



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

January 10, 2023

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

Dear Mr. Mulvey:

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

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

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

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

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

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

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

Consolidation:

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

Search Terms:

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

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

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

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

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

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

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

Search #4-

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

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

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

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

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

As noted above, the search terms include:

("VCCP" OR "Community Care" OR "MISSION Act") AND ("access standards" OR "wait times") AND [{"method*" OR "calculat*"}] AND ("process" OR "procedure" OR "direct*" OR "policy" OR "memo*")]

These search terms were applied to the following custodian mailboxes:

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

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

Determination:

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

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

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

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

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

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

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

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

Sincerely,



Stacy Ekis
VHA FOIA Officer

Enclosures:

FY 21 Key Initiative: Clinical Documentation Improvement

0000004202 UNCLASSIFIED 7/16/2020

Originator & Date: 12/3/2020 Susan Reed	Scope Definition: VA Provider national training, tracking, standardization to improve the quality of data entered in CPRS to increase accuracy and revenue to include Telehealth.
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		Additional Impact	
Business Ops & Admin:	No Impacts	Policy Impact:	No Impacts at this time
Delivery Ops:	No Impacts	Funding Impact / Status:	No Impacts at this time
Revenue Ops:	(b)(5)	Impact on Other OCC Projects:	No Impacts at this time
Clinical & Network Mgmt:			
OCC Leadership (Includes IDA and BIC):	(b)(5) (b)(6) (b)(5) BIC - No Impacts	Impact if Project Idea Not Approved:	(b)(5)
Community Care Network (Contract Mod):	No Impact		

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Innovate Business Model, Improve Customer Service	OCC Managed / Revenue Operations	(b)(6)

Discussion:
(b)(5)

OCC Policy, OCC Finance, and Portfolio Managers Vote Count: All Yes votes received. No dissents.

From:
Subject:
To:

00000584262 "UNCLASSIFIED" 1/10/2023

(b)(6)
(OCC NM); VHA OCC SEM Operations Leadership; (b)(6)
(b)(6)
(b)(6) VHA 10D1
OCM; (b)(6)
(b)(6)
(b)(6) Matthews, Kameron; Upton, Mark I.; (b)(6)
(b)(6)
(b)(6) (OCC NM); VHA OCC BOA PPS Leadership; (b)(6)
(b)(6)
(b)(6) VHA 10D1 OCM; (b)(6) @erpi.net; (b)(6)
(b)(6)
(b)(6) Matthews, Kameron; Upton, Mark
T.; (b)(6) @guidehouse.com; (b)(6) @guidehouse.com; (b)(6)
(b)(6) Reed, Susan A.; (b)(6)
(b)(6)

Cc: (b)(6) (Federal
Advisory Partners) (b)(6) Business Information Technology Solutions (BITS), LLC) (b)(6)
(b)(6) Federal Advisory Partners) (b)(6)
(b)(6) @federaladvisory.com; (b)(6) @federaladvisory.com; (b)(6)
(b)(6) (Federal Advisory Partners) (b)(6) Business Information Technology Solutions
(BITS), LLC); (b)(6) Federal Advisory Partners)

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

Agenda:

- Project Idea Evaluation (PIE)
 - VA Provider CCN Retail Pharmacy Capability
 - Referral Based Obligations
- OCC Priority Project Review
 - VA/DoD Advanced Payment and Referral Standardization
 - Provider Profile Management System (PPMS)
 - Community Care Reimbursement System (CCRS)

Thank you!

Please do not forward this meeting invitation.

Join Microsoft Teams Meeting

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

Conference ID (b)(6) #

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



Community Care Business Program Management Review (PMR) #1

11/24/2020



- **Project Idea Evaluation (PIE)**
 - VA Provider CCN Retail Pharmacy Capability
 - Referral Based Obligations
- **OCC Priority Project Review**
 - VA/DoD Advanced Payment and Referral Standardization
 - Provider Profile Management System (PPMS)
 - Community Care Reimbursement System (CCRS)
- **Appendix**
 - Project Review
 - Project Idea Evaluation Updates

Project Idea Evaluation (PIE)

- VA Provider CCN Retail Pharmacy Capability
 - Referral Based Obligations

VA Provider CCN Retail Pharmacy Capability

Originator & Date: 11/10/2020 (b)(6)	Scope: OCC to support the operationalization of the modification (Initially in Region 4) to allow Veterans who need an immediately needed (urgent/emergent) prescriptions prescribed by a VA provider to be filled at a CCN retail community pharmacy when access to a VA pharmacy is not possible for Regions 1, 2, 3 and 4.
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		Additional Impact	
Business Ops & Admin:	(b)(5) Contract Mod already in place for Region 4 – CO direction has been provided for implementation date (Dec 14). Contract mod in progress for Regions 1-3.	Policy Impact:	No Additional Impacts identified
Delivery Ops:		Funding Impact / Status:	(b)(5)
Revenue Ops:		Impact on Other OCC Projects:	
Clinical & Network Mgmt:		Impact if Project Idea Not Approved:	
OCC Leadership (Includes IDA and BIC):			
Community Care Network (Contract Mod):			

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Implement Community Care Network (CCN) Improve Customer Service	OCC Directorate Managed	(b)(6)

Discussion: (b)(5)

Referral Based Obligations

0000004202 UNCLASSIFIED 1/16/2020

Originator & Date: (b)(6)	11/17/2020	Scope Definition: OCC needs to assess and establish an interim and long-term process for recording obligations for Community Care programs
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Impact	Additional Impact
Business Ops & Admin: (b)(5)	Policy Impact: (b)(5)
Delivery Ops: CCRS, FMS, eCAMS, PIT	
Revenue Ops: No impact identified at this time.	
Clinical & Network Mgmt: (b)(5)	
OCC Leadership (Includes IDA and BIC):	
Community Care Network (Contract Mod):	
	Funding Impact / Status:
	Impact on Other OCC Projects:
	Impact if Project Idea Not Approved:

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Improve Claims Processing & Innovate Business Model	OCC Managed	(b)(6)

Discussion:
 (b)(5)

OCC Policy, OCC Finance, and Portfolio Managers Vote Count: All Yes votes received (no dissents).

Priority Project Review

Project Status Slides



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ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
(b)(5)	Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.	<ul style="list-style-type: none"> • 40,009 VA/DoD consults entered since FY20 • 6,160 open VA/DOD consults. • Live Pilot Results for AP auto claims validation: <ul style="list-style-type: none"> • Biloxi VAMC/Pensacola NH: 96% • NCR Region: 74%

Accomplishments:

Milestones:

2020-10-05: SOP Update <input checked="" type="checkbox"/> Release (VA HSRM use)	2020-10-08: Updated Care <input checked="" type="checkbox"/> Coordination Training	2020-11-27: HEC <input type="checkbox"/> Approval of Next AP sites go-live	2020-12-18: CarePoint <input type="checkbox"/> Exceptions Claims Worklist Rollout	2020-12-23: VA/DoD <input type="checkbox"/> Leadership Meeting: FY21 Q2 Rollouts	2021-01-01: AP FY21 Q2 <input type="checkbox"/> Rollouts	2021-04-01: AP FY21 Q3 <input type="checkbox"/> Rollouts
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OCC Business Dependencies
(b)(5)
<ul style="list-style-type: none"> • • •
<p>Risks</p> <p>Risk:</p> <p>(b)(5)</p>

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

ELC Decision Needed/Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicator

CCN Network growth
Provider processing capacity - backlog monitoring

Accomplishments:

● 2020-11-10: PIE - UAT Testing

● 2020-11-13: PIE - Go-Live WRJ

● 2020-12-07: PPMS 10.1 UAT

● 2020-12-08: PPMS 10.1 Go/No-Go

● 2020-12-15: PIE Restart Priority Sites

● 2020-12-17: PPMS 10.1 Go-Live

Milestones:

OCC Business Dependencies

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

Risks

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

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ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>For awareness: CCRS implemented a temporary bypass the PPMS check to mitigate payments being denied. CCRS is establishing a grace period (72 hrs) for ER services due to the high denial volume based on misaligned validity dates on the referral.</p>	<p>CCRS: A system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).</p>	<p>CCN Payment Metrics as of November 20, 2020: Region 1: Invoices Received – 2,899,265, Confirmed Paid – 1,967,817, Sent for Payment – 84,184, “No Action” Optum denials - 716,105 Region 2: Invoices Received – 2,449,478, Confirmed Paid – 1,729,199, Sent for Payment – 100,245, “No Action” Optum denials - 540,310 Region 3: Invoices Received – 1,173,375, Confirmed Paid – 717,423, Sent for Payment – 75,102, “No Action” Optum denials - 353,692 Region 4: Invoices Received – 802,202, Confirmed Paid – 474,834, Sent for Payment – 95,770, “No Action” TriWest denials - 203,698 The total Invoice Amount Paid/Sent for Payment: \$3,465,670,309.41</p>

Accomplishments:

Milestones:

● 2020-10-15: CCRS Release 12.4	● 2020-11-05: CCRS Release 13.1	● 2020-12-03: CCRS Release 13.2	● 2020-12-17: CCRS Release 13.3	● 2021-01-07: CCRS Release 13.4
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OCC Business Dependencies
<ul style="list-style-type: none"> CCRA, FMS, PPMS, PIT, and MVI
<p>Risks</p>
<p>(b)(5)</p>

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> CCRA, SEOC, PPMS, MVI, EDI, DAS, and CCN Contractors
<p>Issues</p>
<p>(b)(5)</p>

Appendix

Project Status Slides

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ELC Decision Needed/Priority Discussion
No ELC decisions needed or priority discussion topics at this time

Project Description
This project establishes a Data Governance Program to ensure reliable, dependable, consistent, and well documented data. It includes creating a structure, adopting standards and policies that drive how data are used and maintained to ensure data quality.

Key Performance Indicator
<ul style="list-style-type: none"> - Number of data policies, practices, and standards established - Percent of data issues resolved - Number of completed data initiatives in data governance project portfolio - Percent of data initiatives that meet or exceed established initiative targets

Accomplishments:

Milestones:

- 2020-10-21: Approved standard Systems Artifacts
- 2020-11-09: Confirmed e-repos data usability
- 2020-11-09: Draft Data Governance Communication Plan

- 2020-11-25: Draft Data Governance Structure
- 2020-11-30: Change Management Sponsor Plan

OCC Business Dependencies
(b)(5)

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

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

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

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

Upcoming Milestones

- Chalmers P. Wylie VA ACC (Columbus) Go Live: Spring 2021
- Jonathan M. Wainwright Memorial VAMC (Walla Walla) Go Live: Spring 2021
- White City VAMC Go Live: Spring 2021

OCC Business Dependencies

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

OIT / Data Dependencies

(b)(5)

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>No ELC decision was needed or priority discussion topics during this time period.</p>	<p>Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.</p>	<ul style="list-style-type: none"> • CCN is fully deployed across 49 states within Regions 1-4. • Regions 1-3 all reported more than 92% of referrals through CCN, remaining consistent with prior weeks. • Region 4 continues to see a positive trend in CCN utilization (+87% last week in October). • As of September 30, 2020, Urgent Care is live across CCN Regions 1-4. • CCN Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1.

Accomplishments:

Milestones:

<p>● 2020-09-01: R2 & R3 URGENT CARE CUTOVER FROM PC3</p>	<p>● 2020-09-30: R4 URGENT CARE CUTOVER FROM PC3</p>	<p>● 2021-04-01: R5 HCD</p>
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OCC Business Dependencies
<p>(b)(5)</p>

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

Enterprise Program Reporting System (EPRS)

Project Phase - Phased Implementation

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion
(b)(5)

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

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

Accomplishments:

Milestones:

● 2020-08-28: 7.0 D: eCAMS – Technical Release	● 2020-09-01: 8.0 - Attach U v007/v003	● 2020-10-28: 10.0 - Complaints & R4 QC	● 2020-11-24: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations	● 2020-11-25: EPRS Pre-Prod R10.2: Accreditation Waivers & CAPs enhancements	● 2020-12-04: R12.0: EPRS Technical Release: CCRS	● 2020-12-14: EPRS Pre-Prod R10.3- Congressional UI Enhancements	● 2020-12-23: Build 9.0 D: Technical Release: HSRM
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OCC Business Dependencies
(b)(5)
Risks -- No Risks Found --

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decision is needed or priority discussion topics at this time	Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts	<ol style="list-style-type: none"> 1. Advisory Board meetings 2. Care Coordination Plan developed 3. Annual re-trainings conducted

Accomplishments:

Milestones:

● 2020-09-11: Brief BIMs

● 2020-09-23: Tribe and VA staff retraining

● 2020-12-03: CC Plan Adopted

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

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>No ELC decisions needed or priority discussion topics at this time.</p>	<p>Deploy AMCMS (SaaS) product that integrates Community Care management through data analytics to accurately forecast, monitor and control Community Care's medical services. VISN 8 Nat. Insurance File model.</p>	<p>Upon deployment, key financial & utilization metrics tracked include, but are not limited to:</p> <ul style="list-style-type: none"> • UM Metrics: Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider. • FM Metrics: Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments:

Milestones:

● 2020-10-26: AMCMS Virtual Webinar Trainings	● 2020-11-12: Lessons Learned Completed	● 2020-11-30: VISN 8 ATO Finalization	● 2020-12-04: Payment Scenario Review Finish	● 2020-12-04: Phase 3 Requirements Gathering	● 2020-12-07: Phase 3 User Guide Development
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OCC Business Dependencies
<p>-- No Business Dependencies Found --</p>
<p>(b)(5)</p>

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

Community Care Referral and Authorization System (CCR&A)

1778

Project Phase - National Deployment

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>No ELC decisions needed or priority discussion topics at this time.</p>	<p>HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.</p>	<ul style="list-style-type: none"> • 3,659,485: Total Referrals FY 2020 (through 10/31/2020) • 185,601: Total Referral FY 2019 • 18,761: Total number of VA user accounts provisioned • 22,923: Number of Community Provider user accounts provisioned • 10,024: Number of unique Community Provider NPIs • 148: Number of VAMC sites actively using HSRM • 5,195: Support Ticket Count for October

Accomplishments:

Milestones:

<p>● 2020-11-13: Release 11 Go/No Go Presentation</p>	<p>● 2020-11-17: CAEC 2.0 Go/No Go Presentation</p>	<p>● 2020-11-20: CAEC 2.0 National Deployment</p>	<p>● 2020-11-23: Release 11 National Deployment</p>	<p>● 2021-01-25: Release 12 National Deployment (IRIS)</p>
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OCC Business Dependencies
<p>(b)(5)</p>
<p>Risks -- No Risks Found --</p>

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>No ELC decisions needed or priority discussion topics at this time.</p>	<p>One Consult 2.0 project combines continuing enhancement and development activities for Consult Toolbox (CBT), Decision Support Tool (DST) and SEOC Database under a single project management umbrella.</p>	<p>CTB integrated into CPRS- Q3 FY21 Metrics for CTB v2.0 are under development</p>

Accomplishments:

Milestones:

- | | | | | | | |
|---|---|--|--|---------------------------------------|----------------------------------|---|
| ● 10/23/2020: completed national Deployment of CTB 1.9.0076 | ● 10/26/2020: Began Training And Comms For CTB V2.0 | ● 2020-01-15: CTB v2.0 production "Dark Release" | ● 2020-12-01: CTB 1.9.0078 National Rollout begins | ● 2020-12-23: SEOC DB Cloud Migration | ● 2021-01-15: CTB 2.0 Deployment | ● 2021-04-01: CTB v2.0 available to field users |
|---|---|--|--|---------------------------------------|----------------------------------|---|

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

OCC Continuity Of Operations Plan (COOP)

Project Phase - Project Development

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussions at this time	The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions.	Metric 1: Communication Strategy Metric 2: Phase I – Prepare Complete Metric 3: Phase II – Respond Complete Metric 4: Phase III – Recover Complete Metric 5: Development of Exercise, Maintenance, and Communication Plan Metric 6: COOP Appendixes complete for each Directorate

Accomplishments:

Milestones:

<ul style="list-style-type: none"> ● 2020-08-04: CCSC Go/No-Go ● 2020-08-13: Project Kick-off meeting 	<ul style="list-style-type: none"> ● 2020-11-25: Development of Communication Strategy ● 2020-12-16: Phase I Prepare Complete 	<ul style="list-style-type: none"> ● 2021-01-06: Phase II Respond Complete
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OCC Business Dependencies
(b)(5)
<p>Risks</p> <p>(b)(5)</p>

Office of Information and Technologies/Data Dependencies
(b)(5)
<p>Issues</p> <p>(b)(5)</p>

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion
No ELC decisions needed or priority discussion topics at this time.

Project Description
Develop an Integrated Product Environment for isolated E2E and UAT

Key Performance Indicator
KPIs are currently being reviewed and finalized with Executive Owner and Business Sponsor

Accomplishments:

Milestones:

- 2020-11-19: Project Kickoff

- 2020-12-01: Stakeholder Assessment
- 2020-12-03: Data Dependencies

OCC Business Dependencies
(b)(5)

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> ● (b)(5) <p>Issues -- No Issues Found --</p>

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

Project Phase - National Deployment

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time.	VistA Integrated Billing (IB) and Accounts Receivable (AR) updates.	* No specific KPI's were identified for this phase of the project.

Accomplishments:

Milestones:

● 2020-11-04: IB 689 Nationally Released	● 2020-11-12: AR 372 Nationally Released	● 2020-12-04: Current Contract PoP Ends	● 2020-12-05: 3 Month Extension Contract Begins	● 2020-12-11: RFP for new contract issued	● 2021-01-29: New Contract Awarded	● 2021-03-05: 3 Month Extension Contract Ends
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OCC Business Dependencies
<ul style="list-style-type: none"> No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project. <p>Risks</p> <ul style="list-style-type: none"> (b)(5)

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> No data dependencies at this time. <p>Issues</p> <ul style="list-style-type: none"> No project issues at this time.

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.	<ol style="list-style-type: none"> 1. Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100% 2. Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) 100% daily

Accomplishments:

Milestones:

- 2020-11-13: Successfully completed technical evaluation for CCN VCE static eligibility within 24 hours
- 2020-11-17: ES CC Hardship Information from Cerner was tested in SQA (Team Liberty)
- 2020-12-16: Turn on ES Parameter to share CC Collateral Eligibility
- 2020-12-16: National Release of VistA functionality
- 2020-12-20: VistA IOC sites testing functionality

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

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

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion
No ELC Decisions needed or priority discussion topics at this time

Project Description
The VA/DoD Advanced Payment methodology produces a standardized flat file of DoD claim elements which can be utilized to standardized revenue processes for billing on those DOD claims across the nation.

Key Performance Indicator
Align with the VA/DoD Advanced Payment Methodology.

Accomplishments:

Milestones:



OCC Business Dependencies
<ul style="list-style-type: none"> No Business dependencies at this time <p>Risks -- No Risks Found --</p>

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> No OI&T Data dependencies at this time. <p>Issues -- No Issues Found --</p>

Appendix

Project Status Slides

Project Idea Evaluation (PIE) Updates

1786

0000004202 UNCLASSIFIED 1/10/2023

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
Referral Based Obligations	11/17	11/24	TBD	TBD	TBD	TBD	TBD
VA Provider CCN Retail Pharmacy Capability	11/10	11/24	TBD	TBD	TBD	TBD	TBD
Community Care Customer Portal (Self Service)	10/30	11/10	Approved	11/16	TBD	TBD	TBD
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	Projected Resource (b)(6)
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)

Project Idea Evaluation (PIE) Updates

1787

00000004202 UNCLASSIFIED 1/10/2023

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

0000001202 UNCLASSIFIED 1/10/2020

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

Accomplishments

Upcoming Milestones

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

From:
Subject:
To:

00000584262 "UNCLASSIFIED" 1/10/2023
 (b)(6)
 (OCC NM); VHA OCC BOA PPS Leadership; (b)(6)
 (b)(6)
 (b)(6) Matthews, Kameron; Upton, Mark T.; (b)(6)
 (b)(6)
 (b)(6); VHA OCC BOA PPS Leadership; (b)(6)
 (b)(6)
 (b)(6) VHA 10D1 OCM; (b)(6) @erpi.net; (b)(6)
 (b)(6)
 (b)(6) Matthews, Kameron; Upton, Mark T.;
 (b)(6) @guidehouse.com; (b)(6) @guidehouse.com; (b)(6)
 (b)(6) Reed, Susan A.; (b)(6)
 (b)(6)

Cc: (b)(6) Federal
 Advisory Partners; (b)(6) (Business Information Technology Solutions (BITS), LLC); (b)(6)
 (b)(6) Federal Advisory Partners; (b)(6)
 (b)(6)
 (b)(6) @federaladvisory.com; (b)(6) @federaladvisory.com; (b)(6) Federal Advisory
 Partners; (b)(6) (Business Information Technology Solutions (BITS), LLC); (b)(6)
 (b)(6) Federal Advisory Partners; (b)(6)

Attached: 20201222.December (2020).Community Care Project Management Review (PMR) #1.pptx

Good morning, All,

Please see attached presentation for this afternoon’s Community Care Project Management Review (PMR). Agenda and presenters below:

Project Idea Evaluations:

- **CCN Veteran Pharmacy Care (ELC Awareness)**
 - Executive Sponsor: (b)(6)
- **FY21 Key Initiative – Clinical Documentation Improvement**
 - Executive Sponsor: Ms. Susan Reed
- **Ambulance Routing Optimization (ARO)**
 - Executive Sponsor: (b)(6)

Priority Project Review:

- **Advanced Medical Cost Management Solution (AMCMS): Executive Sponsor Request.** FY 21 Payment Data Issue and Delivery Operations assistance needed for Incomplete data of 837COB via CDW-PIT.
 - Executive Sponsor: (b)(6); Business Sponsor: (b)(6)
- **OCC Data Governance: Business Sponsor Request.** OCC alignment to Dr. Stone Data Strategy and Governance Memorandum, dated 12/2/2020.
 - Executive Sponsor: Dr. Mark Upton; Business Sponsor: (b)(6)
- **VA/DoD Advanced Payment and Referral Standardization* ELC Priority Discussion:** Dr. Stone provided approval for AP expansion to identified FY21 sites on 12/3.
 - Executive Sponsor: (b)(6) Business Sponsor: (b)(6)

Thank you!

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Community Care Business Program Management Review (PMR) #1

12/22/2020



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Community Care

- **Project Idea Evaluation**
 - Email address update – PIE Submission
 - CCN Veteran Pharmacy Information Card
 - FY 21 Key Initiative – Clinical Documentation Improvement
 - Ambulance Routing Optimization (ARO)
- **OCC Priority Project Review**
 - Advanced Medical Cost Management Solution (AMCMS)
 - OCC Data Governance
 - VA/DoD Advanced Payment and Referral Standardization
- **Appendix**
 - Project Review
 - Project Idea Evaluation Updates

The email address for Project Idea Submissions has changed:

- Previous Address – @va.gov
 - New Address – @va.gov
- The old address has not been linked to the new address so users should make changes/updates to their address book of the change.
 - Project Ideas submitted to the old address will continue to be received and will be processed.

CCN Veteran Pharmacy Information Card

0000004202 UNCLASSIFIED 7/16/2020

Originator & Date: 12/1/2020 (b)(6)	Scope Definition: Consolidate the CCN pharmacy billing information to provide Veterans the information to pick up their prescription (referred care, urgent care, and flu shot) into one "card" to improve Veteran and network retail pharmacy experiences
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		Additional Impact	
Business Ops & Admin:	No Impacts at this time	Policy Impact:	No Impacts
Delivery Ops:	(b)(5)	Funding Impact / Status:	No Impacts. (b)(5)
Revenue Ops:		Impact on Other OCC Projects:	(b)(5)
Clinical & Network Mgmt:	No Impacts at this time		
OCC Leadership (Includes IDA and BIC):	No Impact at this time	Impact if Project Idea Not Approved:	
Community Care Network (Contract Mod):	(b)(5)		

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Improve Customer Service, Implement Community Care Network (CCN)	OCC Directorate Managed / Network Management	(b)(6)

Discussion:
 PPS resources not requested – Presented for ELC Awareness
 Directorate PM – (b)(6)

(b)(5)

FY 21 Key Initiative: Clinical Documentation Improvement

0000004202 UNCLASSIFIED 7/16/2020

Originator & Date: 12/3/2020
Susan Reed**Scope Definition:** VA Provider national training, tracking, standardization to improve the quality of data entered in CPRS to increase accuracy and revenue to include Telehealth.

		Additional Impact	
Business Ops & Admin:	No Impacts	Policy Impact:	No Impacts at this time
Delivery Ops:	No Impacts	Funding Impact / Status:	No Impacts at this time
Revenue Ops:	(b)(5)	Impact on Other OCC Projects:	No Impacts at this time
Clinical & Network Mgmt:			
OCC Leadership (Includes IDA and BIC):	(b)(5) (b)(6) BIC - No Impacts	Impact if Project Idea Not Approved:	(b)(5)
Community Care Network (Contract Mod):	No Impact		
Recommended OCC Strategic Priority Alignment		Recommended Project Designation	Recommended Business Owner
Innovate Business Model, Improve Customer Service		OCC Managed / Revenue Operations	(b)(6)

Discussion:

(b)(5)

OCC Policy, OCC Finance, and Portfolio Managers Vote Count: All Yes votes received. No dissents.

Choose VA

VA

Veterans Health Administration
Office of Community Care

Originator & Date: 12/10/20 (b)(6)	Scope Definition: Veterans calling an ambulance for emergency are routed to the appropriate emergency care provider utilizing EMS routing software to access VA-based eligibility and billing information as appropriate. (VA location closest, notify VA, identify if they have an active referral, etc.)
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Impacts		Additional Impact	
Business Ops & Admin:	(b)(5)	Policy Impact:	No impacts at this time. (b)(5) (b)(6)
Delivery Ops:		Funding Impact / Status:	(b)(5)
Revenue Ops:		Impact on Other OCC Projects:	
Clinical & Network Mgmt:		Impact if Project Idea Not Approved:	
OCC Leadership (Includes IDA and BIC):			
Community Care Network (Contract Mod):	No impacts at this time.		

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Innovate Business Model	OCC Managed Project/ Clinical Integration	(b)(6)

Discussion:
 (b)(5)

OCC Policy, OCC Finance, and Portfolio Managers Vote: Yes

Priority Project Review

Project Status Slides

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
(b)(5)	Deploy AMCMS (SaaS) product that integrates Community Care management through data analytics to accurately forecast, monitor and control Community Care's medical services. VISN 8 Nat. Insurance File model.	Number of AMCMS Access Requests – 134 Number of users granted access – 106 Number of unique logins – 222 Number of total logins – 854 Number of total views – 9,005 Number of views per day – 68-746

Accomplishments:

Milestones:

● 2020-11-12: Lessons Learned Completed	● 2020-12-07: VISN 8 Stakeholder Assessment	● 2021-01-04: Phase 3 Requirements Gathering	● 2021-01-04: VISN 8 ATO Finalization	● 2021-01-15: Phase 3 User Guide Development
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OCC Business Dependencies
(b)(5)

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>ELC Discussion - OCC alignment to Dr. Stone Data Strategy and Governance Memorandum dated 12/2/2020</p> <p>ELC Decision - ELC agree to serve as interim OCC Data Governance Council</p>	<p>This project establishes a Data Governance Program to ensure reliable, dependable, consistent, and well documented data. It includes creating a structure, adopting standards and policies that drive how data are used and maintained to ensure data quality.</p>	<ul style="list-style-type: none"> - Number of data policies, practices, and standards established - Percent of data issues resolved - Number of completed data initiatives in data governance project portfolio - Percent of data initiatives that meet or exceed established initiative targets

Accomplishments:

Milestones:

● 2020-12-04: OCC-OIT Innovation Work Group	● 2020-12-14: Change Management Prosci Analysis	● 2020-12-22: Obtain ELC agreement to Serve as Interim Data Governance Council	● 2020-12-31: OCC Data Governance Concept of Operation Rough Draft	● 2021-03-30: Begin Data Management & Data Quality Capability Maturity Assessment
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OCC Business Dependencies
(b)(5)

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
(b)(5)	Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.	<ul style="list-style-type: none"> • 42,734 VA/DoD consults entered since start of FY20 • 5,857 open VA/DOD consults. • Results for claim auto-validation (Biloxi VAMC/Pensacola NH): <ul style="list-style-type: none"> • FY20-FY21: 95% • Results for claim auto-validation (VISN 5/NCR Region) <ul style="list-style-type: none"> • FY20-FY21: 76%

Accomplishments:

Milestones:

● 2020-10-08: Updated Care Coordination Training	● 2020-12-03: HEC Approval of Next AP sites go-live	● 2021-01-01: AP FY21 Q2 Rollouts - National Rollout Begins	● 2021-01-07: AP Fiscal/Recon Webinar	● 2021-01-30: CarePoint Exceptions Claims Worklist Rollout	● 2021-03-31: SFTP Utilization for Major Data Exchanges	● 2021-04-01: AP FY21 Q3 Rollouts
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OCC Business Dependencies
(b)(5)

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

Appendix

Project Status Slides

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes.	TBD: (b)(5)

Accomplishments:

Milestones:

- 2020-11-05: Completed first iteration of project lessons learned with OCM

- 2020-12-04: OCC Cerner team developed 9 training artifacts

- 2021-04-15: Chalmers P. Wylie VA ACC (Columbus) Go Live

- 2021-05-15: Jonathan M. Wainwright Memorial VAMC (Walla Walla) Go Live

- 2021-06-21: White City VAMC Go Live

OCC Business Dependencies

Office of Information and Technologies/Data Dependencies

(b)(5)

(b)(5)

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.	3,844,844: Total Referrals FY 2020 (through 11/30/2020) 185,562: Total Referrals FY 2019 19,155: Total number of VA user accounts provisioned 26,546: Number of Community Provider user accounts provisioned 11,417: Number of unique Community Provider NPIs 148: Number of VAMC sites actively using HSRM 5,071: Support Ticket Count for November

Accomplishments:

Milestones:

<ul style="list-style-type: none"> ● 2020-11-20: CAEC 2.0 National Deployment ● 2020-11-23: Release 11 National Deployment 	<ul style="list-style-type: none"> ● 2020-12-21: Optional Task Hot Fix ● 2020-12-21: R11 Lessons Learned ● 2021-02-08: R12 National Deployment
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OCC Business Dependencies
<ul style="list-style-type: none"> • (b)(5) • • • • •

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> • (b)(5) • • • • • <p>No Issues to elevate at this time</p>

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	One Consult 2.0 project combines continuing enhancement and development activities for Consult Toolbox (CBT), Decision Support Tool (DST) and SEOC Database under a single project management umbrella.	CTB integrated into CPRS- Q3 FY21 Metrics for CTB v2.0 are under development

Accomplishments:

Milestones:

- 2020-11-15: C6 Report Technical Release
- 2020-12-15: CTB v1.9.0078 National Deployment
- 2021-01-15: CTB v2.0 Production "Dark Release"
- 2021-01-17: SEOC DB Cloud Migration
- 2021-02-15: Training and Comms for CTB v2.0
- 2021-04-02: CTB v2.0 Deployment

OCC Business Dependencies
(b)(5)

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No Priority Discussion or ELC Decisions Required.	Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.	Average Lead Time for Accepted (Completed) User Stories and Defects): Scheduled Deployment -35 Days; Hotfix - 3 Days Average Release Cadence to Production: 15 Days Mean Time to Restore: 19 Hours Release Fail Percentage: 0 Provisioned Licensed Users: 13,720 Average Weekly CCN Data Import Transactions to PPMS/Per Region: 0/18 thru 10/24: Region 1 – 98; Region 2 – 96; Region 3 – 80; Region 4 – 126 Stories Accepted v. Stories Completed per Sprint: 100% - Sprint 2, R 10.1

Accomplishments:

Milestones:

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

● 2020-12-08: PPMS 10.1 Go/No-Go ● 2020-12-17: PPMS 10.1 Go-Live ● 2020-12-18: PPMS 11.0 National Gate Review ● 2021-01-04: PIE Restart Priority Sites ● 2021-01-28: VA CPL 1.1 Release

OCC Business Dependencies
<ul style="list-style-type: none"> Clinical Integration Network Management Community Care Network Delivery Operations Revenue Operations VAMC/CPO & Pharmacy - (b)(5)
(b)(5)

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.	<ol style="list-style-type: none"> 1. Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100% 2. Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) 100% daily

Accomplishments:

Milestones:

- 2020-12-10: 12/09/2020
 - 2020-12-16: National Release of VistA functionality
- 2021-02-20: Configurable list of OHI for suppression

OCC Business Dependencies
(b)(5)
No Risks to elevate at this time

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

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	Develop an end-to-end (E2E) integration environment prior to UAT/Prod. Anticipated benefits include identification of integration issues prior to Production, reduction of project specific hot-fixes, and enhanced system and data monitoring	<p><5% of defects/bugs captured in UAT/Prod (post-IPE) testing, with zero critical or higher status</p> <p><5% unscheduled downtime for the IPE systems integration environment</p> <p>90% of code automatically deployed within IPE systems integration environment</p>

Accomplishments:

Milestones:

- 2020-12-03: Updated IMS from CCRA
- 2020-12-03: Data Dependencies
- 2020-12-23: Requirements for Functionality Agreements
- 2020-12-30: Strategic Communications
- 2021-01-04: IPE MOU/White Paper with CCRA
- 2021-02-28: MVP 1.0

OCC Business Dependencies
(b)(5)

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

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	EPRS delivers a series of custom-built user interface (UI) screens and reporting system and data integrations for administering the CCN contract.	Quality Check UI: 61/80 Users ($\Delta = +15$) CCN Accreditation Waivers UI: 48/30 Users ($\Delta = +16$) CCN Complaints & Grievances UI: 45/54 Users ($\Delta = +15$) CCN Congressional Inquiries UI: 47/42 Users ($\Delta = +17$) CCN Corrective Action Plans (CAPs) UI: 45/30 Users ($\Delta = +15$) CCN Network Adequacy Deviations UI: 43/51 Users ($\Delta = +14$)

Accomplishments:

Milestones:

● 2020-11-24: R12.0D: EPRS Technical Release: CCRS	● 2020-12-11: Pre-Prod R10.2: Accreditation Waivers & CAPs enhancements	● 2020-12-28: Pre-Prod R10.3- Congressional UI Enhancements	● 2021-01-05: Build 9.0 D: Technical Release: HSRM	● 2021-01-20: Prod R10.2 - Waivers & CAPs	● 2021-02-03: Prod R10.3 - Congressional UI enhancements	● 2021-03-01: Build 11.0: Network Management UI - Pre-Prod
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OCC Business Dependencies
(b)(5)

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

Community Care Claims Reimbursement (CCRS)

Project Phase - Project Development

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decision Needed at this time.	A system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).	Metric 1-Improved payment timeliness Metric 2- Improved Pre-Payment Analysis (Contribute to High Performing Network while decreasing Fraud, Waste & Abuse) Metric 3-Decrease financial risk or burden on VA as a result of improved payment timeliness

Accomplishments:

Milestones:

- 2020-12-15: CCRS Release 13.3 Go No Go
- 2020-12-17: CCRS Release 13.3

- 2020-12-21: CCRS Release 13.4 Demo
- 2021-01-07: CCRS Release 13.4
- 2021-02-11: CCRS Release 14.1
- 2021-03-04: CCRS Release 14.2

OCC Business Dependencies
<ul style="list-style-type: none"> • CCRA, FMS, PPMS, PIT, and MVI
(b)(5)

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> • CCRA, SEOC, PPMS, MVI, EDI, DAS, and CCN Contractors
(b)(5)

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time.	VistA Integrated Billing (IB) and Accounts Receivable (AR) updates.	* No specific KPI's were identified for this phase of the project.

