCCP regulations and designated access standards, including the agency's method for calculating wait times (e.g., discussion of the difference between "date of request," "patient preferred date," and "clinically indicated date");
  - b. The process by which the VA obtains patient consent to schedule an appointment outside the 20-/28-period established by the VCCP designated access standards;
  - c. Limiting or dissuading veterans from using community care; and
  - d. The impact of the COVID-19 pandemic on administration of the VCCP."

### Consolidation:

Per communication in or about September 2021, we notified you through counsel that we consolidated all of the above-mentioned FOIA requests into one tracking number, 21-06268-F (appearing at the top of this letter), for ease of use and tracking post litigation filing. Any further communication will be under FOIA tracking number 21-06268-F.

### Search Terms:

As agreed upon on in discussions and memorialized in writing (via email) around May 16, 2022, the parties agreed on the following search terms and custodians:

Search Item	Search Terms	Custodians
Search #1, <b><u>HQ</u></b> <b><u>FOIA ITEM 2</u></b>	[(“access to care” OR “patient access”) AND (“data” OR “numbers”)]  AND (“website” OR “site” OR “portal”)  AND (“transfer” OR “move” OR “shift” OR “relocate” OR “create date” OR “inspector general”)	<ul style="list-style-type: none"> <li>• Kirsh</li> <li>• Lieberman</li> <li>• Hudson</li> <li>• Oshinski</li> <li>• Stone</li> </ul>

<p>Search #2, <b><u>HQ</u></b>  <b><u>FOIA ITEM 3a &amp;</u></b>  <b><u>4-5 and VAMCs</u></b>  <b><u>FOIA Item 10a</u></b></p> <p><b><u>(W/O CACMI)</u></b></p>	<p>("MISSION Act" OR "VCCP" OR "Veterans Community Care")</p> <p>AND ("date of request" OR "request date" OR "patient preferred date" OR "create date" OR "clinically indicated date" OR "patient indicated date" OR "wait time standard" OR "access standard" OR "file entry date" OR "community care eligibility")</p> <p>AND [("guidance" OR "direct*" OR "policy" OR "memo*") OR ("inquiry" OR "request" OR "question" OR "inspector general")]</p>	<ul style="list-style-type: none"> <li>• Kirsh</li> <li>• Upton</li> <li>• Matthews</li> <li>• Boyd</li> <li>• Cunningham</li> <li>• Lieberman</li> <li>• Greenstone</li> <li>• MacDonald</li> <li>• Tucker</li> <li>• Bradsher</li> <li>• Sauber</li> <li>• Hudson</li> <li>• Blauert</li> <li>• Henson</li> <li>• Powers</li> <li>• Raftery</li> <li>• Stone</li> <li>• Clancy</li> <li>• Oshinski</li> <li>• Wilkie (x2)</li> <li>• McDonough (x2)</li> </ul>
<p>Search #3, <b><u>HQ</u></b>  <b><u>FOIA ITEM 3a &amp;</u></b>  <b><u>4-5 and VAMCs</u></b>  <b><u>FOIA Item 10a</u></b></p> <p>(w/VHACACMI)</p>	<p>("MISSION Act" OR "VCCP" OR "Veterans Community Care")</p> <p>AND ("date of request" OR "request date" OR "patient preferred date" OR "create date" OR "clinically indicated date" OR "patient indicated date" OR "wait time standard" OR "access standard" OR "file entry date" OR "community care eligibility")</p> <p>AND [("guidance" OR "direct*" OR "policy" OR "memo*") OR ("inquiry" OR "request" OR "question" OR "inspector general")]</p> <p>AND "<a href="mailto:VHACACMI@va.gov">VHACACMI@va.gov</a>"</p>	<ul style="list-style-type: none"> <li>• Mary Fields</li> </ul>
<p>Search #4, <b><u>HQ</u></b>  <b><u>FOIA ITEM 3b &amp;</u></b>  <b><u>4-5 and VAMCs</u></b>  <b><u>FOIA ITEM 10b</u></b></p>	<p>("VCCP" OR "Community Care" OR "MISSION Act")</p> <p>AND ("access standards" OR "wait times")</p> <p>AND [("method*" OR "calculat*") AND ("process" OR "procedure" OR "direct*" OR "policy" OR "memo*")]</p>	<ul style="list-style-type: none"> <li>• Upton</li> <li>• Matthews</li> <li>• Boyd</li> <li>• Cunningham</li> <li>• Lieberman</li> <li>• Greenstone</li> <li>• MacDonald</li> <li>• Tucker</li> <li>• Bradsher</li> </ul>

		<ul style="list-style-type: none"> <li>• Sauber</li> <li>• Hudson</li> <li>• Blauert</li> <li>• Powers</li> <li>• Henson</li> <li>• Raftery</li> <li>• Stone</li> <li>• Clancy</li> <li>• Oshinski</li> <li>• Wilkie (x2)</li> <li>• McDonough (x2)</li> </ul>
<p>Search #5, <b><u>HQ</u></b>  <b><u>FOIA ITEM 3c &amp;</u></b>  <b><u>4-5 and VAMCs</u></b>  <b><u>FOIA ITEM 10c</u></b></p>	<p>[(“community care wait time”) AND  (“eligible” OR “eligibility”)]</p> <p>AND</p> <p>(“script” OR “referral coordination  initiative”)</p>	<ul style="list-style-type: none"> <li>• Kirsh</li> <li>• Upton</li> <li>• Matthews</li> <li>• Boyd</li> <li>• Cunningham</li> <li>• Lieberman</li> <li>• Greenstone</li> <li>• MacDonald</li> <li>• Tucker</li> <li>• Bradsher</li> <li>• Sauber</li> <li>• Hudson</li> <li>• Blauert</li> <li>• Henson</li> <li>• Powers</li> <li>• Raftery</li> <li>• Stone</li> <li>• Clancy</li> <li>• Oshinski</li> <li>• Wilkie (x2)</li> <li>• McDonough (x2)</li> <li>•</li> </ul>
<p>Search #6, <b><u>HQ</u></b>  <b><u>FOIA ITEM 3c &amp;</u></b>  <b><u>4-5 and VAMCs</u></b>  <b><u>FOIA ITEM 10c</u></b></p> <p><b><u>(w/VHACACMI)</u></b></p>	<p>((“community care wait time”) AND  (“eligible” OR “eligibility”))AND (“eligible”  OR “eligibility”)) AND (“script” OR  “referral coordination initiative”) AND  “<a href="mailto:vhacacmi@va.gov">vhacacmi@va.gov</a>”</p>	<ul style="list-style-type: none"> <li>• Mary Fields</li> </ul>

<p>Search #7, <b>HQ</b>  <b>FOIA ITEM 3d &amp;</b>  <b>4-5 and VAMCs</b>  <b>FOIA ITEM 10d</b></p>	<p>[(“COVID*” OR “pandemic”) AND  (“VCCP” OR “community care” OR  “MISSION Act”)]</p> <p>AND (“referral management” OR “consult  management” OR “eligibility” OR “wait  time standard” OR “access standard” OR  “pause”)</p>	<ul style="list-style-type: none"> <li>• Kirsh</li> <li>• Matthews</li> <li>• Boyd</li> <li>• Sauber</li> <li>• Hudson</li> <li>• Hipolit</li> <li>• Blauert</li> <li>• Upton</li> <li>• Tucker</li> <li>• Bradsher</li> <li>• Powers</li> <li>• Henson</li> <li>• Raftery</li> <li>• Stone</li> <li>• Wilkie (x2)</li> <li>• McDonough (x2)</li> </ul>
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#### Email Production:

In addition to the production outlined below, we are also enclosing Bates page 1648 with revised redactions. In particular, we have revised one redaction previously marked as justified under Exemption 6, which was a typographical error, to now Exemption 5.

This production is in response to Search #4 of your request.

#### Search #4-

3. All guidance documents, legal opinions, administrative orders, directives, or policy statements issued by the VA concerning any of the following topics:
  - b. The process by which the VA obtains patient consent to schedule an appointment outside the 20-/28-period established by the VCCP designated access standards;
4. “All records reflecting communications between or amongst any of the following entities, offices, or components concerning any of the topics listed in Item Three: (a) VHA, (b) VA Office of the Secretary, (c) VA Office of General Counsel, (d) White House Office of Management and Budget, (e) White House Domestic Policy Council, or (f) Office of the White House Counsel.”
5. “All records concerning congressional requests or inquiries pertaining to any of the topics listed in item three. This item includes, but is not limited to, records originating with any Member or entity of Congress, formal agency responses thereto, and internal VA communications regarding the congressional request or inquiry. Searches should be conducted, at a minimum, within the VHA, VA Office

of the Secretary, VA Office of General Counsel, and VA Office of Public and Intergovernmental Affairs.”

10. All guidance documents, legal opinions, administrative orders, directives, policy statements, or communications exchanged between the (previously indicated) VA Medical Center hospital and the Veterans Health Administration, VA Office of General Counsel, VA Office of the Secretary, White House Office of Management and Budget, or White House Domestic Policy Council concerning:

- b. The process by which the VA obtains patient consent to schedule an appointment outside the 20-/28-period established by the VCCP designated access standards;

The time period for this item of the request is January 1, 2020 to the present.

As noted above, the search terms include:

(“VCCP” OR “Community Care” OR “MISSION Act”) AND (“access standards” OR “wait times”) AND [(“method\*” OR “calculat\*”) AND (“process” OR “procedure” OR “direct\*” OR “policy” OR “memo\*”)]

These search terms were applied to the following custodian mailboxes:

- Mark Upton
- Kameron Matthews
- Teresa Boyd
- Kristen Cunningham
- Steven Lieberman
- Clinton Greenstone
- Jennifer MacDonald
- Brooks Tucker
- Tanya Bradsher
- Richard Sauber
- William Hudson, Jr.
- Susan Blauert
- Pamela Powers
- Christopher Henson
- Meghan Raftery
- Richard Stone
- Carolyn Clancy
- Renee Oshinski
- Robert Wilkie (x2)
- Denis McDonough (x2)



We processed fifteen (15) pages as non-responsive for this search. There were also two (2) blank pages that appeared in this search and were not processed. Additionally, we processed five hundred and twenty-eight (528) responsive pages for this search. The Bates numbers for this dataset start at number 1761 and are located at the top center of the pages. The Bates numbering appears on the top center of the documents, any additional numbering that appear are original to the documents.

## Determination:

My review of the documents revealed that they contained information that falls within the disclosure protections of FOIA Exemption 5 U.S.C. § 552(b)(5) and FOIA Exemption 6, 5 U.S.C. § 552(b)(6).

FOIA Exemption 5 provides that an agency need not disclose "inter-agency or intra-agency memorandums or letters that would not be available by law to a party other than an agency in litigation with the agency." Thus, Exemption 5 shields agency-created records that would be protected from civil discovery by a recognized evidentiary or discovery privilege.

Accordingly, Exemption 5 includes the deliberative-process privilege. That privilege covers records reflecting advisory opinions, recommendations, and deliberations that comprise part of a process by which governmental decisions and policies are formulated. Stated more concretely, the deliberative-process privilege exempts an agency record from disclosure under FOIA if the information it contains is both pre-decisional and deliberative.

My review of the records identified as responsive to your FOIA request reveals that they contain information that falls within the protection of Exemption 5. The recommendations, forecasted project dependencies, and risks and mitigation factors within the enclosed records marked with Exemption 5 redactions are pre-decisional, as they were expressed in advance of their relevant agency decisions. Furthermore, the redacted portions are deliberative because they contain the unadopted opinions of VA personnel participating in the decision-making process. Release of this information would cause injury to the deliberative process, as the release of the pre-decisional records to the public would negatively impact frank discussion on matters of policy between agency personnel. Consequently, VA denies your request for this information under FOIA Exemption 5, 5 U.S.C. § 552(b)(5).

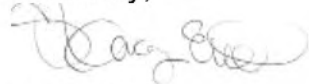
FOIA Exemption 6 permits VA to withhold a document or information contained within a document if disclosure of the information would constitute a clearly unwarranted invasion of a living individual's personal privacy. Stated another way, VA may withhold information under FOIA Exemption 6 where disclosure of the information, either by itself or in conjunction with other information available to either the public or the FOIA requester, would result in an unwarranted invasion of an individual's personal privacy without contributing significantly to the public's understanding of the activities of the federal government.

More specifically, the information I am withholding, as indicated on the enclosed documents, under FOIA Exemption 6 consists of: employee names, employee titles, employee email addresses, and connection and direct dial in information for employee meetings, as the individuals associated with this information have a personal privacy interest in it.

The coverage of FOIA Exemption 6 is absolute unless the FOIA requester can demonstrate a countervailing public interest in the requested information by demonstrating that the individual is in a position to provide the requested information to members of the general public and that the information requested contributes significantly to the public's understanding of the activities of the Federal government. Additionally, the requester must demonstrate how the public's need to understand the information significantly outweighs the privacy interest of the person to whom the information pertains. Upon consideration of the materials provided, I have not been able to identify a countervailing public interest of sufficient magnitude to outweigh the privacy interest in this case. The individuals associated with this information have a personal privacy interest in information that outweighs any public interest served by disclosure of their identities under FOIA. Consequently, I am denying your request for this information under FOIA Exemption 6, 5 U.S.C. § 552 (b)(6).

Thank you for your interest in VA. If you have any further questions, please feel free to contact me at (785) 230-8430 or via email at [stacy.ekis@va.gov](mailto:stacy.ekis@va.gov).

Sincerely,



Stacy Ekis  
VHA FOIA Officer

Enclosures:

## FY 21 Key Initiative: Clinical Documentation Improvement

0000004202

UNCLASSIFIED

7/16/2023

**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.

		Additional Impact	
Business Ops & Admin:	No Impacts	Policy Impact:	No Impacts at this time
Delivery Ops:	No Impacts	Funding Impact / Status:	No Impacts at this time
Revenue Ops:	(b)(5)	Impact on Other OCC Projects:	No Impacts at this time
Clinical & Network Mgmt:		Impact if Project Idea Not Approved:	(b)(5)
OCC Leadership (Includes IDA and BIC):	(b)(5) (b)(6) (b)(5)		
Community Care Network (Contract Mod):	No Impact		
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.



Choose VA

VA



Veterans Health Administration  
 Office of Community Care

**From:**  
**Subject:**  
**To:**

00000584262 "UNCLASSIFIED" 1/10/2023

(b)(6)  
 (OCC NM); VHA OCC SEM Operations Leadership; (b)(6)  
 (b)(6)  
 (b)(6) VHA 10D1  
 OCM; (b)(6)  
 (b)(6)  
 (b)(6) Matthews, Kameron; Upton, Mark I.; (b)(6)  
 (b)(6)  
 (b)(6) (OCC NM); VHA OCC BOA PPS Leadership; (b)(6)  
 (b)(6)  
 (b)(6) VHA 10D1 OCM; (b)(6) @erpi.net; (b)(6)  
 (b)(6)  
 (b)(6) Matthews, Kameron; Upton, Mark  
 T.; (b)(6) @guidehouse.com; (b)(6) @guidehouse.com; (b)(6)  
 (b)(6) Reed, Susan A.; (b)(6)  
 (b)(6)  
 (b)(6) (Federal  
 Advisory Partners); (b)(6) Business Information Technology Solutions (BITS), LLC); (b)(6)  
 (b)(6) Federal Advisory Partners); (b)(6)  
 (b)(6) @federaladvisory.com; (b)(6) @federaladvisory.com; (b)(6)  
 (b)(6) (Federal Advisory Partners); (b)(6) Business Information Technology Solutions  
 (BITS), LLC); (b)(6) Federal Advisory Partners)

**Cc:**

**Attached:**

20201124.November (2020).Community Care Project Management Review (PMR) v2.pptx

**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)

Thank you!

**Please do not forward this meeting invitation.**

## Join Microsoft Teams Meeting

+1 872-701-0185 United States, Chicago (Toll)

Conference ID (b)(6) #

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)



# Community Care Business Program Management Review (PMR) #1

11/24/2020



**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Office of Community Care*



- 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

<b>Originator &amp; Date:</b> 11/10/2020 (b)(6)		<b>Scope:</b> 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.	
		<b>Additional Impact</b>	
<b>Business Ops &amp; Admin:</b>	(b)(5)	<b>Policy Impact:</b>	No Additional Impacts identified
<b>Delivery Ops:</b>		<b>Funding Impact / Status:</b>	(b)(5)
<b>Revenue Ops:</b>		<b>Impact on Other OCC Projects:</b>	
<b>Clinical &amp; Network Mgmt:</b>		<b>Impact if Project Idea Not Approved:</b>	
<b>OCC Leadership (Includes IDA and BIC):</b>			
<b>Community Care Network (Contract Mod):</b>	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.		
<b>Recommended OCC Strategic Priority Alignment</b>		<b>Recommended Project Designation</b>	<b>Recommended Business Owner</b>
Implement Community Care Network (CCN) Improve Customer Service		OCC Directorate Managed	(b)(6)
<b>Discussion:</b> (b)(5)			



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VA



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

# Referral Based Obligations

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UNCLASSIFIED

1/10/2023

<b>Originator &amp; Date:</b> (b)(6) (b)(6) 11/17/2020		<b>Scope Definition:</b> OCC needs to assess and establish an interim and long-term process for recording obligations for Community Care programs	
<b>Impact</b>		<b>Additional Impact</b>	
<b>Business Ops &amp; Admin:</b>	(b)(5)	<b>Policy Impact:</b>	(b)(5)
<b>Delivery Ops:</b>	CCRS, FMS, eCAMS, PIT	<b>Funding Impact / Status:</b>	
<b>Revenue Ops:</b>	No impact identified at this time.	<b>Impact on Other OCC Projects:</b>	
<b>Clinical &amp; Network Mgmt:</b>	(b)(5)	<b>Impact if Project Idea Not Approved:</b>	
<b>OCC Leadership (Includes IDA and BIC):</b>			
<b>Community Care Network (Contract Mod):</b>			
<b>Recommended OCC Strategic Priority Alignment</b>		<b>Recommended Project Designation</b>	<b>Recommended Business Owner</b>
Improve Claims Processing & Innovate Business Model		OCC Managed	(b)(6)
<b>Discussion:</b> (b)(5)			
<b>OCC Policy, OCC Finance, and Portfolio Managers Vote Count:</b> All Yes votes received (no dissents).			



CHS



Office of Community Care

# Priority Project Review

Project Status Slides





## VA/DoD Advanced Payment and Referral Standardization

## Project Phase - National Deployment

00000584262

"UNCLASSIFIED"

1/10/2023

## 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

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

## Milestones:

## OCC Business Dependencies

(b)(5)

- 
- 
- 

RisksRisk:

(b)(5)

## Office of Information and Technologies/Data Dependencies

(b)(5)



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VA



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

### 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

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

### Milestones:

### 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 --

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1/10/2023

## 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

● 2020-12-03: CCRS Release 13.2

● 2020-12-17: CCRS Release 13.3

● 2021-01-07: CCRS Release 13.4

## Milestones:

## 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)



Choose VA

VA



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# Appendix

## Project Status Slides



## 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 --





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1/10/2023

**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

- HSRM Release 11 (interface updates for HSRM, may not be in effect until Cerner CS2): 11/24/2020

**Upcoming Milestones**

- 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)

**OIT / Data Dependencies**

(b)(5)

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## ELC Decision Needed/Priority Discussion

No ELC decision was needed or priority discussion topics during this time period.

## 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 Indicator

- 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

● 2021-04-01: R5 HCD

## Milestones:

## OCC Business Dependencies

(b)(5)

## Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --



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
<ul style="list-style-type: none"><li>Quality Check UI: 42/80 Users (<math>\Delta = +1</math>)</li><li>CCN Accreditation Waivers UI: 31/30 Users (No change)</li><li>CCN Complaints &amp; Grievances UI: 29/54 Users (No change)</li><li>CCN Congressional Inquiries UI: 31/42 Users (No change)</li><li>CCN Corrective Action Plans (CAPs) UI: 29/30 Users (<math>\Delta = +1</math>)</li><li>CCN Network Adequacy Deviations UI: 28/51 Users (No change)</li></ul>

Accomplishments:

Milestones:

● 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

● 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)
<b>Risks</b> -- No Risks Found --

Office of Information and Technologies/Data Dependencies
(b)(5)

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	<ol style="list-style-type: none"> <li>1. Advisory Board meetings</li> <li>2. Care Coordination Plan developed</li> <li>3. Annual re-trainings conducted</li> </ol>

Accomplishments:

Milestones:

2020-09-11: Brief BIMs

2020-09-23: Tribe and VA staff retraining

2020-12-03: CC Plan Adopted

OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
(b)(5)	<ul style="list-style-type: none"> <li>None-Upstream</li> <li>None-Downstream</li> </ul> <p><u>Issues</u></p> <p>-- No Issues Found --</p>



## Advanced Medical Cost Management Solution (AMCMS)

## Project Phase - Project Development

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## 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

● 2020-11-30: VISN 8 ATO Finalization

## Milestones:

● 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)



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# Community Care Referral and Authorization System (CCR&A)

## Project Phase - National Deployment

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### ELC Decision Needed/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 Indicator

- 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

● 2020-11-20: CAEC 2.0 National Deployment

● 2020-11-23: Release 11 National Deployment

● 2021-01-25: Release 12 National Deployment (IRIS)

### Milestones:

### OCC Business Dependencies

(b)(5)

### Risks

-- No Risks Found --

### Office of Information and Technologies/Data Dependencies

(b)(5)

### Issues

-- No Issues Found --



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## ELC Decision Needed/Priority Discussion

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

## Project Description

One Consult 2.0 project combines continuing enhancement and development activities for Consult Toolbox (CTB), Decision Support Tool (DST) and SEOC Database under a single project management umbrella.

## Key Performance Indicator

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

● 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

## Milestones:

## OCC Business Dependencies

## Office of Information and Technologies/Data Dependencies

(b)(5)

(b)(5)

Issues

-- No Issues Found --



## OCC Continuity Of Operations Plan (COOP)

## Project Phase - Project Development

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## ELC Decision Needed/Priority Discussion

No ELC decisions needed or priority discussions at this time

## Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions.

## Key Performance Indicator

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

● 2020-11-25: Development of Communication Strategy

● 2020-12-16: Phase I Prepare Complete

● 2021-01-06: Phase II Respond Complete

## Milestones:

## OCC Business Dependencies

(b)(5)

Risks

(b)(5)

## Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

(b)(5)

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## Integrated Product Environment (IPE)

## Project Phase - Project Development

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## ELC Decision Needed/Priority Discussion

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

## Project Description

Develop an Integrated Product Environment for isolated E2E and UAT

## Key Performance Indicator

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 --



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

## Project Phase - National Deployment

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### ELC Decision Needed/Priority Discussion

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

### Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) updates.

### Key Performance Indicator

\* 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

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

#### Milestones:

### 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.



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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:

### Milestones:

<ul style="list-style-type: none"> <li>2020-11-13: Successfully completed technical evaluation for CCN VCE static eligibility within 24 hours</li> <li>2020-11-17: ES CC Hardship Information from Cerner was tested in SQA (Team Liberty)</li> </ul>	<ul style="list-style-type: none"> <li>2020-12-16: Turn on ES Parameter to share CC Collateral Eligibility</li> <li>2020-12-16: National Release of VistA functionality</li> <li>2020-12-20: VistA IOC sites testing functionality</li> </ul>
---	---

OCC Business Dependencies
<ul style="list-style-type: none"> <li>(b)(5)</li> <li></li> <li></li> </ul>
<b>Risks</b> -- No Risks Found --

Office of Information and Technologies/Data Dependencies
(b)(5)
<b>Issues</b> -- No Issues Found --

## ELC Decision Needed/Priority Discussion

No ELC Decisions needed or priority discussion topics at this time

## Project Description

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.

## Key Performance Indicator

Align with the VA/DoD Advanced Payment Methodology.

## Accomplishments:

● 2019-10-11: Gate 3

● 2020-10-30: VSSC Data Validation

● 2020-11-27: DoD Approved Expansion Outcome

● 2020-12-31: VSSC Data Validation

● 2021-03-05: Project Start/Finish

## Milestones:

## 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

00000004202 UNCLASSIFIED 1/10/2023 1786

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

00000004202 "UNCLASSIFIED" 1/10/2023

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)

00000001202 UNCLASSIFIED 1/10/2023

<b>Executive Leadership Committee (ELC) Decision Needed / Priority Discussion</b>	<b>Project Description</b>	<b>Key Performance Indicators (KPI)</b>
<ul style="list-style-type: none"><li><b>DECISION:</b> No current ELC decision required at this time.</li><li><b>BACKGROUND:</b><ul style="list-style-type: none"><li>Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019</li></ul></li></ul> <div>(b)(5)</div>	<p>To provide oversight for ongoing policy and IT funding efforts in conjunction with <u>Sec. 302 Protecting Veterans Credit Protection Act of 2018</u> including efforts to obtain legislative relief.</p>	<ul style="list-style-type: none"><li><b>Metric 1:</b> The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.</li><li><b>Metric 2:</b> Ensures Veteran cost share and deductibles are adjudicated accurately.</li><li><b>Metric 3:</b> 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.</li><li><b>Metric 4:</b> Decrease in Appeals and Calls for improperly reported debt.</li></ul>

**Accomplishments****Upcoming Milestones**

<ul style="list-style-type: none"><li>VIPR V18-00312-000 for automated solution submitted.</li><li>Status as of 1/08/2020 –Unfunded Request/Pending Resources</li></ul>	<ul style="list-style-type: none"><li>JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.</li></ul>
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<b>OCC Business Dependencies</b>	<b>Office of Information and Technology (OIT) / Data Dependencies</b>
<div>(b)(5)</div>	<div>(b)(5)</div>





**From:**  
**Subject:**  
**To:**

00000584262 "UNCLASSIFIED" 1/10/2023

(b)(6)  
 (OCC NM); VHA OCC BOA PPS Leadership; (b)(6)  
 (b)(6)  
 (b)(6) Matthews, Kameron; Upton, Mark T.; (b)(6)  
 (b)(6)  
 (b)(6); VHA OCC BOA PPS Leadership; (b)(6)  
 (b)(6)  
 (b)(6) VHA 10D1 OCM; (b)(6) @erpi.net; (b)(6)  
 (b)(6)  
 (b)(6) Matthews, Kameron; Upton, Mark T.;  
 (b)(6) @guidehouse.com; (b)(6) @guidehouse.com; (b)(6)  
 (b)(6) Reed, Susan A.; (b)(6)  
 (b)(6)  
**Cc:** (b)(6) (Federal  
 Advisory Partners) (b)(6) (Business Information Technology Solutions (BITS), LLC); (b)(6)  
 (b)(6) Federal Advisory Partners) (b)(6)  
 (b)(6)  
 (b)(6) @federaladvisory.com; (b)(6) @federaladvisory.com; (b)(6) Federal Advisory  
 Partners) (b)(6) (Business Information Technology Solutions (BITS), LLC); (b)(6)  
 (b)(6) (Federal Advisory Partners) (b)(6)  
**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!

