Health Eligibility Case Management System (HECMS)

Release Notes

Enrollment System Redesign (ESR)

Version 7.5

June 2013

Revision History

Date	Version	Description	Project Manager	Author
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
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	Glenda Miller	Tom Hamilton

Date	Version	Description	Project Manager	Author
		Enhancements. Added ESR 3.8 release notes information.		
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 Enhancements. Changed ESR 3.4 to 3.5 and cover date to August 2011 (including footers). Added ESR 3.5 Release Notes.	Jennifer Freese	Tom Hamilton
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. Changed ESR 3.3 to 3.4 and cover date to May 2011 (including footers). Updated document for the MSDS Phase II	Jennifer Freese	Tom Hamilton

Date	Version	Description	Project Manager	Author
		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. Added General Counsel's Ruling updates in the Financials/Adjudication section under *User Release Notes*,	Brian Morgan	Tom Hamilton
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	Brian Morgan	Tom Hamilton

Date	Version	Description	Project Manager	Author
		Amount Contributed to Child (Only on dependent child) - ZIR-4 Insurance Address Line 3 - IN1-5.8		
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 now 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 will be 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 now 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 is being 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 is an added column 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 will be required to submit income information.

- A Means Test will no longer expire 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 will become effective immediately (Means Tests will 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** adds 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 now triggers an outbound Z05 message to the sites.
- Handbook
  - ESR now 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 now 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 now receives VOA data via a web service call.
- Veterans Financial Assessment (VFA) Enhancements (Phase II)
  - ESR and Income Verification Matching (IVM) now 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.

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_11_User Manual — Written version of the ESR V3.11 Online Help System
- ESR_3_11_Installation Guide — Updated ESR V3.11 Installation Guide
- ESR_3_11_Security_Guide — Updated ESR V3.11 Security Guide
- ESR_3_11_ Systems Management Guide — Updated ESR V3.11 Systems Management Guide
- ESR_3_11_Developers Guide — ESR V3.11 Developers Guide

Remedy/Defect Related Code CRs Resolved

- 11114 – AAP: When employer address is entered, an error occurs when data is submitted due to city/state did not match zip code.
- 11591 – EE Web Service: remove PSIM call to verify ICN
- 11593 – Eliminate multiple 1305 messages (search person request) ESR is sending in prod
- 11871 – Web Service update for RX co pay status
- 11873 – View Handbook/BAG - Handbook/BAG is displayed in same ESR Window
- 11895 – Temporary Address change does not trigger Z05
- 11896 – ESR UI accepts alpha characters for Phone number
- 11898 – Adding a new Temporary Address does not trigger a Z05
- 11900 – Phone numbers entered in ESR are not stored in HL7 compliant format
- 11904 – Rx Copay Status not correct when MT Status is MT Copay Exempt
- 11908 – Handbook: handbookBatchProcess not populating CMS_file_generated_date field in database
- 11935 – Username fields do not allow for numbers so some usernames cannot be used in ES
- 11949 – Cannot close work items
- 12046 – Preferred Site ID is not populating in Person table from received Z07

Code CRs Found During SQA Testing

- 11902 – Add an email address indicator to VistA and remove all "none@none.com" email addresses
- 11908 – HandbookBatchProcess not populating CMS_file_generated_date field in database (Handbook)
- 10148 – Tune the query for the dataSynchronizationIVMProducer batch job (taking too long)
- 11878 – Editing an email address only or phone only does not trigger a Z05 to the sites
- 11913 – Cannot delete phone number from Demographics -> Addresses page
- 11952 – Associate Relationship being displayed incorrectly (VOA)
- 11953 – PERSON record not created when the person is not known to ES (VOA)
- 11956 – E&E Svc: Null Pointer exception (same veteran, different income year request
- 11996 – Unable to view the VOA Attachment in the ES UI - Edit Current Eligibility page (VOA)
- 11984 – Null Pointer stack error on search for person with Pseudo SSN
- 12007 – ESR not sending Address/Phone updates to MVI
- 11997 – Query Status field is NULL for new registered veteran (VBA)
- 11942 – BAD ADD Ind - Hdbk/Insert is NOT Automatically Re-Sent if Perm ADD is Updated AFTER Hdbk Mailing (Handbook)
- 12031 – Means Test modification via VistA failed to trigger IVM update
- 11961 – Eligibility Status being set to Pending Verification when VBA Query Status = Pending Response
- 11988 – XML handbook in ESR is returning XML verbiage instead of Handbook in PDF(VCG)
- 11969 – System does not recognize that a MT was edited or deleted
- 11970 – Upload of Z07 with new MT and new Enrollment calculated: Z10/Z11 were NOT triggered
- 11975 – EE Web Service: Spouse/Dependent DOB not formatted properly in response
- 11967 – Unable to add/update Means Tests
- 11994 – BAD Ind - CMS USPS Returns "Null Pointer Exception for Confidential Addresses when Processing USPS file (Handbook)
- 11979 – EE Web Service: Other Eligibilities collection is missing "type" node
- 11980 – BAD Ind - Hdbk with "Return by PO" Status displays Incorrect Address used for Hdbk Mailing (Handbook)
- 11983 – Means Test Deletion via ESR UI not detected for IVM upload
- 11987 – EE Web Service: returning AUTHORIZATION_FAILED for person not found records
- 11985 – Change the CMS_file_generated_date to store both date and time (Handbook)