Accomplishments:

Milestones:

● 2020-12-04: Current Contract PoP Ends	● 2020-12-05: 3 Month Extension Contract Begins	● 2021-01-11: AR Patch 376 National Release	● 2021-01-15: RFP for new contract issued	● 2021-02-01: AR Patch 377 National Release	● 2021-03-03: New Contract Awarded	● 2021-03-05: 3 Month Extension Contract Ends
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OCC Business Dependencies
<ul style="list-style-type: none"> No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.
(b)(5)

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> No data dependencies at this time.

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussions at this time	Development of standardized Continuity of Operations Plan (COOP) for all mission critical OCC systems. The COOP will outline the necessary steps to prepare for, respond to, and recover from IT system failures.	Metric 1: Phase I – Prepare Complete Metric 2: Phase II – Respond Complete Metric 3: Phase III – Recover Complete Metric 4: COOPs Completed Metric 5: COOP Policy Completed

Accomplishments:

Milestones:

● 2020-08-13: Project Kick-off meeting	● 2020-11-16: COOP template completed	● 2020-12-16: Phase I Prepare Complete	● 2020-12-30: Phase II Respond Complete	● 2021-01-13: Phase III Recover Complete	● 2021-01-27: COOPs completed	● 2021-01-27: COOP Policy Complete
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OCC Business Dependencies
(b)(5)

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time.	The VA/DoD Advanced Payment methodology produces a standardized flat file of DoD claim elements which can be utilized to standardized revenue processes for billing on those DOD claims across the nation.	Align with the VA/DoD Advanced Payment Methodology.

Accomplishments:

Milestones:

<ul style="list-style-type: none"> ● 2020-10-30: VSSC Data Validation ● 2020-12-03: 2020-11-27: HEC Approval of Next AP sites go-live 	<ul style="list-style-type: none"> ● 2020-12-31: VSSC Data Validation ● 2021-03-05: Project Start/Finish
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OCC Business Dependencies
<div data-bbox="25 891 519 951" style="border: 1px solid black; padding: 2px;">(b)(5)</div> <p>No Risks to elevate at this time</p>

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> • No OI&T Data dependencies at this time. <p>No Issues to elevate at this time</p>

Appendix

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation (PIE) Updates

0000004202 UNCLASSIFIED 1/10/2023

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	PPS Notified	CCSC Presentation Date	CCSC Project Go / No Go	PPS PM Resource Assigned
Ambulance Routing Optimization (ARO)	12/10	12/22	TBD	TBD	TBD	TBD	TBD
Proposed Clinical Integration Interaction Plan with WellHive	12/7	Awaiting further discussion	TBD	TBD	TBD	TBD	TBD
FY 21 Key Initiative; Clinical Documentation Improvement	12/3	12/22	TBD	TBD	TBD	TBD	TBD
Referral Based Obligations	11/17	11/24	Approved	11/30	TBD	TBD	TBD
Consolidated Advanced Reporting Solutions (CARS)	11/3	N/A	Discontinued	N/A	N/A	N/A	N/A
Community Care Customer Portal (Self Service)	10/30	11/10	Approved	11/16	TBD	TBD	TBD
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	12/11 (b)(6)

Project Idea Evaluation (PIE) Updates

0000004202 UNCLASSIFIED 1/10/2023

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	PPS Notified	CCSC Presentation Date	CCSC Project Go / No Go	PPS PM Resource Assigned
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)

25

Project Idea Evaluation (PIE) Updates

0000004202 UNCLASSIFIED 1/10/2023

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

00000001202 UNCLASSIFIED 1/10/2020

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

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> VIPR V18-00312-000 for automated solution submitted. Status as of 1/08/2020 –Unfunded Request/Pending Resources 	<ul style="list-style-type: none"> JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

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

Community Care Business Program Management Review (PMR) #1

07/28/2020



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

OCC Data Governance Project

1822

Initiation

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

- Pending Dependency Management Analysis

(b)(5)

OIT / Data Dependencies

- Pending Dependency Management Analysis

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Upcoming Milestones

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

OCC Business Dependencies

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

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

• (b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

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

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

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

0000001202 UNCLASSIFIED 1/16/2020

<i>ELC Decision Needed/ ELC Priority Discussion</i>	<i>Project Description</i>	<i>Key Performance Indicators (KPI)</i>
<p>Discussion (1)This project’s training activities were impacted by COVID-19 and were/are on hold until the partners are free to resume. VA staff training was moved to self-paced PPT and sent to the field on 7/17. (b)(5)</p>	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

<i>Accomplishments</i>	<i>Upcoming Milestones</i>
<ul style="list-style-type: none"> ● 6/4/20 HELD 2ND ADVISORY BOARD MTG ● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED 	<ul style="list-style-type: none"> ● 08/20/20 TRIBAL CONSULTATION (VIRTUAL) ● 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY) ● 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD ● 11/30/20 CARE COORDINATION PLAN FINALIZED

<i>OCC Business Dependencies</i>	<i>OIT / Data Dependencies</i>
<p>(b)(5)</p>	<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

RISK: N/A
Mitigation: N/A

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

- Priority Discussion:**

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

Power BI functionality exceeded license capability for reporting previous metrics.

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

OIT / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

- *No ELC Decision Requests for July*

Project Description

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

Key Performance Indicators (KPI)

CCN Payment Metrics as of July 17, 2020

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

OIT / Data Dependencies

(b)(5)

Appendix

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

Upcoming Milestones

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

TBD awaiting OEHRM Decision

● IV3:
7/27/2020

● Super User Training:
8/10/2020

● CSS:
Go Live 8/21/2020

● ORA:
9/7/2020

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

(b)(5)

-Payment Operations Management

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

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

Highlight OIT/Data Dependencies:

(b)(5)



0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

Region 3 Gradual Transition – CCN Referral

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

Region 4 R4P1 Go Live – CCN Referral

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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

1833

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(b)(5)

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

Region 3 Update

1834

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January 7 2020: Go-Live for Two Sites

May 18 – June 15: Gradual Transition

June 16: Full Region 3 Deployment

Phase 2 (all remaining R3 sites)



SHCD – Phase 1

January 7, 2020

Fayetteville, AR
Orlando, FL

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

Recent wins include:

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

June 16, 2020

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

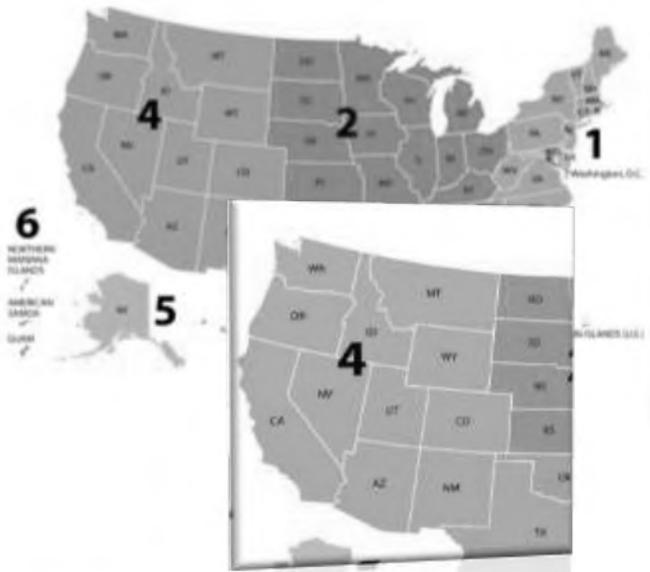
July 17:
30-day PC3
cutover
period ends

Region 3 Activities

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

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Region 4 Update



SHCD – Phase 1 (2 VAMCs)

June 8, 2020
VISN 19 – 2 VAMCs

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

Phase 2 (13 VAMCs)

July 21, 2020
VISN 17 – 7 VAMCs

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

VISN 16 – 2 VAMC

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

VISN 19 – 4 VAMCs

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

Phase 3 (14 VAMCs)

August 11, 2020
VISN 20 – 7 VAMCs

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

VISN 21 – 7 VAMC

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

Phase 4 (8 VAMCs)

August 25, 2020
VISN 22 – 8 VAMCs

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

Region 4 SHCD

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

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ELC Decision Needed/ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

● 04/01/2020
EPRS Build 4

● 04/28/2020
EPRS Build 5B

● 05/18/2020
UAT complete for
Build 5C IDA Reports

● 06/26/2020
UAT complete for
Build 5D IDA Reports

● 06/26/2020
EPRS Build 5.1

Future Build/Release Planning Underway

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

HealthShare Referral Manager

1837

Development

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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

OIT / Data Dependencies

(b)(5)

(b)(5)

Overview of Release 10.0 Enhancements

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

General HSRM Enhancements

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

Task Management Enhancements

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

Revenue Tasking Enhancements

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

Community Provider enhancements

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

Overview of Release 9.0 Enhancements

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

General HSRM Enhancements

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

Task Management Enhancements

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

Reports Enhancements

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

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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

Office of Information and Technology / Data Dependencies

- Downstream Dependency – None at this time.

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

- 07/24/20 PROJECT COMPLETE

OCC Business Dependencies

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

Office of Information and Technology / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

Project Description

Key Performance Indicators (KPI)

(b)(5)

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

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

Accomplishments

Upcoming Milestones

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

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

OCC Business Dependencies

Office of Information and Technology (OIT) / Data Dependencies

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

(b)(5)

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- None

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

- 8/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5)

(b)(6)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

RISK: N/A



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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation Updates

1846

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

OCC Bi-Monthly Business PMR #1

09/22/2020



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

Integrated Product Environment (IPE)

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

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

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

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

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

Discussion:
 (b)(5) (b)(6) (b)(5)

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

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

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

Accomplishments			Upcoming Milestones		
<input checked="" type="checkbox"/> 08/25/2020 EPRS SharePoint Server Pre-Prod Migration	<input checked="" type="checkbox"/> 08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework	<input checked="" type="checkbox"/> 08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)	<input type="checkbox"/> 09/28/2020: EPRS Pre-Prod R10.0 & 10.1: UIs for Complaints, & N.A. Deviations	<input type="checkbox"/> 09/30/2020 EPRS Pre-Prod R11.0 : Network Management UI	<input type="checkbox"/> 10/05/2020: EPRS Prod R 9.0 : EPRS Tech. Data Integration for HSRM

OCC Business Dependencies

Project Dependencies

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

OIT / Data Dependencies

Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

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

General HSRM Enhancements

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

Task Management Enhancements

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

Revenue Tasking Enhancements

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

Community Provider enhancements

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

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Priority Discussion:

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

REVIEW

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

(b)(5)

OIT / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Communications:

(b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 1.9.0076 Enhancements

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

Overview of CTB Phase II

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

Appendix

Project Status Update

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

(b)(5)

-Payment Operations Management

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

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion
<ul style="list-style-type: none"> DECISION: No ELC decisions needed at this time.

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

Key Performance Indicators (KPI)
<p>CCN Payment Metrics as of September 4, 2020</p> <ul style="list-style-type: none"> Region 1: Invoices Received – 1,881,790, Confirmed Paid – 1,195,248, Sent for Payment – 45,314, “No Action” Optum denials - 523,766 Region 2: Invoices Received – 1,319,275, Confirmed Paid – 845,062, Sent for Payment – 52,031, “No Action” Optum denials - 352,273 Region 3: Invoices Received – 411,988, Confirmed Paid – 196,103, Sent for Payment – 12,303, “No Action” Optum denials - 183,202 Region 4: Invoices Received – 79,998, Confirmed Paid – 23,348, Sent for Payment – 9,984, “No Action” TriWest denials - 15,325 <p>The total Invoice Amount Paid/Sent for Payment: \$1,728,313,422.92.</p>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> ● 09/01/2020 CCRS 12.2 COMMUNICATIONS SENT ● 09/03/2020 RELEASE CCRS 12.2 TO PRODUCTION 	<ul style="list-style-type: none"> ● 09/09/2020 CCRS USER ACCEPTANCE TESTING 12.3 ● 09/22/2020 RELEASE CCRS 12.3 TO PRODUCTION ● 10/1/2020 CCRS USER ACCEPTANCE TESTING 12.4 ● 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION ● 10/16/2020 UPDATE KMS, TRAINING DOCS, AND LESSONS LEARNED FOR CCRS 12.4

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

OIT / Data Dependencies
(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/16/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p>Discussion</p> <p>No ELC decisions needed.</p> <div style="border: 1px solid black; padding: 5px;">(b)(5)</div> <p>Tribal consultation on the CC approach was delivered 8/25 and the public has until 9/25 for written comment. Program office presented to the BIMS on 9/11. The annual tribal training is scheduled for the week of 9/15.</p>	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> ● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED ● 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN ● 8/252020 HOSTED TRIBAL CONSULTATION ON CC APPROACH ● 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS 	<ul style="list-style-type: none"> ● 09/18/2020 EXECUTION OF MODIFICATION ● 09/15/2020 IHS/THP VIRTUAL RETRAINING ● 11/13/20 CC PLAN FINALIZED AND BEGIN IMPLEMENTATION

OCC Business Dependencies	OIT / Data Dependencies
<p>(b)(5)</p>	<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

0000004202 UNCLASSIFIED 1/10/2023

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Continuity of Operations Plan (COOP)

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies - Lite

Highlight OCC Business Dependencies:

- (b)(5)

(b)(5)

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

Highlight OIT/Data Dependencies:

- (b)(5)

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Upstream Dependencies

(b)(5)

OIT / Data Dependencies

Upstream Dependencies

(b)(5)

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

Issue:
Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

- Highlight OIT/Data Dependencies:

(b)(5)

Issue
Mitigation:

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

- 10/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

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

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

Office of Information and Technology / Data Dependencies

- Downstream Dependency – None at this time.

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

OCC Business Dependencies

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

Office of Information and Technology / Data Dependencies

(b)(5)

Appendix

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation (PIE) Updates

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

PMR 1 Projects

1874

0000004202

UNCLASSIFIED

1/10/2023

EHRM

Office of Community Care (OCC)/Cerner Integration

Implement CCN

Community Care Claims Reimbursement (CCRS)

Community Care Network (CCN)

Enterprise Program Reporting System (EPRS)

Indian/Tribal Health Coordination (ITHC)

Innovate Business Model

Advanced Medical Cost Management System (AMCMS)

Community Care Referral and Authorization System (CCR&A)

One Consult 2.0

Provider Profile Management System (PPMS)

OCC Data Governance

OCC Continuity of Operations Plan (COOP)

MISSION Support

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

CPAC Document Scanning

Enrollment System Community Care

Urgent Care Integrated Project Team

Other

Retail Pharmacy Influenza Program

VA/DoD Advanced Payment and Referral Standardization

VA/DoD Revenue Standardization

1



Choose VA

VA



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

Community Care Business Program Management Review (PMR) #1

10/27/2020



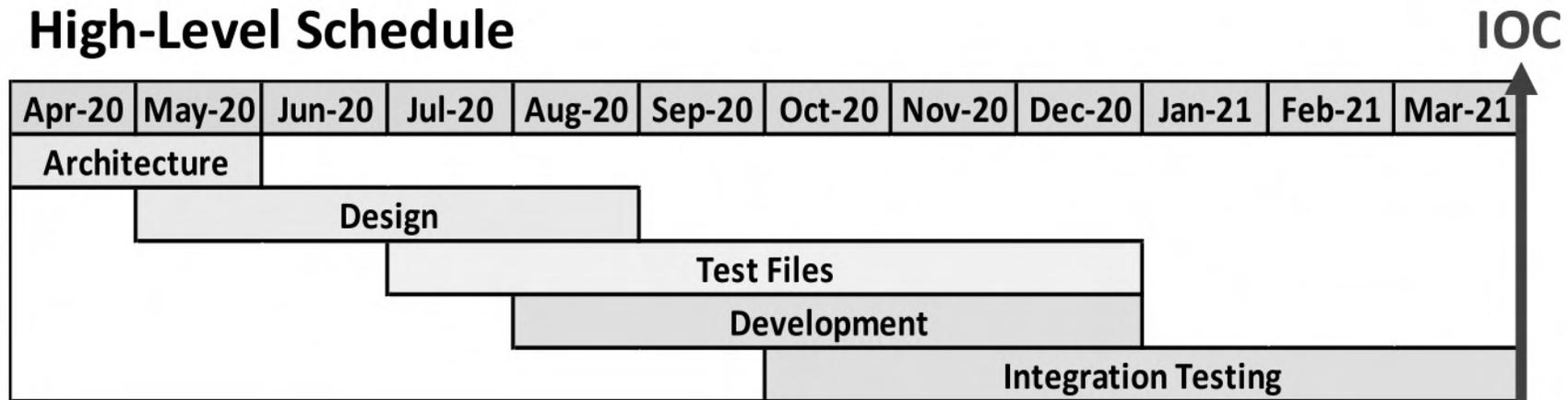
- Hot Topics
 - Payer Electronic Data Interchange (EDI) Prioritization
- OCC Priority Project Review
 - VA/DoD Referral Standardization
 - Community Care Reimbursement System (CCRS)
 - Enterprise Program Reporting System (EPRS)
 - Urgent Care IPT
- Appendix
 - Project Review
 - Project Idea Evaluation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

Hot Topic: Payer Electronic Data Interchange (EDI) Prioritization

Claims XM Development and Implementation

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

High-Level Schedule



*** (b)(5)

Remaining Payer EDI Priorities/Stakeholders

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- EPRS (Parser)
 - 837 work complete / 835 work remains.
 - *Key Stakeholders – Provider Relations and Services, Chief Informatics Office.*

- CAVE

- (b)(5)
 -
 -

- ARS

- (b)(5)

- *Key Stakeholders – Delivery Operations, both POM and VFMP Staff.*

- Community Care Billing SSN Reduction

- (b)(5)

- *Key Stakeholders – Delivery Operations, Revenue, HSRM team.*

Backlog Prioritization (1-4)

_____EPRS (Parser)

_____CAVE

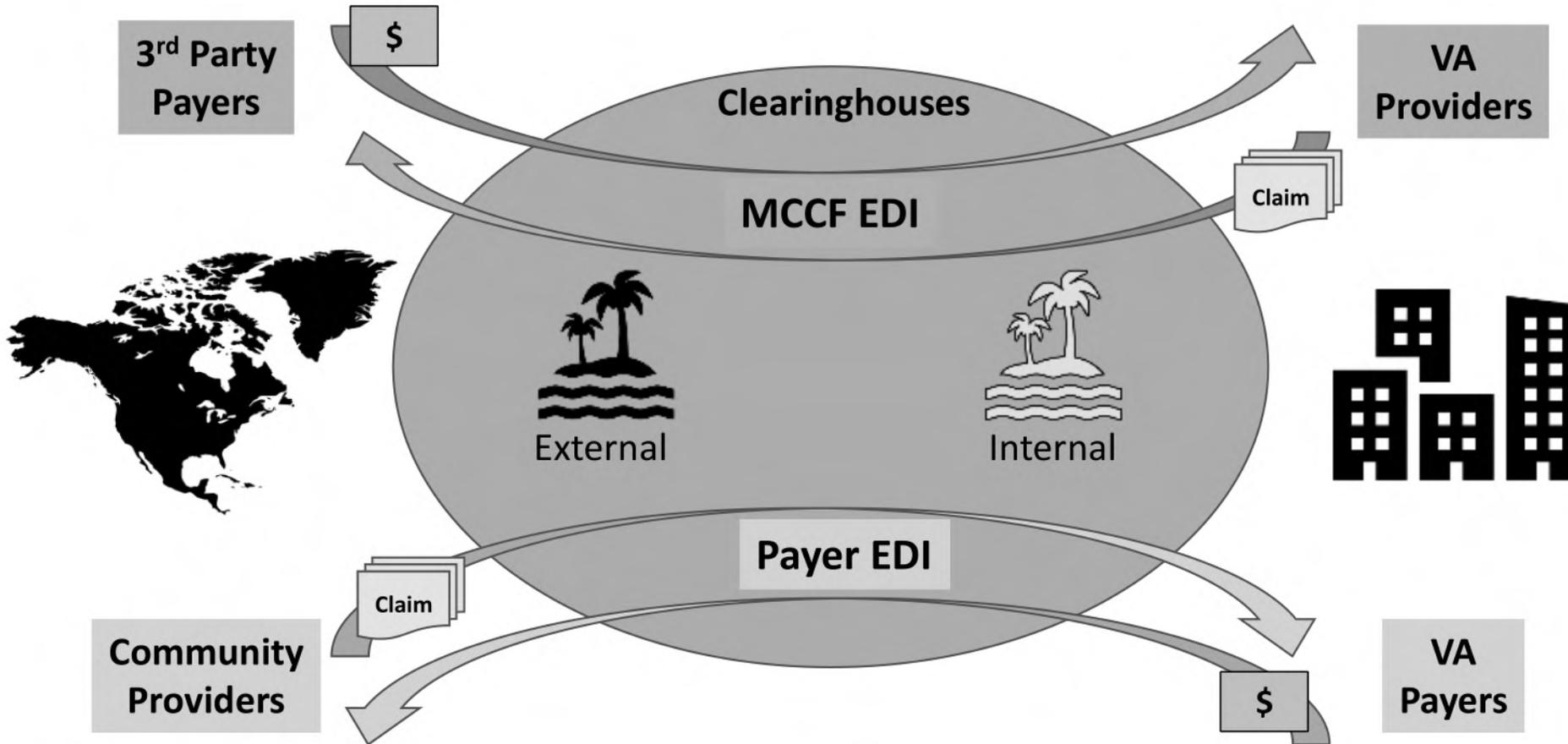
_____ARS

_____Community Care Billing SSN Reduction

EDI Flow

1881

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Payer EDI Recent Highlights

1882

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- Oracle Upgrade (May 2020)
 - Updated Servers, Operating System, and Application Software
 - Zero EDI system failures since upgrade
- Backlog Elimination (August 2020)
 - Eliminated 1.5M claim backlog in 8 weeks
 - Increased capability to support 10x average daily rate
- Fee Payment Processing System (FPPS) MVP (August 2020)
 - Upgrade required to meet OIT security requirements
 - Limited capability restored while FBCS is retired

Priority Project Review

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

ELC Decision Needed/ ELC Priority Discussion

- No ELC Decision Requests for October**

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

CCN Payment Metrics as of October 16, 2020:

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

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

Accomplishments			Upcoming Milestones				
● 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION	● 10/16/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 12.4	● 10/16/2020 COMPLETE CCRS INCREMENT 13 GATE CHECKLIST	● 10/21/2020 CONDUCT 13.1 UAT	● 10/22/2020 UPDATE CCRS LESSONS LEARNED DOCUMENTATION	● 10/27/2020 DEVELOP DEPLOYMENT GATE SLIDE AND DELIVER TO GOVERNANCE	● 10/29/2020 CONDUCT RELEASE READINESS REVIEW	● 10/30/2020 DEVELOP BUSINESS PROCESS FLOWS

OCC Business Dependencies

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

(b)(5)

OIT / Data Dependencies

(b)(5)

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For ELC Awareness
(b)(5)

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework	08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)	09/30/2020: EPRS Pre-Prod R10.0: Complaints UI & Quality Check	10/14/2020: EPRS SQA R10.1: Congressional Inquiries & N.A. Deviations	10/29/2020: EPRS Prod R10.0: Complaints UI & Quality Check	12/04/2020: EPRS Prod R12.0: EPRS Technical Data Integration for CCRS	12/16/2020: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations
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OCC Business Dependencies

Project Dependencies

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

OIT / Data Dependencies

Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

- TBD: REGION 5 UC CCN GO-LIVE

OCC Business Dependencies

- No Business Dependencies identified.

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

Appendix

PMR Project Slides

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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

Upcoming Milestones

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

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

(b)(5)

- Payment Operations Management
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff)
- Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3
- 04/01/21 R5 SHCD GO-LIVE

OCC Business Dependencies

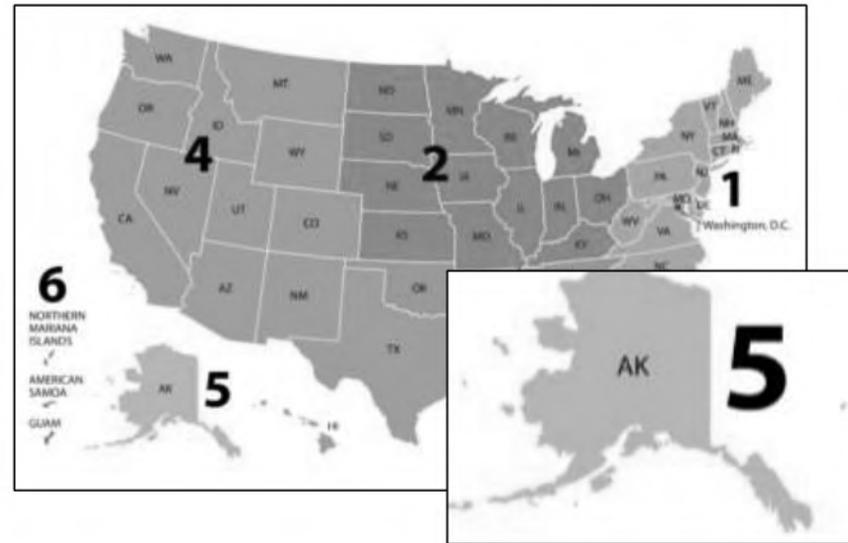
(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Region 5 Announcement

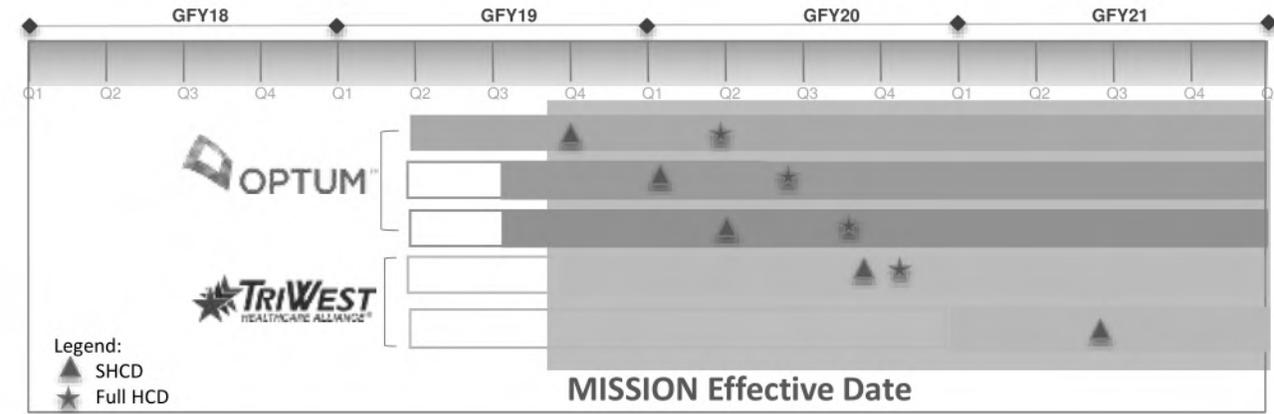
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- Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1/2020.
- The Post Award Meeting is scheduled for 10/19/2020.
- The Kickoff Meeting is scheduled for 11/4/2020.
- Region 5 has a Veteran population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

CCN Contract Award and Implementation Update

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CCN Regions



- R1** Awarded 12/28/18, start of health care delivery (SHCD) 6/26/19, full deployment by 12/28/19
- R2** Awarded 12/28/18, protest filed 1/22/19, protest resolved 5/2/19, performance resumed 5/6/19, SHCD 10/7/19, full deployment by 4/9/20
- R3** Awarded 12/28/18, protest resolved 5/3/19, appeal with the US Court of Federal Claims, stay of performance to Optum lifted on 7/22; SHCD on 10/7/19, full HCD achieved by 6/22/20
- R4** Pre-Award protest dismissed; award made 8/6/19, SHCD 6/8/20, full HCD achieved 8/31/2020
- R5** Awarded 10/1, Post Award Meeting 10/19, Kick-off Meeting 11/4, SHCD March 2021, full HCD by 4/1/21
- R6** Pre-Solicitation

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<i>ELC Decision Needed/ ELC Priority Discussion</i>	<i>Project Description</i>	<i>Key Performance Indicators (KPI)</i>
<p>Discussion</p> <p>No ELC decisions needed. Accomplishments:</p> <ul style="list-style-type: none"> • Agreement modification was completed. Among the items it expands reimbursement to include telehealth and COVID related services by third party partners to IHS/THP sites (AKA PRC). • CC approach – Draft final pan completed and will be sent for wider VA concurrence week of 10/21/20. • Program office presented to the BIMS on 9/11. • The annual tribal retraining held week of 9/15. • Internal controls SOP completed 	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

<i>Accomplishments</i>				<i>Upcoming Milestones</i>
● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED	● 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN	● 8/25/2020 HOSTED TRIBAL CONSULTATION ON CC APPROACH	● 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS	● 09/23/2020 IHS/THP VIRTUAL RETRAINING
				● 11/16/2020 CC PLAN FINALIZED

<i>OCC Business Dependencies</i>
(b)(5)

<i>OIT / Data Dependencies</i>
<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

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Executive Leadership Committee (ELC) Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

N/A

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 11.0 Enhancements

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

HL7 Messaging

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

Task Management Enhancements

- **Create new manual task**- ""Message VA to VA""

MVI

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

Reporting

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

Community Provider Provisioning Enhancements

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

Offline Referral Form

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

Veteran Eligibility Status workflow

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

Additional HSRM Enhancements

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



Overview of Release 10.0 Enhancements

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

General HSRM Enhancements

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

Task Management Enhancements

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

Revenue Tasking Enhancements

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

Community Provider enhancements

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

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

• **Priority Discussion:**

(b)(5)

Project Description

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

NETWORK	Active	10/9/2020	+/ -	% Change #	Active Provider Services	10/9/2020	+/ -	% Change #
CCN Region 1	333,438	322,242	796	0.24%	1,496,245	1,490,207	6,040	0.40%
CCN Region 2	312,421	311,185	1,236	0.40%	1,725,340	1,711,235	14,105	0.82%
CCN Region 3	187,658	186,508	1,150	0.60%	723,448	698,303	25,145	3.48%
CCN Region 4	225,158	224,396	762	0.34%	580,968	577,403	3,565	0.62%
Other	1,036,492	1,035,132	1,360	0.13%	4,300,000	4,437,100	137,100	3.19%
NON-CCN								
DOD	81	85	-4	0.00%	85	85	0	0.00%
HR	77	77	0	0.00%	78	78	0	0.00%
Local Contract	2,772	2,751	21	0.76%	2,008	2,883	-875	-43.57%
Truist Health	129	126	3	0.00%	173	173	0	0.00%
TriWest	793,122	790,418	2,704	0.34%	1,778,662	1,796,819	-18,157	-1.02%
VA Network	49,815	48,048	1,767	3.55%	70,180	70,204	-24	-0.03%
VEA	20,344	20,910	-566	-2.78%	21,571	21,534	37	0.17%
Non-CCN Sub-Total	757,388	757,542	-154	-0.02%	3,040,778	3,037,400	3,378	0.11%
Total Unique Providers	1,738,176	1,736,984	1,192	0.07%	6,346,780	6,314,476	32,304	0.51%

Accomplishments

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

OCC Business Dependencies

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

(b)(5)

REVIEW

OIT / Data Dependencies

(b)(5)

OCC Data Governance Project

1900

Development

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ELC Decision Needed/ ELC Priority Discussion

Decision: None

Priority Discussion: None

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Upstream Dependencies

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

(b)(5)

OIT / Data Dependencies

Unstream Dependencies

(b)(5)

Continuity of Operations Plan (COOP)

Development

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION: NO ELC decision currently**

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies - Lite

- **Highlight OCC Business Dependencies:**

(b)(5)

(b)(5)

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

- **Highlight OIT/Data Dependencies:**

(b)(5)

(b)(5)

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

National Deployment

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

Office of Information and Technology / Data Dependencies

- Downstream Dependency – None at this time.

