

# **Enrollment System Modernization (ESM) Phase 2 Enrollment System (ES) 5.6**

## **Release Notes**



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**Department of Veterans Affairs**

**Office of Information and Technology (OIT)**

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# 1 Introduction

The mission of the Department of Veterans Affairs (VA) Office of Information and Technology (OIT), Enterprise Program Management Office (EPMO) is to provide benefits to Veterans and their families. To meet this overarching goal, OIT is charged with providing high quality, effective, and efficient IT services and Operations and Maintenance (O&M) to persons and organizations that provide point-of-care services to our Veterans.

The VA's goals for its Veterans and families include:

- Make it easier for Veterans and their families to receive the right benefits, and meeting their expectations for quality, timeliness, and responsiveness.
- Improve the quality and accessibility of health care, benefits, and memorial services while optimizing value.
- Provide world-class health care delivery, by partnering with each Veteran to create a personalized, proactive strategy to optimize health and well-being, while providing state of the art disease management.
- Ensure awareness and understanding of the personalized, proactive, and patient-driven health care model through education and monitoring.
- Provide convenient access to information regarding VA health benefits, medical records, health information, expert advice, and ongoing support needed to make informed health decisions and successfully implement the Veteran's personal health plans.
- Receive timely, high quality, personalized, safe, effective, and equitable health care, not dependent upon geography, gender, age, culture, race, or sexual orientation.
- Strengthen collaborations with communities and organizations, such as the Department of Defense (DoD), Department of Health and Human Services (DHHS), academic affiliates, and other service organizations.

To assist in meeting these goals, the Enterprise Health Benefits Determination (EHBD) program provides enterprise wide enhancements and sustainment for the following systems/applications:

- The Enrollment System (ES) assists Veterans to enroll for VA healthcare benefits and is the core application that feeds other VA systems with Enrollment and Eligibility (E&E) data.
- Income Verification Match (IVM) assists in determining priority grouping for healthcare eligibility.
- Veterans Information Systems and Technology Architecture (VistA) Registration, Eligibility & Enrollment (REE) shares information with other VistA applications and enables registration and eligibility determinations and enrollment at VA Medical Centers (VAMC).
- Veteran's On-Line Application (VOA) is re-purposed for the online Veterans Health Benefits Handbook (VHB). VHB provides each enrolled Veteran on-demand online access to a personalized and dynamic health benefits-related Handbook.

Enrollment System Modernization (ESM) defines Health Benefit Plans (HBP) for which a client (Veteran, Service Member, or beneficiary) is eligible and ties them to the authority for care. Key enhancements to be completed include Pending Eligibility Determination, fixes to the Enrollment System, Date of Death, Internal Controls, Workflow, Veterans Financial Assessment, converting of Military Service Data Sharing (MSDS) to Enterprise Military Information Service (eMIS), Manage Relationships, Veteran Contact Service, and support for Enrollment System Community Care (ESCC).

## 2 Purpose

The purpose of this Release Notes document is to announce the release of ES 5.6. This release, developed in Java technology, contains Enrollment System Modernization Phase 2 (ESM P2) development and upgrade efforts, including enhancements to support Community Care (CC) and ES Sustainment.

## 3 Audience

This document targets users and administrators of ES 5.6 and applies to the changes made between this release and any previous release for this software.

## 4 This Release

ES will be upgraded from Version 5.5.1 to Version 5.6 and hosted at the Austin Information Technology Center (AITC).

The following sections provide a summary of the enhancements and updates to the existing software and any known issues for ES 5.6.

### 4.1 Enhancements and Modifications

#### ESM

- ES is enhanced to interface with the VET360 address validation service and display the results provided by the service to the ES user who can select the most accurate address.
- ES is enhanced to implement the Preferred Name field.
- ES is enhanced to allow editing of the Appointment Request field after a Veteran’s application has been completed in the Add a Person module. Once the Appointment Request field is updated, ES will notify VistA of the change.
- ES is enhanced to limit the future discharge date (FDD) for a Veteran’s application to 365 days from the current date.
- ES is enhanced to set applications to a “Not Applicable” enrollment status when an FDD is received from the Healthcare Application (HCA) system.
- ES is enhanced to share the site identifier with VET360 as part of each address, phone, and email update message. ES is also updated to handle logical deletes of phone numbers and email addresses from VET360.

Table 1 shows the ESM enhancements and modifications included in the ES 5.6 release as tracked in Rational Team Concert (RTC) Requirements Management (RM).