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# Community Care Business Program Management Review (PMR) #1

12/22/2020



**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Office of Community Care

- 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

00000004202 "UNCLASSIFIED" 1/10/2023

The email address for Project Idea Submissions has changed:

- Previous Address – @va.gov
- New Address – @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

<b>Originator &amp; Date:</b> 12/1/2020 (b)(6)		<b>Scope Definition:</b> 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	
		<b>Additional Impact</b>	
<b>Business Ops &amp; Admin:</b>	No Impacts at this time	<b>Policy Impact:</b>	No Impacts
<b>Delivery Ops:</b>	(b)(5)	<b>Funding Impact / Status:</b>	No Impacts. (b)(5)
<b>Revenue Ops:</b>		<b>Impact on Other OCC Projects:</b>	(b)(5)
<b>Clinical &amp; Network Mgmt:</b>	No Impacts at this time	<b>Impact if Project Idea Not Approved:</b>	
<b>OCC Leadership (Includes IDA and BIC):</b>	No Impact at this time		
<b>Community Care Network (Contract Mod):</b>	(b)(5)		
<b>Recommended OCC Strategic Priority Alignment</b>		<b>Recommended Project Designation</b>	<b>Recommended Business Owner</b>
Improve Customer Service, Implement Community Care Network (CCN)		OCC Directorate Managed / Network Management	(b)(6)
<b>Discussion:</b> <b>PPS resources not requested – Presented for ELC Awareness</b> <b>Directorate PM –</b> (b)(6)			
(b)(5)			

## FY 21 Key Initiative: Clinical Documentation Improvement

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UNCLASSIFIED

7/16/2023

**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.

		Additional Impact	
Business Ops & Admin:	No Impacts	Policy Impact:	No Impacts at this time
Delivery Ops:	No Impacts	Funding Impact / Status:	No Impacts at this time
Revenue Ops:	(b)(5)	Impact on Other OCC Projects:	No Impacts at this time
Clinical & Network Mgmt:		Impact if Project Idea Not Approved:	(b)(5)
OCC Leadership (Includes IDA and BIC):	(b)(5) (b)(6) BIC - No Impacts		
Community Care Network (Contract Mod):	No Impact		
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.



Choose VA



Veterans Health Administration  
 Office of Community Care



<b>Originator &amp; Date:</b> 12/10/20 (b)(6)		<b>Scope Definition:</b> 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.)	
<b>Impacts</b>		<b>Additional Impact</b>	
<b>Business Ops &amp; Admin:</b>	(b)(5)	<b>Policy Impact:</b>	No impacts at this time. (b)(5) (b)(6)
<b>Delivery Ops:</b>		<b>Funding Impact / Status:</b>	(b)(5)
<b>Revenue Ops:</b>		<b>Impact on Other OCC Projects:</b>	
<b>Clinical &amp; Network Mgmt:</b>		<b>Impact if Project Idea Not Approved:</b>	
<b>OCC Leadership (Includes IDA and BIC):</b>			
<b>Community Care Network (Contract Mod):</b>	No impacts at this time.		
<b>Recommended OCC Strategic Priority Alignment</b>		<b>Recommended Project Designation</b>	<b>Recommended Business Owner</b>
Innovate Business Model		OCC Managed Project/ Clinical Integration	(b)(6)
<b>Discussion:</b> (b)(5)			
<b>OCC Policy, OCC Finance, and Portfolio Managers Vote:</b> Yes			

# Priority Project Review

Project Status Slides



## Advanced Medical Cost Management Solution (AMCMS)

## Project Phase - Project Development

00000584262

"UNCLASSIFIED"

1/10/2023

## 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

2021-01-04: Phase 3 Requirements Gathering

## Milestones:

2021-01-04: VISN 8 ATO Finalization

2021-01-15: Phase 3 User Guide Development

## OCC Business Dependencies

(b)(5)

## Office of Information and Technologies/Data Dependencies

(b)(5)

**Choose VA****VA**

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**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

2020-12-22: Obtain ELC agreement to Serve  
as Interim Data Governance Council

**Milestones:**

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

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1/10/2023

## 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

2021-01-01: AP FY21 Q2 Rollouts - National Rollout Begins

2021-01-07: AP Fiscal/Recon Webinar

## Milestones:

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)



Choose VA

VA



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# Appendix

## Project Status Slides



## Office of Community Care Cerner Integration

## Project Phase - Phased Implementation

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1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes.	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

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

## Milestones:

OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
(b)(5)	(b)(5)



Choose VA

VA



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## Community Care Referral and Authorization System (CCR&amp;A)

## Project Phase - National Deployment

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## ELC Decision Needed/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 Indicator

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

2020-12-21: Optional Task Hot Fix

## Milestones:

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



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**ELC Decision Needed/Priority Discussion**

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

**Project Description**

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.

**Key Performance Indicator**

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

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

**Milestones:****OCC Business Dependencies**

(b)(5)

**Office of Information and Technologies/Data Dependencies**

(b)(5)



## Provider Profile Management System (PPMS)

## Project Phase - National Deployment

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1/10/2023

## ELC Decision Needed/Priority Discussion

No Priority Discussion or ELC Decisions Required.

## 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

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:

## Milestones:

● 2020-11-13: PIE - Go-Live WRJ

● 2020-12-07: PPMS 10.1 UAT

● 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



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**ELC Decision Needed/Priority Discussion**

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 Indicator**

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:****Milestones:**

2020-12-10: 12/09/2020

2020-12-16: National Release of VistA functionality

2021-02-20: Configurable list of OHI for suppression

**OCC Business Dependencies**

(b)(5)

No Risks to elevate at this time

**Office of Information and Technologies/Data Dependencies**

(b)(5)

No Issues to elevate at this time



## Integrated Product Environment (IPE)

## Project Phase - Project Development

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1/10/2023

## ELC Decision Needed/Priority Discussion

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

## Project Description

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

## Key Performance Indicator

<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:

## Milestones:

2020-12-03: Updated IMS from CCRA

2020-12-03: Data Dependencies

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



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VA



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## Enterprise Program Reporting System (EPRS)

## Project Phase - Phased Implementation

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## ELC Decision Needed/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 and data integrations for administering the CCN contract.

## Key Performance Indicator

Quality Check UI: 61/80 Users ( $\Delta = +15$ )  
CCN Accreditation Waivers UI: 48/30 Users ( $\Delta = +16$ )  
CCN Complaints & Grievances UI: 45/54 Users ( $\Delta = +15$ )  
CCN Congressional Inquiries UI: 47/42 Users ( $\Delta = +17$ )  
CCN Corrective Action Plans (CAPs) UI: 45/30 Users ( $\Delta = +15$ )  
CCN Network Adequacy Deviations UI: 43/51 Users ( $\Delta = +14$ )

## Accomplishments:

2020-11-24: R12.0D: EPRS  
Technical Release: CCRS

2020-12-11: Pre-Prod R10.2:  
Accreditation Waivers & CAPs  
enhancements

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

## Milestones:

## OCC Business Dependencies

(b)(5)

## Office of Information and Technologies/Data Dependencies

(b)(5)



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## Community Care Claims Reimbursement (CCRS)

## Project Phase - Project Development

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1/10/2023

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:

## Milestones:

● 2020-12-15: CCRS Release 13.3 Go No Go	● 2020-12-17: CCRS Release 13.3	● 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
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OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"><li>CCRA, FMS, PPMS, PIT, and MVI</li></ul> <div>(b)(5)</div>	<ul style="list-style-type: none"><li>CCRA, SEOC, PPMS, MVI, EDI, DAS, and CCN Contractors</li></ul> <div>(b)(5)</div>



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

## Project Phase - National Deployment

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1/10/2023

### ELC Decision Needed/Priority Discussion

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

### Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) updates.

### Key Performance Indicator

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

### Accomplishments:

### Milestones:

2020-12-04: Current Contract PoP Ends

2020-12-05: 3 Month Extension Contract Begins

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.



Choose VA

VA



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## OCC Continuity Of Operations Plan (COOP)

## Project Phase - Project Development

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1/10/2023

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:

## Milestones:

● 2020-08-13: Project Kick-off meeting	● 2020-11-16: COOP template completed	● 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
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OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
(b)(5)	(b)(5)





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1/10/2023

**ELC Decision Needed/Priority Discussion**

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

**Project Description**

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.

**Key Performance Indicator**

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

2020-12-31: VSSC Data Validation

**Milestones:**

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

00000004202 UNCLASSIFIED 1/10/2023

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

00000004202

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1/10/2023

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)

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## Project Idea Evaluation (PIE) Updates

00000004202 UNCLASSIFIED 1/10/2023

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)

00000001202 UNCLASSIFIED 1/10/2023

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion		Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>• <b>DECISION:</b> No current ELC decision required at this time.</li><li>• <b>BACKGROUND:</b><ul style="list-style-type: none"><li>• Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019</li></ul></li></ul>		To provide oversight for ongoing policy and IT funding efforts in conjunction with <u>Sec. 302 Protecting Veterans Credit Protection Act of 2018</u> including efforts to obtain legislative relief.	<ul style="list-style-type: none"><li>• <b>Metric 1:</b> The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.</li><li>• <b>Metric 2:</b> Ensures Veteran cost share and deductibles are adjudicated accurately.</li><li>• <b>Metric 3:</b> 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.</li><li>• <b>Metric 4:</b> Decrease in Appeals and Calls for improperly reported debt.</li></ul>
(b)(5)			
Accomplishments		Upcoming Milestones	
<ul style="list-style-type: none"><li>• VIPR V18-00312-000 for automated solution submitted.</li><li>• Status as of 1/08/2020 –Unfunded Request/Pending Resources</li></ul>		<ul style="list-style-type: none"><li>• JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.</li></ul>	
OCC Business Dependencies		Office of Information and Technology (OIT) / Data Dependencies	
<ul style="list-style-type: none"><li>• <b>Highlight OCC Business Dependencies:</b></li></ul>		(b)(5)	
(b)(5)			



# Community Care Business Program Management Review (PMR) #1

07/28/2020





- 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

1822

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

### Upcoming Milestones

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

### OCC Business Dependencies

- Pending Dependency Management Analysis

(b)(5)

### OIT / Data Dependencies

- Pending Dependency Management Analysis

(b)(5)



Choose VA

VA



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1/10/2020

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

(b)(5)

### Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

00000004202 UNCLASSIFIED 1/10/2020

**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 ANNOUNCEMENT 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 OFFICE 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)



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)	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	<ul style="list-style-type: none"><li>• <b>Metric 1:</b> Advisory Board meetings</li><li>• <b>Metric 2:</b> Care Coordination Plan developed</li><li>• <b>Metric 3:</b> Annual re-trainings conducted</li></ul>
	(b)(5)		
Accomplishments		Upcoming Milestones	
<ul style="list-style-type: none"><li>● 6/4/20 HELD 2<sup>ND</sup> ADVISORY BOARD MTG</li><li>● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED</li></ul>		<ul style="list-style-type: none"><li>● 08/20/20 TRIBAL CONSULTATION (VIRTUAL)</li><li>● 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY)</li><li>● 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD</li><li>● 11/30/20 CARE COORDINATION PLAN FINALIZED</li></ul>	
OCC Business Dependencies		OIT / Data Dependencies	
(b)(5)		N/A	
		Risk: Mitigation:	

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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)



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ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
(b)(5)	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.	<ul style="list-style-type: none"><li>5,688 total probable UC visits in Region 1, as of 5/31/2020</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>06/08/20 REGION 2/3 GO LIVE DATE FINALIZED AS 8/4</li><li>07/15/20 REGION 2/3 COMMS RELEASED</li></ul>	<ul style="list-style-type: none"><li>08/04/20 REGION 2 TRANSITION</li><li>08/04/20 REGION 3 TRANSITION</li><li>08/31/20 REGION 4 TRANSITION</li></ul>

OCC Business Dependencies	Office of Information Technology / Data Dependencies
<ul style="list-style-type: none"><li>Clinical Integration: N/A</li><li>Delivery Operations: N/A</li><li>Provider Relations and Services (PRS): (b)(5)</li><li>Communications: (b)(5)</li></ul> <p>(b)(5)</p>	<p>(b)(5)</p> <p>RISK: N/A Mitigation: N/A</p>



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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)



ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>No ELC Decision Requests for July</li></ul>	<p><i>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).</i></p>	<p><b>CCN Payment Metrics as of July 17, 2020</b></p> <ul style="list-style-type: none"><li>Region 1: Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, “No Action” Optum denials – 409,257</li><li>Region 2: Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, “No Action” Optum denials – 242,340</li><li>Region 3: Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, “No Action” Optum denials – 94,192</li><li>Region 4: Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, “No Action” TriWest denials - 563</li><li>The total Invoice Amount Paid/Sent for Payment: \$984,680,609.20</li></ul>

Accomplishments		Upcoming Milestones			
● 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	● 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	OIT / Data Dependencies
<ul style="list-style-type: none"><li>Clinical Integration (Facility CC Staff and VAMC RN Staff)</li><li>Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) (b)(5)</li><li>Revenue Operations (Facility Revenue, RUR, and CPAC Staff) (b)(5)</li><li>Finance (OCC Finance and Informatics Staff) (b)(5)</li><li>VAMC / Fiscal Budget Staff: (b)(5)</li></ul>	(b)(5)

# Appendix

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1/10/2020

## 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

## Upcoming Milestones

**TBD awaiting OEHRM Decision**

● IV3:  
7/27/2020

● Super User Training:  
8/10/2020

● CSS:  
Go Live 8/21/2020

● ORA:  
9/7/2020

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

### Highlight OIT/Data Dependencies:

(b)(5)



Choose VA

VA



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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

● 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

**Upcoming Milestones****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

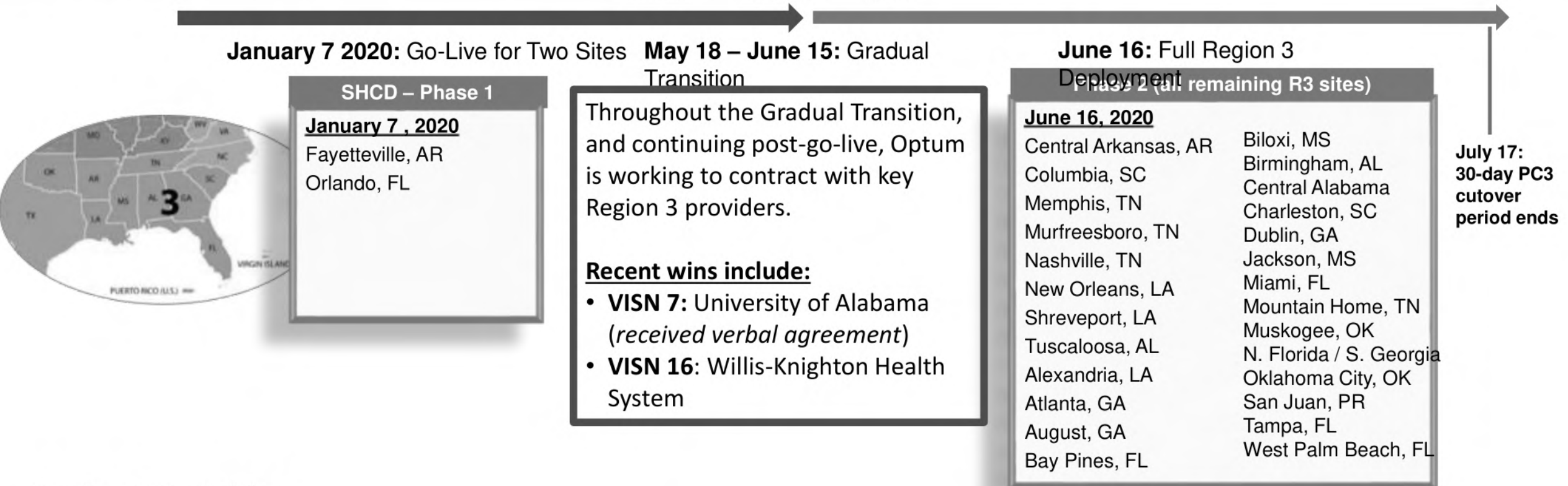
# Region 3 Update

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## 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.

15

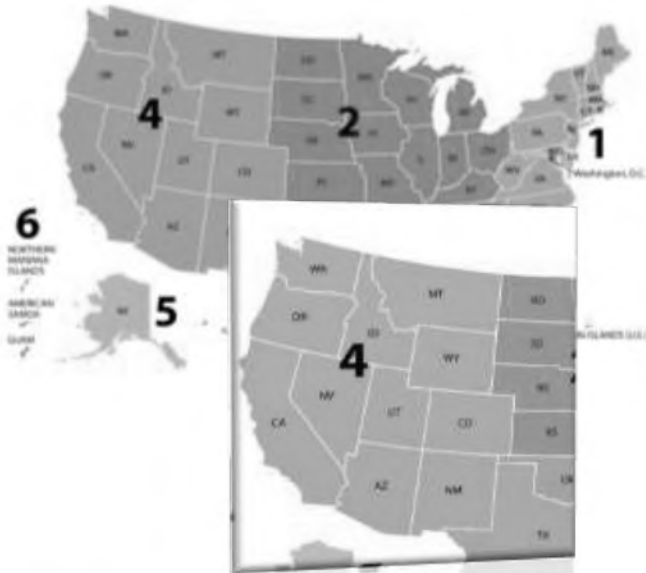
# Region 4 Update

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1/10/2020



## 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





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**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)

**Choose VA****VA**

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



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)
- **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)

(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)



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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)



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**ELC Decision Needed/ ELC Priority Discussion**

(b)(5)

**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****Upcoming Milestones**

- 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

- 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)
- 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)



Choose VA

VA



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# Retail Pharmacy Program

1843

# Sustainment

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## 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



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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

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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	<i>Scheduled for 8/11</i>	Pending	TBD



# OCC Bi-Monthly Business PMR #1

09/22/2020



**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Office of Community Care*

- 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



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# Integrated Product Environment (IPE)

<b>Originator &amp; Date:</b> CHIO / BOA (b)(6)		<b>Scope Definition:</b> Integrated Product Environment for isolated and end to end testing of various CCN related projects.
(b)(6)	9/14/2020	

Impediments to OCC		Additional Impact	
Business Ops & Admin:	OPS Resource impacts	Policy Impact:	No current impacts identified.
Delivery Ops:	DO systems	Funding Impact:	Future - (b)(5) (b)(5)
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.	Impact on Other OCC Projects:	
	BIC - (b)(5) (b)(5)	Impact if Project Idea Not Approved:	

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

<b>Discussion:</b>		
(b)(5)	(b)(6)	(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
(b)(5)	EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.	<ul style="list-style-type: none"><li>Quality Check UI: 39/80 Users (Δ = +2)</li><li>CCN Accreditation Waivers UI: 30/30 Users (Δ = +3)</li><li>CCN Complaints &amp; Grievances UI: 28/54 Users (Δ = +2)</li><li>CCN Congressional Inquiries UI: 30/42 Users (Δ = +1)</li><li>CCN Corrective Action Plans (CAPs) UI: 28/30 Users (Δ = +1)</li><li>CCN Network Adequacy Deviations UI: 27/51 Users (Δ = +1)</li></ul>

Accomplishments			Upcoming Milestones		
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)	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	OIT / Data Dependencies
<div>Project Dependencies</div> <ul style="list-style-type: none"><li>Community Care Contract Administration (CCCA): (b)(5)</li><li>Community Care Network Management (NM): (b)(5)</li></ul>	<div>Data Dependencies</div> <p>(b)(5)</p>

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## 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)
- **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 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





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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

NATIONA

L RELEASE

● 08/11/20

PPMS 9.0

NATIONAL

GATEWAY

● 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)

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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)



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**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
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**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
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**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

1859

## 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

- 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

### Upcoming Milestones

### 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)



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# Community Care Reimbursement System (CCRS)

# Development

## 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)
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff) (b)(5)
- Finance (OCC Finance and Informatics Staff) (b)(5)
- VAMC / Fiscal Budget Staff: (b)(5)

## OIT / Data Dependencies

(b)(5)



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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion		Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No ELC decisions needed at this time.</li></ul>		Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.	<ul style="list-style-type: none"><li>Region 2 and 3 initiated Urgent Care cutover from PC3 on September 1<sup>st</sup></li><li>Regions 1 – 4 reached full HCD with the deployment of Region 4; Region 4 reached full HCD with Phase 4 deployment on August 25th<ul style="list-style-type: none"><li>CCN use continues to increase for all sites in Phase 1, 2, and 3 for Region 4</li><li>Post deployment refresher trainings and office hours are in development</li></ul></li><li>R4 Urgent Care cut over is now 9/30/2020</li></ul>

Accomplishments					Upcoming Milestones	
● 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

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
(b)(5)	(b)(5)

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion				Project Description		Key Performance Indicators (KPI)	
Discussion	No ELC decisions needed.			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		<ul style="list-style-type: none"><li>• <b>Metric 1:</b> Advisory Board meetings</li><li>• <b>Metric 2:</b> Care Coordination Plan developed</li><li>• <b>Metric 3:</b> Annual re-trainings conducted</li></ul>	
	(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.							
Accomplishments				Upcoming Milestones			
● 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	
				● 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				OIT / Data Dependencies			
(b)(5)				N/A			
				Risk: Mitigation:			

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No ELC decisions needed at this time.</li></ul>	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.	<p>Key financial &amp; utilization metrics tracked include, but are not limited to:</p> <ul style="list-style-type: none"><li><b>UM Metrics:</b> 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.</li><li><b>FM Metrics:</b> Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.</li></ul>

Accomplishments

Upcoming Milestones

● 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	● 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
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OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<ul style="list-style-type: none"><li>(b)(5)</li></ul>	<ul style="list-style-type: none"><li>(b)(5)</li></ul>

# 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)



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# OCC Data Governance Project

1865

## 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
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### 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
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### OCC Business Dependencies

#### Upstream Dependencies

(b)(5)

### OIT / Data Dependencies

#### Upstream Dependencies

(b)(5)

## 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)
- 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:

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No ELC decisions needed at this time.</li></ul>	Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods	<ul style="list-style-type: none"><li><b>Metric 1:</b> over 100,000 Veteran's vaccinated</li><li><b>Metric 2:</b>Reimburse Walgreens 99% accuracy</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>8/11/2020 FINAL FILE/INVOICE SENT WALGREENS</li></ul>	<ul style="list-style-type: none"><li>10/1/2020 CLOSE OUT RETAIL PHARMACY</li></ul>

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<ul style="list-style-type: none"><li>(b)(5)</li><li>(b)(5)</li><li>(b)(5)</li></ul> <p>RISK:</p> <p>Mitigation:</p>	<p>RISK:</p>



# 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:

(b)(5)

### • DO/POM:

(b)(5)

### • RO Staff:

(b)(5)

### • OCC BOA/Finance and VAMC Fiscal Staff:

(b)(5)

### • VHA VSSC:

(b)(5)

### • DoD DHA:

(b)(5)

(b)(5)

(b)(5)

## Office of Information and Technology (OIT) / Data Dependencies

(b)(5)



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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

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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)



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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)



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# Appendix

## Project Idea Evaluation (PIE) 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	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

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## **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

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# Community Care Business Program Management Review (PMR) #1

10/27/2020



- 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





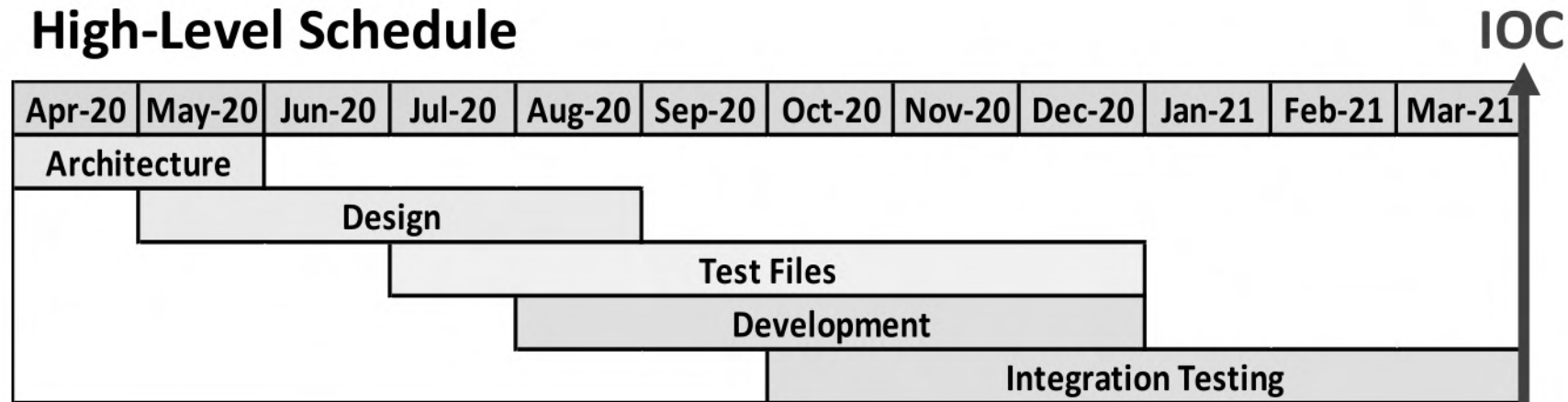
# Hot Topic: Payer Electronic Data Interchange (EDI) Prioritization