- 11998 – Temporary Address changes do not trigger a Z05 when updating an existing Temp Address
- 12000 – EE Web Service: Rx Copay Status not correct when MT Status is MT Copay Exempt
- 11993 – No MVI correlation for address update , no 1302 transaction
- 12065 – Logging Failed Submission Errors (VOA)
- 12067 – Rolling back VAAFI configuration for stage1b to the old endpoint
- 11964 – Data Elements not being load from WebService Message (VOA)
- 11926 – Null pointer during SSN Verification batch process
- 11958 – Data Validation Discrepancies found in EDEV (VOA)
- 12058 – VAAFI infrastructure change
- 12057 – Data Validation Discrepancies found during UI integration test (VOA)
- 12014 – HandbookMailingResponseReturnedByUSPSFileProcess " History is NOT updated Handbook

Merge Verification Code CRs

This section lists the Code CRs that were verified in ESR 3.11, but were initially implemented in a previous release (ESR 3.10). This happens when the CCR is verified after the code stream is split for a new release.

- 11998 – Temporary Address changes do not trigger a Z05 when updating an existing Temp Address

Other Code CRs

- 12234 – Uncomment code to move PDF file from ftp directory to target VBR directory.

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
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
VHA	Veterans Health Administration

Acronym	Description
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.
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 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 - 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.
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 expand 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

Term	Definition
	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

Enrollment Enhancements

- *A long-term 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 now triggers an outbound Z05 message to the sites.*

Archiving is a way to reduce the HL7 transaction log table size without deleting data entirely. Select records are removed from the table and placed in a separate storage location (tape, separate hard drive partition, etc).
Since there is no realistic way to entirely halt the growth of the HL7 transaction log table and still maintain a message history, a long-term solution was developed.

All data elements that are synchronized to the sites should trigger an outbound message from ESR to the sites when one of these data elements is updated.

ESR **V3.11** adds the following Enrollment Enhancements.

- Added long term solution to limit the number of messages stored in the main ADR database. A decision was reached on how many of each message type would be acceptable in current, immediately accessible database space, with the remainder stored in an archive.
- Added trigger to send an outbound message from ESR to the sites when an Email Address or Phone (home or cell) is updated.

Handbook

- *ESR now displays the current Handbook (HB) or Benefits At A Glance (BAG) 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 and could only display a handbook .pdf that ESR had on-file.*
- *ESR now displays the data from the VCG as a HB and/or BAG. The VCG stores the HB and/or BAG data in the Veterans Benefits Repository (VBR) database, not in ESR.*
- *ESR no longer updates Bad Address Reason from CMS returned files.*

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

As part of VA's ongoing effort to provide Veteran Benefit Handbooks to the Veteran, ESR now displays the HB and BAG via the Virtual Content Generator (VCG). ESR 3.10 used a Content Management System (CMS) vendor and could only display the HB and BAG that ESR had on-file.
The hyperlinks allow users to view/print the three most current *Handbooks* and/or *Benefits at a Glance* the same as they did in ESR 3.10.

Located on the **Tabs**/*Overview* screen, under the **View Handbook Communication/ COMMUNICATIONS** section are the links which allow the user to view and print the most current as well as two previous versions of the HB and BAG .pdfs. The date and source (online or mail) of the communications are also displayed.
The web service implemented in ESR 3.10 allowed the VCG to dynamically generate and store a HB or BAG in the VBR database as needed. ESR 3.11 now communicates with the VCG to display the HB and/or BAG.

> **Communication to View**:
>
> [Veterans Current Benefits at a Glance](#) - clicking the link allows the user to view the current abbreviated high-level summary of the *Veteran Benefits Handbook*.
> [Veterans Benefits at a Glance](#) - clicking the link allows the user to view the previous abbreviated high-level summary of the *Veteran Benefits Handbook*. If another previous version exists, it will also be displayed.
> [Veterans Current Handbook](#) - clicking the link allows the user to view the current *Veteran Benefits Handbook*.
> [Veterans Handbook](#) - clicking the link allows the user to view the previous *Veteran Benefits Handbook*. If another previous version exists, it will also be displayed.

Bad Address Reason – It was discovered that some of the addresses the handbooks were mailed to are not considered USPS valid addresses, but are valid shipping addresses. The *Bad Address Indicator* was being set by adding a *Bad Address Reason*. This interrupted the delivery of outpatient pharmaceuticals. Prescription drugs do not use USPS and while the addresses are not valid for mailing letters, they are valid for shipping prescriptions. This enhancement preserves the address that may currently be used for shipping outpatient prescriptions.

The *Bad Address Reason* field in ESR will not be populated when the system receives either a Code 1 Reject error or a Return from USPS status.

Veteran Online Application (VOA)

- *ESR now receives VOA data via a web service call.*

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.

ESR **V3.11** adds the following VOA enhancement.

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

Veteran Financial Assessment (VFA) Phase II

- *ESR and Income Verification Matching (IVM) now 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.*

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 3.11 represent Phase II 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 **V3.11** adds the following VFA enhancements.
- ESR and IVM now 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.
- The selection criteria for a Veteran record transfer from ESR to IVM for a new IY was modified.

Technical Release Notes

Data Dictionary Changes

N/A

Enrollment Trigger Events

N/A

HL7 Messaging Changes

N/A