**Table 1: ES 5.6 ESM Enhancements and Modifications**

RTC RM #	Summary
788100	Real Time Validation of Addresses
884875	Enter/Edit Veteran Preferred Name

RTC RM #	Summary
884877	View Preferred Name in all Demographics Views
1002813	Management Edit Change in VistA
1016436	ES records from Health Care Application (HCA) with Future Discharge Date Not Set to Pending
1021421	ES to handle logical deletes from VET360
1022594	Share Site ID and Site Identifier between ES and VET360
1054426	CR: 881132 ES user Future Discharge Date not to exceed one year
1054429	CR: 881132 ES should not accept FDD from the eMIS/MSDS broker

## ESCC

ES is updated and enhanced to implement business rule and system process changes associated with the MISSION Act. President Trump signed the MISSION Act into law on June 5, 2018. The MISSION Act goes into effect on June 6, 2019. Changes to ES that support the functionality for the Community Care Program (CCP) requirements of the MISSION Act are as follows:

- Introduction of new Health Benefit Plans (HBPs) and Veterans Choice Eligibility (VCE) codes
- Introduction of new combinations of VCE codes and new scenarios that will be supported based on business rules
- New iLOG rule flows and ETL jobs based on business rules to support this new and revised logic
- Changes to the following screens and reports:
  - Health Benefit Plan
  - CC Determination
  - CC Determination History
  - System Parameters
  - VCE Parameters
  - TPA Details
  - TPA Export Report
  - CCN Contractor Message Log
  - CCN Export Report
- New data being exchanged with Corporate Data Warehouse (CDW) for Title 38 Care and Urgent Care
- Cleanup of the ES ETL for the existing CDW interface for Wait-Time
- Implementation of changes to the business rules and associated data around the Hardship Eligibility and Hardship HBPs

Table 2 shows the ESCC enhancements and modifications included in the ES 5.6 release as tracked in RTC RM.

**Table 2: ES 5.6 ESCC Enhancements and Modifications**

<b>RTC RM #</b>	<b>Summary</b>
1051851	Identify Records that Meet Grandfather Status for MISSION Act
1051852	Set Configurable Date for MISSION Act
1051853	Check for Remaining Grandfather Status Eligible
1051855	Create Health Benefit Plan for Grandfather Eligible Veterans
1051856	Make Available Grandfather Status to Facility Office of Community Care (FOCC) staff
1051858	Add new VCE value to E&E web service
1051861	Communicate Grandfather Status (VCE value) with Community Care Networks (CCNs)
1051862	Recalculate VCE for mileage-eligible records not meeting Grandfather Status
1051863	Inactivate Veteran Plan - Veterans Choice Mileage HBP in Enrollment System
1051865	Set eligibility for Veterans who reside in state the Department does not operate a full-service medical facility
1051866	Create Health Benefit Plan for "State with no Full Service Medical Facility" Eligible Veterans
1051867	Section 143 Sunset of the Veterans Choice Program
1063371	CR 899152: Create Veterans Community Care (VCE) Eligibility for Urgent Care Eligible Veterans
1077304	CR 933686: Capture, Reflect and Expire Hardship Eligibility Based on CDW Data
1077305	CR 933686: No Longer Use Veterans Choice List Clinics as Criteria to Identify Hardship Eligibility

### **Operational Decision Manager (ODM)**

For the iLOG to ODM project, the 71 iLOG rule sets were transferred from iLOG to ODM. A Mediation Framework was established to allow the ES user to switch between the iLOG and ODM rules sets as the rules sets are integrated into the ES application. ES 5.6 integrates rule sets that support the Person Eligibility and Process Demographics functionalities. Screen functionality is unchanged by the upgraded rules.

Table 3 shows the ODM enhancements and modifications included in the ES 5.6 release as tracked in RTC RM.

**Table 3: ES 5.6 ODM Enhancements and Modifications**

RTC RM #	Summary
1016665	CR 776089: Integrate Process Address Rules
1057406	CR: 881133 Integrate Manage Purple Heart Rules (Decision Center)
1057407	CR: 881133 Integrate Process Purple Heart Rules (Decision Center)
1057408	CR: 881133 Integrate Manage Special Factors Rules
1057409	CR: 881133 Integrate Eligibility Code Rules
1057410	CR: 881133 Integrate Ineligibility Code Rules
1057411	CR: 881133 Integrate New Veteran Rules

## 4.2 Defects and Fixes

Table 4 lists the defects and fixes and corresponding RTC Change and Configuration Management (CM) numbers included in ES 5.6 (RTC RM# 1070779 ES 5.6.0 Maintain the Enrollment System).

**Table 4: Defects and Fixes in the ES 5.6 Release**

RTC CM #	Summary
746736	<b>Defect:</b> A StackOverflow exception occurs during Add a Person. <b>Fix:</b> Added bean (domainconcept entry for moneterybenefit) in model_properties.xml.
812027	<b>Defect:</b> Take out the Bad Address Indicator (BAI) when an address is corrected by VET360. <b>Fix:</b> Added check to ensure that false string is handled by the inbound VET360 code.
874714	<b>Defect:</b> CCN Insurances fail to upload in ES if the file contains two entries for the same record. <b>Fix:</b> Corrected the CCN Other Health Insurance (OHI) private insurance processor transaction boundaries; restructured the code so that each OHI record has its own transaction.
899494	<b>Defect:</b> VET360 client is not retrying HTTP 500 errors. <b>Fix:</b> Updated all handlers to retry the message if it is not an expected checked exception.
910333	<b>Defect:</b> Section 508: Medal of Honor (MOH) radio buttons are not keyboard accessible if MOH = NO or No Data.