## 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



\*\*\*

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# 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)
  - 
  -
- 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

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## Backlog Prioritization (1-4)

\_\_\_\_\_EPRS (Parser)

\_\_\_\_\_CAVE

\_\_\_\_\_ARS

\_\_\_\_\_Community Care Billing SSN Reduction



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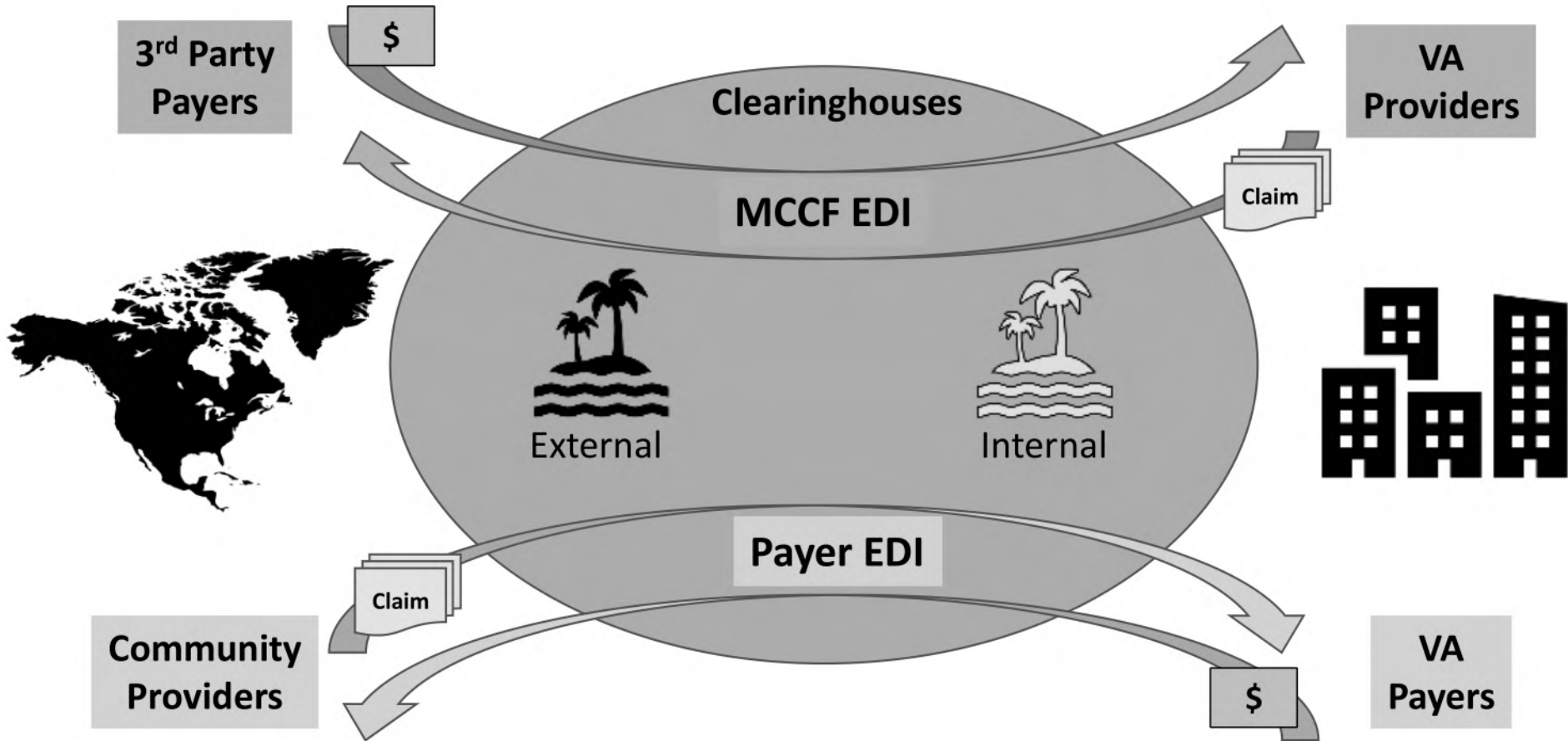
# EDI Flow

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# Payer EDI Recent Highlights

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- 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

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# 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)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:** (b)(5)

## Office of Information and Technology (OIT) / Data Dependencies

(b)(5)



## 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

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

## Upcoming Milestones

## OCC Business Dependencies

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

(b)(5)

## OIT / Data Dependencies

(b)(5)

<b>For ELC Awareness</b> (b)(5)	<b>Project Description</b> EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.	<b>Key Performance Indicators (KPI)</b> <ul style="list-style-type: none"><li>Quality Check UI: 42/80 Users (<math>\Delta = +1</math>)</li><li>CCN Accreditation Waivers UI: 31/30 Users (No change)</li><li>CCN Complaints &amp; Grievances UI: 29/54 Users (No change)</li><li>CCN Congressional Inquiries UI: 31/42 Users (No change)</li><li>CCN Corrective Action Plans (CAPs) UI: 29/30 Users (<math>\Delta = +1</math>)</li><li>CCN Network Adequacy Deviations UI: 28/51 Users (No change)</li></ul>
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Accomplishments

Upcoming Milestones

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	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
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<b>OCC Business Dependencies</b> <b>Project Dependencies</b> <ul style="list-style-type: none"><li>Community Care Contract Administration/Support (CCCA/S): (b)(5)</li><li>Community Care Network Management (NM): (b)(5)</li></ul>	<b>OIT / Data Dependencies</b> <b>Data Dependencies</b> (b)(5)
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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)



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# Appendix

## PMR Project Slides



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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

● IOC Go Live: 10/24/2020

**Upcoming Milestones****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)



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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**

**Upcoming Milestones**

- 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

- 04/01/21 R5 SHCD GO-LIVE

**OCC Business Dependencies**

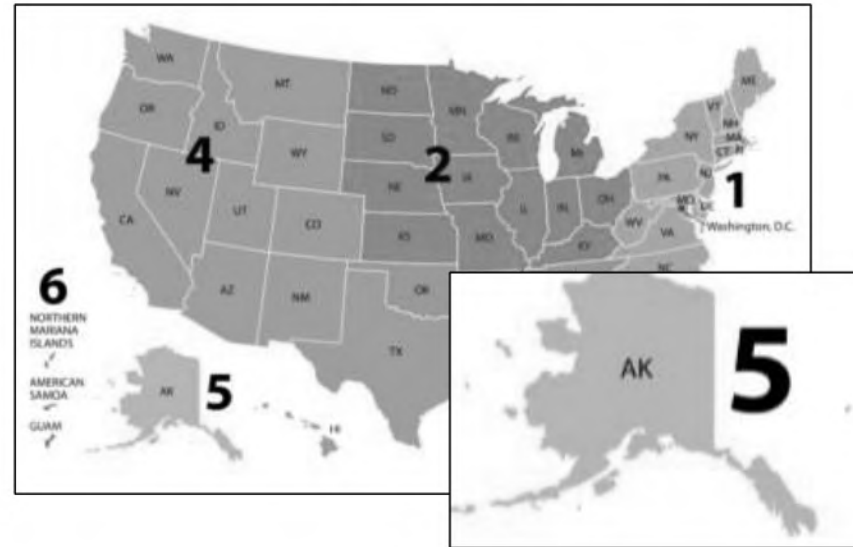
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**Office of Information and Technology (OIT) / Data Dependencies**

(b)(5)

# Region 5 Announcement

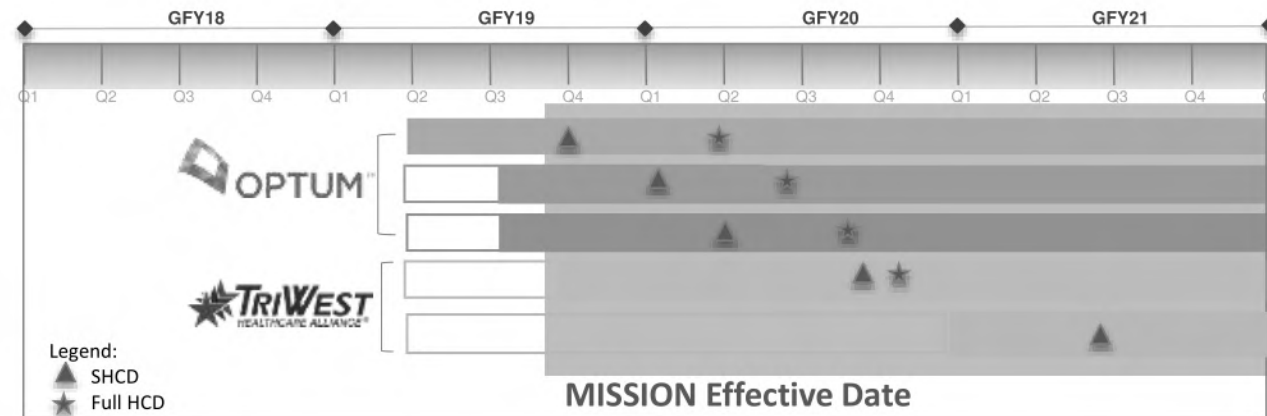
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- Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1/2020.
- The Post Award Meeting is scheduled for 10/19/2020.
- The Kickoff Meeting is scheduled for 11/4/2020.
- Region 5 has a Veteran population 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



ELC Decision Needed/ ELC Priority Discussion		Project Description	Key Performance Indicators (KPI)
<p><b>Discussion</b></p> <p>No ELC decisions needed. Accomplishments:</p> <ul style="list-style-type: none"> <li>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).</li> <li>CC approach – Draft final pan completed and will be sent for wider VA concurrence week of 10/21/20.</li> <li>Program office presented to the BIMS on 9/11.</li> <li>The annual tribal retraining held week of 9/15.</li> <li>Internal controls SOP completed</li> </ul>		<p>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</p>	<ul style="list-style-type: none"> <li><b>Metric 1:</b> Advisory Board meetings</li> <li><b>Metric 2:</b> Care Coordination Plan developed</li> <li><b>Metric 3:</b> Annual re-trainings conducted</li> </ul>
Accomplishments			Upcoming Milestones
<ul style="list-style-type: none"> <li>07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED</li> <li>7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN</li> <li>8/25/2020 HOSTED TRIBAL CONSULTATION ON CC APPROACH</li> <li>09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS</li> <li>09/23/2020 IHS/THP VIRTUAL RETRAINING</li> </ul>			<ul style="list-style-type: none"> <li>11/16/2020 CC PLAN FINALIZED</li> </ul>
OCC Business Dependencies		OIT / Data Dependencies	
(b)(5)		<p>N/A</p> <p><b>Risk:</b></p> <p><b>Mitigation:</b></p>	

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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

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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



**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
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**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
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**OCC Business Dependencies****OIT / Data Dependencies**

(b)(5)

(b)(5)





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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	+/ -	% Change F	Active Provider Service	10/9/2020	+/ -	% Change F
CCN Region 1	333,438	332,242	796	0.24%	1,498,245	1,490,207	8,040	0.54%
CCN Region 2	312,421	311,185	1,236	0.40%	1,725,340	1,711,285	14,055	0.82%
CCN Region 3	187,858	186,508	752	0.40%	701,448	698,307	3,143	0.45%
CCN Region 4	225,154	224,346	790	0.34%	580,946	577,803	3,146	0.52%
Private	1,036,492	1,035,132	1,360	0.13%	4,305,802	4,317,140	11,338	0.26%
NON-CCN								
DOD	41	45	-4	0.00%	45	45	0	0.00%
HR	72	72	0	0.00%	78	78	0	0.00%
Local Contract	2,772	2,751	21	0.76%	2,908	2,883	26	0.90%
Tribal Health	129	128	1	0.00%	173	173	0	0.00%
TriWest	783,122	790,418	-7,296	-0.93%	1,778,642	1,796,319	-17,677	-0.99%
VA Network	48,855	48,048	807	-0.16%	70,180	70,284	-104	-0.15%
VEAs	20,344	20,210	134	0.66%	27,571	27,134	437	1.59%
Private & Non-CCN	717,388	717,342	46	0.01%	3,840,778	3,837,358	3,420	0.09%
Total Unique Providers	1,734,176	1,733,684	492	0.03%	6,348,780	6,314,476	34,304	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	● 10/27/20 PPMS 10 NATIONAL GATE REVIEW	● 11/5/20 PPMS 10 GO-LIVE
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## 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

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Development

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ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p><b>Decision:</b> None</p> <p><b>Priority Discussion:</b> None</p>	<p>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.</p>	<ul style="list-style-type: none"><li>Frequency data reported as accessible timely, <i>complete, accurate and reliable</i></li><li>Percent of compliance with policies</li><li>Percent of systems achieving established performance metrics</li><li>Percent of systems with complete documentation</li></ul>

Accomplishments	Upcoming Milestones
<div><div>● 10/7/2020</div><div>SPONSORED ISSUES TRACKER DG WORKGROUP</div></div> <div><div>● 10/14/2020</div><div>APPROVED TECH &amp; DATA GOVERNANCE ROAD MAP</div></div> <div><div>● 10/16/2020</div><div>INITIATED E-REPOS DATA USABILITY ANALYSIS</div></div> <div><div>● 10/21/2020</div><div>APPROVED STANDARD SYSTEMS ARTIFACTS</div></div>	<div><div>● 10/30/2020</div><div>DRAFT DATA GOVERNANCE COMMUNICATION PLAN</div></div> <div><div>● 11/18/2020</div><div>CHANGE MANAGEMENT SPONSOR PLAN</div></div> <div><div>● 11/25/2020</div><div>DRAFT DATA GOVERNANCE STRUCTURE</div></div>

OCC Business Dependencies	OIT / Data Dependencies
<p><b>Upstream Dependencies</b></p> <ul style="list-style-type: none"><li><b>VA Data Governance:</b> (b)(5)</li><li>(b)(5)</li><li><b>OIT</b> (b)(5)</li><li>(b)(5)</li></ul> <p>(b)(5)</p>	<p><b>Unstream Denendencies</b></p> <p>(b)(5)</p>



# 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)



Choose VA

VA



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Office of Community Care

# 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)



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Office of Community Care

## 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)
- 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)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>None</li></ul>	Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods	<ul style="list-style-type: none"><li>Metric 1: over 100,000 Veteran's vaccinated</li><li>Metric 2:Reimburse Walgreens 99% accuracy</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>8/11/2020 FINAL FILE/INVOICE SENT WALGREENS</li></ul>	<ul style="list-style-type: none"><li>10/30/2020 CLOSE OUT RETAIL PHARMACY</li></ul>

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<div><div>(b)(5)</div><div><div>(b)(5)</div><div>(b)(6)</div><div>(b)(5)</div></div><div><div>(b)(5)</div></div></div> <div>RISK:</div> <div>Mitigation:</div>	<div>RISK:</div>

# 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

1908

Deferred Project

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion		Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No current ELC decision required at this time.</li><li><b>BACKGROUND:</b><ul style="list-style-type: none"><li>Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019</li></ul></li></ul> <div>(b)(5)</div>		<p>To provide oversight for ongoing policy and IT funding efforts in conjunction with <u>Sec. 302 Protecting Veterans Credit Protection Act of 2018</u> including efforts to obtain legislative relief.</p>	<ul style="list-style-type: none"><li><b>Metric 1:</b> The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.</li><li><b>Metric 2:</b> Ensures Veteran cost share and deductibles are adjudicated accurately.</li><li><b>Metric 3:</b> 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.</li><li><b>Metric 4:</b> Decrease in Appeals and Calls for improperly reported debt.</li></ul>
Accomplishments		Upcoming Milestones	
<ul style="list-style-type: none"><li>VIPR V18-00312-000 for automated solution submitted.</li><li>Status as of 1/08/2020 –Unfunded Request/Pending Resources</li></ul>		<ul style="list-style-type: none"><li>JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.</li></ul>	
OCC Business Dependencies		Office of Information and Technology (OIT) / Data Dependencies	
<ul style="list-style-type: none"><li><b>Highlight OCC Business Dependencies:</b></li></ul> <div>(b)(5)</div>		<div>(b)(5)</div>	



# Community Care Business Program Management Review (PMR) #1

07/28/2020



- 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

191

## 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)



Choose VA

VA



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

(b)(5)

### Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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**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****Upcoming Milestones**

- 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 ANNOUNCEMENT AND FGB UPDATES COMPLETED

- DST DRIVE TIME TO BE ENABLED 30 DAYS AFTER FRN PUBLICATION
- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM.
- DST OFFICE 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)





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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)



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(b)(5)

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

(b)(5)

(b)(5)

**RISK:** N/A  
**Mitigation:** N/A



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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)

OIT / Data Dependencies

(b)(5)



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ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>No ELC Decision Requests for July</li></ul>	<p>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).</p>	<p><b>CCN Payment Metrics as of July 17, 2020</b></p> <ul style="list-style-type: none"><li>Region 1: Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, “No Action” Optum denials – 409,257</li><li>Region 2: Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, “No Action” Optum denials – 242,340</li><li>Region 3: Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, “No Action” Optum denials – 94,192</li><li>Region 4: Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, “No Action” TriWest denials - 563</li><li>The total Invoice Amount Paid/Sent for Payment: \$984,680,609.20</li></ul>

Accomplishments	Upcoming Milestones
<div><div>● 06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC</div><div>● 07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY</div></div>	<div><div>● 07/09/2020 CCRS USER ACCEPTANCE TESTING 11.4</div><div>● 07/14/2020 NATIONAL DEPLOYMENT GATE REVIEW (GO, NO GO DECISION)</div><div>● 07/16/2020 RELEASE CCRS 11.4 TO PRODUCTION</div><div>● 07/17/2020 UPDATE USER GUIDES AND LESSONS LEARNED CCRS 11.4</div><div>● 07/17/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 11.4</div></div>

OCC Business Dependencies	OIT / Data Dependencies
<ul style="list-style-type: none"><li>Clinical Integration (Facility CC Staff and VAMC RN Staff)</li><li>Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) (b)(5)</li><li>Revenue Operations (Facility Revenue, RUR, and CPAC Staff): (b)(5)</li><li>Finance (OCC Finance and Informatics Staff): (b)(5)</li><li>VAMC / Fiscal Budget Staff: (b)(5)</li></ul>	(b)(5)

# Appendix

# Cerner OCC Integration

1920

# 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

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

## Accomplishments

## Upcoming Milestones

TBD awaiting OEHRM Decision

● 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)



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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

● 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

**Upcoming Milestones****OCC Business Dependencies****Office of Information and Technology (OIT) / Data Dependencies**

(b)(5)

(b)(5)

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

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- OCC aims to transition to CCN as soon as possible and limit the extensions of PC3 overlap/coverage
- 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

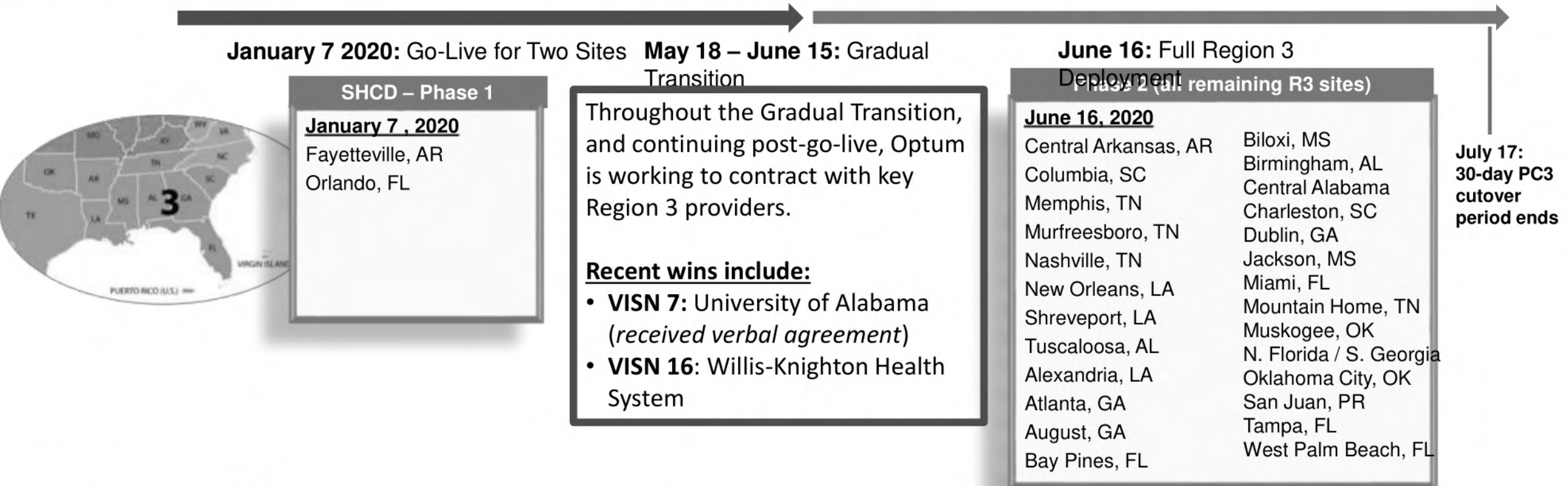
# Region 3 Update

1923

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## 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.

15



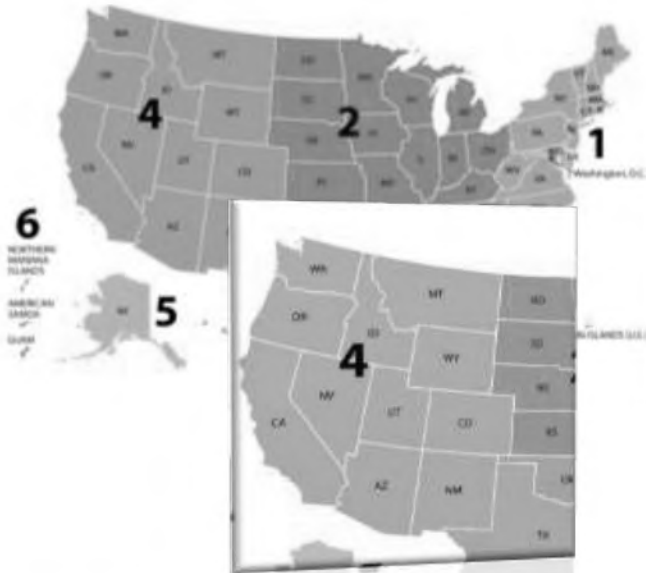
# Region 4 Update

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## 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





### 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)



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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)
- **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 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)



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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)

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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****Upcoming Milestones**

- 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

- 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)
- 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)



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ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>None</li></ul>	Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods	<ul style="list-style-type: none"><li>Metric 1: over 100,000 Veteran's vaccinated</li><li>Metric 2: Vaccinate 125,000 next year</li><li>Metric 3: Reimburse Walgreens 99% accuracy</li><li>Metric 4: Continued Outreach to Rural Veterans</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>7/11/2020 FINAL FILE/INVOICE SENT WALGREENS</li></ul>	<ul style="list-style-type: none"><li>8/1/2020 CLOSE OUT RETAIL PHARMACY</li></ul>

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<ul style="list-style-type: none"><li>(b)(5)</li><li>(b)(5)</li></ul> <div>(b)(5)</div>	RISK: N/A



## 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

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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	<i>Scheduled for 8/11</i>	Pending	TBD



# OCC Bi-Monthly Business PMR #1

09/22/2020



**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Office of Community Care*

- 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)

<b>Originator &amp; Date:</b> CHIO / BOA (b)(6) (b)(6) 9/14/2020		<b>Scope Definition:</b> Integrated Product Environment for isolated and end to end testing of various CCN related projects.	
<b>Impediments to OCC</b>		<b>Additional Impact</b>	
<b>Business Ops &amp; Admin:</b>	OPS Resource impacts	<b>Policy Impact:</b>	No current impacts identified.
<b>Delivery Ops:</b>	DO systems	<b>Funding Impact:</b>	Future - (b)(5)
<b>Revenue Ops:</b>	RO systems	<b>Impact on Other OCC Projects:</b>	(b)(5)
<b>Clinical &amp; Network Mgmt:</b>	CNM projects: PPMS, CCRA, EPRS, AMCMS, OCC-CERNER, CCN, CAVE, ePrescribing, etc.	<b>Impact if Project Idea Not Approved:</b>	
<b>OCC Leadership (Includes IDA and BIC):</b>	IDA – No current impacts identified. BIC - (b)(5) (b)(5)		
<b>Recommended OCC Strategic Priority Alignment</b>		<b>Recommended Project Designation</b>	<b>Recommended Business Owner</b>
Innovate Business Model		OCC	CHIO / BOA
<b>Discussion:</b> (b)(5) (b)(6) (b)(5)			



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<div>Executive Leadership Committee (ELC) Decision Needed / Priority Discussion</div> <div>(b)(5)</div>	<div>Project Description</div> <div>EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.</div>	<div>Key Performance Indicators (KPI)</div> <div><ul style="list-style-type: none"><li>Quality Check UI: 39/80 Users (Δ = +2)</li><li>CCN Accreditation Waivers UI: 30/30 Users (Δ = +3)</li><li>CCN Complaints &amp; Grievances UI: 28/54 Users (Δ = +2)</li><li>CCN Congressional Inquiries UI: 30/42 Users (Δ = +1)</li><li>CCN Corrective Action Plans (CAPs) UI: 28/30 Users (Δ = +1)</li><li>CCN Network Adequacy Deviations UI: 27/51 Users (Δ = +1)</li></ul></div>
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Accomplishments			Upcoming Milestones		
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)	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

