Department of Veterans Affairs

Health Eligibility Case Management System (HECMS)

Release Notes

Version 3.12

August 2013
Document Revision Date

August 2013
Software Release Date

Office of Information and Technology (OIT)

Product Development

Revision History

Date	Version	Description	Project Manager	Author
8/29/2013	8.5	Added CCR 12624 Emergency Release 3.12.1 info. to *Other Code CRs* section.	Dan Soraoka	Tom Hamilton
8/6/2013	8.4	Release Mgmt Peer Review correction changes	Dan Soraoka	Tom Hamilton
8/5/2013	8.3	Added resolved CCRs found during UFT.	Dan Soraoka	Tom Hamilton
6/10/2013	8.2	Updated cover and footer dates to reflect August release date.	Dan Soraoka	Tom Hamilton
5/13/2013	8.1	Added to CCR lists from SQA.	Dan Soraoka	Tom Hamilton
5/8/2013 5/9/2013	8.0	Copied baselined ESR 3.11 Release Notes with all Track Changes accepted in preparation for ESR 3.12 Enhancements. Added ESR 3.12 Enhancements.	Dan Soraoka	Tom Hamilton
5/3/2013	7.5	Added clarification to the *VOA Enhancement* in the User Release Notes section by rewording details on how Veterans can access the VOA via the internet.	Dan Soraoka	Tom Hamilton
4/25/2013	7.4	Added emergency fix CCR12234.	Dan Soraoka	Tom Hamilton
3/7/2012	7.3	Added additional *Remedy/Defect Related Code CRs Resolved*. Added *Code CRs Found During SQA Testing*.	Dan Soraoka	Tom Hamilton
2/14/2013	7.2	Changed Introduction section for ESR 3.10 that Means Tests no longer expire for HECMS (removed VistA from statement). Updated cover and footer dates to new June release date.	Glenda Miller	Tom Hamilton
1/14/2012	7.1	Updated based on initial SQA review.	Glenda Miller	Tom Hamilton
1/9/2013 – 1/11/2013	7.0	Copied baselined ESR 3.10 Release Notes with all Track Changes accepted in preparation for ESR 3.11 Enhancements. Added Remedy/Defect Related Code CRs Resolved. Added ESR 3.11 Enhancements.	Glenda Miller	Tom Hamilton
1/8/2013	6.4	Added another bullet to the VFA section (adjudication). Added VCG to Acronyms list. Added VCG info. to Handbook section.	Glenda Miller	Tom Hamilton
12/10/2012	6.3	Post-UFT final updates for ORT review (minor update to *Merge Verification Code CRs* section).	Glenda Miller	Tom Hamilton
11/7/2012	6.2	Updated CCR section based on updated SQA *ESR_3_10_UFT_kick-off.doc.* Removed CCR 11747 under *Remedy/Defect Code CRs* section entered in error.	Glenda Miller	Tom Hamilton
10/25/2012	6.1	Updated Introduction and User Release Notes sections.	Glenda Miller	Tom Hamilton
10/5/2012	6.0	Copied baselined ESR 3.9 Release Notes with all Track Changes accepted in preparation for ESR 3.10 Enhancements. Added ESR 3.10 release notes information.	Glenda Miller	Tom Hamilton
8/28/2012	5.1	Updated cover date to revised scheduled release of ESR 3.9 to November 2012.	Glenda Miller	Tom Hamilton

Date	Version	Description	Project Manager	Author
8/24/2012	5.1	Updates from SQA review (v3.9 capabilities Overview section).	Glenda Miller	Tom Hamilton
8/20/2012 8/21/2012	5.0	Copied baselined ESR 3.8 Release Notes with all Track Changes accepted in preparation for ESR 3.9 Enhancements. Added ESR 3.9 release notes information.	Glenda Miller	Tom Hamilton
6/1/2012	4.2	Added additional CCRs found during SQA testing.	Glenda Miller	Tom Hamilton
5/29/2012	4.1	Moved HL7 changes from *Overview* section to *Technical Release Notes/HL7 Messaging Changes* section per SQA review.	Glenda Miller	Tom Hamilton
5/23/2012 5/24/2012	4.0	Copied baselined ESR 3.7 Release Notes with all Track Changes accepted in preparation for ESR 3.8 Enhancements. Added ESR 3.8 release notes information.	Glenda Miller	Tom Hamilton
4/2/2012	3.2	Removed document version references in the Related Documents section as this requires excessive maintenance.	Glenda Miller	Tom Hamilton
3/13/2012-3/14/2012	3.1	Added ESR 3.7 Remedy Tickets, CCRs and overall enhancements. Updated cover and footer dates to reflect new June 2012 release date. Removed "Draft" for ORT review.	Glenda Miller	Tom Hamilton
1/11/2012	3.0	Copied baselined ESR 3.6 Release Notes with all Track Changes accepted in preparation for ESR 3.7 Enhancements. Changed relevant ESR 3.6 to 3.7 and cover date to April 2012 (including footers). Added Draft indicators.	Glenda Miller	Tom Hamilton
12/5/2011	2.3	Updates from ORT review (Related Documents section). Updated cover release date and footer dates.	Glenda Miller	Tom Hamilton
10/12/2011	2.2	Added SQA Review updates.	Jennifer Freese	Tom Hamilton
9/6/2011 – 9/7/2011	2.1	Added SQA Review updates. Added HL7 Messaging Changes.	Jennifer Freese	Tom Hamilton
8/30/2011 – 9/1/2011	2.0	Copied baselined ESR 3.5 Release Notes with all Track Changes accepted in preparation for ESR 3.6 Enhancements. Changed relevant ESR 3.5 to 3.6 and cover date to December 2011 (including footers). Added Draft indicators. Added ESR 3.6 Release Notes.	Jennifer Freese	Tom Hamilton
8/16/2011	1.1	Added 2 additional Remedy Tickets Resolved.	Jennifer Freese	Tom Hamilton
7/18/2011	1.0	Initiated document version to replace application version on cover.	Jennifer Freese	Tom Hamilton
7/13/2011		Updated based on SQA review.	Jennifer Freese	Tom Hamilton
7/11/2011		Added *Deveolopers Guide* to Related Documents section. Changed *OED* to *Product Development* on cover.	Jennifer Freese	Tom Hamilton
5/16/11		Copied baselined ESR 3.4 Release Notes with all Track Changes accepted in preparation for adding ESR 3.5	Jennifer Freese	Tom Hamilton