(b)(5)

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

DECISION:

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

● 09 09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)

● 09/2020 SUCCESSFUL MEETING WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE

● 10/2020 CC ELIGIBILITY VCE MODIFICATION SENT TO CCN CONTRACTORS. AWAITING FINAL APPROVAL

● 11/2020 TURN ON ES/VISTA FUNCTIONALITY TO AUTOMATE COLLATERAL OF VETERAN ELIGIBILITY (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)

OCC Business Dependencies

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

Issue:
Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

- Highlight OIT/Data Dependencies:

(b)(5)

Issue
Mitigation:

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- None

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

- 10/30/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)
• (b)(5) (b)(6) (b)(5)
(b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

Appendix

Project Idea Evaluation Updates

Project Idea Evaluation (PIE) Updates

1907

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

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

<i>Accomplishments</i>	<i>Upcoming Milestones</i>
<ul style="list-style-type: none"> VIPR V18-00312-000 for automated solution submitted. Status as of 1/08/2020 –Unfunded Request/Pending Resources 	<ul style="list-style-type: none"> JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

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

Community Care Business Program Management Review (PMR) #1

07/28/2020



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

0000004202 UNCLASSIFIED 7/10/2020

ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

- Key Performance Indicators (KPI)**
- Number of data policies, practices, and standards established
 - Percent of data issues resolved
 - Number of completed data initiatives in data governance project portfolio
 - Percent of data initiatives that meet or exceed established initiative targets

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

- Pending Dependency Management Analysis

(b)(5)

OIT / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Upcoming Milestones

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

OCC Business Dependencies

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

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

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

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

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Indian-Tribal Health Coordination

1914

Development

0000001202 UNCLASSIFIED 1/16/2020

<i>ELC Decision Needed/ ELC Priority Discussion</i>	<i>Project Description</i>	<i>Key Performance Indicators (KPI)</i>
<p><i>Discussion</i> (1)This project's training activities were impacted by COVID-19 and were/are on hold until the partners are free to resume. VA staff training was moved to self-paced PPT and sent to the field on 7/17. (b)(5)</p>	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

<i>Accomplishments</i>	<i>Upcoming Milestones</i>
<ul style="list-style-type: none"> ● 6/4/20 HELD 2ND ADVISORY BOARD MTG ● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED 	<ul style="list-style-type: none"> ● 08/20/20 TRIBAL CONSULTATION (VIRTUAL) ● 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY) ● 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD ● 11/30/20 CARE COORDINATION PLAN FINALIZED

<i>OCC Business Dependencies</i>	<i>OIT / Data Dependencies</i>
<p>(b)(5)</p>	<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

RISK: N/A
Mitigation: N/A

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ELC Decision Needed/ ELC Priority Discussion

- Priority Discussion:**

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

Power BI functionality exceeded license capability for reporting previous metrics.

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

OIT / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- *No ELC Decision Requests for July*

Project Description

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

Key Performance Indicators (KPI)

CCN Payment Metrics as of July 17, 2020

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

OIT / Data Dependencies

(b)(5)

(b)(5)

Appendix

Cerner OCC Integration

1920

Development

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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

Upcoming Milestones

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

TBD awaiting OEHRM Decision

● IV3:
7/27/2020

● Super User Training:
8/10/2020

● CSS:
Go Live 8/21/2020

● ORA:
9/7/2020

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

(b)(5)

OIT / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

- Region 3 Gradual Transition – CCN Referral #**
 - Week 1: May 18 – 22, 2020
 - Total Referrals = 4,965* Total Rejects = 10
 - Week 2: May 25-29, 2020
 - Total Referrals = 5,084* Total Rejects = 10
 - Week 3: June 1-5, 2020
 - Total Referrals = 7,743* Total Rejects = 18**
- Region 4 R4P1 Go Live – CCN Referral #**
 - Week 1: June 8-12, 2020
 - Total Referrals = 842 Total Rejects = 45

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

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

1922
0000004202 UNCLASSIFIED 7/10/2020



- OCC aims to transition to CCN as soon as possible and limit the extensions of PC3 overlap/coverage
- Regions 1, 2, and 3 are fully deployed
- Region 4 Phase 1 deployed on 6/8/2020
- Covid-19 is impacting the national deployment progress and provider recruitment progress

Region 3 Update

1923

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January 7 2020: Go-Live for Two Sites **May 18 – June 15: Gradual Transition** **June 16: Full Region 3 Deployment**



SHCD – Phase 1

January 7, 2020
Fayetteville, AR
Orlando, FL

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

Recent wins include:

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

Phase 2 (all remaining R3 sites)

June 16, 2020

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

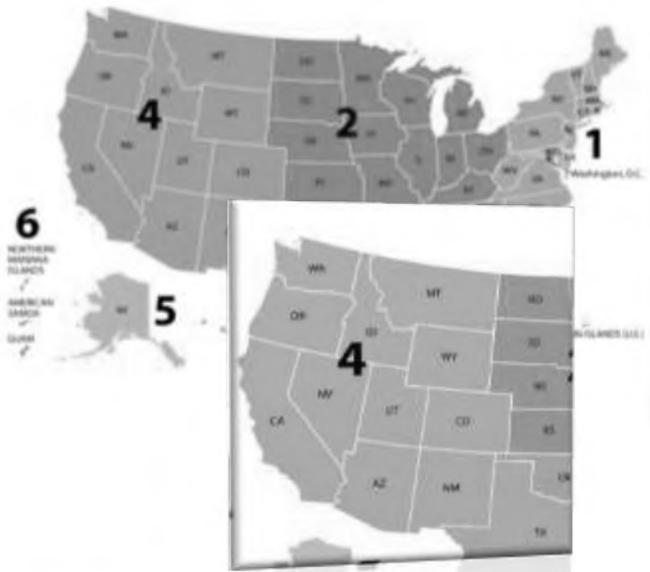
July 17:
30-day PC3
cutover
period ends

Region 3 Activities

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

15

Region 4 Update



SHCD – Phase 1 (2 VAMCs)

June 8, 2020
VISN 19 – 2 VAMCs

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

Phase 2 (13 VAMCs)

July 21, 2020
VISN 17 – 7 VAMCs

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

VISN 16 – 2 VAMC

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

VISN 19 – 4 VAMCs

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

Phase 3 (14 VAMCs)

August 11, 2020
VISN 20 – 7 VAMCs

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

VISN 21 – 7 VAMC

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

Phase 4 (8 VAMCs)

August 25, 2020
VISN 22 – 8 VAMCs

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

Region 4 SHCD

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

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

● 04/01/2020
EPRS Build 4

● 04/28/2020
EPRS Build 5B

● 05/18/2020
UAT complete for
Build 5C IDA Reports

● 06/26/2020
UAT complete for
Build 5D IDA Reports

● 06/26/2020
EPRS Build 5.1

Future Build/Release Planning Underway

OCC Business Dependencies

OIT / Data Dependencies

(b)(5)

(b)(5)

HealthShare Referral Manager

1926

Development

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

OIT / Data Dependencies

(b)(5)

(b)(5)

Overview of Release 10.0 Enhancements

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

General HSRM Enhancements

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

Task Management Enhancements

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

Revenue Tasking Enhancements

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

Community Provider enhancements

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

Overview of Release 9.0 Enhancements

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

General HSRM Enhancements

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

Task Management Enhancements

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

Reports Enhancements

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

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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

Office of Information and Technology / Data Dependencies

- Downstream Dependency** – None at this time.

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

- 07/24/20 PROJECT COMPLETE

OCC Business Dependencies

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

Office of Information and Technology / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

- **Priority Discussion: No**

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

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

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

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- None

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

- 8/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

RISK: N/A



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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation Updates

1935

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

OCC Bi-Monthly Business PMR #1

09/22/2020



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Community Care

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

Integrated Product Environment (IPE)

1938

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

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

Discussion: (b)(5)	(b)(6)	(b)(5)
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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Project Description

Key Performance Indicators (KPI)

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

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

Accomplishments

Upcoming Milestones

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

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

OCC Business Dependencies

OIT / Data Dependencies

Project Dependencies

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

(b)(5)

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

(b)(5)

Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

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

General HSRM Enhancements

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

Task Management Enhancements

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

Revenue Tasking Enhancements

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

Community Provider enhancements

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

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- Priority Discussion:**

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

- **Communications** (b)(5)

(b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

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

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 1.9.0076 Enhancements

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

Overview of CTB Phase II

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

Appendix

Project Status Update

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

(b)(5)

-Payment Operations Management

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

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion
<ul style="list-style-type: none"> DECISION: No ELC decisions needed at this time.

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

Key Performance Indicators (KPI)
<p>CCN Payment Metrics as of September 4, 2020</p> <ul style="list-style-type: none"> Region 1: Invoices Received – 1,881,790, Confirmed Paid – 1,195,248, Sent for Payment – 45,314, “No Action” Optum denials - 523,766 Region 2: Invoices Received – 1,319,275, Confirmed Paid – 845,062, Sent for Payment – 52,031, “No Action” Optum denials - 352,273 Region 3: Invoices Received – 411,988, Confirmed Paid – 196,103, Sent for Payment – 12,303, “No Action” Optum denials - 183,202 Region 4: Invoices Received – 79,998, Confirmed Paid – 23,348, Sent for Payment – 9,984, “No Action” TriWest denials - 15,325 <p>The total Invoice Amount Paid/Sent for Payment: \$1,728,313,422.92.</p>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> ● 09/01/2020 CCRS 12.2 COMMUNICATIONS SENT ● 09/03/2020 RELEASE CCRS 12.2 TO PRODUCTION 	<ul style="list-style-type: none"> ● 09/09/2020 CCRS USER ACCEPTANCE TESTING 12.3 ● 09/22/2020 RELEASE CCRS 12.3 TO PRODUCTION ● 10/1/2020 CCRS USER ACCEPTANCE TESTING 12.4 ● 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION ● 10/16/2020 UPDATE KMS, TRAINING DOCS, AND LESSONS LEARNED FOR CCRS 12.4

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

OIT / Data Dependencies
<p>(b)(5)</p>

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p>No ELC decisions needed.</p> <p><i>Discussion</i></p> <p>(b)(5)</p> <p>Tribal consultation on the CC approach was delivered 8/25 and the public has until 9/25 for written comment. Program office presented to the BIMS on 9/11. The annual tribal training is scheduled for the week of 9/15.</p>	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

Accomplishments				Upcoming Milestones		
● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED	● 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN	● 8/252020 HOSTED TRIBAL CONSULTATION ON CC APPROACH	● 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS	● 09/18/2020 EXECUTION OF MODIFICATION	● 09/15/2020 IHS/THP VIRTUAL RETRAINING	● 11/13/20 CC PLAN FINALIZED AND BEGIN IMPLEMENTATION

OCC Business Dependencies
<p>(b)(5)</p>

OIT / Data Dependencies
<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Continuity of Operations Plan (COOP)

Development

1953

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies - Lite

- **Highlight OCC Business Dependencies:**

• (b)(5)

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

- **Highlight OIT/Data Dependencies:**

• (b)(5)

(b)(5)

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Enrollment System Community Care (ESCC)

Development

1955

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

● 09/20 PRODUCTION RELEASE FOR CC COLLATERAL OF VETERANS AND NOT ENROLLED COVERED VETERANS

● 09/20 MET WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE

● COMPLETED RFM FOR NEW VCE CODES AND SUBMITTED TO COR TEAM

Upcoming Milestones

● 09/2020 COLLABORATED WITH ELIGIBILITY OIT TEAM TO PAUSE RELEASE OF LINKING SPONSOR OF COLLATERAL OF VETERANS

● 09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE

● 09/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)

OCC Business Dependencies

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

Issue:
Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Issue
Mitigation:

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

- 10/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)
• (b)(5) (b)(6) (b)(5)
(b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Upcoming Milestones

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

OCC Business Dependencies

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

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

Office of Information and Technology / Data Dependencies

- Downstream Dependency – None at this time.

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

OCC Business Dependencies

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

Office of Information and Technology / Data Dependencies

(b)(5)

Appendix

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation (PIE) Updates

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

PMR 1 Projects

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EHRM

Office of Community Care (OCC)/Cerner Integration

Implement CCN

Community Care Claims Reimbursement (CCRS)

Community Care Network (CCN)

Enterprise Program Reporting System (EPRS)

Indian/Tribal Health Coordination (ITHC)

Innovate Business Model

Advanced Medical Cost Management System (AMCMS)

Community Care Referral and Authorization System (CCR&A)

One Consult 2.0

Provider Profile Management System (PPMS)

OCC Data Governance

OCC Continuity of Operations Plan (COOP)

MISSION Support

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

CPAC Document Scanning

Enrollment System Community Care

Urgent Care Integrated Project Team

Other

Retail Pharmacy Influenza Program

VA/DoD Advanced Payment and Referral Standardization

VA/DoD Revenue Standardization

1



Choose VA

VA



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

Community Care Business Program Management Review (PMR) #1

10/27/2020



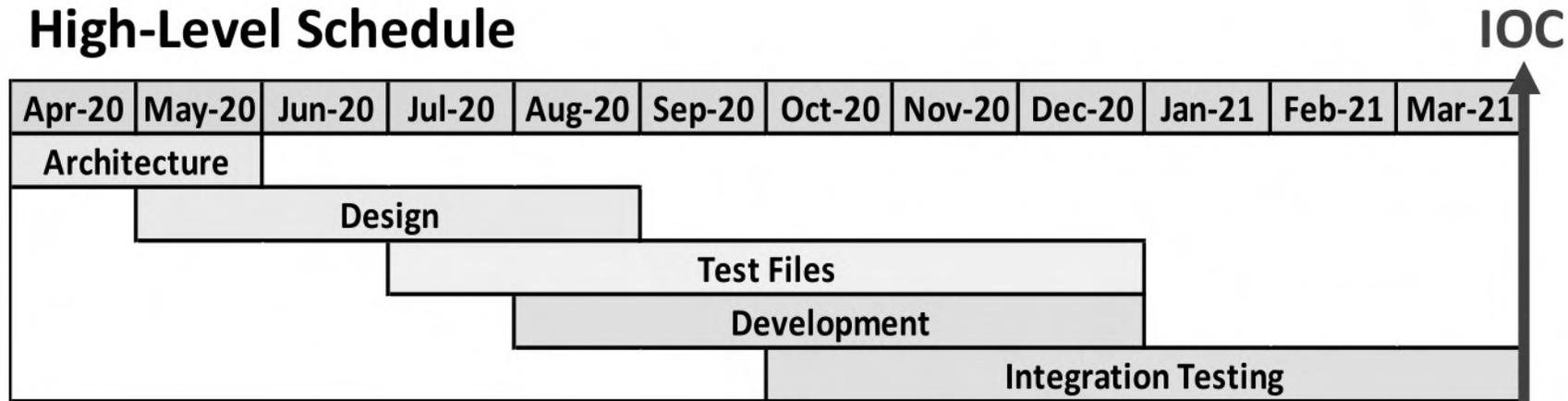
- Hot Topics
 - Payer Electronic Data Interchange (EDI) Prioritization
- OCC Priority Project Review
 - VA/DoD Referral Standardization
 - Community Care Reimbursement System (CCRS)
 - Enterprise Program Reporting System (EPRS)
 - Urgent Care IPT
- Appendix
 - Project Review
 - Project Idea Evaluation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

Hot Topic: Payer Electronic Data Interchange (EDI) Prioritization

Claims XM Development and Implementation

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

High-Level Schedule



*** (b)(5)

Remaining Payer EDI Priorities/Stakeholders

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

Backlog Prioritization (1-4)

_____EPRS (Parser)

_____CAVE

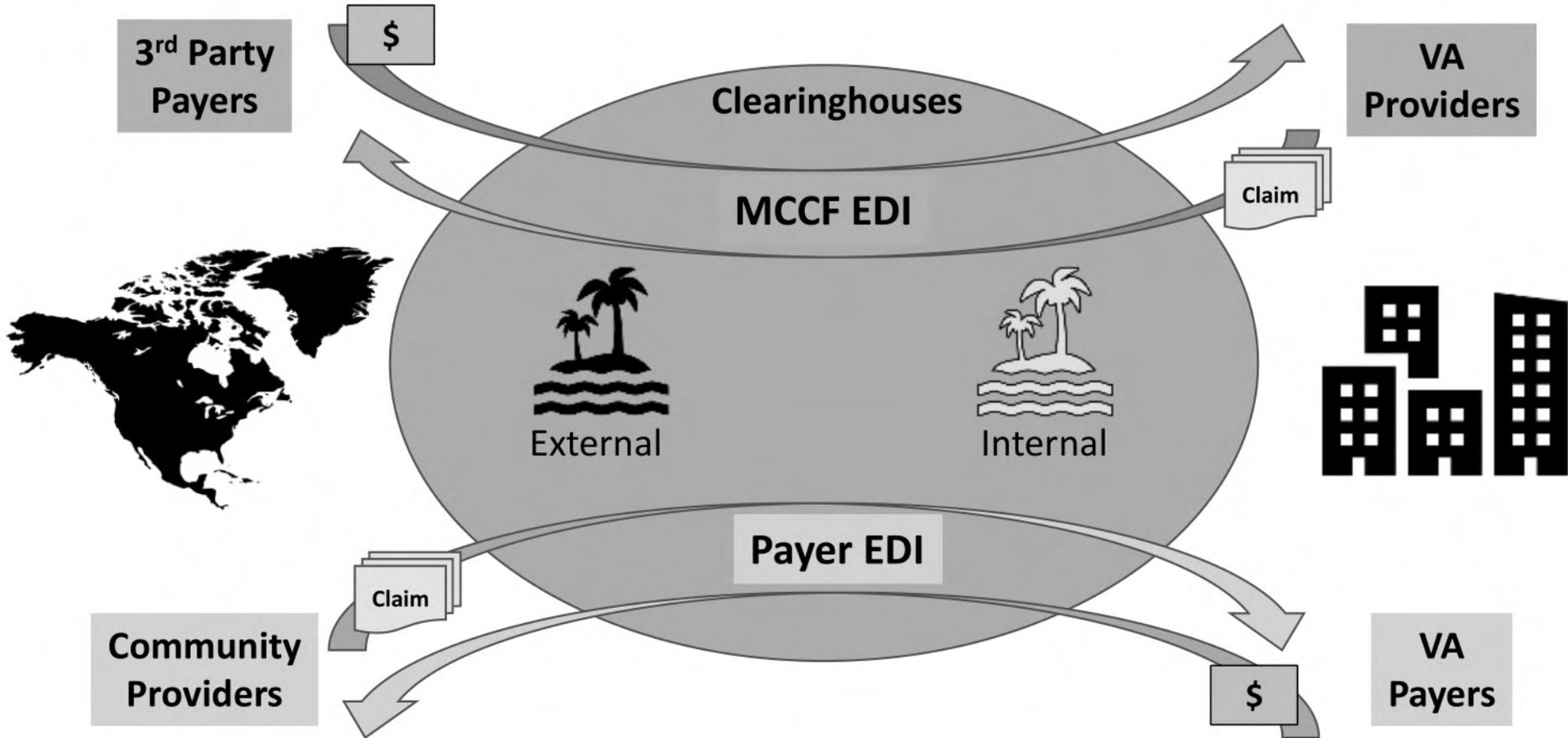
_____ARS

_____Community Care Billing SSN Reduction

EDI Flow

1970

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Payer EDI Recent Highlights

1971

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- Oracle Upgrade (May 2020)
 - Updated Servers, Operating System, and Application Software
 - Zero EDI system failures since upgrade
- Backlog Elimination (August 2020)
 - Eliminated 1.5M claim backlog in 8 weeks
 - Increased capability to support 10x average daily rate
- Fee Payment Processing System (FPPS) MVP (August 2020)
 - Upgrade required to meet OIT security requirements
 - Limited capability restored while FBCS is retired

Priority Project Review

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- No ELC Decision Requests for October**

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

CCN Payment Metrics as of October 16, 2020:

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

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

Accomplishments			Upcoming Milestones				
● 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION	● 10/16/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 12.4	● 10/16/2020 COMPLETE CCRS INCREMENT 13 GATE CHECKLIST	● 10/21/2020 CONDUCT 13.1 UAT	● 10/22/2020 UPDATE CCRS LESSONS LEARNED DOCUMENTATION	● 10/27/2020 DEVELOP DEPLOYMENT GATE SLIDE AND DELIVER TO GOVERNANCE	● 10/29/2020 CONDUCT RELEASE READINESS REVIEW	● 10/30/2020 DEVELOP BUSINESS PROCESS FLOWS

OCC Business Dependencies

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

(b)(5)

OIT / Data Dependencies

(b)(5)

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For ELC Awareness

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework	08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)	09/30/2020: EPRS Pre-Prod R10.0: Complaints UI & Quality Check	10/14/2020: EPRS SQA R10.1: Congressional Inquiries & N.A. Deviations	10/29/2020: EPRS Prod R10.0: Complaints UI & Quality Check	12/04/2020: EPRS Prod R12.0: EPRS Technical Data Integration for CCRS	12/16/2020: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations
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OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration/Support (CCCA/S)** (b)(5)
- **Community Care Network Management (NM)** (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

- TBD: REGION 5 UC CCN GO-LIVE

OCC Business Dependencies

- No Business Dependencies identified.

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

Appendix

PMR Project Slides

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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

Upcoming Milestones

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

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

OIT / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3
- 04/01/21 R5 SHCD GO-LIVE

OCC Business Dependencies

Post Deployment of CCN

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

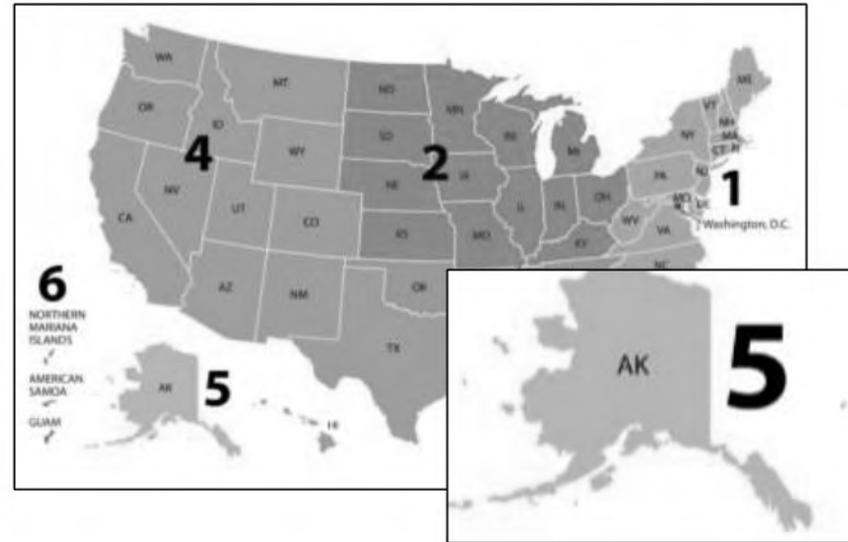
(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Region 5 Announcement

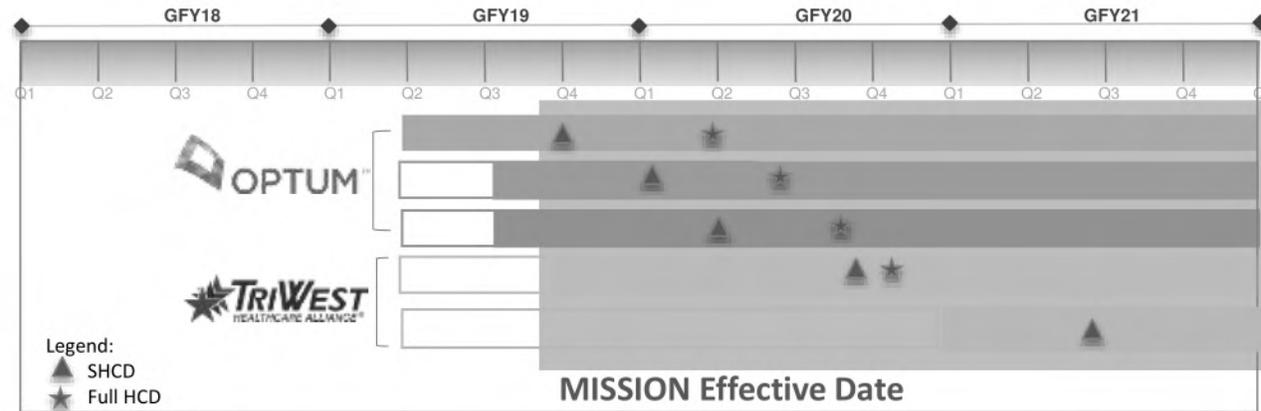
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- Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1/2020.
- The Post Award Meeting is scheduled for 10/19/2020.
- The Kickoff Meeting is scheduled for 11/4/2020.
- Region 5 has a Veteran population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

CCN Contract Award and Implementation Update

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CCN Regions



- R1** Awarded 12/28/18, start of health care delivery (SHCD) 6/26/19, full deployment by 12/28/19
- R2** Awarded 12/28/18, protest filed 1/22/19, protest resolved 5/2/19, performance resumed 5/6/19, SHCD 10/7/19, full deployment by 4/9/20
- R3** Awarded 12/28/18, protest resolved 5/3/19, appeal with the US Court of Federal Claims, stay of performance to Optum lifted on 7/22; SHCD on 10/7/19, full HCD achieved by 6/22/20
- R4** Pre-Award protest dismissed; award made 8/6/19, SHCD 6/8/20, full HCD achieved 8/31/2020
- R5** Awarded 10/1, Post Award Meeting 10/19, Kick-off Meeting 11/4, SHCD March 2021, full HCD by 4/1/21
- R6** Pre-Solicitation

<i>ELC Decision Needed/ ELC Priority Discussion</i>	<i>Project Description</i>	<i>Key Performance Indicators (KPI)</i>
<p>Discussion</p> <p>No ELC decisions needed. Accomplishments:</p> <ul style="list-style-type: none"> • Agreement modification was completed. Among the items it expands reimbursement to include telehealth and COVID related services by third party partners to IHS/THP sites (AKA PRC). • CC approach – Draft final pan completed and will be sent for wider VA concurrence week of 10/21/20. • Program office presented to the BIMS on 9/11. • The annual tribal retraining held week of 9/15. • Internal controls SOP completed 	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

<i>Accomplishments</i>				<i>Upcoming Milestones</i>
● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED	● 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN	● 8/25/2020 HOSTED TRIBAL CONSULTATION ON CC APPROACH	● 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS	● 09/23/2020 IHS/THP VIRTUAL RETRAINING
				● 11/16/2020 CC PLAN FINALIZED

<i>OCC Business Dependencies</i>
(b)(5)

<i>OIT / Data Dependencies</i>
<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

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Executive Leadership Committee (ELC) Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

HealthShare Referral Manager

1984

Development

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ELC Decision Needed/ ELC Priority Discussion

N/A

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

OIT / Data Dependencies

(b)(5)

Overview of Release 11.0 Enhancements

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

HL7 Messaging

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

Task Management Enhancements

- Create new manual task- ""Message VA to VA""

MVI

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

Reporting

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

Community Provider Provisioning Enhancements

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

Offline Referral Form

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

Veteran Eligibility Status workflow

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

Additional HSRM Enhancements

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



Overview of Release 10.0 Enhancements

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

General HSRM Enhancements

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

Task Management Enhancements

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

Revenue Tasking Enhancements

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

Community Provider enhancements

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

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

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

(b)(5)

OIT / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- Priority Discussion:**

(b)(5)

Project Description

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

NETWORK	Active	10/9/2020	+/ -	% Change #	Active Provider Services	10/9/2020	+/ -	% Change #
CCN Region 1	333,438	322,242	796	0.24%	1,496,245	1,490,207	6,040	0.40%
CCN Region 2	312,421	311,185	1,236	0.40%	1,725,340	1,711,285	14,055	0.82%
CCN Region 3	187,658	186,508	1,150	0.60%	723,448	698,303	25,145	3.48%
CCN Region 4	225,158	224,396	762	0.34%	580,968	577,403	3,565	0.62%
Unique	1,058,492	1,035,132	23,360	2.21%	4,306,003	4,417,140	-111,137	-2.58%
NON-CCN								
DOD	81	85	-4	0.00%	85	85	0	0.00%
HR	77	77	0	0.00%	78	78	0	0.00%
Local Contract	2,772	2,751	21	0.76%	2,008	2,883	-875	-43.57%
Truist Health	129	126	3	0.00%	173	173	0	0.00%
TriWest	793,122	790,418	2,704	0.34%	1,778,662	1,796,819	-18,157	-1.02%
VA Network	49,815	48,048	1,767	3.55%	70,180	70,204	-24	-0.03%
VEA	20,344	20,910	-566	-2.78%	27,571	27,534	37	0.13%
Non-CCN sub-TOTAL	757,389	757,542	-153	-0.02%	3,040,778	3,037,410	3,368	0.11%
Total Unique Providers	1,738,176	1,738,984	-808	-0.05%	6,346,780	6,314,476	32,304	0.51%

Accomplishments

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

OCC Business Dependencies

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

(b)(5)

REVIEW

OIT / Data Dependencies

(b)(5)

OCC Data Governance Project

1989

Development

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ELC Decision Needed/ ELC Priority Discussion

Decision: None

Priority Discussion: None

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Upstream Dependencies

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

(b)(5)

OIT / Data Dependencies

(b)(5)

Continuity of Operations Plan (COOP)

Development

1990

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION: NO ELC decision currently**

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies - Lite

- **Highlight OCC Business Dependencies:**

(b)(5)

(b)(5)

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

- **Highlight OIT/Data Dependencies:**

(b)(5)

(b)(5)

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

National Deployment

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

Office of Information and Technology / Data Dependencies

- Downstream Dependency – None at this time.

(b)(5)

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

DECISION:

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

● 09 09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)

● 09/2020 SUCCESSFUL MEETING WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE

● 10/2020 CC ELIGIBILITY VCE MODIFICATION SENT TO CCN CONTRACTORS. AWAITING FINAL APPROVAL

● 11/2020 TURN ON ES/VISTA FUNCTIONALITY TO AUTOMATE COLLATERAL OF VETERAN ELIGIBILITY (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)

OCC Business Dependencies

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

Issue:
Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Issue
Mitigation:

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- None

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

- 10/30/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

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

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

Appendix

Project Idea Evaluation Updates

Project Idea Evaluation (PIE) Updates

1996

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

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

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> VIPR V18-00312-000 for automated solution submitted. Status as of 1/08/2020 –Unfunded Request/Pending Resources 	<ul style="list-style-type: none"> JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
(b)(6)	(b)(6)

Community Care Business Program Management Review (PMR) #1

11/24/2020



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Community Care

- Project Idea Evaluation (PIE)
 - VA Provider CCN Retail Pharmacy Capability
 - Referral Based Obligations
- OCC Priority Project Review
 - VA/DoD Advanced Payment and Referral Standardization
 - Provider Profile Management System (PPMS)
 - Community Care Reimbursement System (CCRS)
- Appendix
 - Project Review
 - Project Idea Evaluation Updates

Project Idea Evaluation (PIE)

- VA Provider CCN Retail Pharmacy Capability
 - Referral Based Obligations



VA Provider CCN Retail Pharmacy Capability

Originator & Date: 11/10/2020 (b)(6)	Scope: OCC to support the operationalization of the modification (Initially in Region 4) to allow Veterans who need an immediately needed (urgent/emergent) prescriptions prescribed by a VA provider to be filled at a CCN retail community pharmacy when access to a VA pharmacy is not possible for Regions 1, 2, 3 and 4.
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		Additional Impact	
Business Ops & Admin:	(b)(5)	Policy Impact:	No Additional Impacts identified
Delivery Ops:		Funding Impact / Status:	(b)(5)
Revenue Ops:		Impact on Other OCC Projects:	
Clinical & Network Mgmt:		Impact if Project Idea Not Approved:	
OCC Leadership (Includes IDA and BIC):			
Community Care Network (Contract Mod):	Contract Mod already in place for Region 4 – CO direction has been provided for implementation date (Dec 14). Contract mod in progress for Regions 1-3.		

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Implement Community Care Network (CCN) Improve Customer Service	OCC Directorate Managed	(b)(6)

Discussion: (b)(5)

Referral Based Obligations

0000004202 UNCLASSIFIED 1/16/2023

Originator & Date: (b)(6) 11/17/2020	Scope Definition: OCC needs to assess and establish an interim and long-term process for recording obligations for Community Care programs
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Impact		Additional Impact	
Business Ops & Admin:	CHIO AMCMS, FMS, FSC dashboards may be impacted	Policy Impact:	(b)(5)
Delivery Ops:	CCRS, FMS, eCAMS, PIT	Funding Impact / Status:	
Revenue Ops:	No impact identified at this time.	Impact on Other OCC Projects:	
Clinical & Network Mgmt:	(b)(5)	Impact if Project Idea Not Approved:	
OCC Leadership (Includes IDA and BIC):			
Community Care Network (Contract Mod):			

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Improve Claims Processing & Innovate Business Model	OCC Managed	(b)(6)

Discussion:
(b)(5)

OCC Policy, OCC Finance, and Portfolio Managers Vote Count: All Yes votes received (no dissents).

Priority Project Review

Project Status Slides

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
(b)(5)	Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.	<ul style="list-style-type: none"> • 40,009 VA/DoD consults entered since FY20 • 6,160 open VA/DOD consults. • Live Pilot Results for AP auto claims validation: <ul style="list-style-type: none"> • Biloxi VAMC/Pensacola NH: 96% • NCR Region: 74%

Accomplishments:

Milestones:

2020-10-05: SOP Update
 Release (VA HSRM use)

2020-10-08: Updated Care
 Coordination Training

2020-11-27: HEC
 Approval of Next AP sites go-live

2020-12-18: CarePoint
 Exceptions Claims Worklist Rollout

2020-12-23: VA/DoD
 Leadership Meeting: FY21 Q2 Rollouts

2021-01-01: AP FY21 Q2
 Rollouts

2021-04-01: AP FY21 Q3
 Rollouts

OCC Business Dependencies

(b)(5)

-
-
-

Risks

Risk:

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Provider Profile Management System (PPMS)

2005

Project Phase - National Deployment

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion

Project Description

Key Performance Indicator

(b)(5)

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

CCN Network growth
Provider processing capacity - backlog monitoring

Accomplishments:

Milestones:

● 2020-11-10: PIE - UAT Testing

● 2020-11-13: PIE - Go-Live WRJ

● 2020-12-07: PPMS 10.1 UAT

● 2020-12-08: PPMS 10.1 Go/No-Go

● 2020-12-15: PIE Restart Priority Sites

● 2020-12-17: PPMS 10.1 Go-Live

OCC Business Dependencies

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

(b)(5)

Risks

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion

For awareness:
 CCRS implemented a temporary bypass the PPMS check to mitigate payments being denied. CCRS is establishing a grace period (72 hrs) for ER services due to the high denial volume based on misaligned validity dates on the referral.

Project Description

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

Key Performance Indicator

CCN Payment Metrics as of November 20, 2020:
Region 1: Invoices Received – 2,899,265, Confirmed Paid – 1,967,817, Sent for Payment – 84,184, “No Action” Optum denials - 716,105
Region 2: Invoices Received – 2,449,478, Confirmed Paid – 1,729,199, Sent for Payment – 100,245, “No Action” Optum denials - 540,310
Region 3: Invoices Received – 1,173,375, Confirmed Paid – 717,423, Sent for Payment – 75,102, “No Action” Optum denials - 353,692
Region 4: Invoices Received – 802,202, Confirmed Paid – 474,834, Sent for Payment – 95,770, “No Action” TriWest denials - 203,698

The total Invoice Amount Paid/Sent for Payment: \$3,465,670,309.41

Accomplishments:

Milestones:

- 2020-10-15: CCRS Release 12.4
- 2020-11-05: CCRS Release 13.1
- 2020-12-03: CCRS Release 13.2
- 2020-12-17: CCRS Release 13.3
- 2021-01-07: CCRS Release 13.4

OCC Business Dependencies

- CCRA, FMS, PPMS, PIT, and MVI

Risks

(b)(5)

Office of Information and Technologies/Data Dependencies

- CCRA, SEOC, PPMS, MVI, EDI, DAS, and CCN Contractors

Issues

(b)(5)

Appendix

Project Status Slides

ELC Decision Needed/Priority Discussion

No ELC decisions needed or priority discussion topics at this time

Project Description

This project establishes a Data Governance Program to ensure reliable, dependable, consistent, and well documented data. It includes creating a structure, adopting standards and policies that drive how data are used and maintained to ensure data quality.