<div>OCC Business Dependencies</div> <div>Project Dependencies</div> <div><ul style="list-style-type: none"><li>Community Care Contract Administration (CCCA)(b)(5)</li></ul></div> <div>(b)(5)</div> <div><ul style="list-style-type: none"><li>Community Care Network Management (NM)(b)(5)</li></ul></div> <div>(b)(5)</div>	<div>OIT / Data Dependencies</div> <div>Data Dependencies</div> <div>(b)(5)</div>
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## 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)
- Delivery Operations/POM:** (b)(5)
- Finance (OCC Finance and Informatics Staff):** (b)(5)
- Revenue Operations (Facility Revenue, ROR, and CPAC Staff)** (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



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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

● 7/27/20

● 7/29/20

● 08/11/20

● 8/11/20

● 08/20/20

● 8/25/2020

VA.GOV

HOTFIX

VA CPL

PPMS 9.0

VA.GOV

PPMS 9.0

VA.GOV

SPRINT 25

8.1.1.1

NATIONA

NATIONAL

SPRINT

GO-LIVE

SPRINT 28

RELEASE

L RELEASE

GATEWAY

27

REVIEW

Upcoming Milestones

● 08/20/2020 –

● 09/8/2020

● 09/15/20

● 09/25/20

● 10/27/20

● 11/5/20

9/9/2020

VA.GOV

PPMS 9.1

PPMS 9.1

PPMS 10

PPMS 10

PIE RESTART

SPRINT 29

NATIONAL

GO-LIVE

NATIONAL

GO-LIVE

PRIORITY SITES

GATE REVIEW

GATE REVIEW

OCC Business Dependencies

• Clinical Integration

• Network Management

• Community Care Network

• Delivery Operations

• Revenue Operations

• VAMC/CPO & Pharmacy - (b)(5)

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p>Implementation Updates:</p> <ol style="list-style-type: none"><li>CCN Urgent Care for Regions 2 and 3 went live on 9/1.</li><li>R2/3 Webinars held on 8/25 and 8/27, with over 400 participants at each session.</li><li>Worked with DEPO to ensure Veterans can access pharmacy locations for urgent care prescriptions and flu shots on VA.gov Provider Locator.</li></ol>	<p>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.</p>	<ul style="list-style-type: none"><li><b>1,710</b> total Veteran calls to confirm eligibility from 09/01/2020-09/07/2020.</li><li><b>392</b> total UC authorizations in R2 from 09/01/2020-09/07/2020.</li><li><b>1,014</b> total UC authorizations in R3 from 09/01/2020-09/07/2020.</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>08/30/20 OPTUM R2/3 PROVIDER FILE INGESTED BY PPMS</li><li>09/01/20 REGIONS 2/3 GO-LIVE</li></ul>	<ul style="list-style-type: none"><li>09/25/20 REGION 4 COMMS RELEASE</li><li>09/30/20 REGION 4 UC CCN GO-LIVE</li></ul>

OCC Business Dependencies	Office of Information Technology / Data Dependencies
<ul style="list-style-type: none"><li>Communications (b)(5)</li></ul> <div>(b)(5)</div> <div>(b)(5)</div>	(b)(5)

**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
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**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
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**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

1948

## 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)



Choose VA

VA



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



# Community Care Reimbursement System (CCRS)

# Development

## 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)
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff)
- Finance (OCC Finance and Informatics Staff)
- VAMC / Fiscal Budget Staff

## OIT / Data Dependencies

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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 1<sup>st</sup>
- 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)

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion		Project Description	Key Performance Indicators (KPI)
Discussion	No ELC decisions needed.	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	<ul style="list-style-type: none"><li>• <b>Metric 1:</b> Advisory Board meetings</li><li>• <b>Metric 2:</b> Care Coordination Plan developed</li><li>• <b>Metric 3:</b> Annual re-trainings conducted</li></ul>
	(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.		
Accomplishments		Upcoming Milestones	
<ul style="list-style-type: none"><li>● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED</li><li>● 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN</li><li>● 8/252020 HOSTED TRIBAL CONSULTATION ON CC APPROACH</li><li>● 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS</li></ul>		<ul style="list-style-type: none"><li>● 09/18/2020 EXECUTION OF MODIFICATION</li><li>● 09/15/2020 IHS/THP VIRTUAL RETRAINING</li><li>● 11/13/20 CC PLAN FINALIZED AND BEGIN IMPLEMENTATION</li></ul>	
OCC Business Dependencies		OIT / Data Dependencies	
(b)(5)		N/A	
		Risk: Mitigation:	

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No ELC decisions needed at this time.</li></ul>	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.	<p>Key financial &amp; utilization metrics tracked include, but are not limited to:</p> <ul style="list-style-type: none"><li><b>UM Metrics:</b> 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.</li><li><b>FM Metrics:</b> Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.</li></ul>

Accomplishments

Upcoming Milestones

● 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	● 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
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OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
(b)(5)	(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)

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

- **Highlight OIT/Data Dependencies:**

(b)(5)

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No ELC decisions needed at this time.</li></ul>	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.	<ul style="list-style-type: none"><li>Frequency data reported as accessible timely, <i>complete, accurate and reliable</i></li><li>Percent of compliance with policies</li><li>Percent of systems achieving established performance metrics</li><li>Percent of systems with complete documentation</li></ul>

Accomplishments

● 8/26/20 FINALIZED STRATEGIC PRIORITIES	● 8/31/2020 BEGAN PTF ENTRY FOR CCRS & PCM CLAIMS	● 9/2/2020 SYSTEMS DOCUMENTS GAP ANALYSIS
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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
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OCC Business Dependencies	OIT / Data Dependencies
(b)(5)	(b)(5)

## 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)
- 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:



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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No ELC decisions needed at this time.</li></ul>	Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods	<ul style="list-style-type: none"><li><b>Metric 1:</b> over 100,000 Veteran's vaccinated</li><li><b>Metric 2:</b>Reimburse Walgreens 99% accuracy</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>8/11/2020 FINAL FILE/INVOICE SENT WALGREENS</li></ul>	<ul style="list-style-type: none"><li>10/1/2020 CLOSE OUT RETAIL PHARMACY</li></ul>

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<div>(b)(5)</div> <ul style="list-style-type: none"><li>(b)(5) (b)(6) (b)(5)</li></ul> <div>(b)(5)</div> <div>RISK:</div> <div>Mitigation:</div>	<div>RISK:</div>



# VA DoD Payment and Referral Standardization

# Development

## Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

## Project Description

## Key Performance Indicators (KPI)

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.

- 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:**
- **RO Staff:**
- **OCC BOA/Finance and VAMC Fiscal Staff:**
- **VHA VSSC:**
- **DoD DHA:**

## Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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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

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1/10/2023

### 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)



Choose VA

VA



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

## Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- Deployment of this project is dependent on completion of training previously identified for delivery by the Financial Service Center (FSC). The training will now be accomplished by internal CPAC resources due to optional training tasks included in the FSC contract requiring funding from the CPAC organization.

## 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

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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

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## **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





- 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



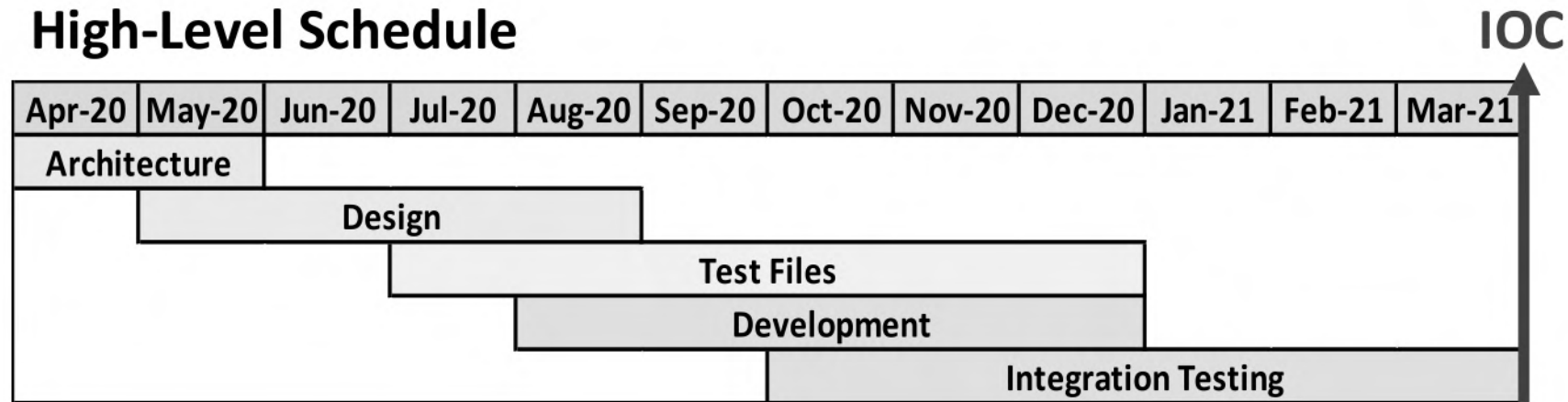
# Hot Topic: Payer Electronic Data Interchange (EDI) Prioritization



## 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

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## Backlog Prioritization (1-4)

\_\_\_\_\_EPRS (Parser)

\_\_\_\_\_CAVE

\_\_\_\_\_ARS

\_\_\_\_\_Community Care Billing SSN Reduction



Choose VA

VA



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

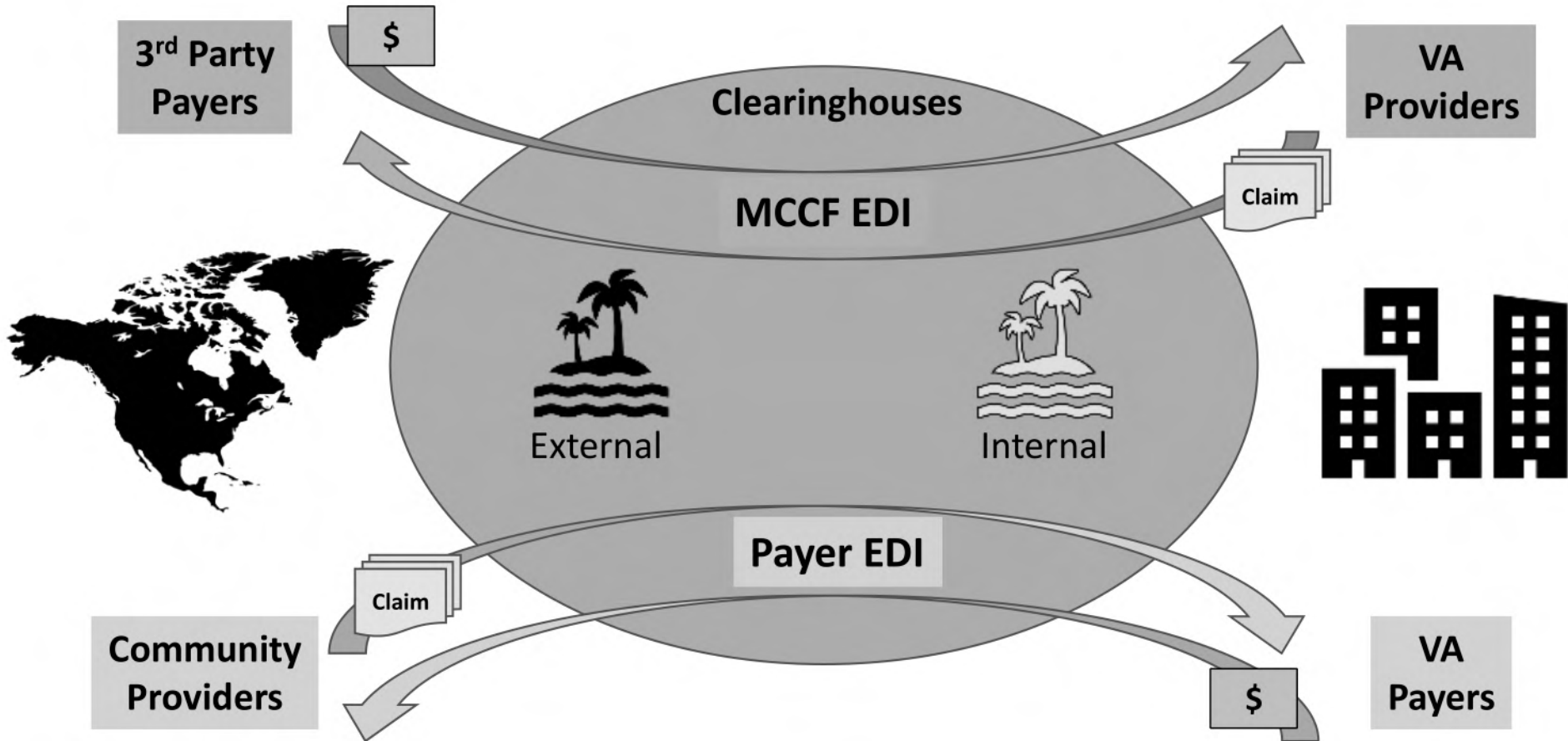
# EDI Flow

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# Payer EDI Recent Highlights

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- 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)

- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)

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

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

(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

- 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

### Upcoming Milestones

### OCC Business Dependencies

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

(b)(5)

### OIT / Data Dependencies

(b)(5)

<b>For ELC Awareness</b>	<b>Project Description</b>	<b>Key Performance Indicators (KPI)</b>
(b)(5)	EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.	<ul style="list-style-type: none"><li>Quality Check UI: 42/80 Users (<math>\Delta = +1</math>)</li><li>CCN Accreditation Waivers UI: 31/30 Users (No change)</li><li>CCN Complaints &amp; Grievances UI: 29/54 Users (No change)</li><li>CCN Congressional Inquiries UI: 31/42 Users (No change)</li><li>CCN Corrective Action Plans (CAPs) UI: 29/30 Users (<math>\Delta = +1</math>)</li><li>CCN Network Adequacy Deviations UI: 28/51 Users (No change)</li></ul>

Accomplishments

Upcoming Milestones

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	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
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<b>OCC Business Dependencies</b>	<b>OIT / Data Dependencies</b>
<b>Project Dependencies</b> <ul style="list-style-type: none"><li>Community Care Contract Administration/Support (CCCA/S) (b)(5)</li><li>Community Care Network Management (NM) (b)(5)</li></ul>	(b)(5)

## 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)



Choose VA

VA



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Office of Community Care

# Appendix

## PMR Project Slides



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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

## Upcoming Milestones

- 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
- IOC Go Live: 10/24/2020

## OCC Business Dependencies

### Highlight OCC Business Dependencies:

- Clinical Integration and Mann Grandstaff Facility CC Staff (b)(5)
- Payment Operations Management
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff)
- Women's Health (IVF and Infertility)

## OIT / Data Dependencies

(b)(5)



Choose VA

VA



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Veterans Health Administration  
Office of Community Care

**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**

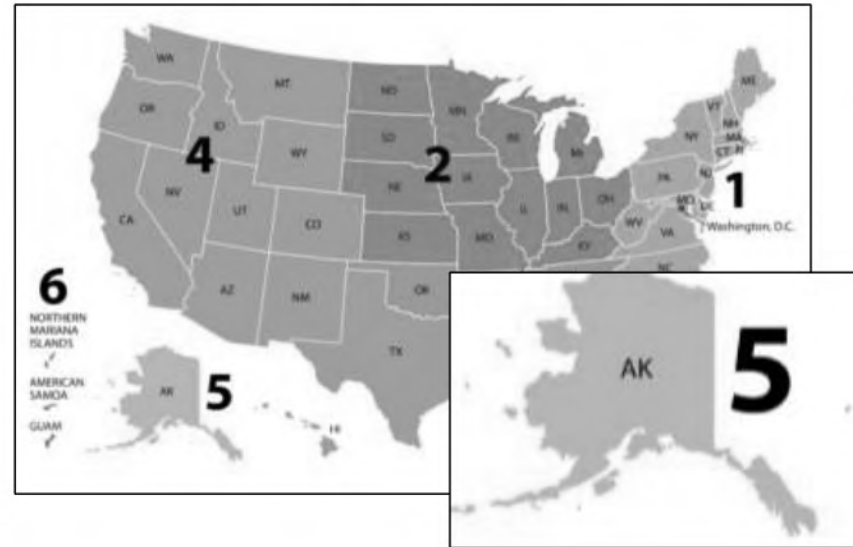
- **Network Management** (b)(5)
- **Clinical Integration** (b)(5)
- **Contract Administration** (b)(5)
- **Provider Payment** (b)(5)
- **Referral Monitoring and Management** (b)(5)

**Office of Information and Technology (OIT) / Data Dependencies**

(b)(5)

# Region 5 Announcement

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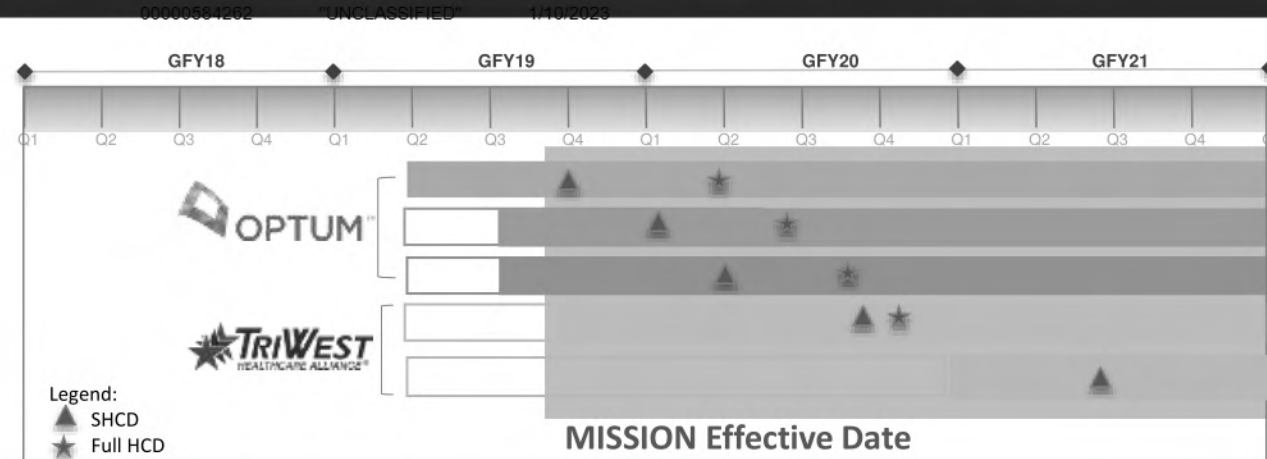


- Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1/2020.
- The Post Award Meeting is scheduled for 10/19/2020.
- The Kickoff Meeting is scheduled for 11/4/2020.
- Region 5 has a Veteran population of more than 68,000 with more than 33,000 Veterans enrolled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

ELC Decision Needed/ ELC Priority Discussion		Project Description	Key Performance Indicators (KPI)
<p>No ELC decisions needed. Accomplishments:</p> <ul style="list-style-type: none"> <li>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).</li> <li>CC approach – Draft final pan completed and will be sent for wider VA concurrence week of 10/21/20.</li> <li>Program office presented to the BIMS on 9/11.</li> <li>The annual tribal retraining held week of 9/15.</li> <li>Internal controls SOP completed</li> </ul>		<p>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</p>	<ul style="list-style-type: none"> <li><b>Metric 1:</b> Advisory Board meetings</li> <li><b>Metric 2:</b> Care Coordination Plan developed</li> <li><b>Metric 3:</b> Annual re-trainings conducted</li> </ul>
Accomplishments			Upcoming Milestones
<ul style="list-style-type: none"> <li>07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED</li> <li>7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN</li> <li>8/25/2020 HOSTED TRIBAL CONSULTATION ON CC APPROACH</li> <li>09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS</li> <li>09/23/2020 IHS/THP VIRTUAL RETRAINING</li> </ul>			<ul style="list-style-type: none"> <li>11/16/2020 CC PLAN FINALIZED</li> </ul>
OCC Business Dependencies		OIT / Data Dependencies	
(b)(5)		<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>	

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Executive Leadership Committee (ELC) Priority Discussion	Project Description	Key Performance Indicators (KPI)
No ELC decisions needed or priority discussion topics at this time.	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 financial & utilization metrics tracked include, but are not limited to: <ul style="list-style-type: none"><li>• <b>UM Metrics:</b> 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.</li><li>• <b>FM Metrics:</b> Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.</li></ul>

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
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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
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OCC Business Dependencies
(b)(5)

Office of Information and Technology (OIT) / Data Dependencies
(b)(5)

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





**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)



## 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	+/ -	% Change	Active Provider Service	10/9/2020	+/ -	% Change
CCN Region 1	333,438	332,242	796	0.24%	1,498,245	1,490,201	8,044	0.54%
CCN Region 2	312,421	311,185	1,236	0.40%	1,725,340	1,711,285	14,055	0.82%
CCN Region 3	187,858	186,508	752	0.40%	701,448	698,301	3,147	0.45%
CCN Region 4	225,158	224,398	760	0.34%	580,968	577,803	3,165	0.52%
Service	1,058,875	1,035,133	23,742	2.24%	4,305,961	4,277,190	28,771	0.67%
NON-CCN								
DOD	81	85	-4	-4.94%	85	85	0	0.00%
HR	72	72	0	0.00%	78	78	0	0.00%
Local Contract	2,772	2,751	21	0.76%	2,908	2,883	25	0.86%
Tribal Health	129	128	1	0.78%	173	173	0	0.00%
TriWest	783,122	790,418	-7,296	-0.93%	1,778,882	1,796,319	-17,437	-0.97%
VA Network	48,855	48,048	807	1.65%	70,180	70,284	-104	-0.15%
VEA	20,344	20,010	334	1.65%	27,571	27,134	437	1.59%
Non-CCN Sub-Total	767,389	767,542	-153	-0.02%	1,848,778	1,837,358	11,420	0.62%
Total Unique Providers	1,758,176	1,759,984	-1,808	-0.10%	6,348,739	6,314,476	34,263	0.54%

## 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	● 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	● 10/27/20 PPMS 10 NATIONAL GATE REVIEW	● 11/5/20 PPMS 10 GO-LIVE
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## OCC Business Dependencies

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

(b)(5)

REVIEW

## OIT / Data Dependencies

(b)(5)



# OCC Data Governance Project

1989

Development

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ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p><b>Decision:</b> None</p> <p><b>Priority Discussion:</b> None</p>	<p>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.</p>	<ul style="list-style-type: none"><li>• Frequency data reported as accessible timely, <i>complete, accurate and reliable</i></li><li>• Percent of compliance with policies</li><li>• Percent of systems achieving established performance metrics</li><li>• Percent of systems with complete documentation</li></ul>

Accomplishments	Upcoming Milestones
<div><div>● 10/7/2020</div><div>SPONSORED ISSUES TRACKER DG WORKGROUP</div></div> <div><div>● 10/14/2020</div><div>APPROVED TECH &amp; DATA GOVERNANCE ROAD MAP</div></div> <div><div>● 10/16/2020</div><div>INITIATED E-REPOS DATA USABILITY ANALYSIS</div></div> <div><div>● 10/21/2020</div><div>APPROVED STANDARD SYSTEMS ARTIFACTS</div></div>	<div><div>● 10/30/2020</div><div>DRAFT DATA GOVERNANCE COMMUNICATION PLAN</div></div> <div><div>● 11/18/2020</div><div>CHANGE MANAGEMENT SPONSOR PLAN</div></div> <div><div>● 11/25/2020</div><div>DRAFT DATA GOVERNANCE STRUCTURE</div></div>

OCC Business Dependencies	OIT / Data Dependencies
<p><b>Upstream Dependencies</b></p> <ul style="list-style-type: none"><li>• <b>VA Data Governance:</b> (b)(5)</li><li>• <b>OIT:</b> (b)(5)</li></ul> <p>(b)(5)</p>	<p>(b)(5)</p>

# 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)



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Office of Community Care

# 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)



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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)
- 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)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>None</li></ul>	Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods	<ul style="list-style-type: none"><li>Metric 1: over 100,000 Veteran's vaccinated</li><li>Metric 2:Reimburse Walgreens 99% accuracy</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>8/11/2020 FINAL FILE/INVOICE SENT WALGREENS</li></ul>	<ul style="list-style-type: none"><li>10/30/2020 CLOSE OUT RETAIL PHARMACY</li></ul>

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<ul style="list-style-type: none"><li>(b)(5)</li><li>(b)(5)</li><li>(b)(5)</li></ul> <div></div> <p>RISK:</p> <p>Mitigation:</p>	<p>RISK:</p>

# Appendix

## Project Idea Evaluation Updates



# Project Idea Evaluation (PIE) Updates

1996

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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

1997

# Deferred Project

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<i>Executive Leadership Committee (ELC) Decision Needed / Priority Discussion</i>	<i>Project Description</i>	<i>Key Performance Indicators (KPI)</i>
<ul style="list-style-type: none"><li><b>DECISION:</b> No current ELC decision required at this time.</li><li><b>BACKGROUND:</b><ul style="list-style-type: none"><li>Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019</li></ul></li></ul> <div>(b)(6)</div>	<p>To provide oversight for ongoing policy and IT funding efforts in conjunction with <u>Sec. 302 Protecting Veterans Credit Protection Act of 2018</u> including efforts to obtain legislative relief.</p>	<ul style="list-style-type: none"><li><b>Metric 1:</b> The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.</li><li><b>Metric 2:</b> Ensures Veteran cost share and deductibles are adjudicated accurately.</li><li><b>Metric 3:</b> 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.</li><li><b>Metric 4:</b> Decrease in Appeals and Calls for improperly reported debt.</li></ul>

## Accomplishments

## Upcoming Milestones

<ul style="list-style-type: none"><li>VIPR V18-00312-000 for automated solution submitted.</li><li>Status as of 1/08/2020 –Unfunded Request/Pending Resources</li></ul>	<ul style="list-style-type: none"><li>JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.</li></ul>
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<i>OCC Business Dependencies</i>	<i>Office of Information and Technology (OIT) / Data Dependencies</i>
<div>(b)(6)</div>	<div>(b)(6)</div>

# Community Care Business Program Management Review (PMR) #1

11/24/2020



**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Office of Community Care*

- 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

<b>Originator &amp; Date:</b> 11/10/2020 (b)(6)		<b>Scope:</b> 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.	
		<b>Additional Impact</b>	
<b>Business Ops &amp; Admin:</b>	(b)(5)	<b>Policy Impact:</b>	No Additional Impacts identified
<b>Delivery Ops:</b>		<b>Funding Impact / Status:</b>	(b)(5)
<b>Revenue Ops:</b>		<b>Impact on Other OCC Projects:</b>	
<b>Clinical &amp; Network Mgmt:</b>		<b>Impact if Project Idea Not Approved:</b>	
<b>OCC Leadership (Includes IDA and BIC):</b>			
<b>Community Care Network (Contract Mod):</b>	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.		
<b>Recommended OCC Strategic Priority Alignment</b>		<b>Recommended Project Designation</b>	<b>Recommended Business Owner</b>
Implement Community Care Network (CCN) Improve Customer Service		OCC Directorate Managed	(b)(6)
<b>Discussion:</b> (b)(5)			



Choose VA

VA



U.S. Department of Veterans Affairs  
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Office of Community Care

# Referral Based Obligations

<b>Originator &amp; Date:</b> (b)(6) (b)(6) 11/17/2020		<b>Scope Definition:</b> OCC needs to assess and establish an interim and long-term process for recording obligations for Community Care programs	
<b>Impact</b>		<b>Additional Impact</b>	
<b>Business Ops &amp; Admin:</b>	CHIO AMCMS, FMS, FSC dashboards may be impacted	<b>Policy Impact:</b>	(b)(5)
<b>Delivery Ops:</b>	CCRS, FMS, eCAMS, PIT	<b>Funding Impact / Status:</b>	
<b>Revenue Ops:</b>	No impact identified at this time.	<b>Impact on Other OCC Projects:</b>	
<b>Clinical &amp; Network Mgmt:</b>	(b)(5)	<b>Impact if Project Idea Not Approved:</b>	
<b>OCC Leadership (Includes IDA and BIC):</b>			
<b>Community Care Network (Contract Mod):</b>			
<b>Recommended OCC Strategic Priority Alignment</b>		<b>Recommended Project Designation</b>	<b>Recommended Business Owner</b>
Improve Claims Processing & Innovate Business Model		OCC Managed	(b)(6)
<b>Discussion:</b>			
(b)(5)			
<b>OCC Policy, OCC Finance, and Portfolio Managers Vote Count:</b> All Yes votes received (no dissents).			