Date	Version	Description	Project Manager	Author
		Enhancements.		
		Changed ESR 3.4 to 3.5 and cover date to August 2011 (including footers).		
		Added ESR 3.5 Release Notes.		
2/2/11		Added *Defect Related Code CRs Resolved* and corrected number on another.	Jennifer Freese	Tom Hamilton
1/28/11		Updated based on SQA review.	Jennifer Freese	Tom Hamilton
1/26/11		Copied baselined ESR 3.3 Release Notes with all Track Changes accepted in preparation for adding ESR 3.4 Enhancements.	Jennifer Freese	Tom Hamilton
		Changed ESR 3.3 to 3.4 and cover date to May 2011 (including footers).		
		Updated document for the MSDS Phase II Enhancement.		
1/19/11		Updated Duplicate Merge Tool Enhancement information. Added updated Remedy Ticket resolution data.	Jennifer Freese	Tom Hamilton
1/13/11		Added Duplicate Merge Tool Enhancement information.	Jennifer Freese	Tom Hamilton
1/5/11		Updated cover and footer dates.	Jennifer Freese	Tom Hamilton
12/14/10		Grayed out *Handbook Active* System Parameter, *Handbook Status* indicator and marked as (Future Rel.). Updated cover and footer date. Updated VOA definition to remove My Health*e*Vet references.	Jennifer Freese	Tom Hamilton
9/30/10		Updated cover date to estimated release date of December 2010.	Jennifer Freese	Tom Hamilton
9/29/10		Updated Technical Release Notes per SQA review.	Jennifer Freese	Tom Hamilton
9/23/10		Added Technical Release Notes data from review.	Jennifer Freese	Tom Hamilton
9/22/10		Added Patient Benefits Handbook details to the User Release Notes section (ESR 3.3).	Jennifer Freese	Tom Hamilton
9/21/10		Minor grammar and formatting updates	Jennifer Freese	Tom Hamilton
9/16/10		Incorporated ESR 3.3 SQA review updates.	Jennifer Freese	Tom Hamilton
9/10/10		General updates for the ESR 3.3 enhancements.	Jennifer Freese	Tom Hamilton
9/2/10		Preparation of baselined Release Notes document for ESR 3.3 Enhancements.	Jennifer Freese	Tom Hamilton
8/19/10		Updated cover VA Seal graphic and accepted all Track Changes in new file in preparation for ORT Review for ESR 3.2.	Brian Morgan	Tom Hamilton
8/17/10		Updated cover and footer dates to match delayed ESR 3.2 release date.	Brian Morgan	Tom Hamilton
7/19/10		In *Financials/Adjudication* section, changed "two statues" to "three statuses" under "*Do you want to send this for Adjudication?*" question per SQA review.	Brian Morgan	Tom Hamilton
7/2/10		Added HECMS 3.2 update to the *Introduction/ Overview* section.	Brian Morgan	Tom Hamilton
		Added General Counsel's Ruling updates in the Financials/Adjudication section under *User Release*		

Date	Version	Description	Project Manager	Author
		Notes,		
4/26/10		Removed Draft indicators and checked accuracy for uploading final copy to VDL.	Brian Morgan	Tom Hamilton
4/7/10		General updates/typos. Added to Acronyms and Definitions lists.	Brian Morgan	Tom Hamilton
4/6/10		Added two relax restrictions on enrollment in Priority Group 8 Admin/System Parameters.	Brian Morgan	Tom Hamilton
3/29/10		Updated footers to correspond with release date.	Brian Morgan	Tom Hamilton
3/25/10		Added new Veteran Merge Search info in *Added/Updated Fields/Screens* section per CCR 10127.	Brian Morgan	Tom Hamilton
2/1/10		Added the following HL7 updates: Pseudo SSN Reason - ZPD-34 Amount Contributed to Child (Only on dependent child) - ZIR-4 Insurance Address Line 3 - IN1-5.8	Brian Morgan	Tom Hamilton
9/29/09		Added 2 Rules for new req. CR 2530 to *Date of Birth* field under *Standardizing Date Checks* section.	Sookie Spence	Tom Hamilton
9/22/09 – 9/23/09		Updated VOA-dependent field designators based on meeting with developer/SQA.	Sookie Spence	Tom Hamilton
9/11/09		Added to the 3.1/VOA Added/Updated Fields/Screens section.	Sookie Spence	Tom Hamilton
9/1/09		Updated HECMS main page and added additional 3.1/VOA functionality notes.	Sookie Spence	Tom Hamilton
12/18/07		Create Initial Draft Release Notes document	Gerry Lowe	Tom Hamilton
9/17/07		Updated HECMS main page and added additional 3.1 functionality notes.	Sookie Spence	Tom Hamilton

Table of Contents

Introduction

Overview

HECMS (Health Eligibility Case Management System) **V3.0** was the Health*e*Vet replacement system for the product known as HEC (Health Eligibility Center) Legacy. It was both a re-host of HEC Legacy and in some instances (use cases/features), a re-engineering. HECMS allows staff at the HEC to work more efficiently and determine patient eligibility in a more timely manner. Messaging with the VAMC (Department of Veterans Affairs Medical Center) allows updates to the enterprise enrollment system to be shared with the field.

The purpose of the Enrollment System Redesign (ESR) 3.1 project (a.k.a. HECMS **V3.1**) was to implement minor enhancements and some high-priority change requests to the ESR as requested by the customer and stakeholders, some of which were de-scoped from ESR 3.0. These enhancements were developed on both the VistA Registration, Eligibility and Enrollment (REE) Legacy and ESR systems. The idea was to ensure the VAMCs maintained their ability to make initial enrollment and eligibility determinations while supporting the replacement and enhancements of the HEC Legacy Software Application.

President Bush established a Task Force for returning Global War on Terror (GWOT) heroes which resulted in enhancements which improved the delivery of Federal services and benefits to GWOT service members and veterans. Among the recommendations associated with the Task Force was to focus on enhancing the delivery of services and information to GWOT service members and veterans within existing authority and resource levels.