Key Performance Indicator

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

Accomplishments:

Milestones:

- 2020-10-21: Approved standard Systems Artifacts
- 2020-11-09: Confirmed e-repos data usability
- 2020-11-09: Draft Data Governance Communication Plan

- 2020-11-25: Draft Data Governance Structure
- 2020-11-30: Change Management Sponsor Plan

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

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

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

Upcoming Milestones

- Chalmers P. Wylie VA ACC (Columbus) Go Live: Spring 2021
- Jonathan M. Wainwright Memorial VAMC (Walla Walla) Go Live: Spring 2021
- White City VAMC Go Live: Spring 2021

OCC Business Dependencies

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

OIT / Data Dependencies

(b)(5)

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>No ELC decision was needed or priority discussion topics during this time period.</p>	<p>Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.</p>	<ul style="list-style-type: none"> • CCN is fully deployed across 49 states within Regions 1-4. • Regions 1-3 all reported more than 92% of referrals through CCN, remaining consistent with prior weeks. • Region 4 continues to see a positive trend in CCN utilization (+87% last week in October). • As of September 30, 2020, Urgent Care is live across CCN Regions 1-4. • CCN Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1.

Accomplishments:

Milestones:

- 2020-09-01: R2 & R3 URGENT CARE CUTOVER FROM PC3
- 2020-09-30: R4 URGENT CARE CUTOVER FROM PC3
- 2021-04-01: R5 HCD

OCC Business Dependencies
<p>(b)(5)</p>

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

Enterprise Program Reporting System (EPRS)

Project Phase - Phased Implementation

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion
(b)(5)

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

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

Accomplishments:

Milestones:

● 2020-08-28: 7.0 D: eCAMS – Technical Release	● 2020-09-01: 8.0 - Attach U v007/v003	● 2020-10-28: 10.0 - Complaints & R4 QC	● 2020-11-24: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations	● 2020-11-25: EPRS Pre-Prod R10.2: Accreditation Waivers & CAPs enhancements	● 2020-12-04: R12.0: EPRS Technical Release: CCRS	● 2020-12-14: EPRS Pre-Prod R10.3- Congressional UI Enhancements	● 2020-12-23: Build 9.0 D: Technical Release: HSRM
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OCC Business Dependencies
(b)(5)

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

Risks

-- No Risks Found --

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decision is needed or priority discussion topics at this time	Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts	<ol style="list-style-type: none"> 1. Advisory Board meetings 2. Care Coordination Plan developed 3. Annual re-trainings conducted

Accomplishments:

Milestones:

2020-09-11: Brief BIMs

2020-09-23: Tribe and VA staff retraining

2020-12-03: CC Plan Adopted

OCC Business Dependencies

Office of Information and Technologies/Data Dependencies

(b)(5)

- None-Upstream
- None-Downstream

Issues

-- No Issues Found --

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ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>No ELC decisions needed or priority discussion topics at this time.</p>	<p>Deploy AMCMS (SaaS) product that integrates Community Care management through data analytics to accurately forecast, monitor and control Community Care's medical services. VISN 8 Nat. Insurance File model.</p>	<p>Upon deployment, key financial & utilization metrics tracked include, but are not limited to:</p> <ul style="list-style-type: none"> • UM Metrics: Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider. • FM Metrics: Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments:

Milestones:

● 2020-10-26: AMCMS Virtual Webinar Trainings	● 2020-11-12: Lessons Learned Completed	● 2020-11-30: VISN 8 ATO Finalization	● 2020-12-04: Payment Scenario Review Finish	● 2020-12-04: Phase 3 Requirements Gathering	● 2020-12-07: Phase 3 User Guide Development
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OCC Business Dependencies
-- No Business Dependencies Found --
(b)(5)

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

Community Care Referral and Authorization System (CCR&A)

Project Phase - National Deployment

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>No ELC decisions needed or priority discussion topics at this time.</p>	<p>HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.</p>	<ul style="list-style-type: none"> • 3,659,485: Total Referrals FY 2020 (through 10/31/2020) • 185,601: Total Referral FY 2019 • 18,761: Total number of VA user accounts provisioned • 22,923: Number of Community Provider user accounts provisioned • 10,024: Number of unique Community Provider NPIs • 148: Number of VAMC sites actively using HSRM • 5,195: Support Ticket Count for October

Accomplishments:

Milestones:

● 2020-11-13: Release 11 Go/No Go Presentation	● 2020-11-17: CAEC 2.0 Go/No Go Presentation	● 2020-11-20: CAEC 2.0 National Deployment	● 2020-11-23: Release 11 National Deployment	● 2021-01-25: Release 12 National Deployment (IRIS)
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OCC Business Dependencies
(b)(5)
<p>Risks -- No Risks Found --</p>

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	One Consult 2.0 project combines continuing enhancement and development activities for Consult Toolbox (CBT), Decision Support Tool (DST) and SEOC Database under a single project management umbrella.	CTB integrated into CPRS- Q3 FY21 Metrics for CTB v2.0 are under development

Accomplishments:

Milestones:

- | | | | | | | |
|---|---|--|--|---------------------------------------|----------------------------------|---|
| ● 10/23/2020: completed national Deployment of CTB 1.9.0076 | ● 10/26/2020: Began Training And Comms For CTB V2.0 | ● 2020-01-15: CTB v2.0 production "Dark Release" | ● 2020-12-01: CTB 1.9.0078 National Rollout begins | ● 2020-12-23: SEOC DB Cloud Migration | ● 2021-01-15: CTB 2.0 Deployment | ● 2021-04-01: CTB v2.0 available to field users |
|---|---|--|--|---------------------------------------|----------------------------------|---|

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

OCC Continuity Of Operations Plan (COOP)

Project Phase - Project Development

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussions at this time	The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions.	Metric 1: Communication Strategy Metric 2: Phase I – Prepare Complete Metric 3: Phase II – Respond Complete Metric 4: Phase III – Recover Complete Metric 5: Development of Exercise, Maintenance, and Communication Plan Metric 6: COOP Appendixes complete for each Directorate

Accomplishments:

Milestones:

<ul style="list-style-type: none"> ● 2020-08-04: CCSC Go/No-Go ● 2020-08-13: Project Kick-off meeting 	<ul style="list-style-type: none"> ● 2020-11-25: Development of Communication Strategy 	<ul style="list-style-type: none"> ● 2020-12-16: Phase I Prepare Complete 	<ul style="list-style-type: none"> ● 2021-01-06: Phase II Respond Complete
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OCC Business Dependencies
(b)(5)

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

<u>Risks</u>
(b)(5)

<u>Issues</u>
(b)(5)

Integrated Product Environment (IPE)

Project Phase - Project Development

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ELC Decision Needed/Priority Discussion
No ELC decisions needed or priority discussion topics at this time.

Project Description
Develop an Integrated Product Environment for isolated E2E and UAT

Key Performance Indicator
KPIs are currently being reviewed and finalized with Executive Owner and Business Sponsor

Accomplishments:

Milestones:

- 2020-11-19: Project Kickoff

- 2020-12-01: Stakeholder Assessment
- 2020-12-03: Data Dependencies

OCC Business Dependencies
(b)(5)

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time.	VistA Integrated Billing (IB) and Accounts Receivable (AR) updates.	* No specific KPI's were identified for this phase of the project.

Accomplishments:

Milestones:

● 2020-11-04: IB 689 Nationally Released	● 2020-11-12: AR 372 Nationally Released	● 2020-12-04: Current Contract PoP Ends	● 2020-12-05: 3 Month Extension Contract Begins	● 2020-12-11: RFP for new contract issued	● 2021-01-29: New Contract Awarded	● 2021-03-05: 3 Month Extension Contract Ends
--	--	---	---	---	------------------------------------	---

OCC Business Dependencies
<ul style="list-style-type: none"> No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project. <p>Risks</p> <ul style="list-style-type: none"> (b)(5)

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> No data dependencies at this time. <p>Issues</p> <ul style="list-style-type: none"> No project issues at this time.

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.	<ol style="list-style-type: none">1. Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100%2. Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) 100% daily

Accomplishments:

Milestones:

- 2020-11-13: Successfully completed technical evaluation for CCN VCE static eligibility within 24 hours
- 2020-11-17: ES CC Hardship Information from Cerner was tested in SQA (Team Liberty)
- 2020-12-16: Turn on ES Parameter to share CC Collateral Eligibility
- 2020-12-16: National Release of VistA functionality
- 2020-12-20: VistA IOC sites testing functionality

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

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>No ELC Decisions needed or priority discussion topics at this time</p>	<p>The VA/DoD Advanced Payment methodology produces a standardized flat file of DoD claim elements which can be utilized to standardized revenue processes for billing on those DOD claims across the nation.</p>	<p>Align with the VA/DoD Advanced Payment Methodology.</p>

Accomplishments:

Milestones:



OCC Business Dependencies
<ul style="list-style-type: none"> No Business dependencies at this time <p>Risks -- No Risks Found --</p>

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> No OI&T Data dependencies at this time. <p>Issues -- No Issues Found --</p>

Appendix

Project Status Slides

Project Idea Evaluation (PIE) Updates

0000004202 UNCLASSIFIED 1/10/2023

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
Referral Based Obligations	11/17	11/24	TBD	TBD	TBD	TBD	TBD
VA Provider CCN Retail Pharmacy Capability	11/10	11/24	TBD	TBD	TBD	TBD	TBD
Community Care Customer Portal (Self Service)	10/30	11/10	Approved	11/16	TBD	TBD	TBD
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	Projected Resource (b)(6)
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)

Project Idea Evaluation (PIE) Updates

00000004202 UNCLASSIFIED 1/10/2023

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

00000001202 UNCLASSIFIED 1/10/2023

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

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> VIPR V18-00312-000 for automated solution submitted. Status as of 1/08/2020 –Unfunded Request/Pending Resources 	<ul style="list-style-type: none"> JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

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

From:
Subject:
To:

00000584262 "UNCLASSIFIED" 1/10/2023
 (b)(6)
 (OCC NM); VHA OCC BOA PPS Leadership; (b)(6)
 (b)(6)
 (b)(6) VHA 10D1 OCM:
 (b)(6)
 (b)(6) Matthews, Kameron; Upton, Mark T.; (b)(6)
 (b)(6)
 (b)(6) (OCC NM); VHA OCC BOA PPS Leadership; (b)(6)
 (b)(6)
 (b)(6) VHA 10D1 OCM; (b)(6) @erpi.net; (b)(6)
 (b)(6)
 (b)(6) Matthews, Kameron; Upton, Mark T.;
 (b)(6) @guidehouse.com; (b)(6) @guidehouse.com; (b)(6)
 (b)(6) Reed, Susan A; (b)(6)
 (b)(6)
 (b)(6) Federal
 Advisory Partners; (b)(6) (Business Information Technology Solutions (BITS), LLC); (b)(6)
 (b)(6) Federal Advisory Partners; (b)(6)
 (b)(6)
 (b)(6) @federaladvisory.com; (b)(6) @federaladvisory.com; (b)(6) Federal Advisory
 Partners; (b)(6) Business Information Technology Solutions (BITS), LLC; (b)(6)
 (b)(6) Federal Advisory Partners; (b)(6)

Cc:

Attached:

20201222.December (2020).Community Care Project Management Review (PMR) #1.pptx

Good morning, All,

Please see attached presentation for this afternoon’s Community Care Project Management Review (PMR). Agenda and presenters below:

Project Idea Evaluations:

- **CCN Veteran Pharmacy Care (ELC Awareness)**
 - Executive Sponsor: (b)(6)
- **FY21 Key Initiative – Clinical Documentation Improvement**
 - Executive Sponsor: Ms. Susan Reed
- **Ambulance Routing Optimization (ARO)**
 - Executive Sponsor: (b)(6)

Priority Project Review:

- **Advanced Medical Cost Management Solution (AMCMS): Executive Sponsor Request.** FY 21 Payment Data Issue and Delivery Operations assistance needed for Incomplete data of 837COB via CDW-PIT.
 - Executive Sponsor: (b)(6) Business Sponsor: (b)(6)
- **OCC Data Governance: Business Sponsor Request.** OCC alignment to Dr. Stone Data Strategy and Governance Memorandum, dated 12/2/2020.
 - Executive Sponsor: Dr. Mark Upton; Business Sponsor: (b)(6)
- **VA/DoD Advanced Payment and Referral Standardization* ELC Priority Discussion:** Dr. Stone provided approval for AP expansion to identified FY21 sites on 12/3.
 - Executive Sponsor: (b)(6) Business Sponsor: (b)(6)

Thank you!

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Community Care Business Program Management Review (PMR) #1

12/22/2020



- **Project Idea Evaluation**
 - Email address update – PIE Submission
 - CCN Veteran Pharmacy Information Card
 - FY 21 Key Initiative – Clinical Documentation Improvement
 - Ambulance Routing Optimization (ARO)
- **OCC Priority Project Review**
 - Advanced Medical Cost Management Solution (AMCMS)
 - OCC Data Governance
 - VA/DoD Advanced Payment and Referral Standardization
- **Appendix**
 - Project Review
 - Project Idea Evaluation Updates

The email address for Project Idea Submissions has changed:

- Previous Address – @va.gov
 - New Address – @va.gov
- The old address has not been linked to the new address so users should make changes/updates to their address book of the change.
 - Project Ideas submitted to the old address will continue to be received and will be processed.

CCN Veteran Pharmacy Information Card

0000004202 UNCLASSIFIED 7/16/2020

Originator & Date: 12/1/2020 (b)(6)	Scope Definition: Consolidate the CCN pharmacy billing information to provide Veterans the information to pick up their prescription (referred care, urgent care, and flu shot) into one "card" to improve Veteran and network retail pharmacy experiences
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		Additional Impact	
Business Ops & Admin:	No Impacts at this time	Policy Impact:	No Impacts
Delivery Ops:	(b)(5)	Funding Impact / Status:	No Impacts. (b)(5)
Revenue Ops:	(b)(5)	Impact on Other OCC Projects:	(b)(5)
Clinical & Network Mgmt:	No Impacts at this time		
OCC Leadership (Includes IDA and BIC):	No Impact at this time	Impact if Project Idea Not Approved:	
Community Care Network (Contract Mod):	(b)(5)		

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Improve Customer Service, Implement Community Care Network (CCN)	OCC Directorate Managed / Network Management	(b)(6)

Discussion:
 PPS resources not requested – Presented for ELC Awareness
 Directorate PM (b)(6)

(b)(5)

FY 21 Key Initiative: Clinical Documentation Improvement

0000004202 UNCLASSIFIED 7/16/2020

Originator & Date: 12/3/2020 Susan Reed	Scope Definition: VA Provider national training, tracking, standardization to improve the quality of data entered in CPRS to increase accuracy and revenue to include Telehealth.
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		Additional Impact	
Business Ops & Admin:	No Impacts	Policy Impact:	No Impacts at this time
Delivery Ops:	No Impacts	Funding Impact / Status:	No Impacts at this time
Revenue Ops:	(b)(5)	Impact on Other OCC Projects:	No Impacts at this time
Clinical & Network Mgmt:	(b)(5)	Impact if Project Idea Not Approved:	(b)(5)
OCC Leadership (Includes IDA and BIC):	(b)(5) (b)(6) (b)(5) BIC - No Impacts		
Community Care Network (Contract Mod):	No Impact		

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Innovate Business Model, Improve Customer Service	OCC Managed / Revenue Operations	(b)(6)

Discussion:
 (b)(5)

OCC Policy, OCC Finance, and Portfolio Managers Vote Count: All Yes votes received. No dissents.

Originator & Date: 12/10/20 (b)(6)	Scope Definition: Veterans calling an ambulance for emergency are routed to the appropriate emergency care provider utilizing EMS routing software to access VA-based eligibility and billing information as appropriate. (VA location closest, notify VA, identify if they have an active referral, etc.)
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Impacts	Additional Impact
Business Ops & Admin:	Policy Impact: No impacts at this time. (b)(5) (b)(6)
Delivery Ops:	Funding Impact / Status: (b)(5)
Revenue Ops:	Impact on Other OCC Projects:
Clinical & Network Mgmt:	Impact if Project Idea Not Approved:
OCC Leadership (Includes IDA and BIC):	
(b)(5) No impacts at this time.	

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Innovate Business Model	OCC Managed Project/ Clinical Integration	(b)(6)

Discussion:
 (b)(5)

OCC Policy, OCC Finance, and Portfolio Managers Vote: Yes

Priority Project Review

Project Status Slides



00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
(b)(5)	Deploy AMCMS (SaaS) product that integrates Community Care management through data analytics to accurately forecast, monitor and control Community Care's medical services. VISN 8 Nat. Insurance File model.	Number of AMCMS Access Requests – 134 Number of users granted access – 106 Number of unique logins – 222 Number of total logins – 854 Number of total views – 9,005 Number of views per day – 68-746

Accomplishments:

Milestones:

<ul style="list-style-type: none"> ● 2020-11-12: Lessons Learned Completed ● 2020-12-07: VISN 8 Stakeholder Assessment 	<ul style="list-style-type: none"> ● 2021-01-04: Phase 3 Requirements Gathering ● 2021-01-04: VISN 8 ATO Finalization ● 2021-01-15: Phase 3 User Guide Development
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OCC Business Dependencies
<ul style="list-style-type: none"> • No elevated Business Dependencies at this time
(b)(5)

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>ELC Discussion - OCC alignment to Dr. Stone Data Strategy and Governance Memorandum dated 12/2/2020</p> <p>ELC Decision - ELC agree to serve as interim OCC Data Governance Council</p>	<p>This project establishes a Data Governance Program to ensure reliable, dependable, consistent, and well documented data. It includes creating a structure, adopting standards and policies that drive how data are used and maintained to ensure data quality.</p>	<ul style="list-style-type: none"> - Number of data policies, practices, and standards established - Percent of data issues resolved - Number of completed data initiatives in data governance project portfolio - Percent of data initiatives that meet or exceed established initiative targets

Accomplishments:

Milestones:

<ul style="list-style-type: none"> ● 2020-12-04: OCC-OIT Innovation Work Group ● 2020-12-14: Change Management Prosci Analysis 	<ul style="list-style-type: none"> ● 2020-12-22: Obtain ELC agreement to Serve as Interim Data Governance Council ● 2020-12-31: OCC Data Governance Concept of Operation Rough Draft ● 2021-03-30: Begin Data Management & Data Quality Capability Maturity Assessment
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OCC Business Dependencies
(b)(5)

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
(b)(5)	Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.	<ul style="list-style-type: none"> • 42,734 VA/DoD consults entered since start of FY20 • 5,857 open VA/DOD consults. • Results for claim auto-validation (Biloxi VAMC/Pensacola NH): <ul style="list-style-type: none"> • FY20-FY21: 95% • Results for claim auto-validation (VISN 5/NCR Region) <ul style="list-style-type: none"> • FY20-FY21: 76%

Accomplishments:

Milestones:

● 2020-10-08: Updated Care Coordination Training	● 2020-12-03: HEC Approval of Next AP sites go-live	● 2021-01-01: AP FY21 Q2 Rollouts - National Rollout Begins	● 2021-01-07: AP Fiscal/Recon Webinar	● 2021-01-30: CarePoint Exceptions Claims Worklist Rollout	● 2021-03-31: SFTP Utilization for Major Data Exchanges	● 2021-04-01: AP FY21 Q3 Rollouts
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OCC Business Dependencies
(b)(5)

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

Appendix

Project Status Slides

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes.	TBD: (b)(5)

Accomplishments:

Milestones:

● 2020-11-05: Completed first iteration of project lessons learned with OCM

● 2020-12-04: OCC Cerner team developed 9 training artifacts

● 2021-04-15: Chalmers P. Wylie VA ACC (Columbus) Go Live

● 2021-05-15: Jonathan M. Wainwright Memorial VAMC (Walla Walla) Go Live

● 2021-06-21: White City VAMC Go Live

OCC Business Dependencies

Office of Information and Technologies/Data Dependencies

(b)(5)

(b)(5)

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.	3,844,844: Total Referrals FY 2020 (through 11/30/2020) 185,562: Total Referrals FY 2019 19,155: Total number of VA user accounts provisioned 26,546: Number of Community Provider user accounts provisioned 11,417: Number of unique Community Provider NPIs 148: Number of VAMC sites actively using HSRM 5,071: Support Ticket Count for November

Accomplishments:

Milestones:

- 2020-11-20: CAEC 2.0 National Deployment
- 2020-11-23: Release 11 National Deployment

- 2020-12-21: Optional Task Hot Fix
- 2020-12-21: R11 Lessons Learned
- 2021-02-08: R12 National Deployment

OCC Business Dependencies
(b)(5) <ul style="list-style-type: none"> • • • • •

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	One Consult 2.0 project combines continuing enhancement and development activities for Consult Toolbox (CBT), Decision Support Tool (DST) and SEOC Database under a single project management umbrella.	CTB integrated into CPRS- Q3 FY21 Metrics for CTB v2.0 are under development

Accomplishments:

Milestones:

- 2020-11-15: C6 Report Technical Release
- 2020-12-15: CTB v1.9.0078 National Deployment
- 2021-01-15: CTB v2.0 Production "Dark Release"
- 2021-01-17: SEOC DB Cloud Migration
- 2021-02-15: Training and Comms for CTB v2.0
- 2021-04-02: CTB v2.0 Deployment

OCC Business Dependencies
(b)(5)

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No Priority Discussion or ELC Decisions Required.	Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.	Average Lead Time for Accepted (Completed) User Stories and Defects): Scheduled Deployment -35 Days; Hotfix - 3 Days Average Release Cadence to Production: 15 Days Mean Time to Restore: 19 Hours Release Fail Percentage: 0 Provisioned Licensed Users: 13,720 Average Weekly CCN Data Import Transactions to PPMS/Per Region: 0/18 thru 10/24: Region 1 – 98; Region 2 – 96; Region 3 – 80; Region 4 – 126 Stories Accepted v. Stories Completed per Sprint: 100% - Sprint 2, R 10.1

Accomplishments:

Milestones:

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

● 2020-12-08: PPMS 10.1 Go/No-Go ● 2020-12-17: PPMS 10.1 Go-Live ● 2020-12-18: PPMS 11.0 National Gate Review ● 2021-01-04: PIE Restart Priority Sites ● 2021-01-28: VA CPL 1.1 Release

OCC Business Dependencies
<ul style="list-style-type: none"> Clinical Integration Network Management Community Care Network Delivery Operations Revenue Operations VAMC/CPO & Pharmacy - (b)(5)
(b)(5)

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.	<ol style="list-style-type: none"> 1. Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100% 2. Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) 100% daily

Accomplishments:

Milestones:

- 2020-12-10: 12/09/2020
- 2020-12-16: National Release of VistA functionality

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

OCC Business Dependencies
(b)(5)
No Risks to elevate at this time

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

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ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	Develop an end-to-end (E2E) integration environment prior to UAT/Prod. Anticipated benefits include identification of integration issues prior to Production, reduction of project specific hot-fixes, and enhanced system and data monitoring	<p><5% of defects/bugs captured in UAT/Prod (post-IPE) testing, with zero critical or higher status</p> <p><5% unscheduled downtime for the IPE systems integration environment</p> <p>90% of code automatically deployed within IPE systems integration environment</p>

Accomplishments:

Milestones:

- 2020-12-03: Updated IMS from CCRA
- 2020-12-03: Data Dependencies
- 2020-12-23: Requirements for Functionality Agreements
- 2020-12-30: Strategic Communications
- 2021-01-04: IPE MOU/White Paper with CCRA
- 2021-02-28: MVP 1.0

OCC Business Dependencies
(b)(5)

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

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussion topics at this time.	EPRS delivers a series of custom-built user interface (UI) screens and reporting system and data integrations for administering the CCN contract.	Quality Check UI: 61/80 Users ($\Delta = +15$) CCN Accreditation Waivers UI: 48/30 Users ($\Delta = +16$) CCN Complaints & Grievances UI: 45/54 Users ($\Delta = +15$) CCN Congressional Inquiries UI: 47/42 Users ($\Delta = +17$) CCN Corrective Action Plans (CAPs) UI: 45/30 Users ($\Delta = +15$) CCN Network Adequacy Deviations UI: 43/51 Users ($\Delta = +14$)

Accomplishments:

Milestones:

● 2020-11-24: R12.0D: EPRS Technical Release: CCRS	● 2020-12-11: Pre-Prod R10.2: Accreditation Waivers & CAPs enhancements	● 2020-12-28: Pre-Prod R10.3- Congressional UI Enhancements	● 2021-01-05: Build 9.0 D: Technical Release: HSRM	● 2021-01-20: Prod R10.2 - Waivers & CAPs	● 2021-02-03: Prod R10.3 - Congressional UI enhancements	● 2021-03-01: Build 11.0: Network Management UI - Pre-Prod
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OCC Business Dependencies

Office of Information and Technologies/Data Dependencies

(b)(5)

(b)(5)

Community Care Claims Reimbursement (CCRS)

Project Phase - Project Development

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decision Needed at this time.	A system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).	Metric 1-Improved payment timeliness Metric 2- Improved Pre-Payment Analysis (Contribute to High Performing Network while decreasing Fraud, Waste & Abuse) Metric 3-Decrease financial risk or burden on VA as a result of improved payment timeliness

Accomplishments:

Milestones:

- 2020-12-15: CCRS Release 13.3 Go No Go
- 2020-12-17: CCRS Release 13.3

- 2020-12-21: CCRS Release 13.4 Demo
- 2021-01-07: CCRS Release 13.4
- 2021-02-11: CCRS Release 14.1
- 2021-03-04: CCRS Release 14.2

OCC Business Dependencies
<ul style="list-style-type: none"> • CCRA, FMS, PPMS, PIT, and MVI <div data-bbox="25 953 1243 1068" style="border: 1px solid black; padding: 5px;">(b)(5)</div>

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> • CCRA, SEOC, PPMS, MVI, EDI, DAS, and CCN Contractors <div data-bbox="1281 929 2499 1053" style="border: 1px solid black; padding: 5px;">(b)(5)</div>

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time.	VistA Integrated Billing (IB) and Accounts Receivable (AR) updates.	* No specific KPI's were identified for this phase of the project.

Accomplishments:

Milestones:

<ul style="list-style-type: none"> ● 2020-12-04: Current Contract PoP Ends ● 2020-12-05: 3 Month Extension Contract Begins 	<ul style="list-style-type: none"> ● 2021-01-11: AR Patch 376 National Release ● 2021-01-15: RFP for new contract issued ● 2021-02-01: AR Patch 377 National Release ● 2021-03-03: New Contract Awarded ● 2021-03-05: 3 Month Extension Contract Ends
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OCC Business Dependencies
<ul style="list-style-type: none"> • No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project. <p>(b)(5)</p>

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> • No data dependencies at this time.

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussions at this time	Development of standardized Continuity of Operations Plan (COOP) for all mission critical OCC systems. The COOP will outline the necessary steps to prepare for, respond to, and recover from IT system failures.	Metric 1: Phase I – Prepare Complete Metric 2: Phase II – Respond Complete Metric 3: Phase III – Recover Complete Metric 4: COOPs Completed Metric 5: COOP Policy Completed

Accomplishments:

Milestones:

● 2020-08-13: Project Kick-off meeting	● 2020-11-16: COOP template completed	● 2020-12-16: Phase I Prepare Complete	● 2020-12-30: Phase II Respond Complete	● 2021-01-13: Phase III Recover Complete	● 2021-01-27: COOPs completed	● 2021-01-27: COOP Policy Complete
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OCC Business Dependencies
(b)(5)

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

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time.	The VA/DoD Advanced Payment methodology produces a standardized flat file of DoD claim elements which can be utilized to standardized revenue processes for billing on those DOD claims across the nation.	Align with the VA/DoD Advanced Payment Methodology.

Accomplishments:

Milestones:

<ul style="list-style-type: none"> ● 2020-10-30: VSSC Data Validation ● 2020-12-03: 2020-11-27: HEC Approval of Next AP sites go-live 	<ul style="list-style-type: none"> ● 2020-12-31: VSSC Data Validation ● 2021-03-05: Project Start/Finish
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OCC Business Dependencies
<div data-bbox="25 871 504 971" style="border: 1px solid black; padding: 2px;">(b)(5)</div> <p>No Risks to elevate at this time</p>

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> • No OI&T Data dependencies at this time. <p>No Issues to elevate at this time</p>

Appendix

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation (PIE) Updates

0000004202 UNCLASSIFIED 1/10/2023

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	PPS Notified	CCSC Presentation Date	CCSC Project Go / No Go	PPS PM Resource Assigned
Ambulance Routing Optimization (ARO)	12/10	12/22	TBD	TBD	TBD	TBD	TBD
Proposed Clinical Integration Interaction Plan with WellHive	12/7	Awaiting further discussion	TBD	TBD	TBD	TBD	TBD
FY 21 Key Initiative; Clinical Documentation Improvement	12/3	12/22	TBD	TBD	TBD	TBD	TBD
Referral Based Obligations	11/17	11/24	Approved	11/30	TBD	TBD	TBD
Consolidated Advanced Reporting Solutions (CARS)	11/3	N/A	Discontinued	N/A	N/A	N/A	N/A
Community Care Customer Portal (Self Service)	10/30	11/10	Approved	11/16	TBD	TBD	TBD
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	12/11 (b)(6)

Project Idea Evaluation (PIE) Updates

0000004202 UNCLASSIFIED 1/10/2023

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	PPS Notified	CCSC Presentation Date	CCSC Project Go / No Go	PPS PM Resource Assigned
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)

Project Idea Evaluation (PIE) Updates

0000004202 UNCLASSIFIED 1/10/2023

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

00000001202 UNCLASSIFIED 1/10/2020

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

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> VIPR V18-00312-000 for automated solution submitted. Status as of 1/08/2020 –Unfunded Request/Pending Resources 	<ul style="list-style-type: none"> JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

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

Community Care Business Program Management Review (PMR) #1

07/28/2020



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

OCC Data Governance Project

2058

Initiation

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

- Pending Dependency Management Analysis

OIT / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

- (b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

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

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

OCC Business Dependencies

OIT / Data Dependencies

(b)(5)

(b)(5)

0000001202 UNCLASSIFIED 1/16/2020

<i>ELC Decision Needed/ ELC Priority Discussion</i>	<i>Project Description</i>	<i>Key Performance Indicators (KPI)</i>
<p><i>Discussion</i> (1)This project’s training activities were impacted by COVID-19 and were/are on hold until the partners are free to resume. VA staff training was moved to self-paced PPT and sent to the field on 7/17. (b)(5)</p>	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

<i>Accomplishments</i>	<i>Upcoming Milestones</i>
<ul style="list-style-type: none"> ● 6/4/20 HELD 2ND ADVISORY BOARD MTG ● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED 	<ul style="list-style-type: none"> ● 08/20/20 TRIBAL CONSULTATION (VIRTUAL) ● 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY) ● 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD ● 11/30/20 CARE COORDINATION PLAN FINALIZED

<i>OCC Business Dependencies</i>	<i>OIT / Data Dependencies</i>
<p>(b)(5)</p>	<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

RISK: N/A
Mitigation: N/A

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ELC Decision Needed/ ELC Priority Discussion

- Priority Discussion:**

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

Power BI functionality exceeded license capability for reporting previous metrics.