# Priority Project Review

Project Status Slides



## VA/DoD Advanced Payment and Referral Standardization

## Project Phase - National Deployment

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1/10/2023

## 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

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

## Milestones:

## OCC Business Dependencies

(b)(5)

- 
- 
- 

RisksRisk:

(b)(5)

## Office of Information and Technologies/Data Dependencies

(b)(5)



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Veterans Health Administration  
Office of Community Care



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

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

Milestones:

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 --

## 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

● 2020-12-03: CCRS Release 13.2

● 2020-12-17: CCRS Release 13.3

● 2021-01-07: CCRS Release 13.4

## Milestones:

## 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)



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Office of Community Care

# Appendix

## Project Status Slides



## 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 --



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1/10/2020

**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

- HSRM Release 11 (interface updates for HSRM, may not be in effect until Cerner CS2): 11/24/2020

**Upcoming Milestones**

- 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)

**OIT / Data Dependencies**

(b)(5)

**Choose VA****VA**

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Veterans Health Administration  
Office of Community Care

## ELC Decision Needed/Priority Discussion

No ELC decision was needed or priority discussion topics during this time period.

## 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 Indicator

- 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

● 2021-04-01: R5 HCD

## Milestones:

## OCC Business Dependencies

(b)(5)

## Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --



Choose VA

VA



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

### 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 ( $\Delta = +1$ )
- 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 ( $\Delta = +1$ )
- 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

● 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

### Milestones:

### OCC Business Dependencies

(b)(5)

### Risks

-- No Risks Found --

### Office of Information and Technologies/Data Dependencies

(b)(5)



Choose VA

VA



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

### ELC Decision Needed/Priority Discussion

No ELC decision is needed or priority discussion topics at this time

### Project Description

Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts

### Key Performance Indicator

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

2020-12-03: CC Plan Adopted

### Milestones:

### 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

00000584262

"UNCLASSIFIED"

1/10/2023

## 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

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

## Milestones:

## OCC Business Dependencies

-- No Business Dependencies Found --

## Office of Information and Technologies/Data Dependencies

(b)(5)



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Veterans Health Administration  
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# Community Care Referral and Authorization System (CCR&A)

2014

## Project Phase - National Deployment

00000584262

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1/10/2023

### ELC Decision Needed/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 Indicator

- 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

● 2020-11-20: CAEC 2.0 National Deployment

● 2020-11-23: Release 11 National Deployment

● 2021-01-25: Release 12 National Deployment (IRIS)

### Milestones:

### OCC Business Dependencies

(b)(5)

### Risks

-- No Risks Found --

### Office of Information and Technologies/Data Dependencies

(b)(5)

### Issues

-- No Issues Found --



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Office of Community Care

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 (CTB), 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:

### Milestones:

● 10/23/2020: completed national Deployment of CTB 1.9.0076	● 10/26/2020: Began Training And Comms For CTB V2.0	● 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)
	<b>Issues</b> -- No Issues Found --

## OCC Continuity Of Operations Plan (COOP)

## Project Phase - Project Development

00000584262

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1/10/2023

## ELC Decision Needed/Priority Discussion

No ELC decisions needed or priority discussions at this time

## Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions.

## Key Performance Indicator

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

● 2020-11-25: Development of  
Communication Strategy

● 2020-12-16: Phase I Prepare  
Complete

● 2021-01-06: Phase II Respond  
Complete

## Milestones:

## OCC Business Dependencies

(b)(5)

Risks

(b)(5)

## Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

(b)(5)



## Integrated Product Environment (IPE)

## Project Phase - Project Development

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1/10/2023

## ELC Decision Needed/Priority Discussion

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

## Project Description

Develop an Integrated Product Environment for isolated E2E and UAT

## Key Performance Indicator

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 --

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

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

## Project Phase - National Deployment

00000584262

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1/10/2023

### ELC Decision Needed/Priority Discussion

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

### Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) updates.

### Key Performance Indicator

\* 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

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

### Milestones:

### 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.



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Office of Community Care

### ELC Decision Needed/Priority Discussion

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 Indicator

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)

● 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

### Milestones:

### OCC Business Dependencies

(b)(5)

### Risks

-- No Risks Found --

### Office of Information and Technologies/Data Dependencies

(b)(5)

### Issues

-- No Issues Found --



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

## ELC Decision Needed/Priority Discussion

No ELC Decisions needed or priority discussion topics at this time

## Project Description

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.

## Key Performance Indicator

Align with the VA/DoD Advanced Payment Methodology.

## Accomplishments:

## Milestones:

● 2019-10-11: Gate 3

● 2020-10-30: VSSC Data Validation

● 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

00000004202 UNCLASSIFIED 1/10/2023

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

00000004202

"UNCLASSIFIED"

1/10/2023

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)

00000551262 UNCLASSIFIED 1/10/2023

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion		Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No current ELC decision required at this time.</li><li><b>BACKGROUND:</b><ul style="list-style-type: none"><li>Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019</li></ul></li></ul>		To provide oversight for ongoing policy and IT funding efforts in conjunction with <u>Sec. 302 Protecting Veterans Credit Protection Act of 2018</u> including efforts to obtain legislative relief.	<ul style="list-style-type: none"><li><b>Metric 1:</b> The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.</li><li><b>Metric 2:</b> Ensures Veteran cost share and deductibles are adjudicated accurately.</li><li><b>Metric 3:</b> 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.</li><li><b>Metric 4:</b> Decrease in Appeals and Calls for improperly reported debt.</li></ul>
(b)(5)			
(b)(5)	(b)(6)		
(b)(5)			
Accomplishments		Upcoming Milestones	
<ul style="list-style-type: none"><li>VIPR V18-00312-000 for automated solution submitted.</li><li>Status as of 1/08/2020 –Unfunded Request/Pending Resources</li></ul>		<ul style="list-style-type: none"><li>JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.</li></ul>	
OCC Business Dependencies		Office of Information and Technology (OIT) / Data Dependencies	
(b)(5)		(b)(5)	



**From:**  
**Subject:**  
**To:**

00000584262 "UNCLASSIFIED" 1/10/2023

(b)(6)  
 (OCC NM); VHA OCC BOA PPS Leadership; (b)(6)  
 (b)(6)  
 (b)(6) VHA 10D1 OCM:  
 (b)(6)  
 (b)(6) Matthews, Kameron; Upton, Mark T.; (b)(6)  
 (b)(6)  
 (b)(6) (OCC NM); VHA OCC BOA PPS Leadership; (b)(6)  
 (b)(6)  
 (b)(6) VHA 10D1 OCM; (b)(6) @erpi.net; (b)(6)  
 (b)(6)  
 (b)(6) Matthews, Kameron; Upton, Mark T.;  
 (b)(6) @guidehouse.com; (b)(6) @guidehouse.com; (b)(6)  
 (b)(6) Reed, Susan A; (b)(6)  
 (b)(6)  
 (b)(6) Federal  
 Advisory Partners; (b)(6) (Business Information Technology Solutions (BITS), LLC) (b)(6)  
 (b)(6) Federal Advisory Partners; (b)(6)  
 (b)(6)  
 (b)(6) @federaladvisory.com; (b)(6) @federaladvisory.com; (b)(6) Federal Advisory  
 Partners; (b)(6) Business Information Technology Solutions (BITS), LLC; (b)(6)  
 (b)(6) Federal Advisory Partners; (b)(6)  
**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

+1 872-701-0185 United States, Chicago (Toll)

Conference ID: (b)(6) #

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# Community Care Business Program Management Review (PMR) #1

12/22/2020





- 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

The email address for Project Idea Submissions has changed:

- Previous Address – (b)(6) @va.gov
- New Address – (b)(6) @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

<b>Originator &amp; Date:</b> 12/1/2020		<b>Scope Definition:</b> 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	
		<b>Additional Impact</b>	
<b>Business Ops &amp; Admin:</b>	No Impacts at this time	<b>Policy Impact:</b>	No Impacts
<b>Delivery Ops:</b>	(b)(5)	<b>Funding Impact / Status:</b>	No Impacts. (b)(5)
<b>Revenue Ops:</b>		<b>Impact on Other OCC Projects:</b>	(b)(5)
<b>Clinical &amp; Network Mgmt:</b>			
<b>OCC Leadership (Includes IDA and BIC):</b>	No Impact at this time	<b>Impact if Project Idea Not Approved:</b>	(b)(5)
<b>Community Care Network (Contract Mod):</b>	(b)(5)		
<b>Recommended OCC Strategic Priority Alignment</b>		<b>Recommended Project Designation</b>	<b>Recommended Business Owner</b>
Improve Customer Service, Implement Community Care Network (CCN)		OCC Directorate Managed / Network Management	(b)(6)
<b>Discussion:</b>			
PPS resources not requested – Presented for ELC Awareness			
<b>Directorate PM</b> – (b)(6)			
(b)(5)			

## FY 21 Key Initiative: Clinical Documentation Improvement

0000004202

UNCLASSIFIED

7/16/2023

**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.

		Additional Impact	
Business Ops & Admin:	No Impacts	Policy Impact:	No Impacts at this time
Delivery Ops:	No Impacts	Funding Impact / Status:	No Impacts at this time
Revenue Ops:	(b)(5)	Impact on Other OCC Projects:	No Impacts at this time
Clinical & Network Mgmt:		Impact if Project Idea Not Approved:	(b)(5)
OCC Leadership (Includes IDA and BIC):	(b)(5)		
Community Care Network (Contract Mod):	No Impact		
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.



Choose VA



Veterans Health Administration  
 Office of Community Care

<b>Originator &amp; Date:</b> 12/10/20 (b)(6)		<b>Scope Definition:</b> 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.)	
<b>Impacts</b>		<b>Additional Impact</b>	
<b>Business Ops &amp; Admin:</b>	(b)(5)	<b>Policy Impact:</b>	No impacts at this time. (b)(5) (b)(6)
<b>Delivery Ops:</b>		<b>Funding Impact / Status:</b>	(b)(5)
<b>Revenue Ops:</b>		<b>Impact on Other OCC Projects:</b>	
<b>Clinical &amp; Network Mgmt:</b>		<b>Impact if Project Idea Not Approved:</b>	
<b>OCC Leadership (Includes IDA and BIC):</b>			
<b>Community Care Network (Contract Mod):</b>	No impacts at this time.		
<b>Recommended OCC Strategic Priority Alignment</b>		<b>Recommended Project Designation</b>	<b>Recommended Business Owner</b>
Innovate Business Model		OCC Managed Project/ Clinical Integration	(b)(6)
<b>Discussion:</b> (b)(5)			
<b>OCC Policy, OCC Finance, and Portfolio Managers Vote:</b> Yes			

# Priority Project Review

Project Status Slides



## Advanced Medical Cost Management Solution (AMCMS)

## Project Phase - Project Development

00000584262

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1/10/2023

## ELC Decision Needed/Priority Discussion

## Project Description

## Key Performance Indicator

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.

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:

## Milestones:

2020-11-12: Lessons Learned Completed

2020-12-07: VISN 8 Stakeholder Assessment

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

## Office of Information and Technologies/Data Dependencies

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>ELC Discussion - OCC alignment to Dr. Stone Data Strategy and Governance Memorandum dated 12/2/2020</p> <p>ELC Decision - ELC agree to serve as interim OCC Data Governance Council</p>	<p>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.</p>	<ul style="list-style-type: none"> <li>- Number of data policies, practices, and standards established</li> <li>- Percent of data issues resolved</li> <li>- Number of completed data initiatives in data governance project portfolio</li> <li>- Percent of data initiatives that meet or exceed established initiative targets</li> </ul>

Accomplishments:

Milestones:

2020-12-04: OCC-OIT Innovation Work Group

2020-12-14: Change Management Prosci Analysis

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	Office of Information and Technologies/Data Dependencies
(b)(5)	(b)(5)
	No Issues to elevate at this time



## VA/DoD Advanced Payment and Referral Standardization

## Project Phase - National Deployment

00000584262

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1/10/2023

## ELC Decision Needed/Priority Discussion

## Project Description

## Key Performance Indicator

(b)(5)

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.

- 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:

## Milestones:

2020-10-08: Updated Care Coordination Training

2020-12-03: HEC Approval of Next AP sites go-live

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

## Office of Information and Technologies/Data Dependencies

**Choose VA****VA**

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

# Appendix

## Project Status Slides



## Office of Community Care Cerner Integration

## Project Phase - Phased Implementation

00000584262

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1/10/2023

## 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

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

## Milestones:

## OCC Business Dependencies

(b)(5)

## Office of Information and Technologies/Data Dependencies

(b)(5)



Choose VA

VA



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

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)

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## 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.	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:

## Milestones:

<ul style="list-style-type: none"> <li>2020-11-15: C6 Report Technical Release</li> <li>2020-12-15: CTB v1.9.0078 National Deployment</li> </ul>	<ul style="list-style-type: none"> <li>2021-01-15: CTB v2.0 Production "Dark Release"</li> <li>2021-01-17: SEOC DB Cloud Migration</li> <li>2021-02-15: Training and Comms for CTB v2.0</li> <li>2021-04-02: CTB v2.0 Deployment</li> </ul>
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OCC Business Dependencies
(b)(5)

Office of Information and Technologies/Data Dependencies
(b)(5)

## Provider Profile Management System (PPMS)

## Project Phase - National Deployment

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## ELC Decision Needed/Priority Discussion

No Priority Discussion or ELC Decisions Required.

## 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

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:

## Milestones:

● 2020-11-13: PIE - Go-Live WRJ ● 2020-12-07: PPMS 10.1 UAT

● 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

**Choose VA****VA**

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Office of Community Care

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**ELC Decision Needed/Priority Discussion**

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 Indicator**

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:****Milestones:**

● 2020-12-10: 12/09/2020

● 2020-12-16: National Release of VistA functionality

● 2021-02-20: Configurable list of OHI for suppression

**OCC Business Dependencies**

(b)(5)

No Risks to elevate at this time

**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.	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

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## ELC Decision Needed/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 and data integrations for administering the CCN contract.

## Key Performance Indicator

Quality Check UI: 61/80 Users ( $\Delta = +15$ )  
CCN Accreditation Waivers UI: 48/30 Users ( $\Delta = +16$ )  
CCN Complaints & Grievances UI: 45/54 Users ( $\Delta = +15$ )  
CCN Congressional Inquiries UI: 47/42 Users ( $\Delta = +17$ )  
CCN Corrective Action Plans (CAPs) UI: 45/30 Users ( $\Delta = +15$ )  
CCN Network Adequacy Deviations UI: 43/51 Users ( $\Delta = +14$ )

## Accomplishments:

2020-11-24: R12.0D: EPRS  
Technical Release: CCRS

2020-12-11: Pre-Prod R10.2:  
Accreditation Waivers & CAPs  
enhancements

2020-12-28: Pre-Prod  
R10.3- Congressional UI  
Enhancements

2021-01-05: Build 9.0 D:  
Technical Release:  
HSRM

## Milestones:

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)



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VA



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Office of Community Care

## Community Care Claims Reimbursement (CCRS)

## Project Phase - Project Development

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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:

## Milestones:

● 2020-12-15: CCRS Release 13.3 Go No Go	● 2020-12-17: CCRS Release 13.3	● 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
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OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"><li>CCRA, FMS, PPMS, PIT, and MVI</li></ul> <div>(b)(5)</div>	<ul style="list-style-type: none"><li>CCRA, SEOC, PPMS, MVI, EDI, DAS, and CCN Contractors</li></ul> <div>(b)(5)</div>



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

## Project Phase - National Deployment

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### ELC Decision Needed/Priority Discussion

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

### Project Description

Vista Integrated Billing (IB) and Accounts Receivable (AR) updates.

### Key Performance Indicator

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

### Accomplishments:

### Milestones:

2020-12-04: Current Contract PoP Ends

2020-12-05: 3 Month Extension Contract Begins

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.

### Office of Information and Technologies/Data Dependencies

- No data dependencies at this time.



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## OCC Continuity Of Operations Plan (COOP)

## Project Phase - Project Development

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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:

## Milestones:

● 2020-08-13: Project Kick-off meeting	● 2020-11-16: COOP template completed	● 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
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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 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	Office of Information and Technologies/Data Dependencies
<div>(b)(5)</div> <div>No Risks to elevate at this time</div>	<div><ul style="list-style-type: none"><li>No OI&amp;T Data dependencies at this time.</li></ul></div> <div>No Issues to elevate at this time</div>

# Appendix

## Project Idea Evaluation (PIE) Updates

# Project Idea Evaluation (PIE) Updates

2051

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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

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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

00000004202 UNCLASSIFIED 1/10/2023

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)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion		Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>• <b>DECISION:</b> No current ELC decision required at this time.</li><li>• <b>BACKGROUND:</b><ul style="list-style-type: none"><li>• Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019</li></ul></li></ul> <div>(b)(5)</div>		<p>To provide oversight for ongoing policy and IT funding efforts in conjunction with <u>Sec. 302 Protecting Veterans Credit Protection Act of 2018</u> including efforts to obtain legislative relief.</p>	<ul style="list-style-type: none"><li>• <b>Metric 1:</b> The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.</li><li>• <b>Metric 2:</b> Ensures Veteran cost share and deductibles are adjudicated accurately.</li><li>• <b>Metric 3:</b> 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.</li><li>• <b>Metric 4:</b> Decrease in Appeals and Calls for improperly reported debt.</li></ul>
Accomplishments		Upcoming Milestones	
<ul style="list-style-type: none"><li>• VIPR V18-00312-000 for automated solution submitted.</li><li>• Status as of 1/08/2020 –Unfunded Request/Pending Resources</li></ul>		<ul style="list-style-type: none"><li>• JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.</li></ul>	
OCC Business Dependencies		Office of Information and Technology (OIT) / Data Dependencies	
<ul style="list-style-type: none"><li>• <b>Highlight OCC Business Dependencies:</b></li></ul> <div>(b)(5)</div>		<div>(b)(5)</div>	



# Community Care Business Program Management Review (PMR) #1

07/28/2020



- 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

2058

## 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

### OIT / Data Dependencies

(b)(5)



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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** (b)(5)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:** (b)(5)

(b)(5)

**Office of Information and Technology (OIT) / Data Dependencies**

(b)(5)

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**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 ANNOUNCEMENT 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 OFFICE 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)	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	<ul style="list-style-type: none"> <li><b>Metric 1:</b> Advisory Board meetings</li> <li><b>Metric 2:</b> Care Coordination Plan developed</li> <li><b>Metric 3:</b> Annual re-trainings conducted</li> </ul>
Accomplishments		Upcoming Milestones	
<ul style="list-style-type: none"> <li>6/4/20 HELD 2<sup>ND</sup> ADVISORY BOARD MTG</li> <li>07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED</li> </ul>		<ul style="list-style-type: none"> <li>08/20/20 TRIBAL CONSULTATION (VIRTUAL)</li> <li>08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY)</li> <li>9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD</li> <li>11/30/20 CARE COORDINATION PLAN FINALIZED</li> </ul>	
OCC Business Dependencies		OIT / Data Dependencies	
(b)(5)		<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>	

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**ELC Decision Needed/ ELC Priority Discussion**

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**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)



1/10/2023

(b)(5)

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

(b)(5)

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**RISK:** N/A  
**Mitigation:** N/A

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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)



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ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>No ELC Decision Requests for July</li></ul>	<p>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).</p>	<p><b>CCN Payment Metrics as of July 17, 2020</b></p> <ul style="list-style-type: none"><li>Region 1: Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, “No Action” Optum denials – 409,257</li><li>Region 2: Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, “No Action” Optum denials – 242,340</li><li>Region 3: Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, “No Action” Optum denials – 94,192</li><li>Region 4: Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, “No Action” TriWest denials - 563</li><li>The total Invoice Amount Paid/Sent for Payment: \$984,680,609.20</li></ul>

Accomplishments	Upcoming Milestones
<div><div>● 06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC</div><div>● 07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY</div></div>	<div><div>● 07/09/2020 CCRS USER ACCEPTANCE TESTING 11.4</div><div>● 07/14/2020 NATIONAL DEPLOYMENT GATE REVIEW (GO, NO GO DECISION)</div><div>● 07/16/2020 RELEASE CCRS 11.4 TO PRODUCTION</div><div>● 07/17/2020 UPDATE USER GUIDES AND LESSONS LEARNED CCRS 11.4</div><div>● 07/17/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 11.4</div></div>

OCC Business Dependencies	OIT / Data Dependencies
<ul style="list-style-type: none"><li>Clinical Integration (Facility CC Staff and VAMC RN Staff)</li><li>Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) (b)(5)</li><li>(b)(5)</li><li>Revenue Operations (Facility Revenue, RUR, and CPAC Staff): (b)(5)</li><li>(b)(5)</li><li>Finance (OCC Finance and Informatics Staff): (b)(5)</li><li>(b)(5)</li><li>VAMC / Fiscal Budget Staff: (b)(5)</li><li>(b)(5)</li></ul>	(b)(5)

# Appendix



# Cerner OCC Integration

2067

# Development

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1/10/2020

## 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

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

## Accomplishments

## Upcoming Milestones

TBD awaiting OEHRM Decision

● 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 Main Credentialing Facility CC Staff

(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)



Choose VA

VA



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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)



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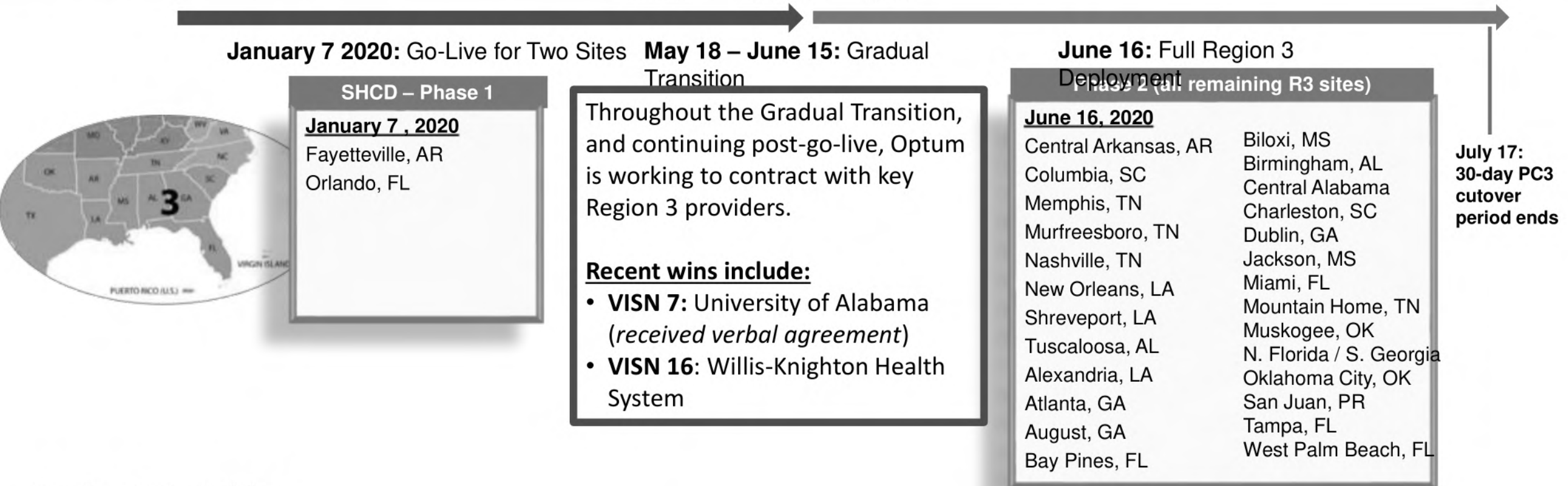
# Region 3 Update

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## 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.