To satisfy the *Program Management Accountability System* (PMAS) initiative to provide more frequent software releases with reduced functionality, ESR **V3.1** was released separate from the Veterans Online Application (VOA) package, which will be released at a later date. The unpopulated VOA fields are identified by adding "**VOA**" in parenthesis next to the respective field names throughout the User Manual. These placeholder fields will not be populated until VOA is released.

ESR **V3.2** added the General Counsel's (GC) Ruling on changes to the Geographic Means Test Threshold (GMTT). The GC ruling dictates that people with very low income who live where the GMTT is less than the Means Test Threshold (MTT) and whose net income is less than the GMTT, yet their net income plus assets is greater than the Net Worth Threshold, be placed in Priority Group (PG) 7.

ESR **V3.3** added a number of Enhancements, some of which could be seen by the users and some of which were transparent.

The main areas in which some 3.3 enhancements were made are:

- Military Service Data Sharing (MSDS), Phase I

- VBA Pension Data Sharing
- E&E Web Services Phase II
- Priority Group Relaxation % Phase II
- Patient Benefits Handbook Phase I
- Remove Unnecessary Data Consistency Checks
- Duplicate Merge Tool Enhancement

ESR **V3.4** added the following Military Service Data Sharing (MSDS) capabilities.
- A manual query to the Beneficiary Identification Records Locator System (BIRLS) and VA/DoD Identity Repository (VADIR) via the MSDS Broker can be initiated from the *Military Service* page.
- The **MSDS Query Status** is displayed on the *Current Eligibility* page.
- The Veteran's record is updated if the incoming data received from BIRLS and VADIR is more favorable for the veteran.
- *Medal of Honor Indicator* data is stored and displayed on the *Military Service* page.
- When new Military Service Episode *(*MSE) or Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) data is received from a site, an MSDS Broker query is triggered.
- HEC and Broker data is used rather than site data to determine the *Veteran Indicator*, calculate the *Combat Veteran End Date*, and determine the veteran's *Period of Service*.
- MSE data is shared with the sites (VistA).

ESR **V3.5** added the following additional MSDS capabilities.
- Activations from VADIR are received and processed into ESR Military Service Episodes (MSE).
- The *Combat Veteran End Date* computation was modified to allow a recalculation to an earlier date based on a user edit of the Military Service and/or Combat Service data.
- ESR accepts precise dates from the Broker when ESR has imprecise MSE dates on record.
- ESR does not perform a query of the MSDS Broker for persons with null/missing identity traits.
- Additional choices for *Discharge Type* on the *Current Military Service* screen are available. They are: 1) Honorable for VA Purposes (**Honorable-VA**) and, 2) Dishonorable for VA Purposes (**Dishonorable-VA**).
- Incoming BIRLS data was modified to map *Branch of Service* values for *Air National Guard (ANG)* and *Army National Guard (ARNG)* to **Air Force** and **Army** in ESR, respectively, and also set the *Service Component* field to **Activated National Guard**.
- If the Broker fails to create an MSE record, ESR creates a HEC-owned MSE from the site data.

ESR **V3.5** added the following Public Law (PL111-163) requirement.
- PL111-163 provided additional benefits for Catastrophically Disabled Veterans by eliminating the Means Test and Rx Copay test obligation. A one-time 640K letter was sent to all Catastrophically Disabled veterans to notify them of the additional benefit. Depending on their eligibilities, some Veterans in Priority Groups 1, 2, 3, or 4 are required to complete an Rx Co-pay or Means Test. For these Veterans who had not already been notified they were now exempt from the Rx Co-Pay or Means Test, a 640K letter was also sent.

ESR **V3.5** added the following Add a Person capabilities.
- Search to add a person (*Search and Add New Person*) – This functionality allows users to perform searches for a registrant by any combination of criteria and enables the user to register (Add) a new person to the HECMS system or update a person who is "In Process".
- Save person in-process (*Save in Process*) – This option allows users to save registrant records in a state of "In Process" so they can be returned to for completion at a later time.
- Cancel a registration (*Cancel Registration*) – This option allows users to cancel a registration that is in progress, or a registration that has been resumed from being "Saved in Process".
- As part of the Add a Person registration process,
  ◦ enter Demographics information
  ◦ enter Financial information
  ◦ enter Eligibility information
  ◦ enter Military Service information
  ◦ enter Enrollment information
- Send a query to VBA when new person is added to ESR.
- Transmit registrant data using HL7 messaging.
- Run new reports (EED 19) to see person registration statuses.

ESR **V3.5** added the following Preferred Facility capabilities.
- On the *Demographics/Personal* page, the **Preferred Facility** field is only editable when an active Primary Care Provider (PCP) is unavailable. The field next to it is the **Preferred Facility Source** field, which is the source of the Preferred Facility selection. It is not user-selectable but is automatically populated based on the source of the data.
- The Veteran's Preferred Facility is determined by communicating with an outside (of ESR) source (Corporate Data Warehouse {CDW}).
- New *Missing Preferred Facility* report (EED 20) displays which Veterans have no Preferred Facility.

ESR **V3.5** added the following Veteran Benefits Handbook functionality.
- Twenty-four new triggers were added for ESR to generate Veteran Benefits Handbooks.
- Users may display a published Veteran Benefits Handbook through a link on the *Veteran Overview* screen.
- Triggers for handbooks or inserts will only fire if the Preferred Facility is Dayton, enabling a controlled pilot project to be completed.
- Data is shared with the Content Management System (CMS) Vendor allowing the creation and mailing of patient specific Handbooks to individual Veterans.

ESR **V3.6** added the following E&E Web Service/T-Pharm enhancements.
- In support of the FSC Fee and Dialysis groups, sixteen additional data fields were added to the "Get EE Summary" response, plus the ability to pass a date-of-service parameter on a second request.
- A new service request returns historical data based on a Date of Service.
- A new Eligibility Determination request returns "Eligible" or "Not Eligible" based on the Enrollment Status.

- The Eligibility Determination Service (EDS) was added in support of the Third-Party Pharmacy (T-Pharm) effort. This effort is being done in two phases. The first phase (ESR 3.6) involves ESR receiving an Integration Control Number (ICN), determining the Eligibility Status based on the business rules, and returning the value to the requestor.