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

OIT / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- *No ELC Decision Requests for July*

Project Description

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

Key Performance Indicators (KPI)

CCN Payment Metrics as of July 17, 2020

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

OIT / Data Dependencies

(b)(5)

(b)(5)

Appendix

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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

Upcoming Milestones

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

TBD awaiting OEHRM Decision

● IV3:
7/27/2020

● Super User Training:
8/10/2020

● CSS:
Go Live 8/21/2020

● ORA:
9/7/2020

OCC Business Dependencies

Highlight OCC Business Dependencies:

Clinical Integration and Main Credentialing Facility CC Staff

(b)(5)

-Payment Operations Management

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

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

- Region 3 Gradual Transition – CCN Referral #**
 - Week 1: May 18 – 22, 2020
 - Total Referrals = 4,965* Total Rejects = 10
 - Week 2: May 25-29, 2020
 - Total Referrals = 5,084* Total Rejects = 10
 - Week 3: June 1-5, 2020
 - Total Referrals = 7,743* Total Rejects = 18**
- Region 4 R4P1 Go Live – CCN Referral #**
 - Week 1: June 8-12, 2020
 - Total Referrals = 842 Total Rejects = 45

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

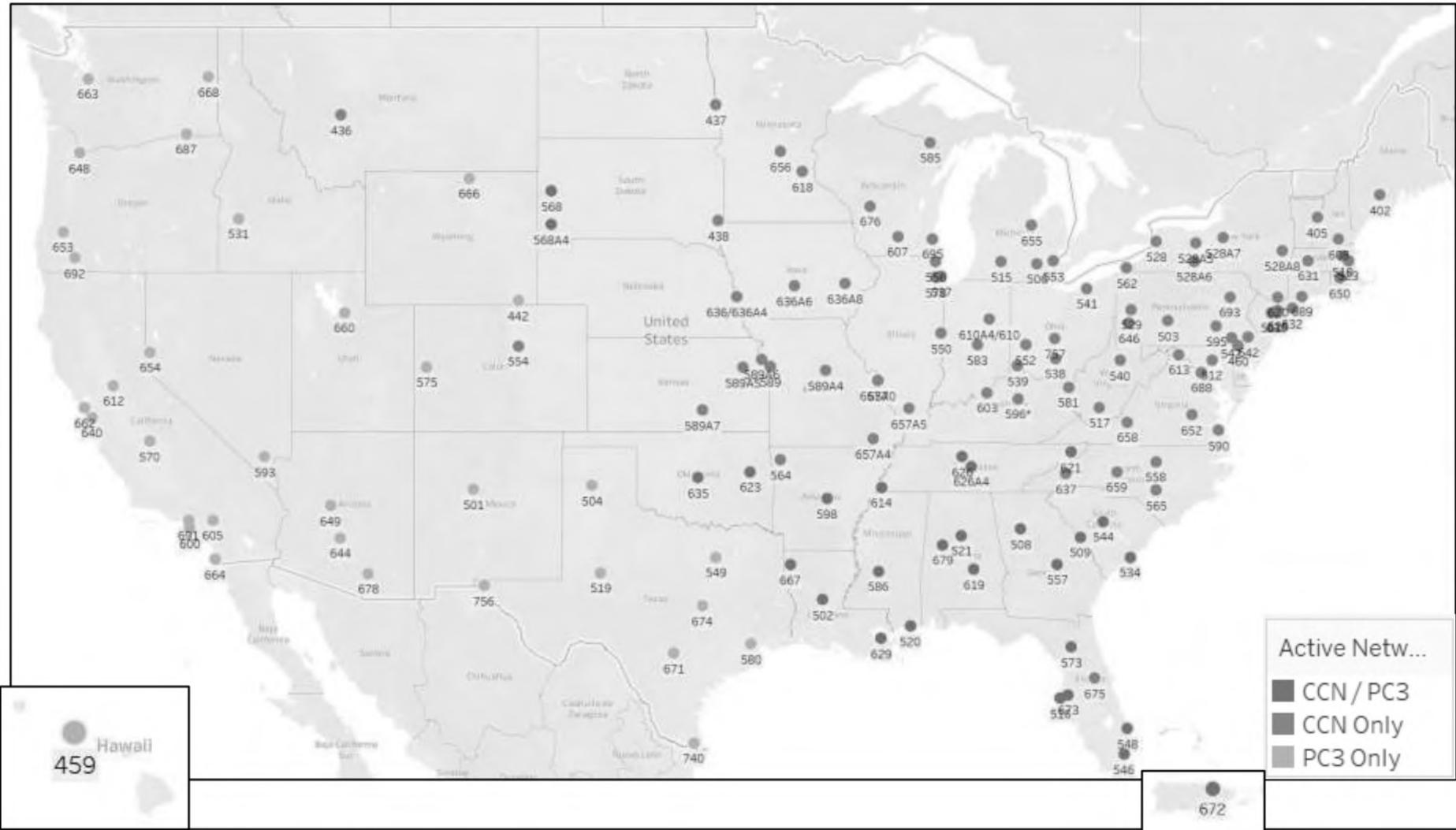
Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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

2069

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(b)(5)

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

Region 3 Update

2070

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January 7 2020: Go-Live for Two Sites **May 18 – June 15: Gradual Transition** **June 16: Full Region 3 Deployment**



SHCD – Phase 1

January 7, 2020
Fayetteville, AR
Orlando, FL

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

Recent wins include:

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

Phase 2 (all remaining R3 sites)

June 16, 2020

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

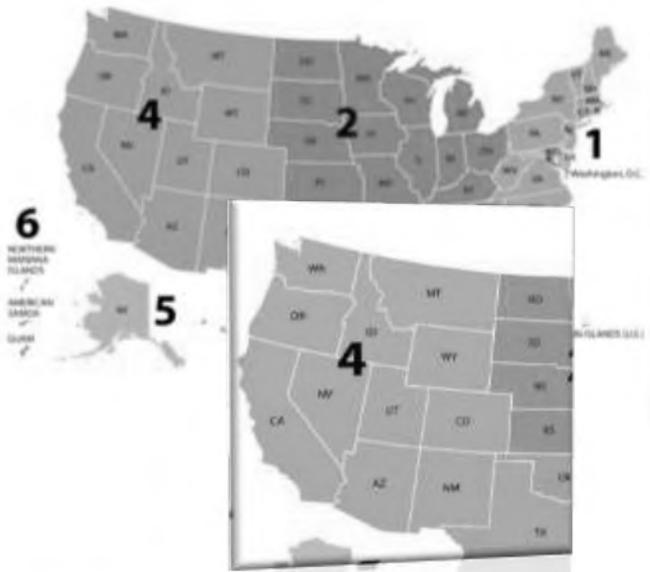
July 17:
30-day PC3
cutover
period ends

Region 3 Activities

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

15

Region 4 Update



SHCD – Phase 1 (2 VAMCs)

June 8, 2020
VISN 19 – 2 VAMCs

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

Phase 2 (13 VAMCs)

July 21, 2020
VISN 17 – 7 VAMCs

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

VISN 16 – 2 VAMC

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

VISN 19 – 4 VAMCs

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

Phase 3 (14 VAMCs)

August 11, 2020
VISN 20 – 7 VAMCs

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

VISN 21 – 7 VAMC

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

Phase 4 (8 VAMCs)

August 25, 2020
VISN 22 – 8 VAMCs

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

Region 4 SHCD

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

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ELC Decision Needed/ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

● 04/01/2020
EPRS Build 4

● 04/28/2020
EPRS Build 5B

● 05/18/2020
UAT complete for
Build 5C IDA Reports

● 06/26/2020
UAT complete for
Build 5D IDA Reports

● 06/26/2020
EPRS Build 5.1

Future Build/Release Planning Underway

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

HealthShare Referral Manager

2073

Development

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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

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

General HSRM Enhancements

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

Task Management Enhancements

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

Revenue Tasking Enhancements

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

Community Provider enhancements

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

Overview of Release 9.0 Enhancements

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

General HSRM Enhancements

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

Task Management Enhancements

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

Reports Enhancements

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

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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

Office of Information and Technology / Data Dependencies

- Downstream Dependency – None at this time.

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

- 07/24/20 PROJECT COMPLETE

OCC Business Dependencies

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

Office of Information and Technology / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

- **Priority Discussion: No**

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

Upcoming Milestones

● 06/2020 SUNSET GRANDFATHER ELIGIBILITY BASED ON CARE DATA	● 06/2020 RSD APPROVED FOR SOLUTION OF NOT ENROLLED COVERED VETERANS	● 06/2020 DEPLOYED FUNCTIONALITY FOR THE 6 AND 12 MONTH HARDSHIP	● 07/2020 COMPLETED ELIGIBILITY ANALYSIS OF CC DATA FOR REJECTED REFERRALS	● 08/2020 COLLABORATING WITH HSRM TEAMS REGARDING BUSINESS RULES FOR PREVENTING APPROVAL OF REFERRALS FOR INELIGIBLE VETERANS	● 08/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE	● 08/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)
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OCC Business Dependencies

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

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- None

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

- 8/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

RISK: N/A

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ELC Decision Needed/ ELC Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

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

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation Updates

2082

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

OCC Bi-Monthly Business PMR #1

09/22/2020



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

Integrated Product Environment (IPE)

2085

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

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

Discussion: (b)(5)	(b)(6)	(b)(5)
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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

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

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

Accomplishments

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

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

Project Dependencies

- **Community Care Contract Administration (CCCA)** (b)(5)
- (b)(5)
- **Community Care Network Management (NM)** (b)(5)
- (b)(5)
- (b)(5)

OIT / Data Dependencies

Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

Highlight OCC Business Dependencies:

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

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

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

General HSRM Enhancements

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

Task Management Enhancements

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

Revenue Tasking Enhancements

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

Community Provider enhancements

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

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- Priority Discussion:**

(b)(5)

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

REVIEW

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

OIT / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

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

Project Description

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

Key Performance Indicators (KPI)

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

Accomplishments

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

Upcoming Milestones

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

OCC Business Dependencies

- **Communications:** (b)(5)

(b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- DST integrated into CPRS- Q1 FY 21
- CTB integrated into CPRS- Q2 FY 21
- DST use of new drive time CC eligibility API to begin 9/10/2020

Accomplishments

- CTB 1.9.0076 FULL SITE IOC BEGAN: 9/1/2020
- ENABLED LIGHTHOUSE API DRIVE TIME IN DST: 9/10/2020
- COMPLETED DST MAPPING TABLE UPDATES: 9/11/2020
- CTB 1.9.0076 GO NO GO: 9/15/2020

Upcoming Milestones

- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM
- CTB V1.9.0076: CONCLUDE FULL SITE IOC: 9/14/2020
- CTB V1.9.0076 NATIONAL DEPLOYMENT: 9/18/2020
- DST OFFICE HOURS CONTINUE: 9/21/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 1.9.0076 Enhancements

- Release will add “Unable to Schedule” requirements to include options from the Add Comments workflow
- Release will include more descriptive text in the consult factors that describe why user is unable to schedule a consult
- Release will fix the Clinical Review Option (CC Referrals) scheduling options that are being cached when Receiving Consults and user does not select a scheduling option
- Release will address unable to enter text (ex. “t+30”) issue
- Release will address telehealth options not showing up when internal consults are triaged
- National release projected to begin 9/18/2020

Overview of CTB Phase II

- New version of Consult Toolbox in a DevSecOps model that will eliminate the long and costly desktop deployment process.
- The scope will include user validated requirements and existing backlog items.
- Minimally Viable Product projected to be completed 9/25/2020
 - National Deployment not expected until November/December 2020

Appendix

Project Status Update

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- Cerner Referral Manager Functional Testing: 8/17/2020 – 8/28/2020
- Exploratory Testing: 8/24/2020 – 8/29/2020
- Super User Training: 8/10/2020-8/29/2020

Upcoming Milestones

- ORA: 9/7/2020
- End User Training (Spokane): 9/28/2020
- HSRM SIU Interface Go-Live: End of September
- IOC Go Live: 10/24/2020

OCC Business Dependencies

Highlight OCC Business Dependencies:

- Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)
- (b)(5)
- Payment Operations Management
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff)
- Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

Community Care Reimbursement System (CCRS)

Development

2096

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of September 4, 2020

- **Region 1:** Invoices Received – 1,881,790, Confirmed Paid – 1,195,248, Sent for Payment – 45,314, “No Action” Optum denials - 523,766
 - **Region 2:** Invoices Received – 1,319,275, Confirmed Paid – 845,062, Sent for Payment – 52,031, “No Action” Optum denials - 352,273
 - **Region 3:** Invoices Received – 411,988, Confirmed Paid – 196,103, Sent for Payment – 12,303, “No Action” Optum denials - 183,202
 - **Region 4:** Invoices Received – 79,998, Confirmed Paid – 23,348, Sent for Payment – 9,984, “No Action” TriWest denials - 15,325
- The total Invoice Amount Paid/Sent for Payment: \$1,728,313,422.92.

Accomplishments

Upcoming Milestones

● 09/01/2020 CCRS 12.2 COMMUNICATIONS SENT

● 09/03/2020 RELEASE CCRS 12.2 TO PRODUCTION

● 09/09/2020 CCRS USER ACCEPTANCE TESTING 12.3

● 09/22/2020 RELEASE CCRS 12.3 TO PRODUCTION

● 10/1/2020 CCRS USER ACCEPTANCE TESTING 12.4

● 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION

● 10/16/2020 UPDATE KMS, TRAINING DOCS, AND LESSONS LEARNED FOR CCRS 12.4

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

- Region 2 and 3 initiated Urgent Care cutover from PC3 on September 1st
- Regions 1 – 4 reached full HCD with the deployment of Region 4; Region 4 reached full HCD with Phase 4 deployment on August 25th
 - CCN use continues to increase for all sites in Phase 1, 2, and 3 for Region 4
 - Post deployment refresher trainings and office hours are in development
- R4 Urgent Care cut over is now 9/30/2020

Accomplishments

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3

Upcoming Milestones

- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/16/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p>No ELC decisions needed.</p> <div data-bbox="183 278 1286 431" style="border: 1px solid black; padding: 5px;"> <p>(b)(5)</p> </div> <p>Discussion</p> <p>Tribal consultation on the CC approach was delivered 8/25 and the public has until 9/25 for written comment. Program office presented to the BIMS on 9/11. The annual tribal training is scheduled for the week of 9/15.</p>	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> ● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED ● 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN ● 8/252020 HOSTED TRIBAL CONSULTATION ON CC APPROACH ● 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS 	<ul style="list-style-type: none"> ● 09/18/2020 EXECUTION OF MODIFICATION ● 09/15/2020 IHS/THP VIRTUAL RETRAINING ● 11/13/20 CC PLAN FINALIZED AND BEGIN IMPLEMENTATION

OCC Business Dependencies	OIT / Data Dependencies
<p>(b)(5)</p>	<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

0000004202 UNCLASSIFIED 1/10/2023

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 8/19-8/28 PHASE III UAT (STALE REFERRAL LOGIC)
- 8/28-9/1 GENERATED UPDATED MODEL COST ESTIMATES
- 9/2 COMPLETED AMCMS/VA ESD INTEGRATION
- 8/27-9/14 TRAIN THE TRAINER SESSIONS

Upcoming Milestones

- 9/11 STALE REFERRAL LOGIC UAT RE-TESTING
- 9/16-9/23 AMCMS VIRTUAL WEBINAR TRAININGS
- 9/22 NATIONAL DEPLOYMENT GATE REVIEW
- 9/30 LESSONS LEARNED UPDATE

OCC Business Dependencies

• (b)(5)

Office of Information and Technology (OIT) / Data Dependencies

• (b)(5)

Continuity of Operations Plan (COOP)

Development

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) policy, in addition, the creation of a COOP document for each OCC Directorate. In parallel, to the policy/plans, the development and implementation of an electronic single repository.

Key Performance Indicators (KPI)

- **Metric 1: Process for unscheduled outage notification**
- **Metric 2: COOPs developed**
- **Metric 3: COOP Policy developed**
- **Metric 4: Repository complete**
- **Metric 5: KMS and SOPs updated**

Accomplishments

- 08/04/2020 – APPROVED FOR GO AT CCSC
- 08/13/2020 – KICK-OFF PROJECT MEETING

Upcoming Milestones

- 10/27/20 – DIRECTORATES SYSTEMS/FUNCTIONS
- 11/10/20- NOTIFICATION OF UNSCHEDULED SYSTEM OUTAGE PROCESS
- 11/10/20- COOP DEVELOPMENT
- 12/15/20 – COOP POLICY DEVELOPMENT

OCC Business Dependencies - Lite

- **Highlight OCC Business Dependencies:**

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies - Lite

- **Highlight OIT/Data Dependencies:**

(b)(5)

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Frequency data reported as accessible timely, *complete, accurate and reliable*
- Percent of compliance with policies
- Percent of systems achieving established performance metrics
- Percent of systems with complete documentation

Accomplishments

- 8/26/20 FINALIZED STRATEGIC PRIORITIES
- 8/31/2020 BEGAN PTF ENTRY FOR CCRS & PCM CLAIMS
- 9/2/2020 SYSTEMS DOCUMENTS GAP ANALYSIS

Upcoming Milestones

- 9/30/2020 CREATE TECHNOLOGY AND DATA GOVERNANCE ROAD MAP
- 10/14/2020 DRAFT DATA GOVERNANCE STRUCTURE ROLES/ RESPONSIBILITIES
- 10/28/2020 OBTAIN APPROVAL SYSTEMS DOCUMENTATION STANDARD

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Enrollment System Community Care (ESCC)

Development

2102

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- DECISION:** No ELC decisions needed at this time.

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- Metric 1:** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) **100%**
- Metric 2:** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) **100% daily**

Accomplishments

● 09/20 PRODUCTION RELEASE FOR CC COLLATERAL OF VETERANS AND NOT ENROLLED COVERED VETERANS

● 09/20 MET WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE

● COMPLETED RFM FOR NEW VCE CODES AND SUBMITTED TO COR TEAM

Upcoming Milestones

● 09/2020 COLLABORATED WITH ELIGIBILITY OIT TEAM TO PAUSE RELEASE OF LINKING SPONSOR OF COLLATERAL OF VETERANS

● 09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE

● 09/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)

OCC Business Dependencies

- Highlight OCC Business Dependencies:
- Clinical Integration (Business Owners)
- System Engineering Management (SEM) (b)(5)
- Business Intelligence Service Line (BISL) (b)(5)
- Community Care Contractor (CCN) (b)(5)
- VA Master Patient Index (MPI), Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)

Issue:
Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Issue:
Mitigation:

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- **Metric 1:** over 100,000 Veteran's vaccinated
- **Metric 2:** Reimburse Walgreens 99% accuracy

Accomplishments

- 8/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 10/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

- (b)(5)
- (b)(5) (b)(6) (b)(5)
- (b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- 28,598 VA/DoD consults entered in FY20.
- 88% of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
 - Biloxi/Pensacola FY20: 95% automated consult/claim match rate
 - NCR FY20: 78% consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 9/14/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFs)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** (b)(5)
- **RO Staff:** (b)(5)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:** (b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web-based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE
- 8/31/20 VSSC VALIDATION OF DOD DATA COMPLETE

Upcoming Milestones

- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- There are no dependencies to other OCC Directorates.
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff).

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 08/13/20 IB 677 NATIONALLY RELEASED
- 09/10/20 IB PATCH 678 NATIONALLY RELEASED

Upcoming Milestones

- 09/30/20 AR PATCH 361 NATIONALLY RELEASING
- AR PATCH 372 & IB PATCH 682 ARE IN DEVELOPMENT AND NATIONAL RELEASE IS TARGETED FOR 10/19/20
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.

Office of Information and Technology / Data Dependencies

- Downstream Dependency – None at this time.

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).
- Approximately 50% reduction in per page SLA scanning cost.
- Easier document retention management.
- ~90% decrease in conversion time – paper to electronic.
- 100% decrease in shipment damages.

Accomplishments

- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS
- 06/15/20 CPAC VIRTUAL TRAINING BEGINS
- 07/09/20 TRAINING SESSION FOR WFD AND POLICY ANALYST COMPLETE
- 07/24/20 MAIL ROOM CLERK TRAINING COMPLETE
- 08/27/20 PRODUCTION SCANS COMPLETE
- 08/28/20 PROJECT COMPLETE

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this project.

Office of Information and Technology / Data Dependencies

(b)(5)

Appendix

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation (PIE) Updates

2109

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Project Name	Received by PIE Team	Presented at PMR	PMR Decision	Ops Notified	CCSC Presentation Date	Ops PM Resource Assigned
ePrescribing	6/19	6/23	Approved	6/29	9/14	8/24 (b)(5)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	7/20 (b)(6)
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	7/21 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A
Community Care Claims SSN Reduction	7/21	8/11	Approved	8/13	TBD	TBD
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	TBD	TBD	TBD	TBD	TBD
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD
Integrated Product Environment	9/14	9/22	TBD	TBD	TBD	TBD

PMR 1 Projects

2110

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EHRM

Office of Community Care (OCC)/Cerner Integration

Implement CCN

Community Care Claims Reimbursement (CCRS)

Community Care Network (CCN)

Enterprise Program Reporting System (EPRS)

Indian/Tribal Health Coordination (ITHC)

Innovate Business Model

Advanced Medical Cost Management System (AMCMS)

Community Care Referral and Authorization System (CCR&A)

One Consult 2.0

Provider Profile Management System (PPMS)

OCC Data Governance

OCC Continuity of Operations Plan (COOP)

MISSION Support

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) Phase 2

CPAC Document Scanning

Enrollment System Community Care

Urgent Care Integrated Project Team

Other

Retail Pharmacy Influenza Program

VA/DoD Advanced Payment and Referral Standardization

VA/DoD Revenue Standardization

1



Choose VA

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Community Care Business Program Management Review (PMR) #1

10/27/2020



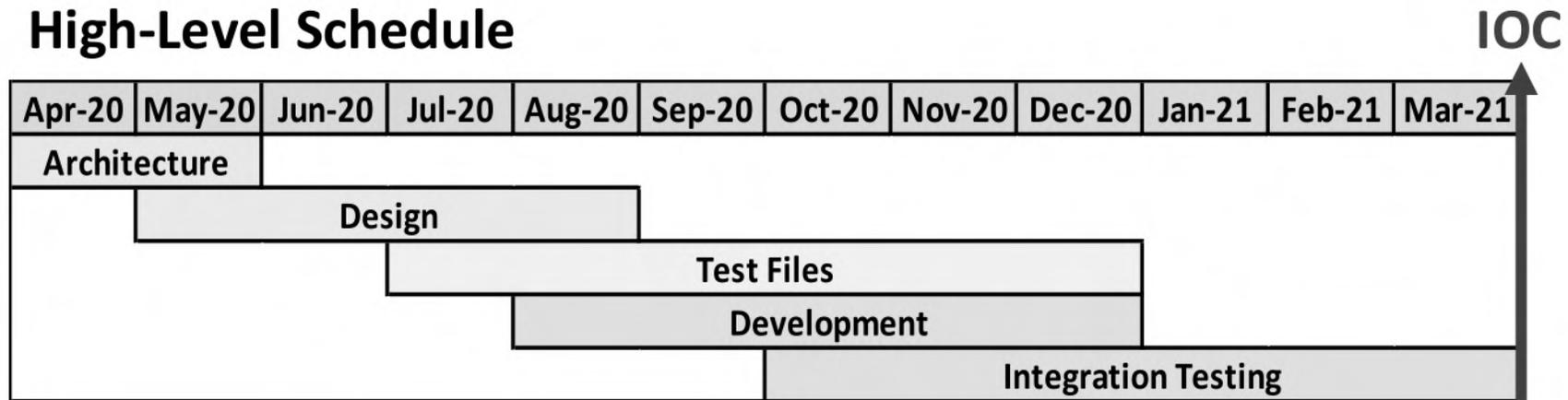
- Hot Topics
 - Payer Electronic Data Interchange (EDI) Prioritization
- OCC Priority Project Review
 - VA/DoD Referral Standardization
 - Community Care Reimbursement System (CCRS)
 - Enterprise Program Reporting System (EPRS)
 - Urgent Care IPT
- Appendix
 - Project Review
 - Project Idea Evaluation Updates
 - Veteran Credit Updates

Hot Topic: Payer Electronic Data Interchange (EDI) Prioritization

Claims XM Development and Implementation

- Three Product Teams; 95% dedicated to Claims XM.
- Estimated completion on or about 1 April 21.
- *Key Stakeholders* – Delivery Operations (Veteran Family Member Program).

High-Level Schedule



*** (b)(5)

Remaining Payer EDI Priorities/Stakeholders

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- EPRS (Parser)
 - 837 work complete / 835 work remains.
 - *Key Stakeholders – Provider Relations and Services, Chief Informatics Office.*
- CAVE
 - (b)(5)
 - *Key Stakeholders – Clinical Integration, Delivery Operations, Chief Informatics Office.*
- ARS
 - (b)(5)
 - *Key Stakeholders – Delivery Operations, both POM and VFMP Staff.*
- Community Care Billing SSN Reduction
 - (b)(5)
 - *Key Stakeholders – Delivery Operations, Revenue, HSRM team.*

Backlog Prioritization (1-4)

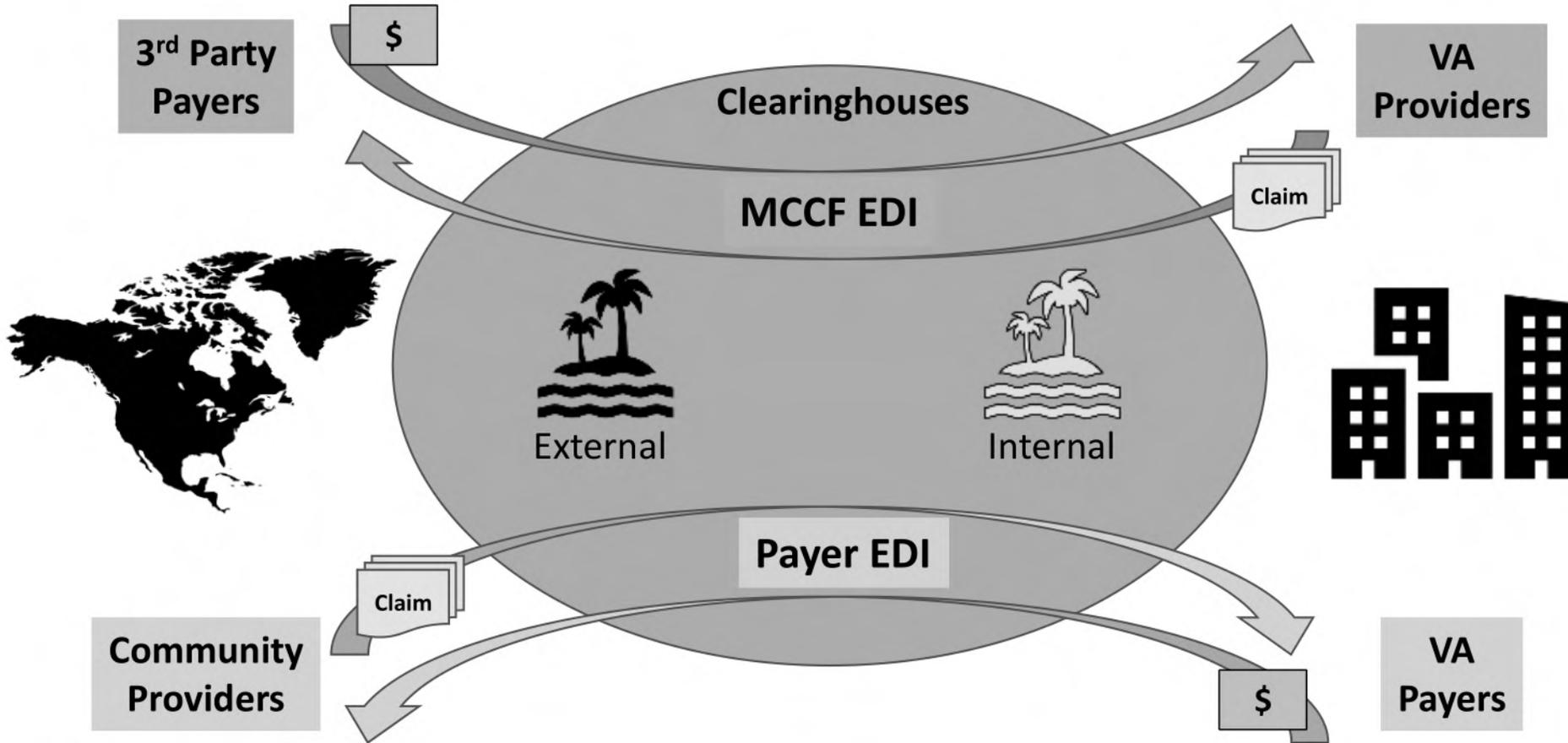
_____EPRS (Parser)

_____CAVE

_____ARS

_____Community Care Billing SSN Reduction

EDI Flow



Payer EDI Recent Highlights

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- Oracle Upgrade (May 2020)
 - Updated Servers, Operating System, and Application Software
 - Zero EDI system failures since upgrade
- Backlog Elimination (August 2020)
 - Eliminated 1.5M claim backlog in 8 weeks
 - Increased capability to support 10x average daily rate
- Fee Payment Processing System (FPPS) MVP (August 2020)
 - Upgrade required to meet OIT security requirements
 - Limited capability restored while FBCS is retired

Priority Project Review

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- 35,846 VA/DoD consults entered since FY20; 6,665 currently open
- 97% of open VA/DoD consults are in scheduled status
- Live Pilot Results:
 - Biloxi/Pensacola FY20: 95% automated consult/claim clean match rate
 - NCR FY20: 70% consult/claim clean match rate

Accomplishments

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 9/14/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 10/8/20 : CARE COORDINATION SOP UPDATE RELEASE (HSRM USE) & TRAINING

Upcoming Milestones

- 11/18/20: HEC APPROVAL OF NEXT AP SITES GO-LIVE
- 11/30/20: CAREPOINT EXCEPTIONS CLAIMS WORKLIST ROLLOUT
- 12/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER/ EGLIN/TYNDALL MTFs)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes. Recently trained field on HSRM use for DoD
- **DO/POM:** (b)(5)
- **RO Staff:** (b)(5)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:** (b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

ELC Decision Needed/ ELC Priority Discussion

- **No ELC Decision Requests for October**

(b)(5)

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of October 16, 2020:

- **Region 1:** Invoices Received – 2,302,409, Confirmed Paid – 1,475,498, Sent for Payment – 94,243, “No Action” Optum denials - 604,939
- **Region 2:** Invoices Received – 1,778,929, Confirmed Paid – 1,158,087, Sent for Payment – 109,900, “No Action” Optum denials - 435,564
- **Region 3:** Invoices Received – 690,185, Confirmed Paid – 336,876, Sent for Payment – 67,783, “No Action” Optum denials - 252,215
- **Region 4:** Invoices Received – 353,572, Confirmed Paid – 136,839, Sent for Payment – 58,569, “No Action” TriWest denials - 148,510

The total Invoice Amount Paid/Sent for Payment: \$2,417,221,473.78

Accomplishments

- 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION
- 10/16/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 12.4
- 10/16/2020 COMPLETE CCRS INCREMENT 13 GATE CHECKLIST

- 10/21/2020 CONDUCT 13.1 UAT

- 10/22/2020 UPDATE CCRS LESSONS LEARNED DOCUMENTATION

- 10/27/2020 DEVELOP DEPLOYMENT GATE SLIDE AND DELIVER TO GOVERNANCE

- 10/29/2020 CONDUCT RELEASE READINESS REVIEW

- 10/30/2020 DEVELOP BUSINESS PROCESS FLOWS

Upcoming Milestones

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff):** (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5)
- **VAMC / Fiscal Budget Staff:** (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

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For ELC Awareness
 (b)(5)

Project Description
 EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

- Key Performance Indicators (KPI)**
- Quality Check UI: 42/80 Users (Δ = +1)
 - CCN Accreditation Waivers UI: 31/30 Users (No change)
 - CCN Complaints & Grievances UI: 29/54 Users (No change)
 - CCN Congressional Inquiries UI: 31/42 Users (No change)
 - CCN Corrective Action Plans (CAPs) UI: 29/30 Users (Δ = +1)
 - CCN Network Adequacy Deviations UI: 28/51 Users (No change)

Accomplishments

Upcoming Milestones

08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework	08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)	09/30/2020: EPRS Pre-Prod R10.0: Complaints UI & Quality Check	10/14/2020: EPRS SQA R10.1: Congressional Inquiries & N.A. Deviations	10/29/2020: EPRS Prod R10.0: Complaints UI & Quality Check	12/04/2020: EPRS Prod R12.0: EPRS Technical Data Integration for CCRS	12/16/2020: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations
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OCC Business Dependencies

OIT / Data Dependencies

- Project Dependencies**
- **Community Care Contract Administration/Support (CCCA/S)** (b)(5)
 - **Community Care Network Management (NM)** (b)(5)

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

1. R4 Webinar held on 9/23 and 9/24, with over 500 participants at each session.
2. CCN Urgent Care for Region 4 went live on 9/30.
3. Region 4 Office Hours and Daily sync up held on go-live week to support implementation.

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- Average Urgent Care authorizations:
 - Region 1: **1,400** per week
 - Region 2: **600** per week
 - Region 3: **1,350** per week
 - Region 4 : **900** per week
- Average of **350** Urgent Care calls to VA Call Center per day

Accomplishments

- 09/29/20 CCN URGENT CARE REGION 4 KICK OFF
- 09/30/2020 CCN URGENT CARE REGION 4 GO-LIVE

Upcoming Milestones

- TBD: REGION 5 UC CCN GO-LIVE

OCC Business Dependencies

- No Business Dependencies identified.

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

Appendix

PMR Project Slides

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

Upcoming Milestones

- Cerner Referral Manager Functional Testing: 8/17/2020 – 8/28/2020
- Exploratory Testing: 8/24/2020 – 8/29/2020
- Super User Training: 8/10/2020-8/29/2020
- ORA: 9/7/2020
- End User Training (Spokane): 9/28/2020
- HSRM SIU Interface Go-Live: End of September
- IOC Go Live: 10/24/2020

OCC Business Dependencies

Highlight OCC Business Dependencies:

- Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)
- (b)(5)
- Payment Operations Management
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff)
- Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

- CCN is fully deployed across 49 states within Regions 1-4.
- As of September 30, 2020, Urgent Care is live across CCN Regions 1-4.
- CCN Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1.

Accomplishments

Upcoming Milestones

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3
- 04/01/21 R5 SHCD GO-LIVE

OCC Business Dependencies

Post Deployment of CCN

- **Network Management** (b)(5)
- **Clinical Integration** (b)(5)
- **Contract Administration** (b)(5)

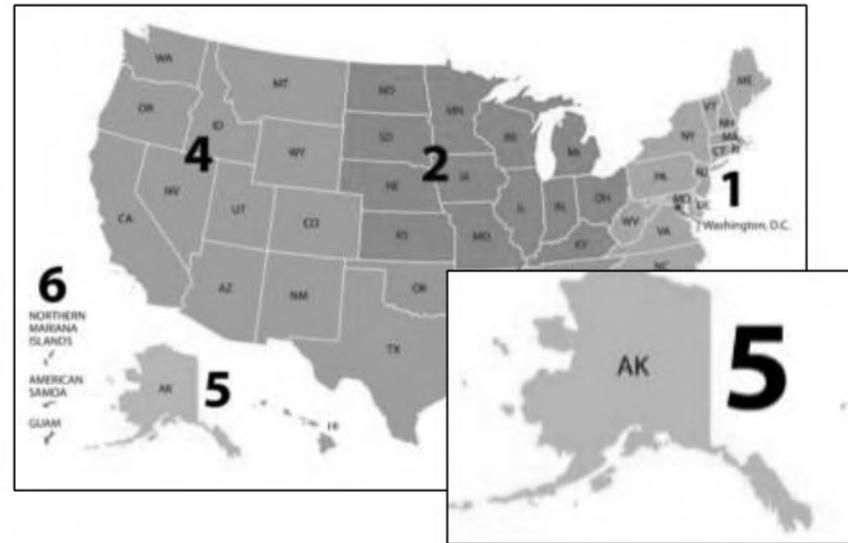
(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Region 5 Announcement

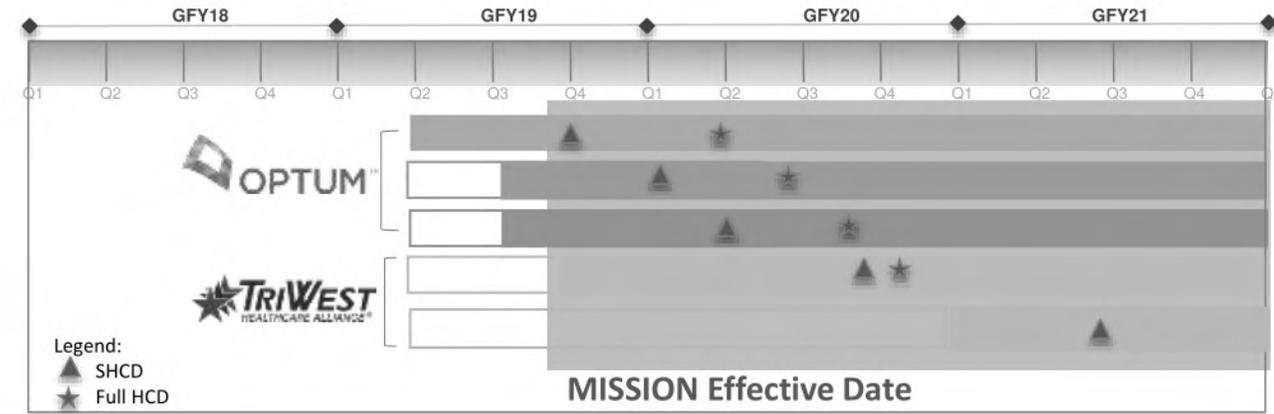
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- Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1/2020.
- The Post Award Meeting is scheduled for 10/19/2020.
- The Kickoff Meeting is scheduled for 11/4/2020.
- Region 5 has a Veteran population of more than 68,000 with more than 33,000 Veterans enrolled in healthcare.