15

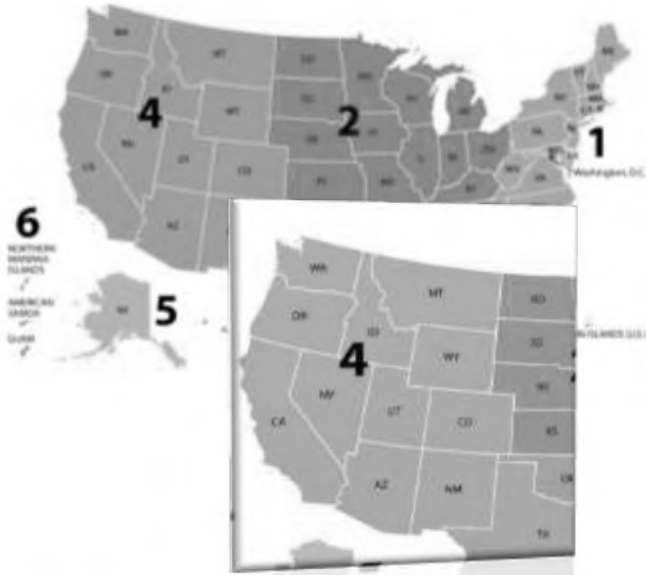
# Region 4 Update

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## 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



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### 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)



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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

(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)



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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)



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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****Upcoming Milestones**

- 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

- 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)
- 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 (VFO)

**Office of Information and Technology (OIT) / Data Dependencies**

(b)(5)



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# Retail Pharmacy Program

2079

# Sustainment

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## 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



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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

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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	<i>Scheduled for 8/11</i>	Pending	TBD



# OCC Bi-Monthly Business PMR #1

09/22/2020



**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Office of Community Care*

- 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





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# Integrated Product Environment (IPE)

<b>Originator &amp; Date:</b> CHIO / BOA (b)(6) (b)(6) 9/14/2020		<b>Scope Definition:</b> Integrated Product Environment for isolated and end to end testing of various CCN related projects.
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Impediments to OCC		Additional Impact	
<b>Business Ops &amp; Admin:</b>	OPS Resource impacts	<b>Policy Impact:</b>	No current impacts identified.
<b>Delivery Ops:</b>	DO systems	<b>Funding Impact:</b> Future (b)(5) (b)(5)	
<b>Revenue Ops:</b>	RO systems		
<b>Clinical &amp; Network Mgmt:</b>	CNM projects: PPMS, CCRA, EPRS, AMCMS, OCC-CERNER, CCN, CAVE, ePrescribing, etc.		
<b>OCC Leadership (Includes IDA and BIC):</b>	IDA – No current impacts identified.	<b>Impact on Other OCC Projects:</b>	
	BIC (b)(5) (b)(5)		
		<b>Impact if Project Idea Not Approved:</b>	

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

<b>Discussion:</b> (b)(5)	(b)(6)	(b)(5)
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# Enterprise Program Reporting System (EPRS)

# Development

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1/10/2023

## 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 ( $\Delta = +2$ )
- CCN Accreditation Waivers UI: 30/30 Users ( $\Delta = +3$ )
- CCN Complaints & Grievances UI: 28/54 Users ( $\Delta = +2$ )
- CCN Congressional Inquiries UI: 30/42 Users ( $\Delta = +1$ )
- CCN Corrective Action Plans (CAPs) UI: 28/30 Users ( $\Delta = +1$ )
- CCN Network Adequacy Deviations UI: 27/51 Users ( $\Delta = +1$ )

## 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)

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

## Upcoming Milestones

## OCC Business Dependencies

### Project Dependencies

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

(b)(5)

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

(b)(5)

(b)(5)

## OIT / Data Dependencies

### Data Dependencies

(b)(5)



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## 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)
- 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 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



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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

NATIONA

L RELEASE

● 08/11/20

PPMS 9.0

NATIONAL

GATEWAY

● 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)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p>Implementation Updates:</p> <ol style="list-style-type: none"><li>CCN Urgent Care for Regions 2 and 3 went live on 9/1.</li><li>R2/3 Webinars held on 8/25 and 8/27, with over 400 participants at each session.</li><li>Worked with DEPO to ensure Veterans can access pharmacy locations for urgent care prescriptions and flu shots on VA.gov Provider Locator.</li></ol>	<p>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.</p>	<ul style="list-style-type: none"><li><b>1,710</b> total Veteran calls to confirm eligibility from 09/01/2020-09/07/2020.</li><li><b>392</b> total UC authorizations in R2 from 09/01/2020-09/07/2020.</li><li><b>1,014</b> total UC authorizations in R3 from 09/01/2020-09/07/2020.</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>08/30/20 OPTUM R2/3 PROVIDER FILE INGESTED BY PPMS</li><li>09/01/20 REGIONS 2/3 GO-LIVE</li></ul>	<ul style="list-style-type: none"><li>09/25/20 REGION 4 COMMS RELEASE</li><li>09/30/20 REGION 4 UC CCN GO-LIVE</li></ul>

OCC Business Dependencies	Office of Information Technology / Data Dependencies
<ul style="list-style-type: none"><li>Communications: (b)(5)</li><li>(b)(5)</li><li>(b)(5)</li></ul>	(b)(5)

## 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

2095

## 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

- 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

### Upcoming Milestones

### 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)



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<div>00000004202</div> <div>2096</div> <div>UNCLASSIFIED</div> <div>1/10/2020</div> <div><b>Executive Leadership Committee (ELC) Decision Needed / Priority Discussion</b></div> <div><ul style="list-style-type: none"><li><b>DECISION:</b> No ELC decisions needed at this time.</li></ul></div>		<div><b>Project Description</b></div> <div><p>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).</p></div>	<div><b>Key Performance Indicators (KPI)</b></div> <div><p>CCN Payment Metrics as of September 4, 2020</p><ul style="list-style-type: none"><li>Region 1: Invoices Received – 1,881,790, Confirmed Paid – 1,195,248, Sent for Payment – 45,314, “No Action” Optum denials - 523,766</li><li>Region 2: Invoices Received – 1,319,275, Confirmed Paid – 845,062, Sent for Payment – 52,031, “No Action” Optum denials - 352,273</li><li>Region 3: Invoices Received – 411,988, Confirmed Paid – 196,103, Sent for Payment – 12,303, “No Action” Optum denials - 183,202</li><li>Region 4: Invoices Received – 79,998, Confirmed Paid – 23,348, Sent for Payment – 9,984, “No Action” TriWest denials - 15,325</li></ul><p>The total Invoice Amount Paid/Sent for Payment: \$1,728,313,422.92.</p></div>
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Accomplishments		Upcoming Milestones				
● 09/01/2020 CCRS 12.2 COMMUNICATIONS SENT	● 09/03/2020 RELEASE CCRS 12.2 TO PRODUCTION	● 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

<b>OCC Business Dependencies</b>	<b>OIT / Data Dependencies</b>
(b)(5)	(b)(5)

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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 1<sup>st</sup>
- 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)

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion					Project Description		Key Performance Indicators (KPI)			
Discussion	No ELC decisions needed.				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		<ul style="list-style-type: none"><li>• <b>Metric 1:</b> Advisory Board meetings</li><li>• <b>Metric 2:</b> Care Coordination Plan developed</li><li>• <b>Metric 3:</b> Annual re-trainings conducted</li></ul>			
	(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.										
Accomplishments					Upcoming Milestones					
● 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		● 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					OIT / Data Dependencies					
(b)(5)					N/A					
					Risk: Mitigation:					

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No ELC decisions needed at this time.</li></ul>	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.	<p>Key financial &amp; utilization metrics tracked include, but are not limited to:</p> <ul style="list-style-type: none"><li><b>UM Metrics:</b> 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.</li><li><b>FM Metrics:</b> Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.</li></ul>

Accomplishments

Upcoming Milestones

● 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	● 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
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OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<ul style="list-style-type: none"><li>(b)(5)</li></ul>	<ul style="list-style-type: none"><li>(b)(5)</li></ul>

# 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)



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# OCC Data Governance Project

210

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

### Upcoming Milestones

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

### OCC Business Dependencies

(b)(5)

### OIT / Data Dependencies

(b)(5)

## 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)
- 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:

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## 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:



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# 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)

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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

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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)



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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)



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# Appendix

## Project Idea Evaluation (PIE) Updates





# Project Idea Evaluation (PIE) Updates

0000004202 "UNCLASSIFIED" 1/10/2023

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)(5)
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

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## **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

1



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# Community Care Business Program Management Review (PMR) #1

10/27/2020



- 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



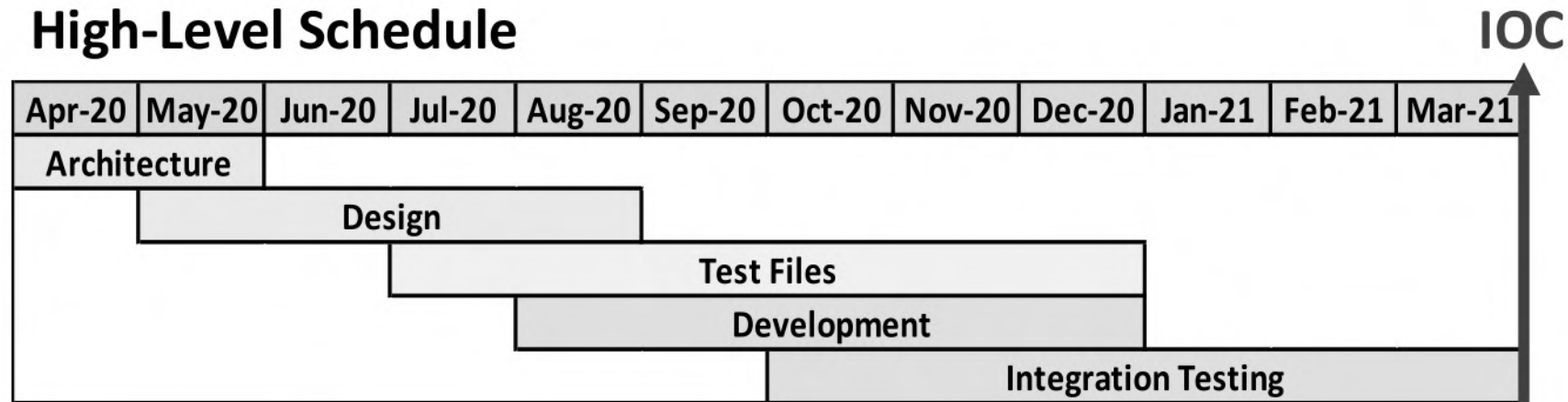
# Hot Topic: Payer Electronic Data Interchange (EDI) Prioritization



## 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.*

## Backlog Prioritization (1-4)

\_\_\_\_\_EPRS (Parser)

\_\_\_\_\_CAVE

\_\_\_\_\_ARS

\_\_\_\_\_Community Care Billing SSN Reduction





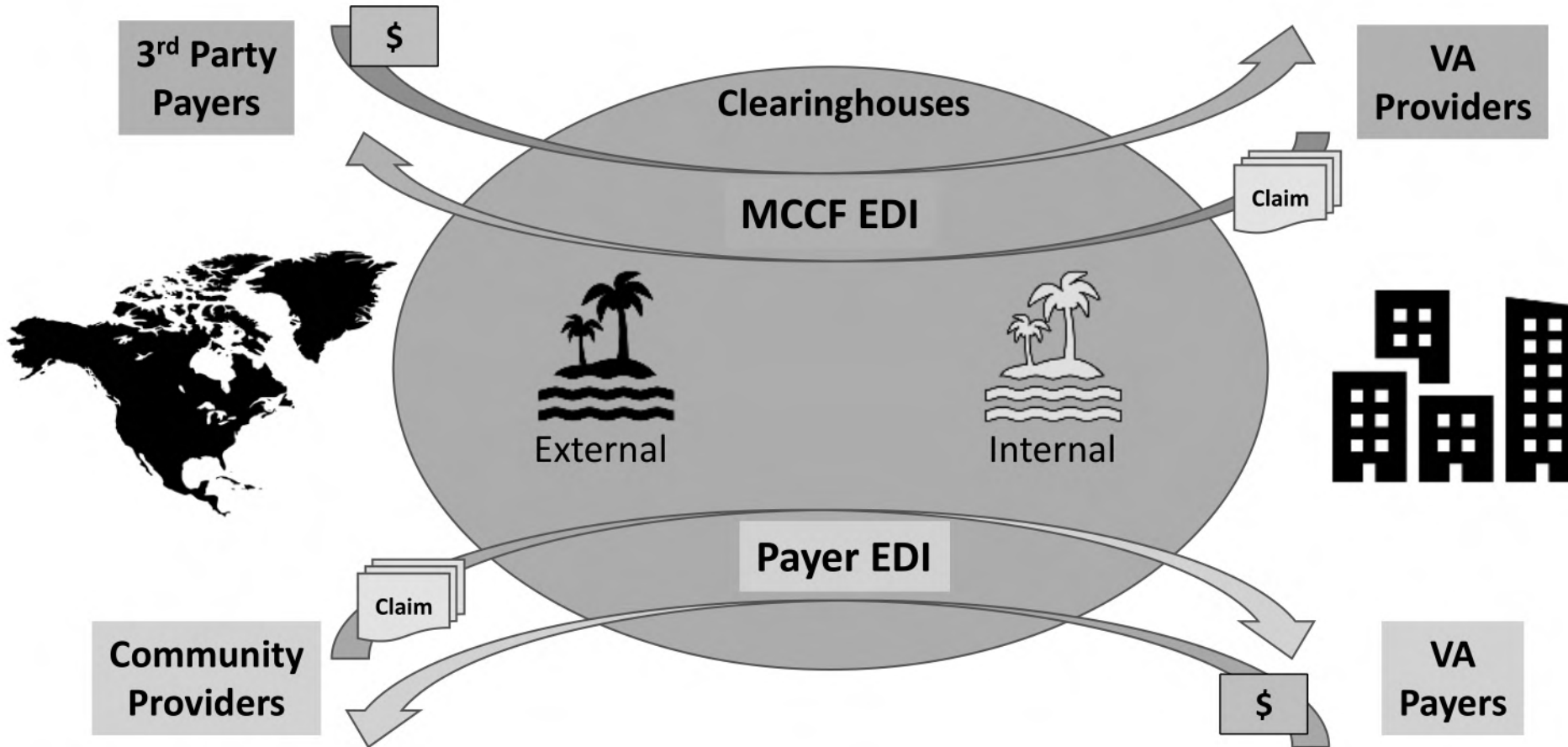
# EDI Flow

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# Payer EDI Recent Highlights

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- 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)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (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

### 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

- 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

### Upcoming Milestones

### OCC Business Dependencies

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

(b)(5)

### OIT / Data Dependencies

(b)(5)

**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 ( $\Delta = +1$ )
- 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 ( $\Delta = +1$ )
- 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

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

**Upcoming Milestones****OCC Business Dependencies****Project Dependencies**

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

(b)(5)

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

(b)(5)

**OIT / Data Dependencies**

(b)(5)



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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



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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

## Upcoming Milestones

- 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
- 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)



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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)

## Office of Information and Technology (OIT) / Data Dependencies

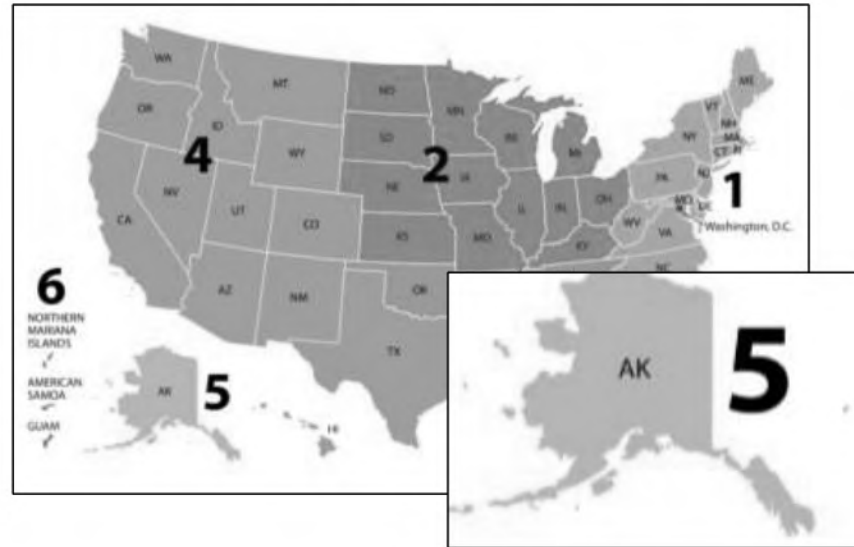
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# Region 5 Announcement

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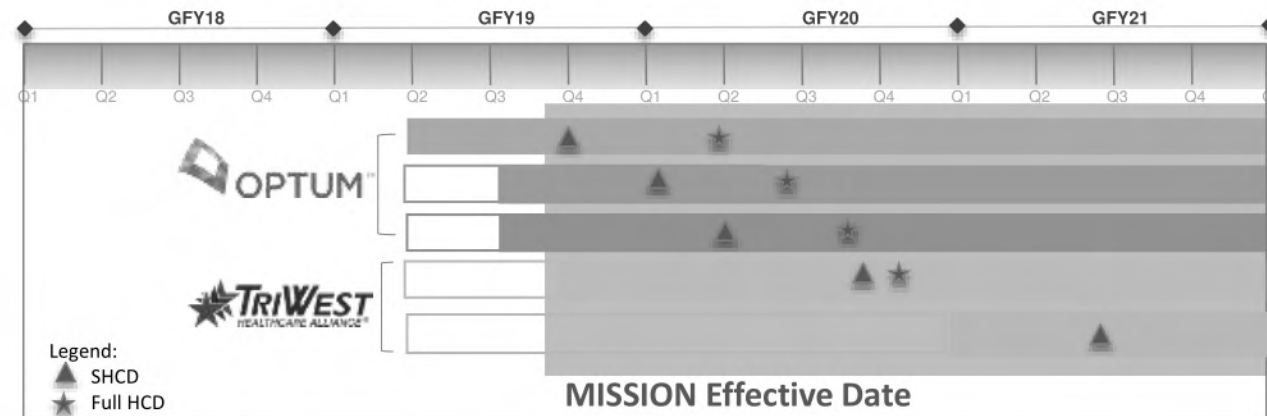
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- Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1/2020.
- The Post Award Meeting is scheduled for 10/19/2020.
- The Kickoff Meeting is scheduled for 11/4/2020.
- Region 5 has a Veteran population 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

ELC Decision Needed/ ELC Priority Discussion		Project Description	Key Performance Indicators (KPI)
<p><b>Discussion</b></p> <p>No ELC decisions needed. Accomplishments:</p> <ul style="list-style-type: none"> <li>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).</li> <li>CC approach – Draft final pan completed and will be sent for wider VA concurrence week of 10/21/20.</li> <li>Program office presented to the BIMS on 9/11.</li> <li>The annual tribal retraining held week of 9/15.</li> <li>Internal controls SOP completed</li> </ul>		<p>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</p>	<ul style="list-style-type: none"> <li><b>Metric 1:</b> Advisory Board meetings</li> <li><b>Metric 2:</b> Care Coordination Plan developed</li> <li><b>Metric 3:</b> Annual re-trainings conducted</li> </ul>
Accomplishments			Upcoming Milestones
<ul style="list-style-type: none"> <li>07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED</li> <li>7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN</li> <li>8/25/2020 HOSTED TRIBAL CONSULTATION ON CC APPROACH</li> <li>09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS</li> <li>09/23/2020 IHS/THP VIRTUAL RETRAINING</li> </ul>			<ul style="list-style-type: none"> <li>11/16/2020 CC PLAN FINALIZED</li> </ul>
OCC Business Dependencies		OIT / Data Dependencies	
(b)(5)		<p>N/A</p> <p><b>Risk:</b></p> <p><b>Mitigation:</b></p>	

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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)
- 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



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**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
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**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
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**OCC Business Dependencies**

(b)(5)

**OIT / Data Dependencies**

(b)(5)



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	+/ -	% Change F	Active Provider Service	10/9/2020	+/ -	% Change F
CCN Region 1	333,438	332,242	796	0.24%	1,498,245	1,490,201	8,044	0.54%
CCN Region 2	312,421	311,185	1,236	0.40%	1,725,340	1,711,285	14,055	0.82%
CCN Region 3	187,858	186,908	950	0.40%	701,448	698,901	2,547	0.36%
CCN Region 4	225,158	224,398	760	0.34%	580,968	577,803	3,165	0.52%
GRAND	1,058,875	1,055,733	3,142	0.30%	4,306,961	4,277,191	29,770	0.69%
NON-CCN								
DOD	81	85	-4	0.00%	85	85	0	0.00%
HR	72	72	0	0.00%	78	78	0	0.00%
Local Contract	2,772	2,751	21	0.76%	2,908	2,883	25	0.86%
Tribal Health	129	128	1	0.00%	173	173	0	0.00%
TriWest	783,122	790,418	-7,296	-0.93%	1,779,882	1,796,319	-16,437	-0.92%
VA Network	48,855	48,048	807	1.65%	70,180	70,284	-104	-0.15%
VEAs	20,344	20,010	334	1.65%	27,571	27,134	437	1.59%
VA Health System								
TRICARE	707,088	707,542	-454	-0.06%	1,840,778	1,837,058	3,720	0.20%
Total Unique Providers	1,758,176	1,756,984	1,192	0.07%	6,348,780	6,314,476	34,304	0.54%

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

2136

Development

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ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p><b>Decision:</b> None</p> <p><b>Priority Discussion:</b> None</p>	<p>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.</p>	<ul style="list-style-type: none"><li>Frequency data reported as accessible timely, <i>complete, accurate and reliable</i></li><li>Percent of compliance with policies</li><li>Percent of systems achieving established performance metrics</li><li>Percent of systems with complete documentation</li></ul>

Accomplishments	Upcoming Milestones
<div><div>● 10/7/2020</div><div>SPONSORED ISSUES TRACKER DG WORKGROUP</div></div> <div><div>● 10/14/2020</div><div>APPROVED TECH &amp; DATA GOVERNANCE ROAD MAP</div></div> <div><div>● 10/16/2020</div><div>INITIATED E-REPOS DATA USABILITY ANALYSIS</div></div> <div><div>● 10/21/2020</div><div>APPROVED STANDARD SYSTEMS ARTIFACTS</div></div>	<div><div>● 10/30/2020</div><div>DRAFT DATA GOVERNANCE COMMUNICATION PLAN</div></div> <div><div>● 11/18/2020</div><div>CHANGE MANAGEMENT SPONSOR PLAN</div></div> <div><div>● 11/25/2020</div><div>DRAFT DATA GOVERNANCE STRUCTURE</div></div>

OCC Business Dependencies	OIT / Data Dependencies
<p><b>Upstream Dependencies</b></p> <ul style="list-style-type: none"><li><b>VA Data Governance</b> (b)(5)</li><li>(b)(5)</li><li><b>OIT:</b> (b)(5)</li><li>(b)(5)</li></ul> <p>(b)(5)</p>	<p>(b)(5)</p>

# 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)



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# 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)



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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)
- 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)



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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>None</li></ul>	Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods	<ul style="list-style-type: none"><li>Metric 1: over 100,000 Veteran's vaccinated</li><li>Metric 2:Reimburse Walgreens 99% accuracy</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>8/11/2020 FINAL FILE/INVOICE SENT WALGREENS</li></ul>	<ul style="list-style-type: none"><li>10/30/2020 CLOSE OUT RETAIL PHARMACY</li></ul>

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<div>(b)(5)</div> <div>(b)(5) (b)(6) (b)(5)</div> <div>(b)(5)</div> <div>RISK:</div> <div>Mitigation:</div>	<div>RISK:</div>

# 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)

<i>Executive Leadership Committee (ELC) Decision Needed / Priority Discussion</i>		<i>Project Description</i>	<i>Key Performance Indicators (KPI)</i>
<ul style="list-style-type: none"><li><b>DECISION:</b> No current ELC decision required at this time.</li><li><b>BACKGROUND:</b><ul style="list-style-type: none"><li>Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019</li></ul></li></ul> <div>(b)(5)</div>		<i>To provide oversight for ongoing policy and IT funding efforts in conjunction with <u>Sec. 302 Protecting Veterans Credit Protection Act of 2018</u> including efforts to obtain legislative relief.</i>	<ul style="list-style-type: none"><li><b>Metric 1:</b> The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.</li><li><b>Metric 2:</b> Ensures Veteran cost share and deductibles are adjudicated accurately.</li><li><b>Metric 3:</b> 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.</li><li><b>Metric 4:</b> Decrease in Appeals and Calls for improperly reported debt.</li></ul>
<i>Accomplishments</i>		<i>Upcoming Milestones</i>	
<ul style="list-style-type: none"><li>VIPR V18-00312-000 for automated solution submitted.</li><li>Status as of 1/08/2020 –Unfunded Request/Pending Resources</li></ul>		<ul style="list-style-type: none"><li>JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.</li></ul>	
<i>OCC Business Dependencies</i>		<i>Office of Information and Technology (OIT) / Data Dependencies</i>	
<div>(b)(5)</div>		<div>(b)(5)</div>	

**From:**  
**Subject:**  
**To:**

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(b)(6)  
(OCC NM); VHA OCC SEM Operations Leadership; (b)(6)  
(b)(6)  
(b)(6) VHA 10D1  
OCM (b)(6)  
(b)(6)  
(b)(6) Matthews, Kameron; Upton, Mark T.; (b)(6)  
(b)(6) Reed, Susan A. (b)(6)  
(b)(6)  
(b)(6) (OCC NM); VHA OCC BOA PPS Leadership; (b)(6)  
(b)(6)  
(b)(6) VHA 10D1 OCM; (b)(6) @erpi.net (b)(6)  
(b)(6)  
(b)(6) Matthews, Kameron; Upton, Mark  
(b)(6) @guidehouse.com; (b)(6) @guidehouse.com; (b)(6)  
(b)(6) Reed, Susan A. (b)(6)  
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(b)(6) (Federal  
Advisory Partners) (b)(6) Business Information Technology Solutions (BITS), LLC (b)(6)  
(b)(6) Federal Advisory Partners (b)(6)  
(b)(6) @federaladvisory.com; (b)(6) @federaladvisory.com; (b)(6)  
(b)(6) Federal Advisory Partners (b)(6) Business Information Technology Solutions  
(BITS), LLC (b)(6) Federal Advisory Partners)

**Cc:**

**Attached:**

20201124.November (2020).Community Care Project Management Review (PMR) v2.pptx

**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)

Thank you!