ESR **V3.6** added the following Public Law (PL111-163) requirement.
- Determine Enrollment calculates Medal Of Honor (MOH) recipients to Priority Group 3 if no other eligibilities exist that would allow a higher priority group.
- The ***Medal of Honor Indicator*** data stored and displayed on the *Military Service* page became editable.

ESR **V3.6** added additional Veteran Benefits Handbook functionality.
- A new *HandBook Batch Request* (Add) screen was added to provide the user with the ability to add a batch request for a *Veterans Benefit Handbook* containing the Veteran's eligibility and benefit information, to be mailed to the Veteran.
- A new **Default Handbook Batch Release Control Number** *System Parameter* was added for changing the release control number to be used with a Handbook Batch Release.
- A new **Handbook Rollout Over** *System Parameter* was added for turning the new enrollment triggers on and off.
- A new **Handbook Active** *System Parameter* was added to activate "trigger" events that prompt the sending of Handbook communications to the CMS.

ESR **V3.6** added additional VBA Pension Data Sharing functionality between VistA and ESR.
- A new **VBA Data Sharing Indicator** *System Parameter* was added for activating the new ZE2 segment (VistA) for sharing VBA Pension Data to/from VistA sites.
- VBA Pension data sharing with VistA sites.
- Eligibility for Dental benefits sharing with VistA sites.

ESR **V3.6** added the following MSDS enhancements.
- Automatic determination of OEF/OIF combat episodes using military pay and deployment records.
- Closing and removing unwanted work items created from MSDS broker data processing.
- Ignoring combat pay record from VADIR/BIRLS if there is no Combat Pay End Date.

ESR **V3.7** added the following additional capabilities/changes:
- The Business Rule for Enrollment History records was changed. The number of data element changes that create enrollment history records was reduced. Changes to *Enrollment Status*, *Priority Group*, or *EGT* will produce new history records, most other changes will not.
- Updated the Priority Group 8 Report (P8G 2) to use the appropriate Relaxation Percentage rather than the fixed, initial percentage.
- An *Appointment Request Response* may now be selected during the ESR Registration (Add a Person) process on the *Demographics/Personal* screen.

- When registration of a patient (Add a Person) is completed, a bulletin is sent to the patient's chosen Preferred Facility.
- *Demographics/Identity Traits* screen, *Mother's Maiden Name* field is no longer shared with VistA.
- ESR sends a query to the MSDS Broker when a person is registered through ESR (AAP).
- The Country Code from VADIR Deployment to Service Location for Combat Pay is now mapped (MSDS).
- ESR shares *Permanent Address* and *Home Telephone* with the Master Veteran Index (MVI).
- MVI notifies ESR of Date of Death updates.
- E&E Web Service returns multiple Preferred Facilities for a Veteran if that Veteran has more than one active *Preferred Facility*.
- ESR uses HEC-entered Eligibility Verification status for NSC and SC 0% non-compensable persons registered through ESR (AAP) to attempt to verify the Eligibility Status.

ESR **V3.8** added the following additional capabilities/changes:
- Handbook:
  - A *Delivery Preference* sub tab which supports delivery preferences of either "Mail" or "Online" for the Veteran Benefits Handbook was added to the *Communications* tab.
- MSDS:
  - HECMS uses MSDS data to verify eligibility.
- Permanent Address:
  - ESR separates *Home Phone* last update date/time from *Permanent Address* last update date/time.
- Add A Person (AAP):
  - On the Add A Person *Search* screen The *FIRST NAME* and *MIDDLE NAME* fields were rearranged.
  - On the *Demographics/ Identity Traits* screen, the *Place of Birth State* field became a dropdown menu with a list of state codes and foreign locations.
  - The *Race* field changed to allow multiple selections.
  - Inconsistency in requirement for length of name – for *Associates*, the minimum length for the *LAST NAME* is now 2 characters, and *FIRST NAME* is 1 character.

ESR **V3.9** added the following additional capabilities/changes:
- E&E Web Service:
  - Additional fields were added to the E&E Web Service.
- OPP Extract:
  - *Ethnicity* now appears in the Main file (OPP 5).
  - Race information is sent to OPP in a new *Race* file.
- Handbook:
  - The number of "trigger" events that prompt the sending of Handbook communications to the CMS was reduced. Handbook events were modified to trigger only when a different Preferred Facility (PF) has been added, or an existing PF is replaced by a different PF.

- ◦ Up to 3 PFs, including Station Number, are sent to the CMS vendor at the Community-based Outpatient Clinic (CBOC) level for inclusion in the Handbook.
- MSDS:
  - ◦ The system now recalculates the Period of Service (POS) using the MSDS Broker when an ineligible non-service connected non-veteran is changed to an eligible service-connected veteran.
- VOA Enhancements:
  - ◦ New "Feb 2011" 1010EZ and 1010EZR formats are available through the ESR (HECMS) application via the "Print 1010EZ" and "Print 1010EZR" buttons under the **Financials** tab/*Financial Overview* screen.

ESR **V3.10** added the following additional capabilities/changes:
- Handbook:
  - ◦ The Veteran *Overview* screen in the **Communications** section displays up to three hyperlinks for each of *Handbook* and *Benefits at a Glance* (in ESR 3.9 only one of each was present). These hyperlinks allow a user to view the three most current *Handbook* and/or *Benefits at a Glance*.
- Enrollment Enhancements:
  - ◦ There was a onetime batch process to update Catastrophically Disabled (CD) Veterans to change the Means Test status to "No Longer Required" and the associated Pharmacy (Rx) Copay status to "No Longer Applicable".
  - ◦ HL7 Messages in the ADR HL7 Transaction Log table is archived to the HL7 Archive table and then permanently deleted per an agreed upon schedule. On the *Facility/Facilities* screen, an additional hyperlink was added to the screen with the title, "**View All Archived HL7 Messages**". When clicked, the *Archived HL7 Message Log* screen displays.
- ICD-10 Changes:
  - ◦ The 30-year-old ICD-9-CM code set was replaced by the **I**nternational **C**lassification of **D**iseases, Tenth Revision, **C**linical **M**odification (ICD-10-CM) and the **I**nternational **C**lassification of **D**iseases, Tenth Revision, **P**rocedure **C**oding **S**ystem (ICD-10-PCS) with dates of service, or date of discharge for inpatients, that occur on or after the ICD-10 Activation Date.
    There will be a period of time when VHA will require the use of both code sets (ICD-9 and ICD-10) to accommodate outpatient dates of service and inpatient discharges prior to and following the compliance date (the ICD-10 Activation Date) as well as for reporting and research purposes.
  - ◦ New to ESR 3.10 were added columns in each of the **CD Procedure** (**Procedure Type**) and **CD Diagnosis** (**Diagnosis Type**) sections to indicate if the code displayed is an ICD-9 or ICD-10 code.
  - ◦ The OPP 1 and OPP 2 extract reports were modified to accommodate the new ICD-10 codes.
- Veteran Financial Assessment (VFA):
  - ◦ The VFA initiative reduces the need for Veterans to provide updated financial information to the VA annually to re-establish their eligibility for VA health care benefits. New enrollees and Veterans whose Means Tests expired prior to the VFA Start Date are required to submit income information.