CCN Contract Award and Implementation Update

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CCN Regions



- R1** Awarded 12/28/18, start of health care delivery (SHCD) 6/26/19, full deployment by 12/28/19
- R2** Awarded 12/28/18, protest filed 1/22/19, protest resolved 5/2/19, performance resumed 5/6/19, SHCD 10/7/19, full deployment by 4/9/20
- R3** Awarded 12/28/18, protest resolved 5/3/19, appeal with the US Court of Federal Claims, stay of performance to Optum lifted on 7/22; SHCD on 10/7/19, full HCD achieved by 6/22/20
- R4** Pre-Award protest dismissed; award made 8/6/19, SHCD 6/8/20, full HCD achieved 8/31/2020
- R5** Awarded 10/1, Post Award Meeting 10/19, Kick-off Meeting 11/4, SHCD March 2021, full HCD by 4/1/21
- R6** Pre-Solicitation

<i>ELC Decision Needed/ ELC Priority Discussion</i>	<i>Project Description</i>	<i>Key Performance Indicators (KPI)</i>
<p>Discussion</p> <p>No ELC decisions needed. Accomplishments:</p> <ul style="list-style-type: none"> • Agreement modification was completed. Among the items it expands reimbursement to include telehealth and COVID related services by third party partners to IHS/THP sites (AKA PRC). • CC approach – Draft final pan completed and will be sent for wider VA concurrence week of 10/21/20. • Program office presented to the BIMS on 9/11. • The annual tribal retraining held week of 9/15. • Internal controls SOP completed 	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

<i>Accomplishments</i>				<i>Upcoming Milestones</i>
● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED	● 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN	● 8/25/2020 HOSTED TRIBAL CONSULTATION ON CC APPROACH	● 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS	● 09/23/2020 IHS/THP VIRTUAL RETRAINING
				● 11/16/2020 CC PLAN FINALIZED

<i>OCC Business Dependencies</i>
(b)(5)

<i>OIT / Data Dependencies</i>
<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

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Executive Leadership Committee (ELC) Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 9/28-10/5 STALE REFERRAL LOGIC UAT ROUND 4
- 10/8 UAT TEST EVALUATION REPORT APPROVED
- 10/9 VISN 8 KICKOFF MEETING
- 10/13 NATIONAL DEPLOYMENT GATE REVIEW APPROVAL

Upcoming Milestones

- 10/19 NATIONAL DEPLOYMENT OF AMCMS MODEL
- 10/19-10/26 AMCMS VIRTUAL WEBINAR TRAININGS
- 10/21 NETWORK MANAGEMENT REQUIREMENTS GATHERING
- 10/27 LESSONS LEARNED UPDATE

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

N/A

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- 3,210,309: Total Referrals FY 2020 (Through 10/9/2020)
- 185,645: Total Referrals FY 2019
- 18,229: Total number of VA user accounts provisioned
- 18,320: Number of Community Providers provisioned
- 6,569: Number of unique Community Provider locations
- 148: Number of VAMC sites actively using HSRM
- 5,272: Support Ticket Count for September
- Top 3 Support Ticket Categories for September:
 1. Provisioning/needs access-VAMC
 2. Provisioning/needs access-community provider
 3. Training/knowledge issue

Accomplishments

- 09/26/2020 CERNER SCHEDULING MESSAGE GO-LIVE
- 10/19/2020 RELEASE 11 UAT START

Upcoming Milestones

- 10/24/2020 CERNER SPOKANE GO-LIVE
- 10/28/2020 CAEC 1.5 GO/NO GO PRESENTATION
- NOVEMBER 2020 CAEC 1.5 ND RELEASE
- 11/13/2020 RELEASE 11 GO/NO GO PRESENTATION
- 11/23/2020 RELEASE 11 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **Clinical Integration (CI Field Support Director & Assistants)** (b)(5)
- **Delivery Operations/POM** (b)(5)
- **Finance (OCC Finance and Informatics Staff)** (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff)** (b)(5)

OIT / Data Dependencies

(b)(5)

(b)(5)

Overview of Release 11.0 Enhancements

- Release 11 will contain several general HSRM enhancements in addition to HL7, MVI, Task Management, and Offline Referral Form enhancements. All of which will increase HSRM usability and efficiency.

HL7 Messaging

- Add **Appointment Scheduled Method** to HL7 SIU Outbound
- Add **Treating Specialty** to HL7 SIU Message
- SIU Message to Cerner Contain Scheduling and Cancellation Notes

Task Management Enhancements

- Create new manual task- ""Message VA to VA""

MVI

- MVI - **Audit Trail**: Display Veteran Data changes from MVI
- MVI - **Integration**: Receive Veteran Demographic updates from MVI

Reporting

- Add **Level of Care** to the CI Tasking Reports
- Community Wait Times** Report Enhancements, and adds "Recorded Date"

Community Provider Provisioning Enhancements

- The **ability** to provision community providers by NPIs.
- Referral lists would only display** referrals where the assigned care provider NPI matches.

Offline Referral Form

- Prevent users** from being able to generate an Offline Referral Form if there is no provider assigned
- Message displayed** instructing the user to add a provider

Veteran Eligibility Status workflow

- Eligible status** – Referral workflow as normal
- Non-Eligible status** – Program authority locked and ability to refresh eligibility data

Additional HSRM Enhancements

- FY22-FY23** Bene Travel Program Authority
- Limit ability to change Affiliation** for CCN1-6 Users
- Make Provider a required field** unless there is an optional task
- Add Appointment Date** Timestamp to Data Feed
- Enable/Disable** interfaces via task
- Modify logic to trigger** downstream update to a referral; when any value changes on the Referral Detail Page or Appointments are recorded
- Notify CCRS** of Affiliation Changes
- Refactor Task API** for General CCRA Use
- Improve Error log handling** by blocking any outgoing messages where providers do not have an email listed on their provider profile
- Allocate Revenue tasks** for further review- Modifiable Due Dates (Tickle Feature)
- Pre-cert Auto Task** Due Date Update
- Remove taxonomy code from PPMS** Provider Search results, display only the description
- Add date range** to audit trail filters



Overview of Release 10.0 Enhancements

- Release 10 contains general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks:** OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran:** Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow:** Turn off trigger PRCT triggers for Precertification Task
- **“Clean Slate” Revenue Task List:** Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements:** provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- DST integrated into CPRS- Q1 FY 21
- CTB integrated into CPRS- Q2 FY 21

Accomplishments

● CTB 1.9.0077 DEVELOPMENT COMPLETED: 10/05/2020	● CTB 1.9.0077 SQA TESTING COMPLETED: 10/13/2020	● DST MAPPING TABLE UPDATES WENT LIVE : 10/1/2020	● COMPLETED CTB V2.0 REQUIREMENTS GATHERING AND WIREFRAMES: 10/9/2020	● CTB V2.0 SPRINT 1 DEVELOPMENT COMPLETED: 10/9/2020
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Upcoming Milestones

● CTB V1.9.0076: NATIONAL ROLLOUT COMPLETE 10/23/2020	● CTB V1.9.0077: PRE-PROD IOC TESTING COMPLETE: 10/28/2020	● CTB V2.0 DEVELOPMENT COMPLETE 12/24/2020	● CTB v2.0 CONSULT FACTORS DISCUSSION CONTINUES	● DST OFFICE HOURS CONTINUE: 10/19/2020
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OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- Priority Discussion:**

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

NETWORK	Active	10/9/2020	+/ -	% Change #	Active Provider Services	10/9/2020	+/ -	% Change #
CCN Region 1	333,438	322,242	796	-0.24%	1,496,245	1,490,207	-6,040	-0.40%
CCN Region 2	312,421	311,185	1,236	-0.40%	1,725,340	1,711,285	-14,055	-0.82%
CCN Region 3	187,658	186,508	1,150	-0.60%	723,448	698,303	-25,145	-3.48%
CCN Region 4	225,158	224,396	762	-0.34%	580,968	577,403	-3,565	-0.62%
Other	1,036,492	1,035,132	1,360	-0.13%	4,300,803	4,417,140	116,337	2.70%
NON-CCN								
DOD	81	85	-4	0.00%	85	85	0	0.00%
HR	77	77	0	0.00%	78	78	0	0.00%
Local Contract	2,772	2,751	21	0.76%	2,008	2,883	-875	-43.57%
Truist Health	129	126	3	0.00%	173	173	0	0.00%
TriWest	793,122	790,418	2,704	-0.34%	1,778,662	1,796,819	-18,157	-1.02%
VA Network	49,815	48,048	1,767	3.55%	70,180	70,204	-24	-0.03%
VEA	20,344	20,910	-566	-2.78%	27,571	27,534	37	0.13%
Total Unique Providers	1,738,176	1,736,984	1,192	0.07%	6,348,780	6,314,476	34,304	0.54%

Accomplishments

● 7/7/20 PPMS 8.1 GO-LIVE	● 7/14/20 VA.GOV SPRINT 25	● 7/27/20 HOTFIX 8.1.1.1 RELEASE	● 7/29/20 VA CPL NATIONAL RELEASE	● 08/11/20 PPMS 9.0 NATIONAL GATEWAY	● 8/11/20 VA.GOV SPRINT 27	● 08/20/20 PPMS 9.0 GO-LIVE	● 08/20/2020 - 9/9/2020 PIE RESTART	● 8/25/2020 VA.GOV SPRINT 28	● 09/8/2020 VA.GOV SPRINT 29	● 09/15/20 PPMS 9.1 NATIONAL GATE REVIEW	● 09/25/20 PPMS 9.1 GO-LIVE	● 10/27/20 PPMS 10 NATIONAL GATE REVIEW	● 11/5/20 PPMS 10 GO-LIVE
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Upcoming Milestones

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- VAMC/CPO & Pharmacy - (b)(5)

(b)(5)

REVIEW

OIT / Data Dependencies

(b)(5)

OCC Data Governance Project

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

Decision: None

Priority Discussion: None

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Frequency data reported as accessible timely, *complete, accurate and reliable*
- Percent of compliance with policies
- Percent of systems achieving established performance metrics
- Percent of systems with complete documentation

Accomplishments

- 10/7/2020 SPONSORED ISSUES TRACKER DG WORKGROUP
- 10/14/2020 APPROVED TECH & DATA GOVERNANCE ROAD MAP
- 10/16/2020 INITIATED E-REPOS DATA USABILITY ANALYSIS
- 10/21/2020 APPROVED STANDARD SYSTEMS ARTIFACTS

Upcoming Milestones

- 10/30/2020 DRAFT DATA GOVERNANCE COMMUNICATION PLAN
- 11/18/2020 CHANGE MANAGEMENT SPONSOR PLAN
- 11/25/2020 DRAFT DATA GOVERNANCE STRUCTURE

OCC Business Dependencies

Upstream Dependencies

- **VA Data Governance** (b)(5)
- **OIT:** (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

Continuity of Operations Plan (COOP)

Development

2137

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION: NO ELC decision currently**

Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions. Also, a standardized process for scheduled and unscheduled system outage with an After-Action Report.

Key Performance Indicators (KPI)

- **Metric 1: Process for unscheduled outage notification**
- **Metric 2: COOPs developed**
- **Metric 3: Repository complete**
- **Metric 4: KMS and SOPs updated**

Accomplishments

- 08/04/2020 – APPROVED FOR GO AT CCSC
- 08/13/2020 – KICK-OFF PROJECT MEETING

Upcoming Milestones

- 10/27/20 – DIRECTORATES SYSTEMS/FUNCTIONS
- 11/10/20- NOTIFICATION OF UNSCHEDULED SYSTEM OUTAGE PROCESS
- 11/10/20- COOP DEVELOPMENT

OCC Business Dependencies - Lite

- **Highlight OCC Business Dependencies:**

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies - Lite

- **Highlight OIT/Data Dependencies:**

(b)(5)

(b)(5)

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

0000004202 UNCLASSIFIED 2138 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 08/13/20 IB 677 NATIONALLY RELEASED
- 09/10/20 IB 678 NATIONALLY RELEASED
- 09/30/20 AR 361 NATIONALLY RELEASED
- 10/19/20 IB 682 NATIONALLY RELEASED

Upcoming Milestones

- AR 372 & IB 689 ARE NATIONALLY RELEASING ON 11/09 & 11/04
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.

Office of Information and Technology / Data Dependencies

- Downstream Dependency – None at this time.

(b)(5)

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**Executive Leadership Committee (ELC)
Decision Needed / Priority Discussion**

DECISION:

- No ELC decisions needed or priority discussion topics at this time.

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- Metric 1:** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) **100%**
- Metric 2:** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) **100% daily**

Accomplishments

Upcoming Milestones

- 09 09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)

- 09/2020 SUCCESSFUL MEETING WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE

- 10/2020 CC ELIGIBILITY VCE MODIFICATION SENT TO CCN CONTRACTORS. AWAITING FINAL APPROVAL

- 11/2020 TURN ON ES/VISTA FUNCTIONALITY TO AUTOMATE COLLATERAL OF VETERAN ELIGIBILITY (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)

OCC Business Dependencies

- Highlight OCC Business Dependencies:
- Clinical Integration (Business Owners)
- System Engineering Management (SEM) (b)(5)
- Business Intelligence Service Line (BISL) (b)(5)
- Community Care Contractor (CCN) (b)(5)
- VA Master Patient Index (MPI), Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)

Issue:
Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Issue
Mitigation:

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web-based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE
- 8/31/20 VSSC VALIDATION OF DOD DATA COMPLETE

Upcoming Milestones

- 10/31 VSSC CONTINUATION OF VALIDATING AND CODING OF DOD DATA
- 11/1 DOD APPROVED EXPANSION OUTCOME/DECISION

OCC Business Dependencies

- There are no dependencies to other OCC Directorates.
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff).

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- None

Project Description

Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- **Metric 1: over 100,000 Veteran's vaccinated**
- **Metric 2: Reimburse Walgreens 99% accuracy**

Accomplishments

- 8/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 10/30/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)		
(b)(5)	(b)(6)	(b)(5)
(b)(5)		

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

Appendix

Project Idea Evaluation Updates

Project Idea Evaluation (PIE) Updates

2143

00000004202 UNCLASSIFIED 1/10/2020

Project Name	Received by PIE Team	Presented at PMR	PMR Decision	Ops Notified	CCSC Presentation Date	CCSC Go / No Go	Ops PM Resource Assigned
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	Resource not available until Nov. 1st
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

00000001202 UNCLASSIFIED 1/10/2020

<i>Executive Leadership Committee (ELC) Decision Needed / Priority Discussion</i>	<i>Project Description</i>	<i>Key Performance Indicators (KPI)</i>
<ul style="list-style-type: none"> DECISION: No current ELC decision required at this time. BACKGROUND: <ul style="list-style-type: none"> Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019 <div style="border: 1px solid black; height: 150px; width: 100%; margin-top: 10px;">(b)(5)</div>	<p>To provide oversight for ongoing policy and IT funding efforts in conjunction with <u>Sec. 302 Protecting Veterans Credit Protection Act of 2018</u> including efforts to obtain legislative relief.</p>	<ul style="list-style-type: none"> Metric 1: The electronic VA claims are paid within 30 days and paper claims are paid within 45 days. Metric 2: Ensures Veteran cost share and deductibles are adjudicated accurately. Metric 3: 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt. Metric 4: Decrease in Appeals and Calls for improperly reported debt.

<i>Accomplishments</i>	<i>Upcoming Milestones</i>
<ul style="list-style-type: none"> VIPR V18-00312-000 for automated solution submitted. Status as of 1/08/2020 –Unfunded Request/Pending Resources 	<ul style="list-style-type: none"> JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

<i>OCC Business Dependencies</i>	<i>Office of Information and Technology (OIT) / Data Dependencies</i>
<div style="border: 1px solid black; height: 400px; width: 100%;">(b)(5)</div>	<div style="border: 1px solid black; height: 400px; width: 100%;">(b)(5)</div>

From:
Subject:
To:

00000584262 "UNCLASSIFIED" 1/10/2023

(b)(6)
(OCC NM); VHA OCC SEM Operations Leadership; (b)(6)
(b)(6)
(b)(6) VHA 10D1
OCM (b)(6)
(b)(6)
(b)(6) Matthews, Kameron; Upton, Mark T.; (b)(6)
(b)(6) Reed, Susan A.; (b)(6)
(b)(6)
(b)(6) (OCC NM); VHA OCC BOA PPS Leadership; (b)(6)
(b)(6)
(b)(6) VHA 10D1 OCM; (b)(6) @erpi.net; (b)(6)
(b)(6)
(b)(6) Matthews, Kameron; Upton, Mark
(b)(6) @guidehouse.com; (b)(6) @guidehouse.com; (b)(6)
(b)(6) Reed, Susan A.; (b)(6)
(b)(6)

Cc: (b)(6) (Federal
Advisory Partners); (b)(6) Business Information Technology Solutions (BITS), LLC); (b)(6)
(b)(6) (Federal Advisory Partners); (b)(6)
(b)(6) @federaladvisory.com; (b)(6) @federaladvisory.com; (b)(6)
(b)(6) (Federal Advisory Partners); (b)(6) Business Information Technology Solutions
(BITS), LLC); (b)(6) Federal Advisory Partners)

Attached: 20201124.November (2020).Community Care Project Management Review (PMR) v2.pptx

Agenda:

- Project Idea Evaluation (PIE)
 - VA Provider CCN Retail Pharmacy Capability
 - Referral Based Obligations
- OCC Priority Project Review
 - VA/DoD Advanced Payment and Referral Standardization
 - Provider Profile Management System (PPMS)
 - Community Care Reimbursement System (CCRS)

Thank you!

Please do not forward this meeting invitation.

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Community Care Business Program Management Review (PMR) #1

11/24/2020



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Community Care

- Project Idea Evaluation (PIE)
 - VA Provider CCN Retail Pharmacy Capability
 - Referral Based Obligations
- OCC Priority Project Review
 - VA/DoD Advanced Payment and Referral Standardization
 - Provider Profile Management System (PPMS)
 - Community Care Reimbursement System (CCRS)
- Appendix
 - Project Review
 - Project Idea Evaluation Updates

Project Idea Evaluation (PIE)

- VA Provider CCN Retail Pharmacy Capability
 - Referral Based Obligations

VA Provider CCN Retail Pharmacy Capability

Originator & Date: 11/10/2020 (b)(6)	Scope: OCC to support the operationalization of the modification (Initially in Region 4) to allow Veterans who need an immediately needed (urgent/emergent) prescriptions prescribed by a VA provider to be filled at a CCN retail community pharmacy when access to a VA pharmacy is not possible for Regions 1, 2, 3 and 4.
--	--

		Additional Impact	
Business Ops & Admin:	(b)(5)	Policy Impact:	No Additional Impacts identified
Delivery Ops:		Funding Impact / Status:	(b)(5)
Revenue Ops:		Impact on Other OCC Projects:	
Clinical & Network Mgmt:		Impact if Project Idea Not Approved:	
OCC Leadership (Includes IDA and BIC):			
Community Care Network (Contract Mod):	Contract Mod already in place for Region 4 – CO direction has been provided for implementation date (Dec 14). Contract mod in progress for Regions 1-3.		

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Implement Community Care Network (CCN) Improve Customer Service	OCC Directorate Managed	(b)(6)

Discussion: (b)(5)

Referral Based Obligations

0000004202 UNCLASSIFIED 1/16/2020

Originator & Date: (b)(6)	Scope Definition: OCC needs to assess and establish an interim and long-term process for recording obligations for Community Care programs
(b)(6) 11/17/2020	

Impact		Additional Impact	
Business Ops & Admin:	(b)(5)	Policy Impact:	(b)(5)
Delivery Ops:	CCRS, FMS, eCAMS, PIT	Funding Impact / Status:	
Revenue Ops:	No impact identified at this time.	Impact on Other OCC Projects:	
Clinical & Network Mgmt:	(b)(5)	Impact if Project Idea Not Approved:	
OCC Leadership (Includes IDA and BIC):			
Community Care Network (Contract Mod):			

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Improve Claims Processing & Innovate Business Model	OCC Managed	(b)(6)

Discussion:
 (b)(5)

OCC Policy, OCC Finance, and Portfolio Managers Vote Count: All Yes votes received (no dissents).

Priority Project Review

Project Status Slides



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ELC Decision Needed/Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicator

- 40,009 VA/DoD consults entered since FY20
- 6,160 open VA/DOD consults.
- Live Pilot Results for AP auto claims validation:
 - Biloxi VAMC/Pensacola NH: 96%
 - NCR Region: 74%

Accomplishments:

Milestones:

2020-10-05: SOP Update
● Release (VA HSRM use)

2020-10-08: Updated Care
● Coordination Training

2020-11-27: HEC
● Approval of Next AP sites go-live

2020-12-18: CarePoint
● Exceptions Claims Worklist Rollout

2020-12-23: VA/DoD
● Leadership Meeting: FY21 Q2 Rollouts

2021-01-01: AP FY21 Q2
● Rollouts

2021-04-01: AP FY21 Q3
● Rollouts

OCC Business Dependencies

(b)(5)

-
-
-

Risks

Risk:

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Provider Profile Management System (PPMS)

Project Phase - National Deployment

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion

(b)(5)

Project Description

Provider Profile Management System (PPMS):
A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicator

CCN Network growth
Provider processing capacity - backlog monitoring

Accomplishments:

● 2020-11-10: PIE - UAT Testing

● 2020-11-13: PIE - Go-Live WRJ

● 2020-12-07: PPMS 10.1 UAT

Milestones:

● 2020-12-08: PPMS 10.1 Go/No-Go

● 2020-12-15: PIE Restart Priority Sites

● 2020-12-17: PPMS 10.1 Go-Live

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- VAMC/CPO & Pharmacy - (b)(5)

Risks

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues

-- No Issues Found --

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ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>For awareness: CCRS implemented a temporary bypass the PPMS check to mitigate payments being denied. CCRS is establishing a grace period (72 hrs) for ER services due to the high denial volume based on misaligned validity dates on the referral.</p>	<p>CCRS: A system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).</p>	<p>CCN Payment Metrics as of November 20, 2020: Region 1: Invoices Received – 2,899,265, Confirmed Paid – 1,967,817, Sent for Payment – 84,184, “No Action” Optum denials - 716,105 Region 2: Invoices Received – 2,449,478, Confirmed Paid – 1,729,199, Sent for Payment – 100,245, “No Action” Optum denials - 540,310 Region 3: Invoices Received – 1,173,375, Confirmed Paid – 717,423, Sent for Payment – 75,102, “No Action” Optum denials - 353,692 Region 4: Invoices Received – 802,202, Confirmed Paid – 474,834, Sent for Payment – 95,770, “No Action” TriWest denials - 203,698 The total Invoice Amount Paid/Sent for Payment: \$3,465,670,309.41</p>

Accomplishments:

Milestones:

- 2020-10-15: CCRS Release 12.4
- 2020-11-05: CCRS Release 13.1
- 2020-12-03: CCRS Release 13.2
- 2020-12-17: CCRS Release 13.3
- 2021-01-07: CCRS Release 13.4

OCC Business Dependencies
<ul style="list-style-type: none"> CCRA, FMS, PPMS, PIT, and MVI <p>Risks</p> <div style="border: 1px solid black; height: 100px; width: 100%; padding: 5px;">(b)(5)</div>

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> CCRA, SEOC, PPMS, MVI, EDI, DAS, and CCN Contractors <p>Issues</p> <div style="border: 1px solid black; height: 100px; width: 100%; padding: 5px;">(b)(5)</div>

Appendix

Project Status Slides



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ELC Decision Needed/Priority Discussion

No ELC decisions needed or priority discussion topics at this time

Project Description

This project establishes a Data Governance Program to ensure reliable, dependable, consistent, and well documented data. It includes creating a structure, adopting standards and policies that drive how data are used and maintained to ensure data quality.

Key Performance Indicator

- Number of data policies, practices, and standards established
- Percent of data issues resolved
- Number of completed data initiatives in data governance project portfolio
- Percent of data initiatives that meet or exceed established initiative targets

Accomplishments:

Milestones:

- 2020-10-21: Approved standard Systems Artifacts
- 2020-11-09: Confirmed e-repos data usability
- 2020-11-09: Draft Data Governance Communication Plan

- 2020-11-25: Draft Data Governance Structure
- 2020-11-30: Change Management Sponsor Plan

OCC Business Dependencies

(b)(5)

Office of Information and Technologies/Data Dependencies

(b)(5)

Issues
-- No Issues Found --

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- Mann-GrandStaff VAMC (Spokane) IOC Go Live: 10/24/2020
- Completed first iteration of lessons learned with OCM: 11/05/2020

- HSRM Release 11 (interface updates for HSRM, may not be in effect until Cerner CS2): 11/24/2020

Upcoming Milestones

- Chalmers P. Wylie VA ACC (Columbus) Go Live: Spring 2021
- Jonathan M. Wainwright Memorial VAMC (Walla Walla) Go Live: Spring 2021
- White City VAMC Go Live: Spring 2021

OCC Business Dependencies

-Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)
(b)(5)

OIT / Data Dependencies

(b)(5)

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decision was needed or priority discussion topics during this time period.	Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.	<ul style="list-style-type: none">• CCN is fully deployed across 49 states within Regions 1-4.• Regions 1-3 all reported more than 92% of referrals through CCN, remaining consistent with prior weeks.• Region 4 continues to see a positive trend in CCN utilization (+87% last week in October).• As of September 30, 2020, Urgent Care is live across CCN Regions 1-4.• CCN Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1.

Accomplishments:

Milestones:

● 2020-09-01: R2 & R3 URGENT CARE CUTOVER FROM PC3	● 2020-09-30: R4 URGENT CARE CUTOVER FROM PC3	● 2021-04-01: R5 HCD
--	---	----------------------

OCC Business Dependencies
(b)(5)

Office of Information and Technologies/Data Dependencies
(b)(5) Issues -- No Issues Found --

Enterprise Program Reporting System (EPRS)

Project Phase - Phased Implementation

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion
(b)(5)

Project Description
EPRS delivers a series of custom-built user interface (UI) screens and reporting system and data integrations for administering the CCN contract.

Key Performance Indicator
<ul style="list-style-type: none"> Quality Check UI: 42/80 Users ($\Delta = +1$) CCN Accreditation Waivers UI: 31/30 Users (No change) CCN Complaints & Grievances UI: 29/54 Users (No change) CCN Congressional Inquiries UI: 31/42 Users (No change) CCN Corrective Action Plans (CAPs) UI: 29/30 Users ($\Delta = +1$) CCN Network Adequacy Deviations UI: 28/51 Users (No change)

Accomplishments:

Milestones:

● 2020-08-28: 7.0 D: eCAMS – Technical Release	● 2020-09-01: 8.0 - Attach U v007/v003	● 2020-10-28: 10.0 - Complaints & R4 QC	● 2020-11-24: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations	● 2020-11-25: EPRS Pre-Prod R10.2: Accreditation Waivers & CAPs enhancements	● 2020-12-04: R12.0: EPRS Technical Release: CCRS	● 2020-12-14: EPRS Pre-Prod R10.3- Congressional UI Enhancements	● 2020-12-23: Build 9.0 D: Technical Release: HSRM
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OCC Business Dependencies
(b)(5)
Risks -- No Risks Found --

Office of Information and Technologies/Data Dependencies
(b)(5)

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decision is needed or priority discussion topics at this time	Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts	<ol style="list-style-type: none"> 1. Advisory Board meetings 2. Care Coordination Plan developed 3. Annual re-trainings conducted

Accomplishments:

Milestones:

<ul style="list-style-type: none"> ● 2020-09-11: Brief BIMs ● 2020-09-23: Tribe and VA staff retraining 	<ul style="list-style-type: none"> ● 2020-12-03: CC Plan Adopted
---	---

OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
(b)(5)	<ul style="list-style-type: none"> • None-Upstream • None-Downstream <p>Issues -- No Issues Found --</p>

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>No ELC decisions needed or priority discussion topics at this time.</p>	<p>Deploy AMCMS (SaaS) product that integrates Community Care management through data analytics to accurately forecast, monitor and control Community Care's medical services. VISN 8 Nat. Insurance File model.</p>	<p>Upon deployment, key financial & utilization metrics tracked include, but are not limited to:</p> <ul style="list-style-type: none"> • UM Metrics: Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider. • FM Metrics: Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments:

Milestones:

● 2020-10-26: AMCMS Virtual Webinar Trainings	● 2020-11-12: Lessons Learned Completed	● 2020-11-30: VISN 8 ATO Finalization	● 2020-12-04: Payment Scenario Review Finish	● 2020-12-04: Phase 3 Requirements Gathering	● 2020-12-07: Phase 3 User Guide Development
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OCC Business Dependencies
<p>-- No Business Dependencies Found --</p>
<p>(b)(5)</p>

Office of Information and Technologies/Data Dependencies
<p>(b)(5)</p>

Community Care Referral and Authorization System (CCR&A)

Project Phase - National Deployment

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>No ELC decisions needed or priority discussion topics at this time.</p>	<p>HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.</p>	<ul style="list-style-type: none"> • 3,659,485: Total Referrals FY 2020 (through 10/31/2020) • 185,601: Total Referral FY 2019 • 18,761: Total number of VA user accounts provisioned • 22,923: Number of Community Provider user accounts provisioned • 10,024: Number of unique Community Provider NPIs • 148: Number of VAMC sites actively using HSRM • 5,195: Support Ticket Count for October

Accomplishments:

Milestones:

● 2020-11-13: Release 11 Go/No Go Presentation	● 2020-11-17: CAEC 2.0 Go/No Go Presentation	● 2020-11-20: CAEC 2.0 National Deployment	● 2020-11-23: Release 11 National Deployment	● 2021-01-25: Release 12 National Deployment (IRIS)
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OCC Business Dependencies
(b)(5)
<p>Risks -- No Risks Found --</p>

Office of Information and Technologies/Data Dependencies
(b)(5)
<p>Issues -- No Issues Found --</p>

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>No ELC decisions needed or priority discussion topics at this time.</p>	<p>One Consult 2.0 project combines continuing enhancement and development activities for Consult Toolbox (CBT), Decision Support Tool (DST) and SEOC Database under a single project management umbrella.</p>	<p>CTB integrated into CPRS- Q3 FY21 Metrics for CTB v2.0 are under development</p>

Accomplishments:

Milestones:

- | | | | | | | |
|---|---|--|--|---|--|---|
| <ul style="list-style-type: none"> ● 10/23/2020: completed national Deployment of CTB 1.9.0076 | <ul style="list-style-type: none"> ● 10/26/2020: Began Training And Comms For CTB V2.0 | <ul style="list-style-type: none"> ● 2020-01-15: CTB v2.0 production "Dark Release" | <ul style="list-style-type: none"> ● 2020-12-01: CTB 1.9.0078 National Rollout begins | <ul style="list-style-type: none"> ● 2020-12-23: SEOC DB Cloud Migration | <ul style="list-style-type: none"> ● 2021-01-15: CTB 2.0 Deployment | <ul style="list-style-type: none"> ● 2021-04-01: CTB v2.0 available to field users |
|---|---|--|--|---|--|---|

OCC Business Dependencies	Office of Information and Technologies/Data Dependencies
<p>(b)(5)</p>	<p>(b)(5)</p> <p>Issues -- No Issues Found --</p>

OCC Continuity Of Operations Plan (COOP)

Project Phase - Project Development

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC decisions needed or priority discussions at this time	The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions.	Metric 1: Communication Strategy Metric 2: Phase I – Prepare Complete Metric 3: Phase II – Respond Complete Metric 4: Phase III – Recover Complete Metric 5: Development of Exercise, Maintenance, and Communication Plan Metric 6: COOP Appendixes complete for each Directorate

Accomplishments:

Milestones:

<ul style="list-style-type: none"> ● 2020-08-04: CCSC Go/No-Go ● 2020-08-13: Project Kick-off meeting 	<ul style="list-style-type: none"> ● 2020-11-25: Development of Communication Strategy 	<ul style="list-style-type: none"> ● 2020-12-16: Phase I Prepare Complete 	<ul style="list-style-type: none"> ● 2021-01-06: Phase II Respond Complete
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OCC Business Dependencies
(b)(5)
<p>Risks</p> <p>(b)(5)</p>

Office of Information and Technologies/Data Dependencies
(b)(5)
<p>Issues</p> <p>(b)(5)</p>

Integrated Product Environment (IPE)

Project Phase - Project Development

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion
No ELC decisions needed or priority discussion topics at this time.

Project Description
Develop an Integrated Product Environment for isolated E2E and UAT

Key Performance Indicator
KPIs are currently being reviewed and finalized with Executive Owner and Business Sponsor

Accomplishments:

Milestones:

- 2020-11-19: Project Kickoff

- 2020-12-01: Stakeholder Assessment
- 2020-12-03: Data Dependencies

OCC Business Dependencies
(b)(5)

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> ● (b)(5) <p>Issues -- No Issues Found --</p>

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) Phase 2

Project Phase - National Deployment

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
No ELC Decisions needed or priority discussion topics at this time.	VistA Integrated Billing (IB) and Accounts Receivable (AR) updates.	* No specific KPI's were identified for this phase of the project.