**Please do not forward this meeting invitation.**

## Join Microsoft Teams Meeting

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Conference ID (b)(6) #

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# Community Care Business Program Management Review (PMR) #1

11/24/2020



- 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

<b>Originator &amp; Date:</b> 11/10/2020 (b)(6)		<b>Scope:</b> 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.	
		<b>Additional Impact</b>	
<b>Business Ops &amp; Admin:</b>	(b)(5)	<b>Policy Impact:</b>	No Additional Impacts identified
<b>Delivery Ops:</b>		<b>Funding Impact / Status:</b>	(b)(5)
<b>Revenue Ops:</b>		<b>Impact on Other OCC Projects:</b>	
<b>Clinical &amp; Network Mgmt:</b>		<b>Impact if Project Idea Not Approved:</b>	
<b>OCC Leadership (Includes IDA and BIC):</b>			
<b>Community Care Network (Contract Mod):</b>	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.		
<b>Recommended OCC Strategic Priority Alignment</b>		<b>Recommended Project Designation</b>	<b>Recommended Business Owner</b>
Implement Community Care Network (CCN) Improve Customer Service		OCC Directorate Managed	(b)(6)
<b>Discussion:</b> (b)(5)			



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# Referral Based Obligations

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<b>Originator &amp; Date:</b> (b)(6)		<b>Scope Definition:</b> OCC needs to assess and establish an interim and long-term process for recording obligations for Community Care programs	
(b)(6)		11/17/2020	
<b>Impact</b>		<b>Additional Impact</b>	
<b>Business Ops &amp; Admin:</b>	(b)(5)	<b>Policy Impact:</b>	(b)(5)
<b>Delivery Ops:</b>	CCRS, FMS, eCAMS, PIT	<b>Funding Impact / Status:</b>	
<b>Revenue Ops:</b>	No impact identified at this time.	<b>Impact on Other OCC Projects:</b>	
<b>Clinical &amp; Network Mgmt:</b>	(b)(5)	<b>Impact if Project Idea Not Approved:</b>	
<b>OCC Leadership (Includes IDA and BIC):</b>			
<b>Community Care Network (Contract Mod):</b>			
<b>Recommended OCC Strategic Priority Alignment</b>		<b>Recommended Project Designation</b>	<b>Recommended Business Owner</b>
Improve Claims Processing & Innovate Business Model		OCC Managed	(b)(6)
<b>Discussion:</b>			
(b)(5)			
<b>OCC Policy, OCC Finance, and Portfolio Managers Vote Count:</b> All Yes votes received (no dissents).			



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# Priority Project Review

Project Status Slides



## VA/DoD Advanced Payment and Referral Standardization

## Project Phase - National Deployment

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## 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

2020-10-08: Updated Care

● Release (VA HSRM use)

● Coordination Training

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

## Milestones:

## OCC Business Dependencies

(b)(5)

- 
- 
- 

RisksRisk:

(b)(5)

## Office of Information and Technologies/Data Dependencies

(b)(5)



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ELC Decision Needed/Priority Discussion

Project Description

Key Performance Indicator

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.

CCN Network growth  
Provider processing capacity - backlog monitoring

Accomplishments:

Milestones:

2020-11-10: PIE - UAT  
● Testing

2020-11-13: PIE - Go-Live  
● WRJ

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

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## 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:

## Milestones:

● 2020-10-15: CCRS Release 12.4

● 2020-11-05: CCRS Release 13.1

● 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)



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# Appendix

## Project Status Slides



## Data Governance

## Project Phase - Project Development

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## 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 --



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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**

- Mann-GrandStaff VAMC (Spokane) IOC Go Live: 10/24/2020
- Completed first iteration of lessons learned with OCM: 11/05/2020

- HSRM Release 11 (interface updates for HSRM, may not be in effect until Cerner CS2): 11/24/2020

**Upcoming Milestones**

- 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)



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## ELC Decision Needed/Priority Discussion

No ELC decision was needed or priority discussion topics during this time period.

## 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 Indicator

- 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

● 2021-04-01: R5 HCD

## Milestones:

## OCC Business Dependencies

## Office of Information and Technologies/Data Dependencies

(b)(5)

(b)(5)

Issues

-- No Issues Found --



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### 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 ( $\Delta = +1$ )
- 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 ( $\Delta = +1$ )
- 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

● 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

### Milestones:

### OCC Business Dependencies

(b)(5)

#### Risks

-- No Risks Found --

### Office of Information and Technologies/Data Dependencies

(b)(5)



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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:

Milestones:

2020-09-11: Brief BIMs

2020-09-23: Tribe and VA staff retraining

2020-12-03: CC Plan Adopted

OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
(b)(5)	<ul style="list-style-type: none"><li>None-Upstream</li><li>None-Downstream</li></ul> <p><u>Issues</u> -- No Issues Found --</p>



## Advanced Medical Cost Management Solution (AMCMS)

## Project Phase - Project Development

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## 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)



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## Community Care Referral and Authorization System (CCR&amp;A)

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## Project Phase - National Deployment

## ELC Decision Needed/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 Indicator

- 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

● 2020-11-20: CAEC 2.0 National Deployment

● 2020-11-23: Release 11 National Deployment

● 2021-01-25: Release 12 National Deployment (IRIS)

## Milestones:

## OCC Business Dependencies

(b)(5)

Risks

-- No Risks Found --

## Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --



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## ELC Decision Needed/Priority Discussion

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

## Project Description

One Consult 2.0 project combines continuing enhancement and development activities for Consult Toolbox (CTB), Decision Support Tool (DST) and SEOC Database under a single project management umbrella.

## Key Performance Indicator

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

● 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

## Milestones:

## OCC Business Dependencies

## Office of Information and Technologies/Data Dependencies

(b)(5)

(b)(5)

Issues

-- No Issues Found --



## OCC Continuity Of Operations Plan (COOP)

## Project Phase - Project Development

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## ELC Decision Needed/Priority Discussion

No ELC decisions needed or priority discussions at this time

## Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions.

## Key Performance Indicator

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

● 2020-11-25: Development of  
Communication Strategy

● 2020-12-16: Phase I Prepare  
Complete

● 2021-01-06: Phase II Respond  
Complete

## Milestones:

## OCC Business Dependencies

(b)(5)

Risks

(b)(5)

## Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

(b)(5)

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## Integrated Product Environment (IPE)

## Project Phase - Project Development

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## ELC Decision Needed/Priority Discussion

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

## Project Description

Develop an Integrated Product Environment for isolated E2E and UAT

## Key Performance Indicator

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 --



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

## Project Phase - National Deployment

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### ELC Decision Needed/Priority Discussion

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

### Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) updates.

### Key Performance Indicator

\* 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

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

#### Milestones:

### 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.



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### ELC Decision Needed/Priority Discussion

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 Indicator

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)

● 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

### Milestones:

### OCC Business Dependencies

(b)(5)

### Risks

-- No Risks Found --

### Office of Information and Technologies/Data Dependencies

(b)(5)

### Issues

-- No Issues Found --

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## ELC Decision Needed/Priority Discussion

No ELC Decisions needed or priority discussion topics at this time

## Project Description

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.

## Key Performance Indicator

Align with the VA/DoD Advanced Payment Methodology.

## Accomplishments:

● 2019-10-11: Gate 3

● 2020-10-30: VSSC Data Validation

● 2020-11-27: DoD Approved Expansion Outcome

● 2020-12-31: VSSC Data Validation

● 2021-03-05: Project Start/Finish

## Milestones:

## 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

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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

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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)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion		Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No current ELC decision required at this time.</li><li><b>BACKGROUND:</b><ul style="list-style-type: none"><li>Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019</li></ul></li></ul>		To provide oversight for ongoing policy and IT funding efforts in conjunction with <u>Sec. 302 Protecting Veterans Credit Protection Act of 2018</u> including efforts to obtain legislative relief.	<ul style="list-style-type: none"><li><b>Metric 1:</b> The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.</li><li><b>Metric 2:</b> Ensures Veteran cost share and deductibles are adjudicated accurately.</li><li><b>Metric 3:</b> 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.</li><li><b>Metric 4:</b> Decrease in Appeals and Calls for improperly reported debt.</li></ul>
(b)(5)			
Accomplishments		Upcoming Milestones	
<ul style="list-style-type: none"><li>VIPR V18-00312-000 for automated solution submitted.</li><li>Status as of 1/08/2020 –Unfunded Request/Pending Resources</li></ul>		<ul style="list-style-type: none"><li>JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.</li></ul>	
OCC Business Dependencies		Office of Information and Technology (OIT) / Data Dependencies	
(b)(5)		(b)(5)	





- 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

2175

## 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)



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

(b)(5)

## Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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**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 ANNOUNCEMENT 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 OFFICE 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)



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.	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	<ul style="list-style-type: none"><li>• <b>Metric 1:</b> Advisory Board meetings</li><li>• <b>Metric 2:</b> Care Coordination Plan developed</li><li>• <b>Metric 3:</b> Annual re-trainings conducted</li></ul>
	(b)(5)		
Accomplishments		Upcoming Milestones	
<ul style="list-style-type: none"><li>● 6/4/20 HELD 2<sup>ND</sup> ADVISORY BOARD MTG</li><li>● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED</li></ul>		<ul style="list-style-type: none"><li>● 08/20/20 TRIBAL CONSULTATION (VIRTUAL)</li><li>● 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY)</li><li>● 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD</li><li>● 11/30/20 CARE COORDINATION PLAN FINALIZED</li></ul>	
OCC Business Dependencies		OIT / Data Dependencies	
(b)(5)		N/A	
		Risk: Mitigation:	

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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)



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ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
(b)(5)	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.	<ul style="list-style-type: none"><li>5,688 total probable UC visits in Region 1, as of 5/31/2020</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>06/08/20 REGION 2/3 GO LIVE DATE FINALIZED AS 8/4</li><li>07/15/20 REGION 2/3 COMMS RELEASED</li></ul>	<ul style="list-style-type: none"><li>08/04/20 REGION 2 TRANSITION</li><li>08/04/20 REGION 3 TRANSITION</li><li>08/31/20 REGION 4 TRANSITION</li></ul>

OCC Business Dependencies	Office of Information Technology / Data Dependencies
<ul style="list-style-type: none"><li>Clinical Integration: N/A</li><li>Delivery Operations: N/A</li><li>Provider Relations and Services (PRS): (b)(5)</li><li>Communications: (b)(5)</li></ul> <p>(b)(5)</p>	<p>(b)(5)</p> <p>RISK: N/A Mitigation: N/A</p>



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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
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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
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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)

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ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>No ELC Decision Requests for July</li></ul>	<p>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).</p>	<p><b>CCN Payment Metrics as of July 17, 2020</b></p> <ul style="list-style-type: none"><li>Region 1: Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, “No Action” Optum denials – 409,257</li><li>Region 2: Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, “No Action” Optum denials – 242,340</li><li>Region 3: Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, “No Action” Optum denials – 94,192</li><li>Region 4: Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, “No Action” TriWest denials - 563</li><li>The total Invoice Amount Paid/Sent for Payment: \$984,680,609.20</li></ul>

Accomplishments	Upcoming Milestones
<div><div>● 06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC</div><div>● 07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY</div></div>	<div><div>● 07/09/2020 CCRS USER ACCEPTANCE TESTING 11.4</div><div>● 07/14/2020 NATIONAL DEPLOYMENT GATE REVIEW (GO, NO GO DECISION)</div><div>● 07/16/2020 RELEASE CCRS 11.4 TO PRODUCTION</div><div>● 07/17/2020 UPDATE USER GUIDES AND LESSONS LEARNED CCRS 11.4</div><div>● 07/17/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 11.4</div></div>

OCC Business Dependencies	OIT / Data Dependencies
<ul style="list-style-type: none"><li>Clinical Integration (Facility CC Staff and VAMC RN Staff)</li><li>Delivery Operations/Payment Oversight and Management (Invoice Processing Staff): (b)(5)</li><li>Revenue Operations (Facility Revenue, RUR, and CPAC Staff): (b)(5)</li><li>Finance (OCC Finance and Informatics Staff): (b)(5)</li><li>VAMC / Fiscal Budget Staff: (b)(5)</li></ul>	(b)(5)

# Appendix



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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

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

## Accomplishments

## Upcoming Milestones

**TBD awaiting OEHRM Decision**

● 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)



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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)

- (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

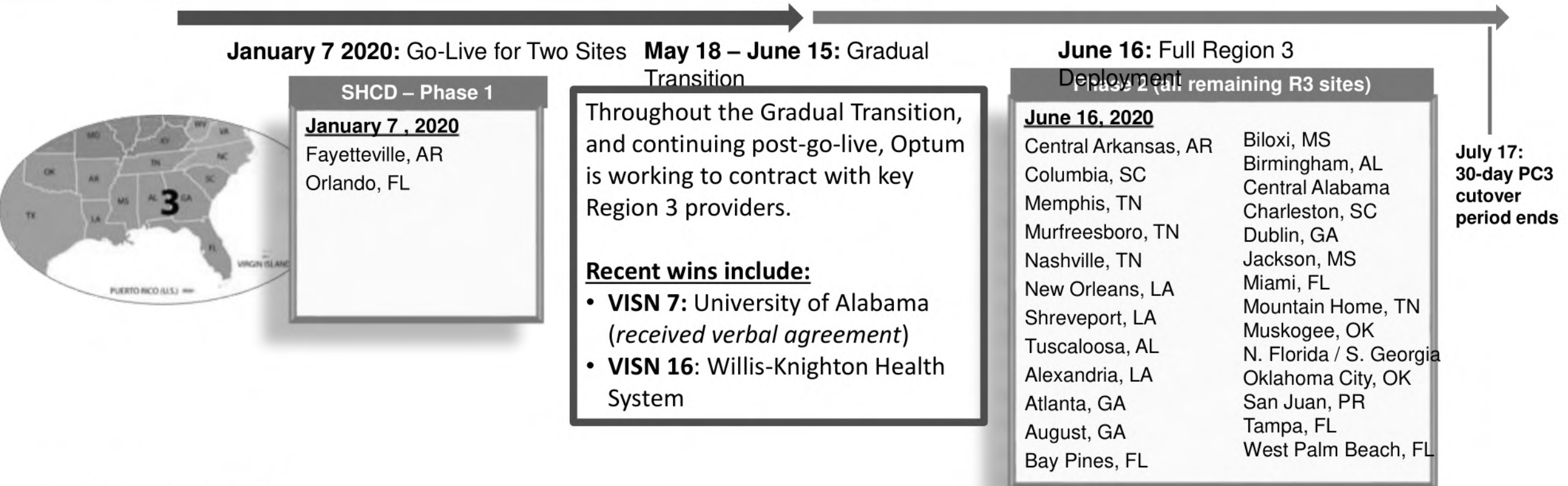
# Region 3 Update

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## 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.

15



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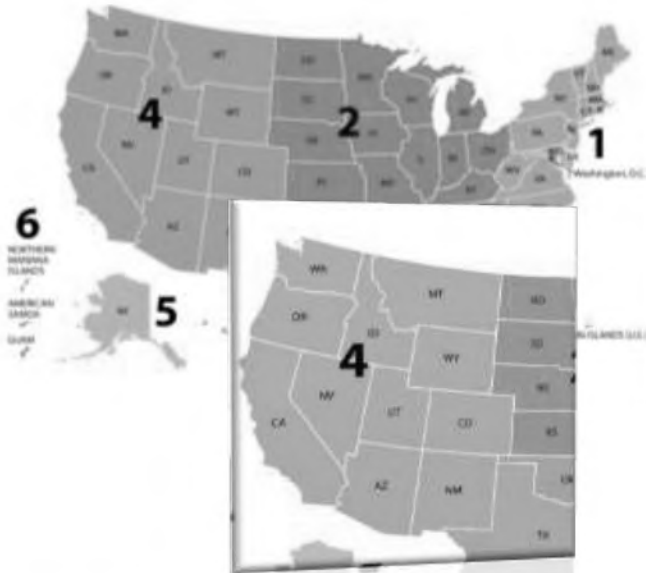
# Region 4 Update

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## 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





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**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)

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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)
- **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 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)



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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)



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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****Upcoming Milestones**

- 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

- 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)
- 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)



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# Retail Pharmacy Program

2196

# Sustainment

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## 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



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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).

## Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

# Project Idea Evaluation (PIE) Updates

# Project Idea Evaluation Updates

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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	<i>Scheduled for 8/11</i>	Pending	TBD



# Community Care Business Program Management Review (PMR) #1

07/28/2020



- 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

2202

## 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)



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

(b)(5)

### Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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**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 ANNOUNCEMENT 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 OFFICE 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)	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	<ul style="list-style-type: none"> <li><b>Metric 1:</b> Advisory Board meetings</li> <li><b>Metric 2:</b> Care Coordination Plan developed</li> <li><b>Metric 3:</b> Annual re-trainings conducted</li> </ul>
Accomplishments		Upcoming Milestones	
<ul style="list-style-type: none"> <li>6/4/20 HELD 2<sup>ND</sup> ADVISORY BOARD MTG</li> <li>07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED</li> </ul>		<ul style="list-style-type: none"> <li>08/20/20 TRIBAL CONSULTATION (VIRTUAL)</li> <li>08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY)</li> <li>9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD</li> <li>11/30/20 CARE COORDINATION PLAN FINALIZED</li> </ul>	
OCC Business Dependencies		OIT / Data Dependencies	
(b)(5)		<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>	

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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)



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ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
(b)(5)	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.	<ul style="list-style-type: none"><li>5,688 total probable UC visits in Region 1, as of 5/31/2020</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>06/08/20 REGION 2/3 GO LIVE DATE FINALIZED AS 8/4</li><li>07/15/20 REGION 2/3 COMMS RELEASED</li></ul>	<ul style="list-style-type: none"><li>08/04/20 REGION 2 TRANSITION</li><li>08/04/20 REGION 3 TRANSITION</li><li>08/31/20 REGION 4 TRANSITION</li></ul>

OCC Business Dependencies	Office of Information Technology / Data Dependencies
<ul style="list-style-type: none"><li>Clinical Integration: N/A</li><li>Delivery Operations: N/A</li></ul> <div>(b)(5)</div>	<div>(b)(5)</div> <div>RISK: N/A</div> <div>Mitigation: N/A</div>

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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)

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ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>No ELC Decision Requests for July</li></ul>	<p>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).</p>	<p><b>CCN Payment Metrics as of July 17, 2020</b></p> <ul style="list-style-type: none"><li>Region 1: Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, “No Action” Optum denials – 409,257</li><li>Region 2: Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, “No Action” Optum denials – 242,340</li><li>Region 3: Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, “No Action” Optum denials – 94,192</li><li>Region 4: Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, “No Action” TriWest denials - 563</li><li>The total Invoice Amount Paid/Sent for Payment: \$984,680,609.20</li></ul>

Accomplishments	Upcoming Milestones
<div><div>06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC</div><div>07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY</div></div>	<div><div>07/09/2020 CCRS USER ACCEPTANCE TESTING 11.4</div><div>07/14/2020 NATIONAL DEPLOYMENT GATE REVIEW (GO, NO GO DECISION)</div><div>07/16/2020 RELEASE CCRS 11.4 TO PRODUCTION</div><div>07/17/2020 UPDATE USER GUIDES AND LESSONS LEARNED CCRS 11.4</div><div>07/17/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 11.4</div></div>

OCC Business Dependencies	OIT / Data Dependencies
<ul style="list-style-type: none"><li>Clinical Integration (Facility CC Staff and VAMC RN Staff)</li><li>Delivery Operations/Payment Oversight and Management (Invoice Processing Staff): (b)(5)</li><li>Revenue Operations (Facility Revenue, RUR, and CPAC Staff): (b)(5)</li><li>Finance (OCC Finance and Informatics Staff): (b)(5)</li><li>VAMC / Fiscal Budget Staff: (b)(5)</li></ul>	<div>(b)(5)</div> <div>(b)(5)</div>

# Appendix



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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

## Upcoming Milestones

**TBD awaiting OEHRM Decision**

● IV3:  
7/27/2020

● Super User Training:  
8/10/2020

● CSS:  
Go Live 8/21/2020

● ORA:  
9/7/2020

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)



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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

● 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

**Upcoming Milestones****OCC Business Dependencies****Office of Information and Technology (OIT) / Data Dependencies**

(b)(5)

(b)(5)



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

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(b)(5)

- (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

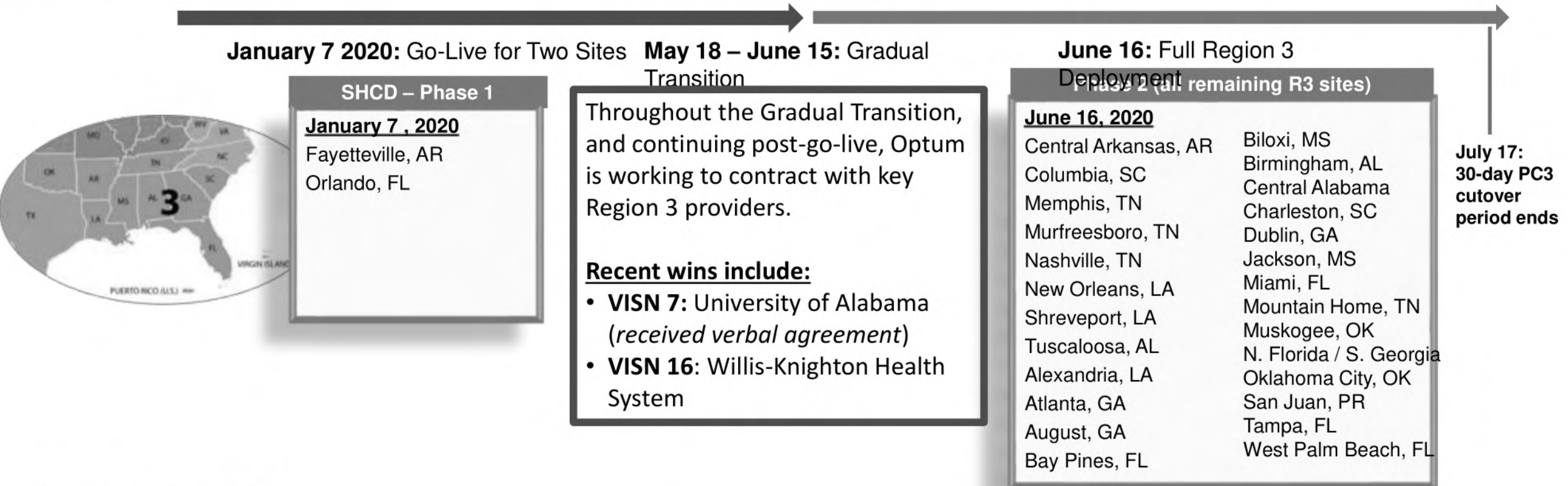
# Region 3 Update

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## 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.