- A Means Test no longer expires each year in the HECMS. An ESR to IVM (Enrollment Database {EDB}) Web Service was established to exchange Veteran income/net worth information with the IVM Application (EDB). Additionally, all Means Tests became effective immediately (Means Tests no longer become Future Dated Tests).
- A new system parameter, ___*VFA Start Date*___, was added to the *System Parameter* section/screen that will establish the start of the Veteran Financial Assessment initiative.

ESR **V3.11** added the following additional capabilities/changes:
- AAP Defect Fixes
  - If there was an employer address entered and you got an error upon submitting the data (i.e., it stated that city/state did not match zip), when you attempted to re-enter the data, the *State* and *Zip* did not display. If you selected to enter the country, the *State* & *Zip* fields then displayed.
- Enrollment System Enhancements
  - A solution for archiving/deleting HL7 messages was implemented. Select records are removed from the table and placed in a separate storage location in a separate archive accessible by the ESR application.
  - Editing an email address only or phone only triggers an outbound Z05 message to the sites.
- Handbook
  - ESR displays the current *Handbook* or *Benefits At A Glance* and previous 2 versions via the Virtual Content Generator (VCG). ESR 3.10 used the Content Management System (CMS) vendor to produce the HB and BAG.
  - The VCG stores a *Handbook* and/or *Benefits At A Glance* in the Veterans Benefits Repository (VBR) database, not in ESR.
  - ESR no longer updates Bad Address Reason from CMS returned files.
- Veteran Online Application (VOA)
  - ESR receives VOA data via a web service call.
- Veterans Financial Assessment (VFA) Enhancements (Phase II)
  - ESR and Income Verification Matching (IVM) communicate directly by way of the E&E Web Service.
  - Enhanced ESR/IVM data sharing – ESR logs transmissions to IVM and logs response from IVM.
  - Updated the selection criteria for a Veteran record ESR-to-IVM transfer for a new IY
- System Parameters
  - The **IVM DM Exporter Maximum Records** from *System Parameters* was removed.

ESR **V3.12** adds the following additional capabilities/changes:
- Handbook CMS Implementation
  - Inserts are now mailed only to the Veteran with a delivery preference of "Mail".
  - The Communication Log status process has been updated to accommodate the Online delivery preference.
  - Display Error Message: If a Handbook Communication document cannot be displayed because VCG is unavailable, the following message displays: "The

Handbook document cannot be displayed at this time. Please try again later. If this problem persists, please notify the Handbook Team via e-mail at *VHA HEC Handbook Team*."

- VFA Changes (Phase III)
  - implemented "Clone/Create Means Test" functionality
  - IVM selection criterion for ESR (HECMS) 3.12 was significantly modified.
  - ESR was modified to use "PG8 Indicator" from IVM.
  - ESR was changed to support R_x Copay Exemption Status update from IVM for existing Means Tests.
  - Bi-directional interface between ESR and IVM was completed.
  - Hardship values were added to the bi-directional interface.
  - Added new ***PG8 Relaxation Indicator*** field to the Financial Assessment area of the *Financial Overview* page.
  - Added new ***IVM Conversion Date*** field to the Income Verification area of the *Financial Overview* page.
  - Enhanced ESR/IVM data sharing – IVM now sends means test conversion/reversal decisions to ESR.
- VOA
  - ESR added the ability for HEC users to resubmit pending VOA forms for ES processing, via a new "VOA Resubmission" button, that when clicked, takes the user to the new *Resubmission* page where the user can select a 10-10EZ or 10-10EZR form for resubmission (after the reason it was put into a pending state has been addressed and corrected).
  - E-mail communication is sent to the Veteran (if e-mail provided in VOA form submitted) with confirmation of a successful VOA submission.
  - Data is sent in real time, upon request, to VOA for the purpose of pre-population of known enrollment data about the Veteran.
- Health Benefits Plan (HPB)
  - Users with the appropriate *Role/Capabilities* may View, Add (Assign) and Delete (Unassign) the appropriate HBP from a Veteran's record.
  - Users with the appropriate *Role/Capabilities* may View the Veteran's HBP change history.
  - HBP Profile information is now shared and received between ESR and VistA.
  - All approved HBP names and definitions are viewable in ESR via the online help from the *Person Search* page and the new *Health Benefits Plans Assigned/Unassigned* page.
  - A new HBP section/field was added to the Eligibility/*Current Eligibility* screen indicating the current number of HPBs for the Veteran. A link to the new *Health Benefits Plans Assigned/Unassigned* page was also added to the new section.
  - A new field was added to the Veteran *Overview* screen in the Eligibility section indicating the current number of HPBs for the Veteran.
- New Person Search Criteria
  - The Person Search criteria have changed.
- A new ***HBP Data Sharing Indicator*** *System Parameter* was added for activating the new ZHP segment in the Z11 message (VistA) for sharing Health Benefits Plan Data to/from VistA.

Purpose of this Manual

The purpose of this Release Notes document is to provide high-level user and technical information about enhancements to enrollment-related functionality in the ESR system.