Accomplishments:

Milestones:

● 2020-11-04: IB 689 Nationally Released	● 2020-11-12: AR 372 Nationally Released	● 2020-12-04: Current Contract PoP Ends	● 2020-12-05: 3 Month Extension Contract Begins	● 2020-12-11: RFP for new contract issued	● 2021-01-29: New Contract Awarded	● 2021-03-05: 3 Month Extension Contract Ends
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OCC Business Dependencies
<ul style="list-style-type: none"> No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project. <p>Risks</p> <ul style="list-style-type: none"> (b)(5)

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> No data dependencies at this time. <p>Issues</p> <ul style="list-style-type: none"> No project issues at this time.

Enrollment System Community Care

Project Phase - National Deployment

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion
No ELC decisions needed or priority discussion topics at this time.

Project Description
The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicator
<ol style="list-style-type: none"> 1. Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) 100% 2. Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) 100% daily

Accomplishments:

Milestones:

- 2020-11-13: Successfully completed technical evaluation for CCN VCE static eligibility within 24 hours
- 2020-11-17: ES CC Hardship Information from Cerner was tested in SQA (Team Liberty)

- 2020-12-16: Turn on ES Parameter to share CC Collateral Eligibility
- 2020-12-16: National Release of VistA functionality
- 2020-12-20: VistA IOC sites testing functionality

OCC Business Dependencies
<ul style="list-style-type: none"> • (b)(5) • •
<p>Risks -- No Risks Found --</p>

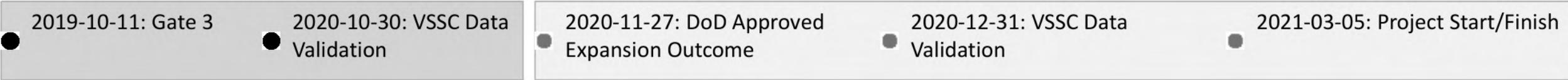
Office of Information and Technologies/Data Dependencies
(b)(5)
<p>Issues -- No Issues Found --</p>

00000584262 "UNCLASSIFIED" 1/10/2023

ELC Decision Needed/Priority Discussion	Project Description	Key Performance Indicator
<p>No ELC Decisions needed or priority discussion topics at this time</p>	<p>The VA/DoD Advanced Payment methodology produces a standardized flat file of DoD claim elements which can be utilized to standardized revenue processes for billing on those DOD claims across the nation.</p>	<p>Align with the VA/DoD Advanced Payment Methodology.</p>

Accomplishments:

Milestones:



OCC Business Dependencies
<ul style="list-style-type: none"> No Business dependencies at this time <p>Risks -- No Risks Found --</p>

Office of Information and Technologies/Data Dependencies
<ul style="list-style-type: none"> No OI&T Data dependencies at this time. <p>Issues -- No Issues Found --</p>

Appendix

Project Status Slides

Project Idea Evaluation (PIE) Updates

2170

0000004202 UNCLASSIFIED 1/10/2023

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
Referral Based Obligations	11/17	11/24	TBD	TBD	TBD	TBD	TBD
VA Provider CCN Retail Pharmacy Capability	11/10	11/24	TBD	TBD	TBD	TBD	TBD
Community Care Customer Portal (Self Service)	10/30	11/10	Approved	11/16	TBD	TBD	TBD
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	Projected Resource (b)(6)
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)

Project Idea Evaluation (PIE) Updates

2171

0000004202 UNCLASSIFIED 1/10/2023

Project Name	Received by PIE Team	Presented at PMR	PMR Idea Decision	Ops Notified	CCSC Presentation Date	CCSC Project Go / No Go	Ops PM Resource Assigned
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

00000001202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"> DECISION: No current ELC decision required at this time. BACKGROUND: <ul style="list-style-type: none"> Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019 <p>(b)(5)</p>	<p>To provide oversight for ongoing policy and IT funding efforts in conjunction with <u>Sec. 302 Protecting Veterans Credit Protection Act of 2018</u> including efforts to obtain legislative relief.</p>	<ul style="list-style-type: none"> Metric 1: The electronic VA claims are paid within 30 days and paper claims are paid within 45 days. Metric 2: Ensures Veteran cost share and deductibles are adjudicated accurately. Metric 3: 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt. Metric 4: Decrease in Appeals and Calls for improperly reported debt.

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> VIPR V18-00312-000 for automated solution submitted. Status as of 1/08/2020 –Unfunded Request/Pending Resources 	<ul style="list-style-type: none"> JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<p>(b)(5)</p>	<p>(b)(5)</p>

- OCC Priority Project Review
 - OCC Data Governance
 - VA/DoD Advanced Payment and Referral Standardization
 - One Consult 2.0
 - Indian/Tribal Health Coordination (ITHC)
 - Advanced Medical Cost Management System (AMCMS)
 - Urgent Care Integrated Project Team
 - Provider Profile Management System (PPMS)
 - Community Care Reimbursement System (CCRS)
- Appendix
 - Project Review
 - Project Idea Evaluation Updates

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

- Key Performance Indicators (KPI)**
- Number of data policies, practices, and standards established
 - Percent of data issues resolved
 - Number of completed data initiatives in data governance project portfolio
 - Percent of data initiatives that meet or exceed established initiative targets

Accomplishments

- 7/6/2020 NOMINATED DATA GOVERNANCE GROUP
- 7/7/2020 CCSC DATA GOVERNANCE PROJECT APPROVAL
- 7/8/20 KICKED OFF DATA GOVERNANCE PROJECT
- 7/15/2020 ADOPTED CONTINUOUS LEARNING APPROACH

Upcoming Milestones

- 8/5/2020 DEFINE OVERARCHING DATA GOVERNANCE STRATEGIC PRIORITIES
- 8/12/2020 FINALIZE DATA GOVERNANCE CHARTER
- 8/19/2020 IDENTIFY A DATA-RELATED GOVERNANCE PORTFOLIO

OCC Business Dependencies

- Pending Dependency Management Analysis

(b)(5)

OIT / Data Dependencies

- Pending Dependency Management Analysis

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- 24,861 VA/DoD consults entered in FY20.
- 95% of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
 - Biloxi/Pensacola FY20: 95% automated consult/claim match rate
 - NCR FY20: 74% consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 6/30/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** (b)(5)
- **RO Staff**
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:** (b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

- (b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- DST integrated into CPRS- Q1 FY 21
- CTB integrated into CPRS- Q2 FY 21
- DST use of new drive time CC eligibility API estimated mid August (30 days after FRN publication)

Accomplishments

- RECEIVED APPROVAL FROM BUSINESS TO UTILIZE EXISTING CAPABILITIES WITHIN DST
- RELEASED UPDATE THAT ADDED CC AVERAGE WAIT TIMES TO THE DST DASHBOARD
- DEPLOYMENT OF CTB 1.9.0072 OVER 30 DAYS, BEGAN 7/14/20
- CBT V1.9.0072 ANNOUNCEMENT AND FGB UPDATES COMPLETED

Upcoming Milestones

- DST DRIVE TIME TO BE ENABLED 30 DAYS AFTER FRN PUBLICATION
- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM.
- DST OFFICE HOURS CONTINUE 7/20/2020.
- TESTING / NATIONAL DEPLOYMENT OF CTB V1.9.0076. TESTING 9/16/2020, NATIONAL DEPLOYMENT 10/03/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

0000001202 UNCLASSIFIED 1/16/2020

ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p>Discussion (1)This project's training activities were impacted by COVID-19 and were/are on hold until the partners are free to resume. VA staff training was moved to self-paced PPT and sent to the field on 7/17. (b)(5)</p>	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> ● 6/4/20 HELD 2ND ADVISORY BOARD MTG ● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED 	<ul style="list-style-type: none"> ● 08/20/20 TRIBAL CONSULTATION (VIRTUAL) ● 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY) ● 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD ● 11/30/20 CARE COORDINATION PLAN FINALIZED

OCC Business Dependencies	OIT / Data Dependencies
<p>(b)(5)</p>	<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Upon deployment, key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 6/17-6/24 UAT DATA VALIDATION ROUND I EXECUTED
- 7/10 UAT TEST SCRIPTS UPDATED
- 6/24-7/15 INCORPORATION OF CHANGES & DATA VALIDATION FIXES BASED ON UAT FEEDBACK

Upcoming Milestones

- 7/15-7/25 UAT DATA VALIDATION ROUND II EXECUTION
- 8/21 UAT TEST EVALUATION REPORT
- 8/25 NATIONAL DEPLOYMENT GATE REVIEW MEETING
- 8/26/20 BEGIN FIELD NATIONAL DEPLOYMENT

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- 5,688 total probable UC visits in Region 1, as of 5/31/2020

Accomplishments

- 06/08/20 REGION 2/3 GO LIVE DATE FINALIZED AS 8/4
- 07/15/20 REGION 2/3 COMMS RELEASED

Upcoming Milestones

- 08/04/20 REGION 2 TRANSITION
- 08/04/20 REGION 3 TRANSITION
- 08/31/20 REGION 4 TRANSITION

OCC Business Dependencies

- Clinical Integration: N/A
- Delivery Operations: N/A
- Provider Relations and Services (PRS): (b)(5)
- Communications: (b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

RISK: N/A
Mitigation: N/A

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ELC Decision Needed/ ELC Priority Discussion

- Priority Discussion:**

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

Power BI functionality exceeded license capability for reporting previous metrics.

Accomplishments

- 5/22/20 PPMS 8.0 GO-LIVE
- 6/30/20 DEV CONTRACT AWARDED JUNE
- 7/1/20 URGENT CARE LEGACY RE-ROUTE
- 7/7/20 PPMS 8.1 GO-LIVE

Upcoming Milestones

- 7/23/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 COMMUNITY PROVIDER LOCATOR (CPL) RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 08/20/20 PPMS 9.0 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- VAMC/CPO & Pharmacy - (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- *No ELC Decision Requests for July*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of July 17, 2020

- **Region 1:** Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, “No Action” Optum denials – 409,257
- **Region 2:** Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, “No Action” Optum denials – 242,340
- **Region 3:** Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, “No Action” Optum denials – 94,192
- **Region 4:** Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, “No Action” TriWest denials - 563
- **The total Invoice Amount Paid/Sent for Payment:** \$984,680,609.20

Accomplishments

- 06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC
- 07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY

Upcoming Milestones

- 07/09/2020 CCRS USER ACCEPTANCE TESTING 11.4
- 07/14/2020 NATIONAL DEPLOYMENT GATE REVIEW (GO, NO GO DECISION)
- 07/16/2020 RELEASE CCRS 11.4 TO PRODUCTION
- 07/17/2020 UPDATE USER GUIDES AND LESSONS LEARNED CCRS 11.4
- 07/17/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 11.4

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff):** (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5)
- **VAMC / Fiscal Budget Staff:** (b)(5)

OIT / Data Dependencies

(b)(5)

Appendix

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

Upcoming Milestones

These dates are subject to change due to COVID-19 uncertainty

TBD awaiting OEHRM Decision

● IV3:
7/27/2020

● Super User Training:
8/10/2020

● CSS:
Go Live 8/21/2020

● ORA:
9/7/2020

OCC Business Dependencies

Highlight OCC Business Dependencies:

- Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)
- (b)(5)
- Payment Operations Management
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff)
- Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

Highlight OIT/Data Dependencies:

(b)(5)



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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

Region 3 Gradual Transition – CCN Referral

- Week 1: May 18 – 22, 2020
 - Total Referrals = 4,965* Total Rejects = 10
- Week 2: May 25-29, 2020
 - Total Referrals = 5,084* Total Rejects = 10
- Week 3: June 1-5, 2020
 - Total Referrals = 7,743* Total Rejects = 18**

Region 4 R4P1 Go Live – CCN Referral

- Week 1: June 8-12, 2020
 - Total Referrals = 842 Total Rejects = 45

Accomplishments

- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE

Upcoming Milestones

- 08/04/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 08/31/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

National Network Deployment Progress – As of 7/6/2020

2186

0000004202 UNCLASSIFIED 1/10/2020



(b)(5)

- (b)(5)
- Regions 1, 2, and 3 are fully deployed
- Region 4 Phase 1 deployed on 6/8/2020
- Covid-19 is impacting the national deployment progress and provider recruitment progress

Region 3 Update

January 7 2020: Go-Live for Two Sites

May 18 – June 15: Gradual Transition

June 16: Full Region 3 Deployment



SHCD – Phase 1

January 7, 2020
Fayetteville, AR
Orlando, FL

Throughout the Gradual Transition, and continuing post-go-live, Optum is working to contract with key Region 3 providers.

Recent wins include:

- **VISN 7:** University of Alabama (*received verbal agreement*)
- **VISN 16:** Willis-Knighton Health System

Phase 2 (all remaining R3 sites)

June 16, 2020

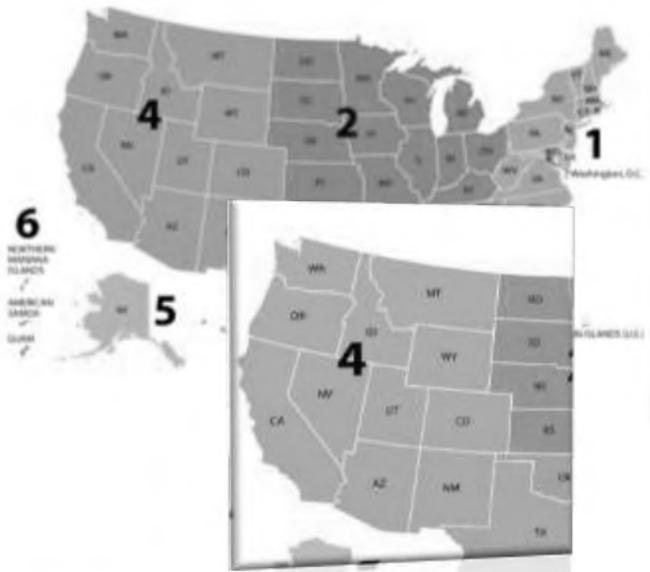
Central Arkansas, AR	Biloxi, MS
Columbia, SC	Birmingham, AL
Memphis, TN	Central Alabama
Murfreesboro, TN	Charleston, SC
Nashville, TN	Dublin, GA
New Orleans, LA	Jackson, MS
Shreveport, LA	Miami, FL
Tuscaloosa, AL	Mountain Home, TN
Alexandria, LA	Muskogee, OK
Atlanta, GA	N. Florida / S. Georgia
August, GA	Oklahoma City, OK
Bay Pines, FL	San Juan, PR
	Tampa, FL
	West Palm Beach, FL

July 17:
30-day PC3
cutover
period ends

Region 3 Activities

- **CAST calls** continue for another two weeks until sites transition to the monthly network adequacy calls
- Optum and Network Management are reviewing the **16 requests for PC3 extensions**. Some sites are reporting gaps in specific specialties whereas others are requesting for specific providers. Final decisions will be made this week.
- Optum is holding **network reviews** with individual sites that have concerns with the network. These meetings will focus in on certain specialties and outstanding issue tracker items.

Region 4 Update



SHCD – Phase 1 (2 VAMCs)

June 8, 2020
VISN 19 – 2 VAMCs

- Montana (436)
- Eastern Colorado, CO (554)

Phase 2 (13 VAMCs)

July 21, 2020

VISN 17 – 7 VAMCs	VISN 16 – 2 VAMC
Amarillo, TX (504)	Houston, TX (580)
El Paso, TX (756)	Texas counties aligned to Shreveport, LA (667) catchment area
Texas Valley Coastal (740)	VISN 19 – 4 VAMCs
Central Texas (674)	Cheyenne, WY (442)
North Texas (549)	Sheridan, WY (666)
South Texas (671)	Salt Lake City, UT (660)
West Texas (519)	Grand Junction, CO (575)

Phase 3 (14 VAMCs)

August 11, 2020

VISN 20 – 7 VAMCs	VISN 21 – 7 VAMC
Portland, OR (648)	Fresno, CA (570)
Puget Sound, WA (663)	Reno, NV (654)
Roseburg, OR (653)	San Francisco, CA (662)
Spokane, WA (668)	Northern California (612)
White City, OR (692)	Palo Alto, CA (640)
Walla Walla, WA (687)	Southern Nevada (593)
Boise, ID (531)	Honolulu, HI (459)

Phase 4 (8 VAMCs)

August 25, 2020
VISN 22 – 8 VAMCs

- Loma Linda, CA (605)
- Long Beach, CA (600)
- New Mexico (501)
- Northern Arizona (649)
- Phoenix, AZ (644)
- San Diego, CA (664)
- Southern Arizona (678)
- Greater LA, CA (691)

Region 4 SHCD

- ✓ Region 4 Phase 2 deploying on July 21, 2020
- ✓ Collaborating with TriWest to prepare Phase 2 and 3 sites for CCN Go live through pre-deployment meeting series
- ✓ Planning and conducting sequence of e-learnings, virtual training sessions, and just in time refresher trainings to ensure site staff are ready to use CCN systems and tools for Go Live
- ✓ Increasing messaging on differences between CCN and PC3 to level set site expectations
- ✓ Updating deployment approach for Phase 2-4 Command Center based on Phase 1 lessons learned; scaling to account for increased number of Go-Live sites
- ✓ Developing proactive referral tracking approach to determine trends: network gaps, COVID-19 impact vs field utilization

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 35/80 Users
- CCN Accreditation Waivers UI: 25/30 Users
- CCN Complaints & Grievances UI: 24/54 Users
- CCN Congressional Inquiries UI: 27/42 Users
- CCN Corrective Action Plans (CAPs) UI: 25/30 Users
- CCN Network Adequacy Deviations UI: 25/51 Users

Accomplishments

● 04/01/2020
EPRS Build 4

● 04/28/2020
EPRS Build 5B

● 05/18/2020
UAT complete for
Build 5C IDA Reports

● 06/26/2020
UAT complete for
Build 5D IDA Reports

● 06/26/2020
EPRS Build 5.1

Upcoming Milestones

Future Build/Release Planning Underway

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

HealthShare Referral Manager

Development

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,223,145:** Total Referrals FY 2020
- **186,901:** Total Referral FY 2019
- **16,581:** Total number of VA user accounts provisioned
- **13,381:** Number of Community Providers provisioned
- **4,903:** Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,270:** Support Ticket Count for June
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning-VA; Provisioning- CP; Related to Production Outage

Accomplishments

- 07/10/2020 CTB V1.9.0072 ND
- 07/20/2020 RELEASE 9.0 ND

Upcoming Milestones

- 07/21/2020 COVID REFERRAL EXT BATCHING COMPLETE
- 08/25/2020 RELEASE 10.0 CCSC PRESENTATION
- 08/25/2020 RELEASE 10.0 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10.0 ND
- OCT 2020 RELEASE 11.0 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **COVID19 Referral Extension:** Issue found on 6/12/2020 with certain SEOC versions used in referral extension was addressed via a development script; Referral batching with downstream system was resumed on 6/29 and completed on 7/21/2020, ahead of scheduled by 3 days
- **Clinical Integration (CI Field Support Director & Assistants):** (b)(5)
- **Delivery Operations/POM:** (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5)

OIT / Data Dependencies

(b)(5)

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks:** OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for GEC Documents task and EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran:** Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow:** Turn off trigger PRCT triggers for Precertification Task
- **“Clean Slate” Revenue Task List:** Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements:** provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Overview of Release 9.0 Enhancements

- Release 9 contains several general HSRM enhancements in addition to reporting enhancements and critical HSRM Task list enhancements, which will make task list management more efficient and user friendly.
- Training and communications are being developed to ensure proper task management utilization.

General HSRM Enhancements

- **Referral Date:** Change to Referral Date logic to reflect the start date to be the date the consult is 'Sent to HSRM' from CPRS
- **Clinically Indicated Date:** Removal of validation check logic for CID field
- **Multiple Veteran Addresses:** Addition of Residential Address

Task Management Enhancements

- **Enhanced filtering by Veteran Last name**
 - Search for specific Veteran by last name
 - Filter task list by Alpha Split
- **"Clean slate":** Tasks greater than 10 days old will be archived from the task list
- **Addition of referral number** on task list
- **Search task list** by referral number
- **Search task list** by assigned user
- **Add Level of Care Coordination** to Priority field on task list
- **Sort/filter** by Level of Care Coordination/Priority
- **Medical documentation** task enhancements: 5 New dispositions for documents loaded to VistA

Reports Enhancements

- **Community Provider User Provisioning Report:**
 - Added Community Facility parameter and removed the affiliation parameter
 - City and state added to the report
- **Community Provider Referral Summary Report:**
 - Veteran's date of birth added to the report
- **Optional Task Report**
 - Region added to the report

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ELC Decision Needed/ ELC Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 06/05/20 SIX MONTH EXTENSION STARTED

Upcoming Milestones

- 08/03/20 IB PATCH 677 NATIONALLY RELEASING
- 08/31/20 IB PATCH 678 NATIONALLY RELEASING
- FOUR ADDITIONAL IB/AR PATCHES TARGETED FOR DEVELOPMENT AND NATIONAL RELEASE
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.

Office of Information and Technology / Data Dependencies

- Downstream Dependency – None at this time.

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).
- Approximately 50% reduction in per page SLA scanning cost.
- Easier document retention management.
- ~90% decrease in conversion time – paper to electronic.
- 100% decrease in shipment damages.

Accomplishments

- 10/09/19 UPDATED PERFORMANCE DESCRIPTIONS AND UNION APPROVAL FOR CPAC DEPLOYMENT RECEIVED
- 03/31/20 FINAL 9957 ACCESS REQUEST SUBMITTED
- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS

Upcoming Milestones

- 07/24/20 PROJECT COMPLETE

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this project.

Office of Information and Technology / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

- **Priority Discussion: No**

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- **Metric 1:** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) **100%**
- **Metric 2:** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) **100% daily**

Accomplishments

Upcoming Milestones

- 06/2020 SUNSET GRANDFATHER ELIGIBILITY BASED ON CARE DATA
- 06/2020 RSD APPROVED FOR SOLUTION OF NOT ENROLLED COVERED VETERANS
- 06/2020 DEPLOYED FUNCTIONALITY FOR THE 6 AND 12 MONTH HARDSHIP
- 07/2020 COMPLETED ELIGIBILITY ANALYSIS OF CC DATA FOR REJECTED REFERRALS

- 08/2020 COLLABORATING WITH HSRM TEAMS REGARDING BUSINESS RULES FOR PREVENTING APPROVAL OF REFERRALS FOR INELIGIBLE VETERANS
- 08/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE
- 08/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)

OCC Business Dependencies

- Highlight OCC Business Dependencies:
- Clinical Integration (Business Owners)
- System Engineering Management (SEM) - (b)(5)
- Business Intelligence Service Line (BISL) - (b)(5)
- Community Care Contractor (CCN) - (b)(5)
- VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

- None

Project Description

Allows eligible Veterans access to "no cost" Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- **Metric 1: over 100,000 Veteran's vaccinated**
- **Metric 2: Vaccinate 125,000 next year**
- **Metric 3: Reimburse Walgreens 99% accuracy**
- **Metric 4: Continued Outreach to Rural Veterans**

Accomplishments

- 7/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 8/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

(b)(5)

(b)(5)

(b)(6)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

RISK: N/A

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

- **DECISION:** No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE

Upcoming Milestones

- 8/1/20 VSSC VALIDATION OF DOD DATA COMPLETE
- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- There are no dependencies to other OCC Directorates.
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff).

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation Updates

2199

0000004202 UNCLASSIFIED 1/10/2023

Project Name	Date Presented at PMR	Decision	Status
Comprehensive Disaster Recovery Plans	6/23	Approved	Intake
ePrescribing	6/23	Approved	Intake
CAVE	7/14	Approved	CCSC, 7/28, approval to move to project development
Veteran Credit Database Program	<i>Scheduled for 8/11</i>	Pending	TBD

Community Care Business Program Management Review (PMR) #1

07/28/2020



- OCC Priority Project Review
 - OCC Data Governance
 - VA/DoD Advanced Payment and Referral Standardization
 - One Consult 2.0
 - Indian/Tribal Health Coordination (ITHC)
 - Advanced Medical Cost Management System (AMCMS)
 - Urgent Care Integrated Project Team
 - Provider Profile Management System (PPMS)
 - Community Care Reimbursement System (CCRS)
- Appendix
 - Project Review
 - Project Idea Evaluation Updates

OCC Data Governance Project

2202

Initiation

0000004202 UNCLASSIFIED 7/10/2020

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Number of data policies, practices, and standards established
- Percent of data issues resolved
- Number of completed data initiatives in data governance project portfolio
- Percent of data initiatives that meet or exceed established initiative targets

Accomplishments

- 7/6/2020 NOMINATED DATA GOVERNANCE GROUP
- 7/7/2020 CCSC DATA GOVERNANCE PROJECT APPROVAL
- 7/8/20 KICKED OFF DATA GOVERNANCE PROJECT
- 7/15/2020 ADOPTED CONTINUOUS LEARNING APPROACH

Upcoming Milestones

- 8/5/2020 DEFINE OVERARCHING DATA GOVERNANCE STRATEGIC PRIORITIES
- 8/12/2020 FINALIZE DATA GOVERNANCE CHARTER
- 8/19/2020 IDENTIFY A DATA-RELATED GOVERNANCE PORTFOLIO

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- 24,861 VA/DoD consults entered in FY20.
- 95% of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
 - Biloxi/Pensacola FY20: 95% automated consult/claim match rate
 - NCR FY20: 74% consult/claim match rate

Upcoming Milestones

- | | | | | | |
|----------------------------------|--|--|---|--|---|
| ● 5/1/20 GO LIVE W/ NCR AP PILOT | ● 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC | ● 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES | ● 6/30/20: REPORT ON NCR AP PILOT RESULTS FOR HEC | ● 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC | ● 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFS) |
|----------------------------------|--|--|---|--|---|

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** (b)(5)
- **RO Staff**
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:** (b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

• (b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- DST integrated into CPRS- Q1 FY 21
- CTB integrated into CPRS- Q2 FY 21
- DST use of new drive time CC eligibility API estimated mid August (30 days after FRN publication)

Accomplishments

Upcoming Milestones

- RECEIVED APPROVAL FROM BUSINESS TO UTILIZE EXISTING CAPABILITIES WITHIN DST
- RELEASED UPDATE THAT ADDED CC AVERAGE WAIT TIMES TO THE DST DASHBOARD
- DEPLOYMENT OF CTB 1.9.0072 OVER 30 DAYS, BEGAN 7/14/20
- CBT V1.9.0072 ANNOUNCEMENT AND FGB UPDATES COMPLETED

- DST DRIVE TIME TO BE ENABLED 30 DAYS AFTER FRN PUBLICATION
- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM.
- DST OFFICE HOURS CONTINUE 7/20/2020.
- TESTING / NATIONAL DEPLOYMENT OF CTB V1.9.0076. TESTING 9/16/2020, NATIONAL DEPLOYMENT 10/03/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

0000001202 UNCLASSIFIED 1/16/2020

ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p>Discussion (1)This project's training activities were impacted by COVID-19 and were/are on hold until the partners are free to resume. VA staff training was moved to self-paced PPT and sent to the field on 7/17. (b)(5)</p>	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> ● 6/4/20 HELD 2ND ADVISORY BOARD MTG ● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED 	<ul style="list-style-type: none"> ● 08/20/20 TRIBAL CONSULTATION (VIRTUAL) ● 08/30/20 RESTART IHS/THP RE-TRAINING (VIRTUALLY) ● 9/30/20 CLEARANCE AND EXECUTION OF IHS/THP EXPANSION MOD ● 11/30/20 CARE COORDINATION PLAN FINALIZED

OCC Business Dependencies	OIT / Data Dependencies
<p>(b)(5)</p>	<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Upon deployment, key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 6/17-6/24 UAT DATA VALIDATION ROUND I EXECUTED
- 7/10 UAT TEST SCRIPTS UPDATED
- 6/24-7/15 INCORPORATION OF CHANGES & DATA VALIDATION FIXES BASED ON UAT FEEDBACK

Upcoming Milestones

- 7/15-7/25 UAT DATA VALIDATION ROUND II EXECUTION
- 8/21 UAT TEST EVALUATION REPORT
- 8/25 NATIONAL DEPLOYMENT GATE REVIEW MEETING
- 8/26/20 BEGIN FIELD NATIONAL DEPLOYMENT

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- 5,688 total probable UC visits in Region 1, as of 5/31/2020

Accomplishments

- 06/08/20 REGION 2/3 GO LIVE DATE FINALIZED AS 8/4
- 07/15/20 REGION 2/3 COMMS RELEASED

Upcoming Milestones

- 08/04/20 REGION 2 TRANSITION
- 08/04/20 REGION 3 TRANSITION
- 08/31/20 REGION 4 TRANSITION

OCC Business Dependencies

- Clinical Integration: N/A
- Delivery Operations: N/A

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

RISK: N/A
Mitigation: N/A

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

Power BI functionality exceeded license capability for reporting previous metrics.

Accomplishments

- 5/22/20 PPMS 8.0 GO-LIVE
- 6/30/20 DEV CONTRACT AWARDED JUNE
- 7/1/20 URGENT CARE LEGACY RE-ROUTE
- 7/7/20 PPMS 8.1 GO-LIVE

Upcoming Milestones

- 7/23/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 COMMUNITY PROVIDER LOCATOR (CPL) RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 08/20/20 PPMS 9.0 GO-LIVE

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- VAMC/CPO & Pharmacy - (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- *No ELC Decision Requests for July*

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of July 17, 2020

- **Region 1:** Invoices Received – 1,329,157, Confirmed Paid – 825,256, Sent for Payment – 27,528, “No Action” Optum denials – 409,257
- **Region 2:** Invoices Received – 759,546, Confirmed Paid – 464,651, Sent for Payment – 23,090, “No Action” Optum denials – 242,340
- **Region 3:** Invoices Received – 176,601, Confirmed Paid – 72,137, Sent for Payment – 4,983, “No Action” Optum denials – 94,192
- **Region 4:** Invoices Received – 1,347, Confirmed Paid – 241, Sent for Payment – 299, “No Action” TriWest denials - 563
- **The total Invoice Amount Paid/Sent for Payment:** \$984,680,609.20

Accomplishments

- 06/23/2020 SUSPENSION OF SUSPENSION OF 270 DAY DENIAL REASON APPROVED BY ELC
- 07/06/2020 PMPM ADMIN FEES FOR RESUBMISSIONS IMPLEMENTED STARTING WITH MAY

Upcoming Milestones

- 07/09/2020 CCRS USER ACCEPTANCE TESTING 11.4
- 07/14/2020 NATIONAL DEPLOYMENT GATE REVIEW (GO, NO GO DECISION)
- 07/16/2020 RELEASE CCRS 11.4 TO PRODUCTION
- 07/17/2020 UPDATE USER GUIDES AND LESSONS LEARNED CCRS 11.4
- 07/17/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 11.4

OCC Business Dependencies

- **Clinical Integration (Facility CC Staff and VAMC RN Staff)**
- **Delivery Operations/Payment Oversight and Management (Invoice Processing Staff):** (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5)
- **VAMC / Fiscal Budget Staff:** (b)(5)

OIT / Data Dependencies

(b)(5)

(b)(5)

(b)(5)

Appendix

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

Upcoming Milestones

These dates are subject to change due to COVID-19 uncertainty

TBD awaiting OEHRM Decision

● **IV3:**
7/27/2020

● **Super User Training:**
8/10/2020

● **CSS:**
Go Live 8/21/2020

● **ORA:**
9/7/2020

OCC Business Dependencies

Highlight OCC Business Dependencies:

-Clinical Integration and Mann Grandstaff Facility CC Staff (b)(5)

(b)(5)

-Payment Operations Management

-Revenue Operations (Facility Revenue, RUR, and CPAC Staff)

-Women's Health (IVF and Infertility)

(b)(5)

OIT / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

Region 3 Gradual Transition – CCN Referral

- Week 1: May 18 – 22, 2020
 - Total Referrals = 4,965* Total Rejects = 10
- Week 2: May 25-29, 2020
 - Total Referrals = 5,084* Total Rejects = 10
- Week 3: June 1-5, 2020
 - Total Referrals = 7,743* Total Rejects = 18**

Region 4 R4P1 Go Live – CCN Referral

- Week 1: June 8-12, 2020
 - Total Referrals = 842 Total Rejects = 45

Accomplishments

- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE

Upcoming Milestones

- 08/04/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 08/31/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

National Network Deployment Progress – As of 7/6/2020

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(b)(5)

- Regions 1, 2, and 3 are fully deployed
- Region 4 Phase 1 deployed on 6/8/2020
- Covid-19 is impacting the national deployment progress and provider recruitment progress

Region 3 Update

January 7 2020: Go-Live for Two Sites **May 18 – June 15:** Gradual Transition



SHCD – Phase 1

January 7, 2020
Fayetteville, AR
Orlando, FL

Throughout the Gradual Transition, and continuing post-go-live, Optum is working to contract with key Region 3 providers.

Recent wins include:

- **VISN 7:** University of Alabama (*received verbal agreement*)
- **VISN 16:** Willis-Knighton Health System

June 16: Full Region 3 Deployment

Phase 2 (all remaining R3 sites)

June 16, 2020

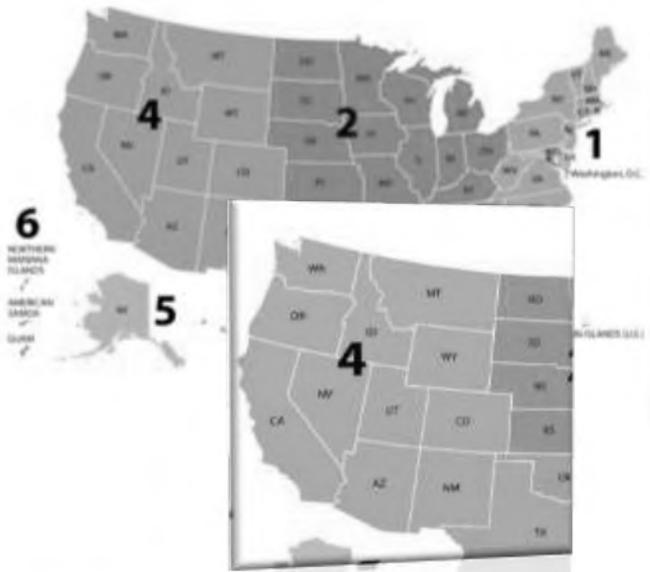
Central Arkansas, AR	Biloxi, MS
Columbia, SC	Birmingham, AL
Memphis, TN	Central Alabama
Murfreesboro, TN	Charleston, SC
Nashville, TN	Dublin, GA
New Orleans, LA	Jackson, MS
Shreveport, LA	Miami, FL
Tuscaloosa, AL	Mountain Home, TN
Alexandria, LA	Muskogee, OK
Atlanta, GA	N. Florida / S. Georgia
August, GA	Oklahoma City, OK
Bay Pines, FL	San Juan, PR
	Tampa, FL
	West Palm Beach, FL

July 17:
30-day PC3
cutover
period ends

Region 3 Activities

- **CAST calls** continue for another two weeks until sites transition to the monthly network adequacy calls
- Optum and Network Management are reviewing the **16 requests for PC3 extensions**. Some sites are reporting gaps in specific specialties whereas others are requesting for specific providers. Final decisions will be made this week.
- Optum is holding **network reviews** with individual sites that have concerns with the network. These meetings will focus in on certain specialties and outstanding issue tracker items.