15

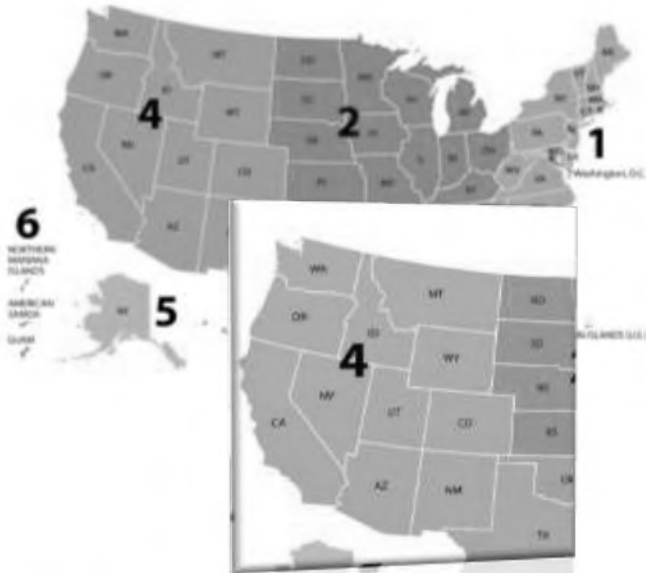
# Region 4 Update

2215

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## 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



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**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)

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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)
- **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)

(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)



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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)

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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****Upcoming Milestones**

- 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

- 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)
- 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 (VFO)

(b)(5)

**Office of Information and Technology (OIT) / Data Dependencies**

(b)(5)



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ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>None</li></ul>	Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods	<ul style="list-style-type: none"><li>Metric 1: over 100,000 Veteran's vaccinated</li><li>Metric 2: Vaccinate 125,000 next year</li><li>Metric 3: Reimburse Walgreens 99% accuracy</li><li>Metric 4: Continued Outreach to Rural Veterans</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>7/11/2020 FINAL FILE/INVOICE SENT WALGREENS</li></ul>	<ul style="list-style-type: none"><li>8/1/2020 CLOSE OUT RETAIL PHARMACY</li></ul>

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<ul style="list-style-type: none"><li>(b)(5)</li><li>(b)(5)</li></ul> <div>(b)(5)</div>	RISK: N/A

## 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

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1/10/2023

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	<i>Scheduled for 8/11</i>	Pending	TBD



# OCC Bi-Monthly Business PMR #1

09/22/2020



**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Office of Community Care*

- 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





2229

# Integrated Product Environment (IPE)

<b>Originator &amp; Date:</b> CHIO / BOA (b)(6)		<b>Scope Definition:</b> Integrated Product Environment for isolated and end to end testing of various CCN related projects.
(b)(6)	9/14/2020	

Impediments to OCC		Additional Impact	
Business Ops & Admin:	OPS Resource impacts	Policy Impact:	No current impacts identified.
Delivery Ops:	DO systems	Funding Impact:	(b)(5)
Revenue Ops:	RO systems	Impact on Other OCC Projects:	
Clinical & Network Mgmt:	CNM projects: PPMS, CCRA, EPRS, AMCMS, OCC-CERNER, CCN, CAVE, ePrescribing, etc.	Impact if Project Idea Not Approved:	
OCC Leadership (Includes IDA and BIC):	IDA – No current impacts identified. BIC – (b)(5)		

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

<b>Discussion:</b> (b)(5)	(b)(6)	(b)(5)
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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 ( $\Delta = +2$ )
- CCN Accreditation Waivers UI: 30/30 Users ( $\Delta = +3$ )
- CCN Complaints & Grievances UI: 28/54 Users ( $\Delta = +2$ )
- CCN Congressional Inquiries UI: 30/42 Users ( $\Delta = +1$ )
- CCN Corrective Action Plans (CAPs) UI: 28/30 Users ( $\Delta = +1$ )
- CCN Network Adequacy Deviations UI: 27/51 Users ( $\Delta = +1$ )

## Accomplishments

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

## Upcoming Milestones

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



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## 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)
- **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 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



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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

NATIONA

L RELEASE

● 08/11/20

PPMS 9.0

NATIONAL

GATEWAY

● 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)





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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p>Implementation Updates:</p> <ol style="list-style-type: none"><li>CCN Urgent Care for Regions 2 and 3 went live on 9/1.</li><li>R2/3 Webinars held on 8/25 and 8/27, with over 400 participants at each session.</li><li>Worked with DEPO to ensure Veterans can access pharmacy locations for urgent care prescriptions and flu shots on VA.gov Provider Locator.</li></ol>	<p>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.</p>	<ul style="list-style-type: none"><li><b>1,710</b> total Veteran calls to confirm eligibility from 09/01/2020-09/07/2020.</li><li><b>392</b> total UC authorizations in R2 from 09/01/2020-09/07/2020.</li><li><b>1,014</b> total UC authorizations in R3 from 09/01/2020-09/07/2020.</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>08/30/20 OPTUM R2/3 PROVIDER FILE INGESTED BY PPMS</li><li>09/01/20 REGIONS 2/3 GO-LIVE</li></ul>	<ul style="list-style-type: none"><li>09/25/20 REGION 4 COMMS RELEASE</li><li>09/30/20 REGION 4 UC CCN GO-LIVE</li></ul>

OCC Business Dependencies	Office of Information Technology / Data Dependencies
<ul style="list-style-type: none"><li>Communications: (b)(5)</li><li>(b)(5)</li><li>(b)(5)</li></ul>	(b)(5)

## 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

2239

## 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)



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# 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

## Upcoming Milestones

● 09/01/2020 CCRS 12.2 COMMUNICATIONS SENT

● 09/03/2020 RELEASE CCRS 12.2 TO PRODUCTION

● 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)
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff): (b)(5)
- Finance (OCC Finance and Informatics Staff) (b)(5)
- VAMC / Fiscal Budget Staff: (b)(5)

## OIT / Data Dependencies

(b)(5)

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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 1<sup>st</sup>
- 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)

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion				Project Description		Key Performance Indicators (KPI)							
Discussion	No ELC decisions needed.			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		<ul style="list-style-type: none"><li>• <b>Metric 1:</b> Advisory Board meetings</li><li>• <b>Metric 2:</b> Care Coordination Plan developed</li><li>• <b>Metric 3:</b> Annual re-trainings conducted</li></ul>							
	(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.												
Accomplishments				Upcoming Milestones									
● 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		● 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						OIT / Data Dependencies							
(b)(5)						N/A							
						Risk: Mitigation:							



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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No ELC decisions needed at this time.</li></ul>	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.	<p>Key financial &amp; utilization metrics tracked include, but are not limited to:</p> <ul style="list-style-type: none"><li><b>UM Metrics:</b> 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.</li><li><b>FM Metrics:</b> Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.</li></ul>

Accomplishments

Upcoming Milestones

● 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	● 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
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OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<div>(b)(5)</div> <ul style="list-style-type: none"><li></li></ul>	<div>(b)(5)</div>

# 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)



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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No ELC decisions needed at this time.</li></ul>	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.	<ul style="list-style-type: none"><li>Frequency data reported as accessible timely, <i>complete, accurate and reliable</i></li><li>Percent of compliance with policies</li><li>Percent of systems achieving established performance metrics</li><li>Percent of systems with complete documentation</li></ul>

Accomplishments

● 8/26/20 FINALIZED STRATEGIC PRIORITIES	● 8/31/2020 BEGAN PTF ENTRY FOR CCRS & PCM CLAIMS	● 9/2/2020 SYSTEMS DOCUMENTS GAP ANALYSIS
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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
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OCC Business Dependencies	OIT / Data Dependencies
<p><u>Upstream Dependencies</u></p> <p>(b)(5)</p>	<p><u>Upstream Dependencies</u></p> <p>(b)(5)</p>

## 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)
- 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:

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No ELC decisions needed at this time.</li></ul>	Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods	<ul style="list-style-type: none"><li><b>Metric 1:</b> over 100,000 Veteran's vaccinated</li><li><b>Metric 2:</b>Reimburse Walgreens 99% accuracy</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>8/11/2020 FINAL FILE/INVOICE SENT WALGREENS</li></ul>	<ul style="list-style-type: none"><li>10/1/2020 CLOSE OUT RETAIL PHARMACY</li></ul>

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<ul style="list-style-type: none"><li>(b)(5)</li><li>(b)(5)</li><li>(b)(5)</li></ul> <p>RISK:</p> <p>Mitigation:</p>	<p>RISK:</p>

## 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)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:** (b)(5)

(b)(5)

## Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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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

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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)



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VA



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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)



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# Appendix

## Project Idea Evaluation (PIE) 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	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

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## **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

1



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VA



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# Community Care Business Program Management Review (PMR) #1

10/27/2020



- 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

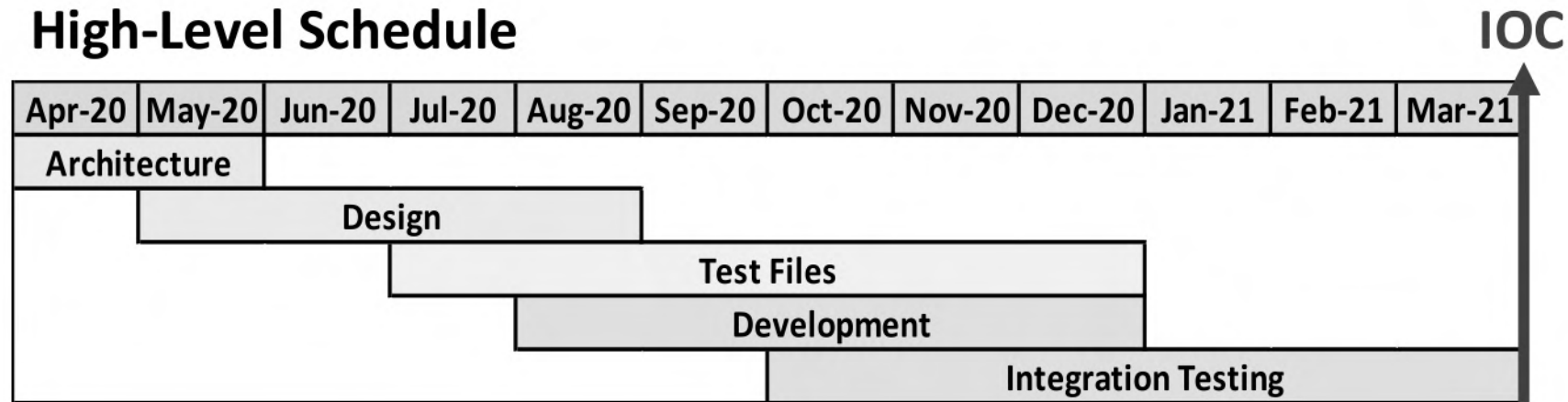
# Hot Topic: Payer Electronic Data Interchange (EDI) Prioritization



## 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.*

## Backlog Prioritization (1-4)

\_\_\_\_\_EPRS (Parser)

\_\_\_\_\_CAVE

\_\_\_\_\_ARS

\_\_\_\_\_Community Care Billing SSN Reduction





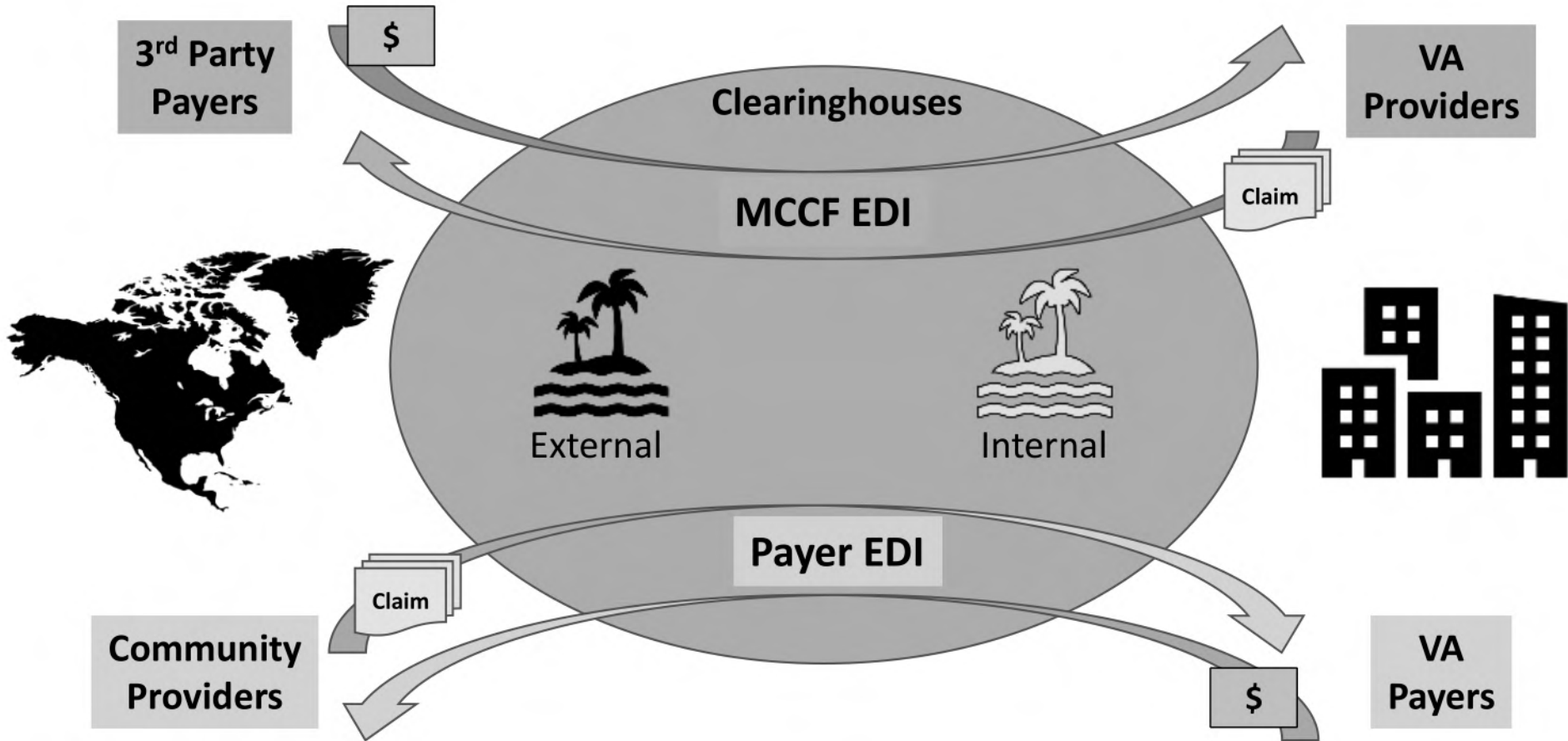
# EDI Flow

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# Payer EDI Recent Highlights

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- 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

2264

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## Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

## Project Description

## 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

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.

## Accomplishments

## Upcoming Milestones

- 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

- 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

## Office of Information and Technology (OIT) / Data 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)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:** (b)(5)

(b)(5)

**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

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

**Upcoming Milestones****OCC Business Dependencies**

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

(b)(5)

**OIT / Data Dependencies**

(b)(5)

<b>For ELC Awareness</b> (b)(5)	<b>Project Description</b> EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.	<b>Key Performance Indicators (KPI)</b> <ul style="list-style-type: none"><li>Quality Check UI: 42/80 Users (<math>\Delta = +1</math>)</li><li>CCN Accreditation Waivers UI: 31/30 Users (No change)</li><li>CCN Complaints &amp; Grievances UI: 29/54 Users (No change)</li><li>CCN Congressional Inquiries UI: 31/42 Users (No change)</li><li>CCN Corrective Action Plans (CAPs) UI: 29/30 Users (<math>\Delta = +1</math>)</li><li>CCN Network Adequacy Deviations UI: 28/51 Users (No change)</li></ul>
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<b>Accomplishments</b>			<b>Upcoming Milestones</b>			
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	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

<b>OCC Business Dependencies</b>	<b>OIT / Data Dependencies</b>
<b>Project Dependencies</b> <ul style="list-style-type: none"><li>Community Care Contract Administration/Support (CCCA/S) (b)(5)</li><li>Community Care Network Management (NM) (b)(5)</li></ul>	(b)(5)

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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



**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

● IOC Go Live: 10/24/2020

**Upcoming Milestones****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)



Choose VA

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li><b>DECISION:</b> No ELC decisions needed at this time.</li></ul>	Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.	<ul style="list-style-type: none"><li>CCN is fully deployed across 49 states within Regions 1-4.</li><li>As of September 30, 2020, Urgent Care is live across CCN Regions 1-4.</li><li>CCN Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1.</li></ul>

Accomplishments						Upcoming Milestones	
● 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	● 04/01/21 R5 SHCD GO-LIVE

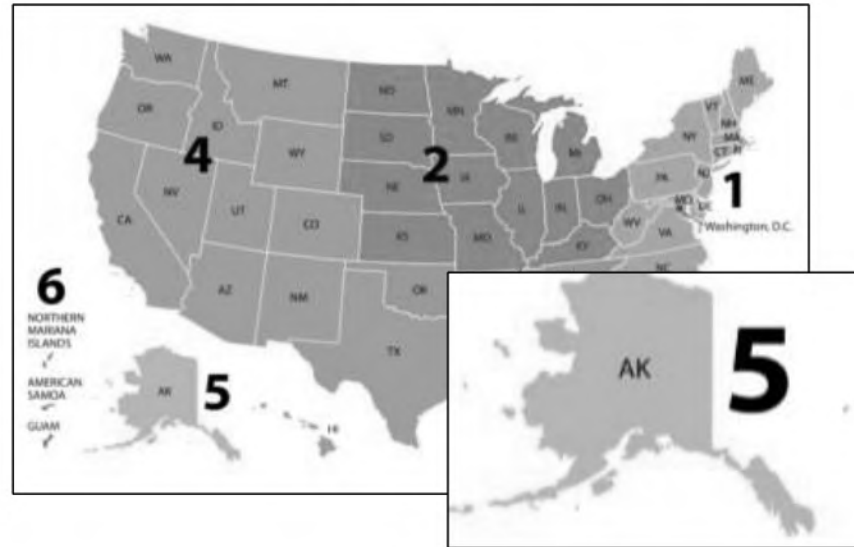
OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
(b)(5)	(b)(5)

# Region 5 Announcement

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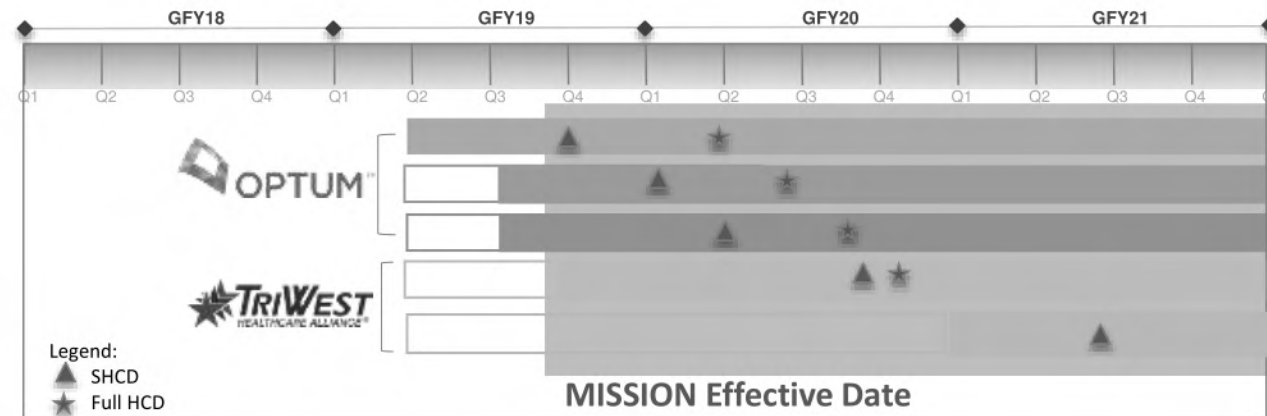
1/10/2020



- 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

ELC Decision Needed/ ELC Priority Discussion		Project Description	Key Performance Indicators (KPI)
<p><b>Discussion</b></p> <p>No ELC decisions needed. Accomplishments:</p> <ul style="list-style-type: none"> <li>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).</li> <li>CC approach – Draft final pan completed and will be sent for wider VA concurrence week of 10/21/20.</li> <li>Program office presented to the BIMS on 9/11.</li> <li>The annual tribal retraining held week of 9/15.</li> <li>Internal controls SOP completed</li> </ul>		<p>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</p>	<ul style="list-style-type: none"> <li><b>Metric 1:</b> Advisory Board meetings</li> <li><b>Metric 2:</b> Care Coordination Plan developed</li> <li><b>Metric 3:</b> Annual re-trainings conducted</li> </ul>
Accomplishments			Upcoming Milestones
<ul style="list-style-type: none"> <li>07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED</li> <li>7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN</li> <li>8/25/2020 HOSTED TRIBAL CONSULTATION ON CC APPROACH</li> <li>09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS</li> <li>09/23/2020 IHS/THP VIRTUAL RETRAINING</li> </ul>			<ul style="list-style-type: none"> <li>11/16/2020 CC PLAN FINALIZED</li> </ul>
OCC Business Dependencies		OIT / Data Dependencies	
(b)(5)		<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>	

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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

2275

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



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**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
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**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
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**OCC Business Dependencies**

(b)(5)

**OIT / Data Dependencies**

(b)(5)



## 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	+/ -	% Change	Active Provider	10/9/2020	+/ -	% Change
CCN Region 1	333,438	332,242	796	0.24%	1,498,245	1,490,201	8,044	0.54%
CCN Region 2	312,421	311,185	1,236	0.40%	1,725,340	1,711,285	14,055	0.82%
CCN Region 3	187,858	186,508	752	0.40%	701,448	698,301	3,147	0.45%
CCN Region 4	225,158	224,398	760	0.34%	580,968	577,803	3,165	0.52%
GRAND	1,058,875	1,035,132	23,743	2.24%	4,305,961	4,277,190	28,771	0.67%
NON-CCN								
DOD	81	85	-4	-4.94%	85	85	0	0.00%
HR	72	72	0	0.00%	78	78	0	0.00%
Local Contract	2,772	2,751	21	0.76%	2,908	2,883	25	0.87%
Tribal Health	129	128	1	0.78%	173	173	0	0.00%
TriWest	783,122	790,418	-7,296	-0.93%	1,778,882	1,796,319	-17,437	-0.97%
VA Network	48,855	48,048	807	1.65%	70,180	70,284	-104	-0.15%
VEAs	20,344	20,010	334	1.64%	17,571	17,134	437	2.55%
Non-CCN Sub-Total	717,388	717,542	-154	-0.02%	1,863,778	1,837,358	26,420	1.44%
Total Unique Providers	1,776,263	1,752,674	23,589	1.33%	6,369,739	6,314,476	55,263	0.88%

## Accomplishments

7/7/20	7/14/20	7/27/20	7/29/20	08/11/20	8/11/20	08/20/20	08/20/2020 -	8/25/2020	09/8/2020	09/15/20	09/25/20	10/27/20	11/5/20
PPMS 8.1	VA.GOV	HOTFIX 8.1.1.1	VA CPL	PPMS 9.0	VA.GOV	PPMS 9.0	9/9/2020	VA.GOV	VA.GOV	PPMS 9.1	PPMS 9.1	PPMS 10	PPMS 10
GO-LIVE	SPRINT 25	RELEASE	NATIONAL RELEASE	NATIONAL GATEWAY	SPRINT 27	GO-LIVE	PIE RESTART	SPRINT 28	SPRINT 29	NATIONAL GATE REVIEW	GO-LIVE	NATIONAL GATE REVIEW	GO-LIVE

## OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- VAMC/CPO & Pharmacy -

(b)(5)

(b)(5)

REVIEW

## OIT / Data Dependencies

(b)(5)

# OCC Data Governance Project

2280

Development

00000004202 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p><b>Decision:</b> None</p> <p><b>Priority Discussion:</b> None</p>	<p>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.</p>	<ul style="list-style-type: none"><li>Frequency data reported as accessible timely, <i>complete, accurate and reliable</i></li><li>Percent of compliance with policies</li><li>Percent of systems achieving established performance metrics</li><li>Percent of systems with complete documentation</li></ul>

Accomplishments	Upcoming Milestones
<div><div>● 10/7/2020</div><div>SPONSORED ISSUES TRACKER DG WORKGROUP</div></div> <div><div>● 10/14/2020</div><div>APPROVED TECH &amp; DATA GOVERNANCE ROAD MAP</div></div> <div><div>● 10/16/2020</div><div>INITIATED E-REPOS DATA USABILITY ANALYSIS</div></div> <div><div>● 10/21/2020</div><div>APPROVED STANDARD SYSTEMS ARTIFACTS</div></div>	<div><div>● 10/30/2020</div><div>DRAFT DATA GOVERNANCE COMMUNICATION PLAN</div></div> <div><div>● 11/18/2020</div><div>CHANGE MANAGEMENT SPONSOR PLAN</div></div> <div><div>● 11/25/2020</div><div>DRAFT DATA GOVERNANCE STRUCTURE</div></div>

OCC Business Dependencies	OIT / Data Dependencies
<p><b>Upstream Dependencies</b></p> <ul style="list-style-type: none"><li><b>VA Data Governance:</b> (b)(5)</li><li>(b)(5)</li><li><b>OIT:</b> (b)(5)</li><li>(b)(5)</li></ul> <p><b>Downstream Dependencies</b></p> <p>(b)(5)</p>	<p><b>Upstream Dependencies</b></p> <p>(b)(5)</p>

# 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)



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VA



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

# 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)



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Veterans Health Administration  
Office of Community Care



## 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)
- 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:

## 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)



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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"><li>None</li></ul>	Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods	<ul style="list-style-type: none"><li>Metric 1: over 100,000 Veteran's vaccinated</li><li>Metric 2:Reimburse Walgreens 99% accuracy</li></ul>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"><li>8/11/2020 FINAL FILE/INVOICE SENT WALGREENS</li></ul>	<ul style="list-style-type: none"><li>10/30/2020 CLOSE OUT RETAIL PHARMACY</li></ul>

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<ul style="list-style-type: none"><li>(b)(5)</li><li>(b)(5) (b)(6) (b)(5)</li><li>(b)(5)</li></ul> <p>RISK:</p> <p>Mitigation:</p>	<p>RISK:</p>

# 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)



Choose VA

VA



Department of Veterans Affairs  
Veterans Health Administration  
Office of Community Care

<div>00000001202 UNCLASSIFIED 1/10/2023</div> <b>Executive Leadership Committee (ELC) Decision Needed / Priority Discussion</b> <ul style="list-style-type: none"><li><b>DECISION:</b> No current ELC decision required at this time.</li><li><b>BACKGROUND:</b><ul style="list-style-type: none"><li>Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019</li></ul></li></ul> <div>(b)(5)</div>		<b>Project Description</b> <p>To provide oversight for ongoing policy and IT funding efforts in conjunction with <u>Sec. 302 Protecting Veterans Credit Protection Act of 2018</u> including efforts to obtain legislative relief.</p>	<b>Key Performance Indicators (KPI)</b> <ul style="list-style-type: none"><li><b>Metric 1:</b> The electronic VA claims are paid within 30 days and paper claims are paid within 45 days.</li><li><b>Metric 2:</b> Ensures Veteran cost share and deductibles are adjudicated accurately.</li><li><b>Metric 3:</b> 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt.</li><li><b>Metric 4:</b> Decrease in Appeals and Calls for improperly reported debt.</li></ul>
<b>Accomplishments</b> <ul style="list-style-type: none"><li>VIPR V18-00312-000 for automated solution submitted.</li><li>Status as of 1/08/2020 –Unfunded Request/Pending Resources</li></ul>		<b>Upcoming Milestones</b> <ul style="list-style-type: none"><li>JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.</li></ul>	
<b>OCC Business Dependencies</b> <ul style="list-style-type: none"><li><b>Highlight OCC Business Dependencies:</b></li></ul> <div>(b)(5)</div>		<b>Office of Information and Technology (OIT) / Data Dependencies</b> <div>(b)(5)</div>	