Related Documents

- [ESR_3_12_User Manual](#)   Written version of the ESR V3.12 Online Help System
- [ESR_3_12_Installation Guide](#)   Updated ESR V3.12 Installation Guide
- [ESR_3_12_Security_Guide](#)   Updated ESR V3.12 Security Guide
- [ESR_3_12_Systems Management Guide](#) Updated ESR V3.12 Systems Management Guide
- [ESR_3_12_Developers Guide](#)   ESR V3.12 Developers Guide

Remedy/Defect Related Code CRs Resolved

- 11676 – Handbook Benefits Plan and Handbook PDF counts don't match after upload
- 12063 – Fields triggered IVM updates against expectation

Code CRs Found During SQA Testing

- 12066 – Person Search results in Person Not Found - stack trace error is thrown
- 12165 – VCG issue- multiple handbooks in the same day does not display in correct order
- 12166 – VOA - Validate the leaf node in data structure
- 12168 – VOA - Issue when selecting Enrollment AND Dental benefit type
- 12169 – VOA - Radiation Indicator - 1010EZ IV box 2G incorrectly marked
- 12204 – VOA - Verification of the ESR-MVI Interactions
- 12216 – VOA - Eliminate static site id as an indicator for VOA messages
- 12180 – VOA – uploaded document is not encrypted correctly
- 12220 – Change Logging Level from Error to Debug so logs don't fill up with error messages
- 12229 – Update delivery preference
- 12230 – VOA - Remove dropdown option from Resubmission screen
- 12234 – Uncomment code to move PDF file from ftp directory to target VBR directory
- 12235 – VBR Validation for document type

- 12244 – ESR not sending "Awaiting Acknowledgement" records to IVM in bi-directional interface
- 12249 – HBP - Z11 Error with HBP Data Sharing Indicator system parameter
- 12250 – ESR Not Saving Dependency Factors under Financial Details
- 12251 – VOA - MMN and POB
- 12258 – Hdbk Delivery Preference -Remove Email Address Char Length Validation(Remove Restriction of 80 Char)
- 12260 – ORUZ07 messages failing with 'at least one name required' error
- 12261 – Displaying an Application Error in Z06 parsed message
- 12263 – VOA - the insurance mapping from VOA web service does not match with ES process.
- 12265 – Displaying is Test Effective Date=1/1 of calendar year when existing primary means test converted
- 12266 – Person Search with 11+ records returned results in stack error
- 12269 – Stack error on HL7 and Person Searches for newly registered people
- 12279 – Set eligibilityReportDate in the E&E Web Service to support IVM bi-directional interface
- 12280 – VistA host file EAS*1.0*111- Checksum discrepancy for routine DGRPE
- 12281 – VistA host file EAS*1.0*111- Error with install file loading Data Dictionary for DG*5.3*871, File #2
- 12284 – ORUZ07 Error not giving error details
- 12297 – GMT Address Zip Code missing from payload
- 12302 – Normal Queue Handbook update delivery preference, if no DP exists in ADR, create new DP
- 12304 – Give High Attention Uncomment code to move PDF file from ftp directory to target VBR directory
- 12309 – EAS*1.0*111 host file - Add cross reference to HBP code for historical data
- 12484 – Purple Heart = No added through MSDS without Rejected Reason - issue seen in Production (3.11) / UFT- Tested with VOA when updating records to be retriggered – Purple Heart entered N but Vista shows as Y.
- 12485 – Spaces on the Veteran Last name is not allowed
- 12576 – VOA - Veteran email address is being removed from ESR
- 12588 – VOA - Home Phone number is not being uploaded to VistA; Z05 is missing information
- 12604 – VOA - MSD data wiped due to Z11 triggering early

Merge Verification Code CRs

This section lists the Code CRs that were verified in ESR 3.12, but were initially implemented in a previous release (ESR 3.11). This happens when the CCR is verified after the code stream is split for a new release.

- 12303 – VOA - Correct station number for VOA processing
- 12304 – Uncomment code to move PDF file from ftp directory to target VBR directory

Other Code CRs

The following CCR required a configuration change which required a new emergency build, 3.12.1.

- 12624 – Configuration changes are needed for ESR-IVM maximum record sharing.
  There is a configuration value in the Production release that limits the maximum number of records shared with IVM each time it polls ESR. It was set at 2500, which would result in only 200K records per day being passed.
  It was anticipated that upwards of 500K per day would need to be passed due to the required increased selection criteria.
  Performance testing with various values of 5000, 6000, and 7500 determined 5000 to be the optimal polling value that provided the best stability.

Acronyms and Definitions

Acronyms

Acronym	Description
ADR	Administrative Data Repository
ADT	Admissions, Discharges, Transfers
BIRLS	Beneficiary Identification Records Locator System
CBO	Chief Business Office
CD	Catastrophically Disabled
CDW	Corporate Data Warehouse
CEV	Centralized Eligibility Verification
CMS	Content Management System
CV	Combat Veteran
E&E	Eligibility and Enrollment
EDS	Eligibility Determination Service
EGT	Enrollment Group Threshold
ESR	Enrollment System Redesign
FSC	Financial Services Center
GMTT	Geographic Means Test Threshold
GWOT	Global War on Terror
HBP	Health Benefits Plan
HEC	Health Eligibility Center
HECMS	Health Eligibility Case Management System
ICD-10	**I**nternational **C**lassification of **D**iseases, Tenth Revision
ICN	Integration Control Number
IVM	Income Verification Match
JAWS	Job Access With Speech
MSDS	Military Service Data Sharing
MSE	Military Service Episode
MT	Means Test
MVI	Master Veteran Index
NSC	Non service-connected
OEF/OIF	Operation Enduring Freedom/Operation Iraqi Freedom
OPP	Office of Policy & Planning
PCP	Primary Care Provider
PDF	Portable Document Format (Requires Adobe Reader®)
PIMS	Patient Information Management System
POB	Place of Birth
REE	Registration, Eligibility and Enrollment
SC	Service-connected
SDS	Standard Data Service
TBD	To Be Determined
T-Pharm	Third-Party Pharmacy
UFT	User Functional Test
UI	User Interface
VA	Department of Veterans Affairs
VADIR	VA/DoD Identity Repository
VAMC	Department of Veterans Affairs Medical Center
VBA	Veteran Benefit Administration
VCG	Virtual Content Generator
VFA	Veteran Financial Assessment