RTC CM #	Summary
	<b>Fix:</b> Modified screen to override the default tab order when No Data is selected, so that the focus will go to the NO radio button instead.
921339	<b>Defect:</b> Federal Information Processing Standards (FIPS) code is truncated in Geocode_Transmit. <b>Fix:</b> Corrected the ETL query to retrieve all five characters.
933988	<b>Defect:</b> Records with address or phone changes that do NOT change VCE are being excluded in the Third-Party Administrator (TPA) file. <b>Fix:</b> New ETL job TPA_POSITIVE_PROD created to include records with address and phone changes in TPA positive files.
937497	<b>Defect:</b> Deleting phone numbers (Home, Mobile) is not triggering a Z05. <b>Fix:</b> Added code fix to ensure that VET360 outbound messages get sent on deletion of addresses, thus triggering a Z05.
939276	<b>Defect:</b> MOH can be only added to a person who has Veteran Indicator = Yes. <b>Fix:</b> Code has been updated to do the proper validation.
950355	<b>Defect:</b> Error screen appears when filtering on CCN Messages Search Screen for more than 1,000 records. <b>Fix:</b> Updated the exception handling for the CCN search to catch MaxRecordExceededExceptions and output an error message to the user interface (UI) when they occur.
960040	<b>Defect:</b> ES is not updating the effective date of the residential address correctly when message is received from Vista. <b>Fix:</b> Changed the ProcessAddress rule on iLog and ODM by removing setAddressUpdatedDate to current date. This ensures that the incoming address will be accepted as is.
960266	<b>Defect:</b> Effective dates on all address types are being processed in RF1 segment with no regard to time zone. <b>Fix:</b> Enabled the zone inclusion in the address builder for the following two address metadata: AddressMetaDataFromZTA and AddressMetaDataFromPID.
963997	<b>Defect:</b> TPA files have duplicates. <b>Fix:</b> Modified the flow to check the review flag to ensure that the save isn't happening during a review. The review flag is used to ensure that when the process comes from MSDS it will not do the save either. MSDS is configured to execute the rule flow multiple times with tempPerson. When the return uses tempPerson, the flag set is ignored. It is only acted upon when the process is called with the onFile session person.
965309	<b>Defect:</b> Incorrect VCE due to P.O. Box pattern mismatch. <b>Fix:</b> Modified the REGEX that captures P.O. Box and General Delivery.
965311	<b>Defect:</b> Geocode_Transmit Audit trigger is skipping some history. <b>Fix:</b> Implemented changes to audit trigger and records restoration database so that history updates will not be skipped by the audit trigger.



RTC CM #	Summary
968724	<b>Defect:</b> CDW data should be capitalized before updating to Administrative Data Repository (ADR). <b>Fix:</b> Capitalized all clinic names in ADR.WaitTime table.

### 4.3 Known Issues

Table 5 lists identified defects that remain open in this release.

**Table 5: Open Defects in the ES 5.6 Release**

RTC CM #	Summary
963122	Detail report does not show HBP names for wait-time and mileage or hardship and wait-time.
984135	If the Veteran's Community Care eligibility code is not null, the system does not display the "Send to Contractor" button.
984183	The CCN Contractor Message Search page is not displaying the correct result for the Selected CCN Contractor Search field.
985996	Two Z05s are triggered when email is deleted.
986813	The HBP history is not recording "Last Updated" or "Last Updated By" when the new value results in no plan being assigned.
986816	When a record is Enrolled, then Cancelled/Declined, then changed back to Enrolled, it should be treated as a new application for CC determination.
986817	Codes should be separated on Manual Override Community Care Outcome (Current) or New VCE.
986896	Temporary Mailing Address displays in the TPA and CCN log, but not in the exported spreadsheet.
987253	Effective Date, PR Foreign Address, and POS Foreign Address labels are not displaying as Enrollment Effective Date, PFA Province For Address, and Postal Code for Foreign Address.
988514	TPA Message Log export spreadsheet is not showing last 4 digits of social security number (SSN) in export spreadsheet for leading zeros SSN.
988523	CCN Contractor Message Log screen is missing RETURN TO COMMUNITY CARE DETERMINATION hyperlink.
988927	The residential address effective date in the CCN File is reflecting the effective date of the permanent mailing address.
989189	When running the CCN initial seeding extract job with over a million records, status is Error.

RTC CM #	Summary
990981	<i>Note: this number is associated with a task, not a defect, in RTC.</i> The Sent to Contractors Button should trigger the record to be sent to both TPA and CCN contractor.
994063	VET360 continues to display phone numbers and emails that were deleted in VistA.
994087	<i>Note: this is a VistA defect that was found during ES UAT.</i> EAS*1.0*174: Medication Copay and LTC Copay status is Exempt but Means Test Copay is getting set as Required.

**Special Note: Defects 993177, 993179 and 993213 have been fixed and verified. They are documented on the signed TAR as “known issues” since they were verified after the TAR was in progress. The UAT and SQA teams coordinated the fix and verification of these three issues.**

## 5 Product Documentation

The following documents apply to this release:

- ES 5.6 Release Notes are uploaded to the [VA Software Document Library](#) (VDL).
- Additional reference documentation related to this release is stored in RTC.