Acronym	Description
VHA	Veterans Health Administration
VistA	Veterans Health Information Systems and Technology Architecture
VOA	Veterans Online Application

Definitions

Term	Definition
BIRLS	The Beneficiary Identification Records Locator System (BIRLS) is a Department of Veterans Affairs (VA) Veterans Benefits Administration (VBA) database containing records of all beneficiaries, including Veterans whose survivors applied for death benefits. In addition to these applications for VA benefits, sources of data include Veterans discharged from the military service since March 1973, MOH recipients, and service members with accounts for VA education benefits.
Content Management System	The Content Management System provides the capability to create the Veterans Benefits Communications (a.k.a. Patient Benefits Handbook). This allows for user defined content rules to be evaluated for the generation of a Veterans Benefits Communications that is specifically tailored to the Veteran. In addition, the CMS will publish and mail the Veterans Benefits Communications.
Corporate Data Warehouse	The VA Corporate Data Warehouse (CDW) is a national repository comprising data from several Veterans' Health Administration (VHA) clinical and administrative systems. The CDW's objective is to provide data and tools to support management decision making, performance measurement and research objectives.
Disenrollment	Voluntary request from veteran to discontinue enrollment in the VA Health Care system
Geographic Means Test (GMT) Thresholds	a.k.a. HUD Indices. Geographical income level thresholds set yearly by the U.S. Department of Housing and Urban Development (HUD). Recognizing that the cost of living can vary significantly from one geographic area to another, Congress enacted legislation adding income thresholds based upon geographic locations (GMT thresholds) to the existing VA National Income Thresholds for financial assessment purposes. This assists lower-income veterans who live in high-cost areas by providing an enhanced enrollment priority (Priority Group 7) and reducing the amount of their inpatient copay by 80% for treatment of nonservice-connected conditions. The copay reduction applies only to inpatient services. Outpatient services, long-term care, as well as medication copays, are not affected by the VA National Geographic Income Thresholds.
Health Benefits Plan	VHA has initiated the Health Benefits Plan (HBP) that associates the authority for care to the provisioning of healthcare services, while providing Veterans and their families with an accurate description of the benefits to which they are eligible. The creation of Veterans HBPs removes the subjectivity associated with the interpretation of benefits and reduces the need to have VA staff continually interpret benefits for Veterans and their families.
Health Eligibility Center (HEC)	The HEC serves as the National Service Center for registration, enrollment and eligibility activities and serves as the business owner for administrative information systems supporting the delivery of VA health care benefits. The HEC achieves VA's Gold Standard of honoring America's veterans by providing accurate and timely health care eligibility and enrollment determinations and accurate, responsive and respectful customer service. The HEC supports VA's health care delivery system by providing centralized eligibility verification and enrollment processing services. The HEC determines veteran's health eligibility and facilitates the process by providing guidance to the field through training, and collaborates with Chief Business Office (CBO) Policy and other administrative offices on the implementation of policy.
HEC Legacy System	M-based database formerly used by the HEC and replaced by the HECMS
HL7	Health Level 7 is an interface specification designed to standardize the way in which health care information is transferred between systems. IVM utilizes the V*ist*A HL7 package to assist in transporting data using this specification.
IVM	Income Verification Match. A program designed to verify income and insurance data reported by the veteran with that received from IRS (Internal Revenue Service), SSA (Social Security Administration), and other sources
JAWS	A computer screen reader program for Microsoft Windows® that allows blind and visually impaired users to read the screen either with a text-to-speech output or by a Refreshable Braille display.
Means Test	Eligibility for VA hospital care and nursing home care is divided into two categories -

Term	Definition
	mandatory and discretionary. An income assessment is made to determine whether a non service-connected veteran, who is not in receipt of VA monetary benefits or otherwise exempt from income assessment, is eligible for cost-free VA medical care. This income assessment is known as "Means Testing". Patients whose income is above the defined income levels must agree to make copayments to VA for outpatient and inpatient care rendered.
MT Thresholds	Income threshold levels set yearly within the VA for the purpose of establishing benefit levels for veterans
VA/DoD Identity Repository	VADIR provides VA with detailed electronic information directly from DoD on separating service members.
Virtual Content Generator	The VCG generates and displays the Veterans Benefits Handbook (VBH) based on specific requests from the HECMS and from Veterans online. The VCG allows for user defined content rules to be evaluated for the generation of a VBH so that each handbook is specifically tailored to the Veteran. The generation is done in near real time.
Veterans Online Application (VOA)	The 10-10EZ online application for healthcare benefits was replaced by an enhanced Veterans Online Application (VOA) benefits package to self-identify GWOT service members, and expands the use of DoD military service information to establish eligibility for health care benefits **(VOA)**. Unlike the 10-10EZ data, which was placed in a temporary file and accessed through the Enrollment Application System (EAS) for manual processing by the intake clerk at the sites, the VOA data is transferred directly into the HECMS system.

User Release Notes

New Features, Functions, and Enhancements

Handbook CMS Implementation

- *Inserts are now mailed only to the Veteran with a delivery preference of "Mail".*
- *The Communication Log status process has been updated to accommodate the Online delivery preference.*
- *If a Handbook Communication document cannot be displayed because VCG is unavailable, an error message displays.*

Introduced in ESR 3.5, the HECMS launched the ability to provide a *Veteran Benefits Handbook* containing eligibility and benefit information to the Veteran.

ESR **V3.12** adds the following Handbook Enhancements.

The Content Management System (CMS) process has been updated to accommodate the addition of the Virtual Content Generator (VCG) which will enable Veterans to view his or her current Handbook online. Via the Handbook portal, the Veteran will enter his or her delivery preference of "Mail" or "Online" and the requested delivery preference is sent to and stored in the HECMS. If "Online" is selected, instead of receiving a Handbook in the mail, the Veteran will receive an email when the Handbook is available for viewing online. Additionally, a Veteran with a "Mail" delivery preference will have the ability to view the Handbook online.

The current Handbook and two historical versions will be stored in the Veteran Benefits Repository (VBR) regardless of delivery preference. This functionality allows a HEC user to view a Veteran's Handbook and assist with any questions the Veteran may have. If a Handbook Communication document cannot be displayed because the VCG is unavailable, the following message displays: "The Handbook document cannot be displayed at this time. Please try again later. If this problem persists, please notify the Handbook Team via e-mail at *VHA HEC Handbook Team*."

Additionally, the Handbook Batch Request process will review a Veteran's delivery preference to ensure Handbooks with an Online delivery preference are not sent to the print vendor. **NOTE**: Inserts will be mailed to the Veteran regardless of the delivery preference. Also, the Communication Log status process has been updated to accommodate the Online delivery preference.

Veteran Financial Assessment (VFA) Phase III

- *ESR and Income Verification Matching (IVM) communicate directly by way of the E&E Web Service.*

The VFA project continues to provide the functionality that relieves the Veteran from the burden of the annual financial reporting obligation to maintain their enrollment in VHA. VFA also helps reduce the workload and the potential for errors introduced by the largely manual financial assessment process at the medical centers. The improvements for ESR 3.12 represent Phase III of the VFA initiative.

IVM used the HEC Legacy system to receive and transmit data elements. In order to meet the needs of VFA, ESR now replicates the activities HEC Legacy formerly provided. These changes to ESR will allow HEC Legacy to be decommissioned.

ESR **V3.12** adds the following VFA Phase III enhancements.

- The bi-directional interface between ESR and IVM was completed.
- Hardship values were added to the bi-directional interface.
- "Clone/Create Means Test" functionality was implemented
- The IVM selection criterion was significantly modified.
- ESR was modified to use the "PG8 Indicator" from IVM.
- ESR was changed to support R_x Copay Exemption Status update from IVM for existing Means Tests.
- A new ***PG8 Relaxation Indicator*** field was added to the Financial Assessment area of the *Financial Overview* page.
- A new ***IVM Conversion Date*** field was added to the Income Verification area of the *Financial Overview* page.
- Enhanced ESR/IVM data sharing – IVM now sends means test conversion/reversal decisions to ESR.

Veteran Online Application (VOA)

- *ESR now allows HEC users the ability to resubmit pending VOA forms for processing.*

To facilitate the improved online application offerings, a direct connection between the VOA application and ESR was established. ESR provides a web service interface for the VOA application to submit the form and retrieve the application status. After ESR receives the VOA form, ESR processes the form through the regular Enrollment and Eligibility process and uploads the person into the ESR system.

The VOA application is available through the eBenefits portal and is accessible from anywhere the Internet is available. To gain access, Veterans and dependents must have DS Logon Level 2 credentials. VOA is not only integrated with the eBenefits portal, but also with the Enrollment System, allowing Veterans to take advantage of VA's automated enrollment and eligibility process.

Veterans may apply for enrollment by completing VA Form 10-10EZ, Application for Health Benefits using any of the following three methods:
1. In-person
2. By mailing an application to a VAMC
3. Online

To facilitate the ongoing effort to improve the Veteran's online experience through the VOA application, ESR **V3.12** adds the following VOA enhancements.

- ESR now has the ability for HEC users to resubmit pending VOA forms for ES processing, via a new "VOA Resubmission" button, that when clicked, takes the user to the new *Resubmission* page where the user can select a 10-10EZ or 10-10EZR form for resubmission (after the reason it was put into a pending state has been addressed and corrected).
- An email communication is now sent to the Veteran (if email provided in VOA form submitted) with confirmation of a successful VOA submission.
- Data is now sent in real time, upon request, to VOA for the purpose of pre-population of known enrollment data about the Veteran.

Health Benefits Plan (HBP)

- *ESR now allows HEC users with the appropriate Role/Capabilities to View, Add (Assign) and Delete (Unassign) the appropriate HBP to a Veteran's record.*

VHA has initiated the *Health Benefits Plan* (HBP) that associates the authority for care to the provisioning of health care services, while providing Veterans and their families with an accurate description of the benefits to which they are eligible. The creation of Veterans HBPs removes the subjectivity associated with and the interpretation of benefits and reduces the need to have VA staff continually interpret benefits for Veterans and their families.

ESR **3.12** adds the following HBP capabilities.

- A new *Health Benefit Plans Assigned/Available* page was added to ESR that allows users with the appropriate *Role/Capabilities* to View, Add (Assign) and Delete (Unassign) the appropriate HBP(s) to a Veteran's record.
- Users with the same *Role/Capabilities* may also View the Veteran's HBP change history.
- HBP Profile information is now shared and received between ESR and VistA.
- All approved HBP names and definitions are viewable in ESR via the online help accessed from the *Person Search* help page and the new *Health Benefits Plans Assigned/Unassigned* help page.
- A new HBP section/field was added in ESR to the Eligibility/*Current Eligibility* screen indicating the current number of HPBs for the Veteran. A link to the new *Health Benefits Plans Assigned/Unassigned* page was also added to the new section.
- A new field now displays in ESR on the Veteran *Overview* screen in the Eligibility section indicating the current number of HPBs for the Veteran.

A new **HBP Data Sharing Indicator** *System Parameter* was added for activating the new ZHP segment in the Z11 message (VistA) for sharing Health Benefits Plan Data to/from VistA. Until the VistA component is in place, this parameter will be set to "N" so that no ZHP segments are sent on the Z11 message.

- This system parameter determines whether the ZHP segment will be shared in the Z11 VistA message "Y" or not "N".

  Health Benefit Plans will be shared with VistA if and only if this flag is set to "Y".

  The system default is "N".

Enrollment Enhancements

- *ESR now allows HEC users with the appropriate Role/Capabilities to View, Add (Assign) and Delete (Unassign) the appropriate HBP to a Veteran's record.*

In support of the ongoing VHA effort to leverage its developed automated systems to enhance the services and healthcare provided to our nation's veterans, additional enhancements have been identified to improve the interoperability between ESR's search requests for person records in the Master Veteran Index (MVI).

The deterministic Person Search request was eliminated and replaced with MVI's probabilistic search algorithm.

The new Person Search criterion is as follows. At minimum, the user must provide one of the following combinations:

- *SSN + Last Name + First Name + Gender* OR
- Full/Short *VPID* OR
- *Military Service Number* OR
- *Claim Folder Number*

Technical Release Notes

Data Dictionary Changes

N/A

Enrollment Trigger Events

N/A

HL7 Messaging Changes

N/A