Region 4 Update



SHCD – Phase 1 (2 VAMCs)

June 8, 2020
VISN 19 – 2 VAMCs

- Montana (436)
- Eastern Colorado, CO (554)

Phase 2 (13 VAMCs)

July 21, 2020
VISN 17 – 7 VAMCs

- Amarillo, TX (504)
- El Paso, TX (756)
- Texas Valley Coastal (740)
- Central Texas (674)
- North Texas (549)
- South Texas (671)
- West Texas (519)

VISN 16 – 2 VAMC

- Houston, TX (580)
- Texas counties aligned to Shreveport, LA (667) catchment area

VISN 19 – 4 VAMCs

- Cheyenne, WY (442)
- Sheridan, WY (666)
- Salt Lake City, UT (660)
- Grand Junction, CO (575)

Phase 3 (14 VAMCs)

August 11, 2020
VISN 20 – 7 VAMCs

- Portland, OR (648)
- Puget Sound, WA (663)
- Roseburg, OR (653)
- Spokane, WA (668)
- White City, OR (692)
- Walla Walla, WA (687)
- Boise, ID (531)

VISN 21 – 7 VAMC

- Fresno, CA (570)
- Reno, NV (654)
- San Francisco, CA (662)
- Northern California (612)
- Palo Alto, CA (640)
- Southern Nevada (593)
- Honolulu, HI (459)

Phase 4 (8 VAMCs)

August 25, 2020
VISN 22 – 8 VAMCs

- Loma Linda, CA (605)
- Long Beach, CA (600)
- New Mexico (501)
- Northern Arizona (649)
- Phoenix, AZ (644)
- San Diego, CA (664)
- Southern Arizona (678)
- Greater LA, CA (691)

Region 4 SHCD

- ✓ Region 4 Phase 2 deploying on July 21, 2020
- ✓ Collaborating with TriWest to prepare Phase 2 and 3 sites for CCN Go live through pre-deployment meeting series
- ✓ Planning and conducting sequence of e-learnings, virtual training sessions, and just in time refresher trainings to ensure site staff are ready to use CCN systems and tools for Go Live
- ✓ Increasing messaging on differences between CCN and PC3 to level set site expectations
- ✓ Updating deployment approach for Phase 2-4 Command Center based on Phase 1 lessons learned; scaling to account for increased number of Go-Live sites
- ✓ Developing proactive referral tracking approach to determine trends: network gaps, COVID-19 impact vs field utilization

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ELC Decision Needed/ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 35/80 Users
- CCN Accreditation Waivers UI: 25/30 Users
- CCN Complaints & Grievances UI: 24/54 Users
- CCN Congressional Inquiries UI: 27/42 Users
- CCN Corrective Action Plans (CAPs) UI: 25/30 Users
- CCN Network Adequacy Deviations UI: 25/51 Users

Accomplishments

Upcoming Milestones

- 04/01/2020 EPRS Build 4
- 04/28/2020 EPRS Build 5B
- 05/18/2020 UAT complete for Build 5C IDA Reports
- 06/26/2020 UAT complete for Build 5D IDA Reports
- 06/26/2020 EPRS Build 5.1

Future Build/Release Planning Underway

OCC Business Dependencies

Project Dependencies

- Community Care Contract Administration (CCCA) (b)(5)
- Community Care Network Management (NM) (b)(5)

OIT / Data Dependencies

(b)(5)

HealthShare Referral Manager

2217

Development

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ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,223,145:** Total Referrals FY 2020
- **186,901:** Total Referral FY 2019
- **16,581:** Total number of VA user accounts provisioned
- **13,381:** Number of Community Providers provisioned
- **4,903:** Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,270:** Support Ticket Count for June
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning-VA; Provisioning- CP; Related to Production Outage

Accomplishments

- 07/10/2020 CTB V1.9.0072 ND
- 07/20/2020 RELEASE 9.0 ND

Upcoming Milestones

- 07/21/2020 COVID REFERRAL EXT BATCHING COMPLETE
- 08/25/2020 RELEASE 10.0 CCSC PRESENTATION
- 08/25/2020 RELEASE 10.0 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10.0 ND
- OCT 2020 RELEASE 11.0 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **COVID19 Referral Extension:** Issue found on 6/12/2020 with certain SEOC versions used in referral extension was addressed via a development script; Referral batching with downstream system was resumed on 6/29 and completed on 7/21/2020, ahead of scheduled by 3 days
- **Clinical Integration (CI Field Support Director & Assistants):** (b)(5)
- **Delivery Operations/POM:** (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5)

OIT / Data Dependencies

(b)(5)

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks:** OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for GEC Documents task and EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran:** Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow:** Turn off trigger PRCT triggers for Precertification Task
- **“Clean Slate” Revenue Task List:** Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements:** provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Overview of Release 9.0 Enhancements

- Release 9 contains several general HSRM enhancements in addition to reporting enhancements and critical HSRM Task list enhancements, which will make task list management more efficient and user friendly.
- Training and communications are being developed to ensure proper task management utilization.

General HSRM Enhancements

- **Referral Date:** Change to Referral Date logic to reflect the start date to be the date the consult is 'Sent to HSRM' from CPRS
- **Clinically Indicated Date:** Removal of validation check logic for CID field
- **Multiple Veteran Addresses:** Addition of Residential Address

Task Management Enhancements

- **Enhanced filtering by Veteran Last name**
 - Search for specific Veteran by last name
 - Filter task list by Alpha Split
- **"Clean slate":** Tasks greater than 10 days old will be archived from the task list
- **Addition of referral number** on task list
- **Search task list** by referral number
- **Search task list** by assigned user
- **Add Level of Care Coordination** to Priority field on task list
- **Sort/filter** by Level of Care Coordination/Priority
- **Medical documentation** task enhancements: 5 New dispositions for documents loaded to VistA

Reports Enhancements

- **Community Provider User Provisioning Report:**
 - Added Community Facility parameter and removed the affiliation parameter
 - City and state added to the report
- **Community Provider Referral Summary Report:**
 - Veteran's date of birth added to the report
- **Optional Task Report**
 - Region added to the report

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ELC Decision Needed/ ELC Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 06/05/20 SIX MONTH EXTENSION STARTED

Upcoming Milestones

- 08/03/20 IB PATCH 677 NATIONALLY RELEASING
- 08/31/20 IB PATCH 678 NATIONALLY RELEASING
- FOUR ADDITIONAL IB/AR PATCHES TARGETED FOR DEVELOPMENT AND NATIONAL RELEASE
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.

Office of Information and Technology / Data Dependencies

- Downstream Dependency – None at this time.

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).
- Approximately 50% reduction in per page SLA scanning cost.
- Easier document retention management.
- ~90% decrease in conversion time – paper to electronic.
- 100% decrease in shipment damages.

Accomplishments

- 10/09/19 UPDATED PERFORMANCE DESCRIPTIONS AND UNION APPROVAL FOR CPAC DEPLOYMENT RECEIVED
- 03/31/20 FINAL 9957 ACCESS REQUEST SUBMITTED
- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS

Upcoming Milestones

- 07/24/20 PROJECT COMPLETE

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this project.

Office of Information and Technology / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

Project Description

Key Performance Indicators (KPI)

(b)(5)

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

- Metric 1:** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) **100%**
- Metric 2:** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) **100% daily**

- Priority Discussion: No**

Accomplishments

Upcoming Milestones

- 06/2020 SUNSET GRANDFATHER ELIGIBILITY BASED ON CARE DATA
- 06/2020 RSD APPROVED FOR SOLUTION OF NOT ENROLLED COVERED VETERANS
- 06/2020 DEPLOYED FUNCTIONALITY FOR THE 6 AND 12 MONTH HARDSHIP
- 07/2020 COMPLETED ELIGIBILITY ANALYSIS OF CC DATA FOR REJECTED REFERRALS

- 08/2020 COLLABORATING WITH HSRM TEAMS REGARDING BUSINESS RULES FOR PREVENTING APPROVAL OF REFERRALS FOR INELIGIBLE VETERANS
- 08/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE
- 08/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)

OCC Business Dependencies

Office of Information and Technology (OIT) / Data Dependencies

- Highlight OCC Business Dependencies:
- Clinical Integration (Business Owners)
- System Engineering Management (SEM) - (b)(5)
- Business Intelligence Service Line (BISL) - (b)(5)
- Community Care Contractor (CCN) - (b)(5)
- VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VFO)

(b)(5)

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- None

Project Description

Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- **Metric 1: over 100,000 Veteran's vaccinated**
- **Metric 2: Vaccinate 125,000 next year**
- **Metric 3: Reimburse Walgreens 99% accuracy**
- **Metric 4: Continued Outreach to Rural Veterans**

Accomplishments

- 7/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 8/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

- (b)(5)
- (b)(5) (b)(6)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

RISK: N/A

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ELC Decision Needed/ ELC Priority Discussion

- **DECISION:** No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE

Upcoming Milestones

- 8/1/20 VSSC VALIDATION OF DOD DATA COMPLETE
- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- There are no dependencies to other OCC Directorates.
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff).

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation Updates

2226

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Project Name	Date Presented at PMR	Decision	Status
Comprehensive Disaster Recovery Plans	6/23	Approved	Intake
ePrescribing	6/23	Approved	Intake
CAVE	7/14	Approved	CCSC, 7/28, approval to move to project development
Veteran Credit Database Program	<i>Scheduled for 8/11</i>	Pending	TBD

OCC Bi-Monthly Business PMR #1

09/22/2020



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Community Care

- Project Idea Evaluation
 - Integrated Product Environment (IPE)
- OCC Priority Project Review
 - Enterprise Program Reporting System (EPRS)
 - HealthShare Referral Manager (HSRM)
 - Provider Profile Management System
 - Urgent Care Implementation
 - One Consult 2.0
- Appendix
 - Project Review
 - Project Idea Evaluation Updates

Integrated Product Environment (IPE)

Originator & Date: CHIO / BOA (b)(6)
(b)(6) 9/14/2020

Scope Definition: Integrated Product Environment for isolated and end to end testing of various CCN related projects.

Impediments to OCC	
Business Ops & Admin:	OPS Resource impacts
Delivery Ops:	DO systems
Revenue Ops:	RO systems
Clinical & Network Mgmt:	CNM projects: PPMS, CCRA, EPRS, AMCMS, OCC-CERNER, CCN, CAVE, ePrescribing, etc.
OCC Leadership (Includes IDA and BIC):	IDA - No current impacts identified. BIC - (b)(5)

Additional Impact	
Policy Impact:	No current impacts identified.
Funding Impact:	(b)(5)
Impact on Other OCC Projects:	
Impact if Project Idea Not Approved:	

Recommended OCC Strategic Priority Alignment	Recommended Project Designation	Recommended Business Owner
Innovate Business Model	OCC	CHIO / BOA

Discussion:
 (b)(5) (b)(6) (b)(5)

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

- Key Performance Indicators (KPI)**
- Quality Check UI: 39/80 Users ($\Delta = +2$)
 - CCN Accreditation Waivers UI: 30/30 Users ($\Delta = +3$)
 - CCN Complaints & Grievances UI: 28/54 Users ($\Delta = +2$)
 - CCN Congressional Inquiries UI: 30/42 Users ($\Delta = +1$)
 - CCN Corrective Action Plans (CAPs) UI: 28/30 Users ($\Delta = +1$)
 - CCN Network Adequacy Deviations UI: 27/51 Users ($\Delta = +1$)

Accomplishments

08/25/2020 EPRS ● SharePoint Server Pre-Prod Migration	08/20/2020 EPRS ● Release 6.0 D: EDI 837 Data Layer Rework	08/28/2020 EPRS ● Release 7.0 D: EPRS Data Integration (eCAMs)
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Upcoming Milestones

09/28/2020: EPRS Pre-Prod R10.0 & 10.1: UIs for Complaints, & N.A. Deviations	09/30/2020 EPRS Pre-Prod R11.0 : Network Management UI	10/05/2020: EPRS Prod R 9.0 : EPRS Tech. Data Integration for HSRM
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OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration (CCCA):** (b)(5)
- **Community Care Network Management (NM):** (b)(5)

OIT / Data Dependencies

Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- **2,841,420:** Total Referrals FY 2020
- **185,691:** Total Referral FY 2019
- **17,830:** Total number of VA user accounts provisioned
- **16,541:** Number of Community Providers provisioned
- **5,783:** Number of unique Community Provider locations
- **148:** Number of sites actively using HSRM
- **5,073:** Support Ticket Count for August
- 2,000: Monthly VA Ticket Budget
- Top 3 Categories: Provisioning- CP; Provisioning-VA; VistA Write Back/ Appointment Question

Accomplishments

- 08/28/2020 RELEASE 10 FIELD NOTIFICATION
- 9/14/2020 RELEASE 10 ND

Upcoming Milestones

- 09/21/2020 CAEC PORTAL
- 09/26/2020 CERNER SCHEDULING MESSAGE GO-LIVE
- 10/24/2020 CERNER SPOKANE GO-LIVE
- 11/1/2020 RELEASE 11 UAT
- 11/23/2020 RELEASE 11 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- **Clinical Integration (CI Field Support Director & Assistants):** (b)(5)
- **Delivery Operations/POM:** (b)(5)
- **Finance (OCC Finance and Informatics Staff):** (b)(5)
- **Revenue Operations (Facility Revenue, RUR, and CPAC Staff):** (b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 10.0 Enhancements

- Release 10 will contain a number of general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks:** OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran:** Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow:** Turn off trigger PRCT triggers for Precertification Task
- **“Clean Slate” Revenue Task List:** Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements:** provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Priority Discussion:

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

Key Performance Indicators (KPI)

NETWORK	ACTIVE Providers	8/19/2020 P	+/- P	% Change P	Active Provider Services	8/19/2020 PS	+/- PS	% Change PS
CCN Region 1	326,871	319,442	7,429	2%	1,429,919	Not reported		
CCN Region 2	303,696	295,691	8,005	3%	1,605,684			
CCN Region 3	177,070	165,916	11,154	7%	641,966			
CCN Region 4	209,879	188,825	21,054	11%	529,457			
CCN SUB-TOTAL	1,017,516	969,874	47,642	5%	4,207,026			
NON-CCN								
DOD	44	44	-	0%	44			
Local Contract	2,673	2,563	110	4%	77			
HIS	76	76	-	0%	2,794			
Tribal Health	139	139	-	0%	173			
TriWest	750,408	749,507	901	0%	1,752,154			
VAs	21,602	24,733	(3,131)	-13%	28,354			
VA Network	49,521	50,189	(668)	-1%	71,058			
NON-CCN SUB-TOTAL	824,463	827,251	(2,788)	-0.34%	1,854,654			
GRAND TOTAL	1,841,979	1,797,125	44,854	2%	12,123,360			

Accomplishments

- 7/14/20
VA.GOV
SPRINT 25
- 7/27/20
HOTFIX
8.1.1.1
RELEASE
- 7/29/20
VA CPL
NATIONA
L RELEASE
- 08/11/20
PPMS 9.0
NATIONAL
GATEWAY
- 8/11/20
VA.GOV
SPRINT
27
- 08/20/20
PPMS 9.0
GO-LIVE
- 8/25/2020
VA.GOV
SPRINT 28

Upcoming Milestones

- 08/20/2020 –
9/9/2020
PIE RESTART
PRIORITY SITES
- 09/8/2020
VA.GOV
SPRINT 29
- 09/15/20
PPMS 9.1
NATIONAL
GATE REVIEW
- 09/25/20
PPMS 9.1
GO-LIVE
- 10/27/20
PPMS 10
NATIONAL
GATE REVIEW
- 11/5/20
PPMS 10
GO-LIVE

OCC Business Dependencies

REVIEW

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- VAMC/CPO & Pharmacy - (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

1. CCN Urgent Care for Regions 2 and 3 went live on 9/1.
2. R2/3 Webinars held on 8/25 and 8/27, with over 400 participants at each session.
3. Worked with DEPO to ensure Veterans can access pharmacy locations for urgent care prescriptions and flu shots on VA.gov Provider Locator.

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- **1,710** total Veteran calls to confirm eligibility from 09/01/2020-09/07/2020.
- **392** total UC authorizations in R2 from 09/01/2020-09/07/2020.
- **1,014** total UC authorizations in R3 from 09/01/2020-09/07/2020.

Accomplishments

- 08/30/20 OPTUM R2/3 PROVIDER FILE INGESTED BY PPMS
- 09/01/20 REGIONS 2/3 GO-LIVE

Upcoming Milestones

- 09/25/20 REGION 4 COMMS RELEASE
- 09/30/20 REGION 4 UC CCN GO-LIVE

OCC Business Dependencies

- **Communications:**

(b)(5)

(b)(5)

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- DST integrated into CPRS- Q1 FY 21
- CTB integrated into CPRS- Q2 FY 21
- DST use of new drive time CC eligibility API to begin 9/10/2020

Accomplishments

- CTB 1.9.0076 FULL SITE IOC BEGAN: 9/1/2020
- ENABLED LIGHTHOUSE API DRIVE TIME IN DST: 9/10/2020
- COMPLETED DST MAPPING TABLE UPDATES: 9/11/2020
- CTB 1.9.0076 GO NO GO: 9/15/2020

Upcoming Milestones

- TEAM CONTINUES TO CAPTURE REQUIREMENTS FOR WEB BASED PLATFORM
- CTB V1.9.0076: CONCLUDE FULL SITE IOC: 9/14/2020
- CTB V1.9.0076 NATIONAL DEPLOYMENT: 9/18/2020
- DST OFFICE HOURS CONTINUE: 9/21/2020

OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

Overview of Release 1.9.0076 Enhancements

- Release will add “Unable to Schedule” requirements to include options from the Add Comments workflow
- Release will include more descriptive text in the consult factors that describe why user is unable to schedule a consult
- Release will fix the Clinical Review Option (CC Referrals) scheduling options that are being cached when Receiving Consults and user does not select a scheduling option
- Release will address unable to enter text (ex. “t+30”) issue
- Release will address telehealth options not showing up when internal consults are triaged
- National release projected to begin 9/18/2020

Overview of CTB Phase II

- New version of Consult Toolbox in a DevSecOps model that will eliminate the long and costly desktop deployment process.
- The scope will include user validated requirements and existing backlog items.
- Minimally Viable Product projected to be completed 9/25/2020
 - National Deployment not expected until November/December 2020

Appendix

Project Status Update

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

- Cerner Referral Manager Functional Testing: 8/17/2020 – 8/28/2020
- Exploratory Testing: 8/24/2020 – 8/29/2020
- Super User Training: 8/10/2020-8/29/2020

Upcoming Milestones

- ORA: 9/7/2020
- End User Training (Spokane): 9/28/2020
- HSRM SIU Interface Go-Live: End of September
- IOC Go Live: 10/24/2020

OCC Business Dependencies

Highlight OCC Business Dependencies:

- Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)
- Payment Operations Management
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff)
- Women's Health (IVF and Infertility)

OIT / Data Dependencies

(b)(5)

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion
<ul style="list-style-type: none"> DECISION: No ELC decisions needed at this time.

Project Description
<p>This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).</p>

Key Performance Indicators (KPI)
<p>CCN Payment Metrics as of September 4, 2020</p> <ul style="list-style-type: none"> Region 1: Invoices Received – 1,881,790, Confirmed Paid – 1,195,248, Sent for Payment – 45,314, “No Action” Optum denials - 523,766 Region 2: Invoices Received – 1,319,275, Confirmed Paid – 845,062, Sent for Payment – 52,031, “No Action” Optum denials - 352,273 Region 3: Invoices Received – 411,988, Confirmed Paid – 196,103, Sent for Payment – 12,303, “No Action” Optum denials - 183,202 Region 4: Invoices Received – 79,998, Confirmed Paid – 23,348, Sent for Payment – 9,984, “No Action” TriWest denials - 15,325 <p>The total Invoice Amount Paid/Sent for Payment: \$1,728,313,422.92.</p>

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> ● 09/01/2020 CCRS 12.2 COMMUNICATIONS SENT ● 09/03/2020 RELEASE CCRS 12.2 TO PRODUCTION 	<ul style="list-style-type: none"> ● 09/09/2020 CCRS USER ACCEPTANCE TESTING 12.3 ● 09/22/2020 RELEASE CCRS 12.3 TO PRODUCTION ● 10/1/2020 CCRS USER ACCEPTANCE TESTING 12.4 ● 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION ● 10/16/2020 UPDATE KMS, TRAINING DOCS, AND LESSONS LEARNED FOR CCRS 12.4

OCC Business Dependencies
<ul style="list-style-type: none"> • Clinical Integration (Facility CC Staff and VAMC RN Staff) • Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) (b)(5) • Revenue Operations (Facility Revenue, RUR, and CPAC Staff): (b)(5) • Finance (OCC Finance and Informatics Staff) (b)(5) • VAMC / Fiscal Budget Staff: (b)(5)

OIT / Data Dependencies
(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

- Region 2 and 3 initiated Urgent Care cutover from PC3 on September 1st
- Regions 1 – 4 reached full HCD with the deployment of Region 4; Region 4 reached full HCD with Phase 4 deployment on August 25th
 - CCN use continues to increase for all sites in Phase 1, 2, and 3 for Region 4
 - Post deployment refresher trainings and office hours are in development
- R4 Urgent Care cut over is now 9/30/2020

Accomplishments

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3

Upcoming Milestones

- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p>No ELC decisions needed.</p> <p>Discussion</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;">(b)(5)</div> <p>Tribal consultation on the CC approach was delivered 8/25 and the public has until 9/25 for written comment. Program office presented to the BIMS on 9/11. The annual tribal training is scheduled for the week of 9/15.</p>	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> ● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED ● 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN ● 8/252020 HOSTED TRIBAL CONSULTATION ON CC APPROACH ● 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS 	<ul style="list-style-type: none"> ● 09/18/2020 EXECUTION OF MODIFICATION ● 09/15/2020 IHS/THP VIRTUAL RETRAINING ● 11/13/20 CC PLAN FINALIZED AND BEGIN IMPLEMENTATION

OCC Business Dependencies	OIT / Data Dependencies
<p>(b)(5)</p>	<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 8/19-8/28 PHASE III UAT (STALE REFERRAL LOGIC)
- 8/28-9/1 GENERATED UPDATED MODEL COST ESTIMATES
- 9/2 COMPLETED AMCMS/VA ESD INTEGRATION
- 8/27-9/14 TRAIN THE TRAINER SESSIONS

Upcoming Milestones

- 9/11 STALE REFERRAL LOGIC UAT RE-TESTING
- 9/16-9/23 AMCMS VIRTUAL WEBINAR TRAININGS
- 9/22 NATIONAL DEPLOYMENT GATE REVIEW
- 9/30 LESSONS LEARNED UPDATE

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

Continuity of Operations Plan (COOP)

Development

2244

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) policy, in addition, the creation of a COOP document for each OCC Directorate. In parallel, to the policy/plans, the development and implementation of an electronic single repository.

Key Performance Indicators (KPI)

- **Metric 1:** Process for unscheduled outage notification
- **Metric 2:** COOPs developed
- **Metric 3:** COOP Policy developed
- **Metric 4:** Repository complete
- **Metric 5:** KMS and SOPs updated

Accomplishments

- 08/04/2020 – APPROVED FOR GO AT CCSC
- 08/13/2020 – KICK-OFF PROJECT MEETING

Upcoming Milestones

- 10/27/20 – DIRECTORATES SYSTEMS/FUNCTIONS
- 11/10/20- NOTIFICATION OF UNSCHEDULED SYSTEM OUTAGE PROCESS
- 11/10/20- COOP DEVELOPMENT
- 12/15/20 – COOP POLICY DEVELOPMENT

OCC Business Dependencies - Lite

- **Highlight OCC Business Dependencies:**

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies - Lite

- **Highlight OIT/Data Dependencies:**

(b)(5)

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Frequency data reported as accessible timely, *complete, accurate and reliable*
- Percent of compliance with policies
- Percent of systems achieving established performance metrics
- Percent of systems with complete documentation

Accomplishments

- 8/26/20 FINALIZED STRATEGIC PRIORITIES
- 8/31/2020 BEGAN PTF ENTRY FOR CCRS & PCM CLAIMS
- 9/2/2020 SYSTEMS DOCUMENTS GAP ANALYSIS

Upcoming Milestones

- 9/30/2020 CREATE TECHNOLOGY AND DATA GOVERNANCE ROAD MAP
- 10/14/2020 DRAFT DATA GOVERNANCE STRUCTURE ROLES/ RESPONSIBILITIES
- 10/28/2020 OBTAIN APPROVAL SYSTEMS DOCUMENTATION STANDARD

OCC Business Dependencies

Upstream Dependencies

(b)(5)

OIT / Data Dependencies

Upstream Dependencies

(b)(5)

Enrollment System Community Care (ESCC)

Development

2246

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- DECISION:** No ELC decisions needed at this time.

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- Metric 1:** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) **100%**
- Metric 2:** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) **100% daily**

Accomplishments

● 09/20 PRODUCTION RELEASE FOR CC COLLATERAL OF VETERANS AND NOT ENROLLED COVERED VETERANS

● 09/20 MET WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE

● COMPLETED RFM FOR NEW VCE CODES AND SUBMITTED TO COR TEAM

Upcoming Milestones

● 09/2020 COLLABORATED WITH ELIGIBILITY OIT TEAM TO PAUSE RELEASE OF LINKING SPONSOR OF COLLATERAL OF VETERANS

● 09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS AND INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE

● 09/2020 ES RELEASE TO AUTOMATE COLLATERAL OF VETERAN PROCESS TO INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE (PHASE I)

OCC Business Dependencies

- Highlight OCC Business Dependencies:
- Clinical Integration (Business Owners)
- System Engineering Management (SEM) - (b)(5)
- Business Intelligence Service Line (BISL) - (b)(5)
- Community Care Contractor (CCN) - (b)(5)
- VA Master Patient Index (MPI), Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)

Issue:
Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

- Highlight OIT/Data Dependencies:

(b)(5)

Issue:
Mitigation:

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- **Metric 1:** over 100,000 Veteran's vaccinated
- **Metric 2:** Reimburse Walgreens 99% accuracy

Accomplishments

- 8/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 10/1/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

- (b)(5)
- (b)(5) (b)(6) (b)(5)
- (b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- 28,598 VA/DoD consults entered in FY20.
- 88% of FY20 VA/DOD consults have SEOCs included.
- Live Pilot Results
 - Biloxi/Pensacola FY20: 95% automated consult/claim match rate
 - NCR FY20: 78% consult/claim match rate

Upcoming Milestones

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 5/30/20: SITE-BY-SITE ROLLOUT SCHEDULE PROVIDED TO HEC
- 7/1/20: BEGIN PREPPING NEXT AP ROLLOUT SITES
- 9/14/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 9/15/20: ITSC RECOMMENDATION ON DATA SHARING SOLUTION TO JEC
- 10/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER & EGLIN MTFs)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes.
- **DO/POM:** (b)(5)
- **RO Staff:** (b)(5)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:** (b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web-based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE
- 8/31/20 VSSC VALIDATION OF DOD DATA COMPLETE

Upcoming Milestones

- 9/1/20 SEM SHAREPOINT TOOL TESTING
- 10/01/20 FUNCTIONAL USER TESTING

OCC Business Dependencies

- There are no dependencies to other OCC Directorates.
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff).

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 08/13/20 IB 677 NATIONALLY RELEASED
- 09/10/20 IB PATCH 678 NATIONALLY RELEASED

Upcoming Milestones

- 09/30/20 AR PATCH 361 NATIONALLY RELEASING
- AR PATCH 372 & IB PATCH 682 ARE IN DEVELOPMENT AND NATIONAL RELEASE IS TARGETED FOR 10/19/20
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.

Office of Information and Technology / Data Dependencies

- Downstream Dependency – None at this time.

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Implement a document scanning solution using the FSC as the scanned image repository allowing each CPAC facility to meet documentation retention requirements, eliminate warehouse capacity/backlog issues and access scanned documents electronically.

Key Performance Indicators (KPI)

- Elimination of shipping costs associated with current FSC Service Level Agreement (SLA).
- Approximately 50% reduction in per page SLA scanning cost.
- Easier document retention management.
- ~90% decrease in conversion time – paper to electronic.
- 100% decrease in shipment damages.

Accomplishments

- 04/24/20 FSC COMPLETES KOFAX UPDATES TO CPAC SCANNERS
- 06/15/20 CPAC VIRTUAL TRAINING BEGINS
- 07/09/20 TRAINING SESSION FOR WFD AND POLICY ANALYST COMPLETE
- 07/24/20 MAIL ROOM CLERK TRAINING COMPLETE
- 08/27/20 PRODUCTION SCANS COMPLETE
- 08/28/20 PROJECT COMPLETE

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this project.

Office of Information and Technology / Data Dependencies

(b)(5)

Appendix

Project Idea Evaluation (PIE) Updates

Project Idea Evaluation (PIE) Updates

2253

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Project Name	Received by PIE Team	Presented at PMR	PMR Decision	Ops Notified	CCSC Presentation Date	Ops PM Resource Assigned
ePrescribing	6/19	6/23	Approved	6/29	9/14	8/24 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	7/20 (b)(6)
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	7/21 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A
Community Care Claims SSN Reduction	7/21	8/11	Approved	8/13	TBD	TBD
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	TBD	TBD	TBD	TBD	TBD
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD
Integrated Product Environment	9/14	9/22	TBD	TBD	TBD	TBD

PMR 1 Projects

2254

0000004202

UNCLASSIFIED

1/10/2023

EHRM

Office of Community Care (OCC)/Cerner Integration

Implement CCN

Community Care Claims Reimbursement (CCRS)

Community Care Network (CCN)

Enterprise Program Reporting System (EPRS)

Indian/Tribal Health Coordination (ITHC)

Innovate Business Model

Advanced Medical Cost Management System (AMCMS)

Community Care Referral and Authorization System (CCR&A)

One Consult 2.0

Provider Profile Management System (PPMS)

OCC Data Governance

OCC Continuity of Operations Plan (COOP)

MISSION Support

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) Phase 2

CPAC Document Scanning

Enrollment System Community Care

Urgent Care Integrated Project Team

Other

Retail Pharmacy Influenza Program

VA/DoD Advanced Payment and Referral Standardization

VA/DoD Revenue Standardization

1

Community Care Business Program Management Review (PMR) #1

10/27/2020



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

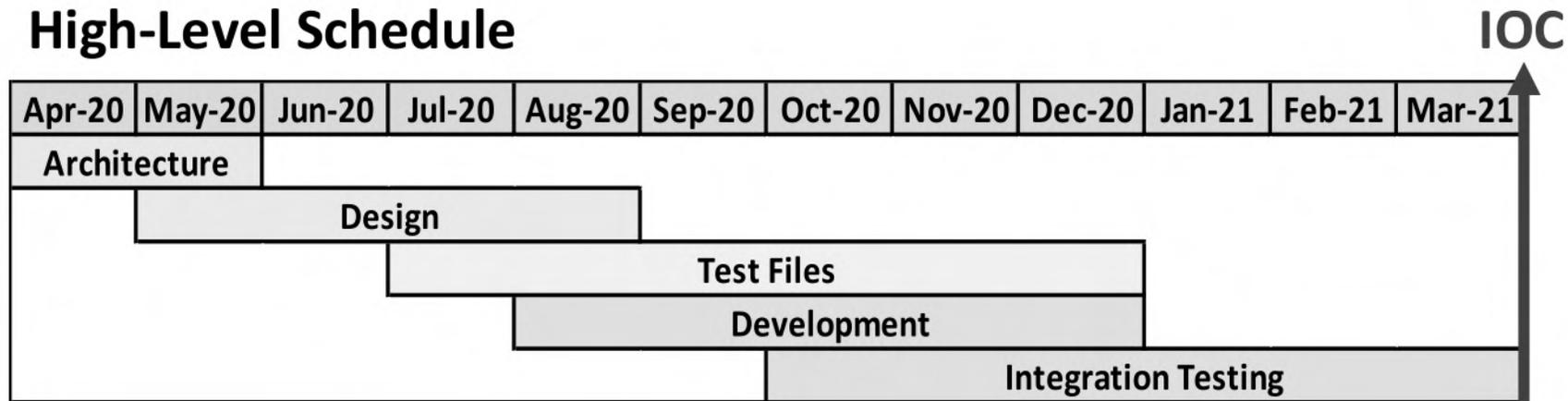
- Hot Topics
 - Payer Electronic Data Interchange (EDI) Prioritization
- OCC Priority Project Review
 - VA/DoD Referral Standardization
 - Community Care Reimbursement System (CCRS)
 - Enterprise Program Reporting System (EPRS)
 - Urgent Care IPT
- Appendix
 - Project Review
 - Project Idea Evaluation Updates
 - Veteran Credit Updates

Hot Topic: Payer Electronic Data Interchange (EDI) Prioritization

Claims XM Development and Implementation

- Three Product Teams; 95% dedicated to Claims XM.
- Estimated completion on or about 1 April 21.
- *Key Stakeholders* – Delivery Operations (Veteran Family Member Program).

High-Level Schedule



*** (b)(5)

Remaining Payer EDI Priorities/Stakeholders

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- EPRS (Parser)
 - 837 work complete / 835 work remains.
 - *Key Stakeholders – Provider Relations and Services, Chief Informatics Office.*
- CAVE
 - (b)(5)
 - *Key Stakeholders – Clinical Integration, Delivery Operations, Chief Informatics Office.*
- ARS
 - (b)(5)
 - *Key Stakeholders – Delivery Operations, both POM and VFMP Staff.*
- Community Care Billing SSN Reduction
 - (b)(5)
 - *Key Stakeholders – Delivery Operations, Revenue, HSRM team.*

Backlog Prioritization (1-4)

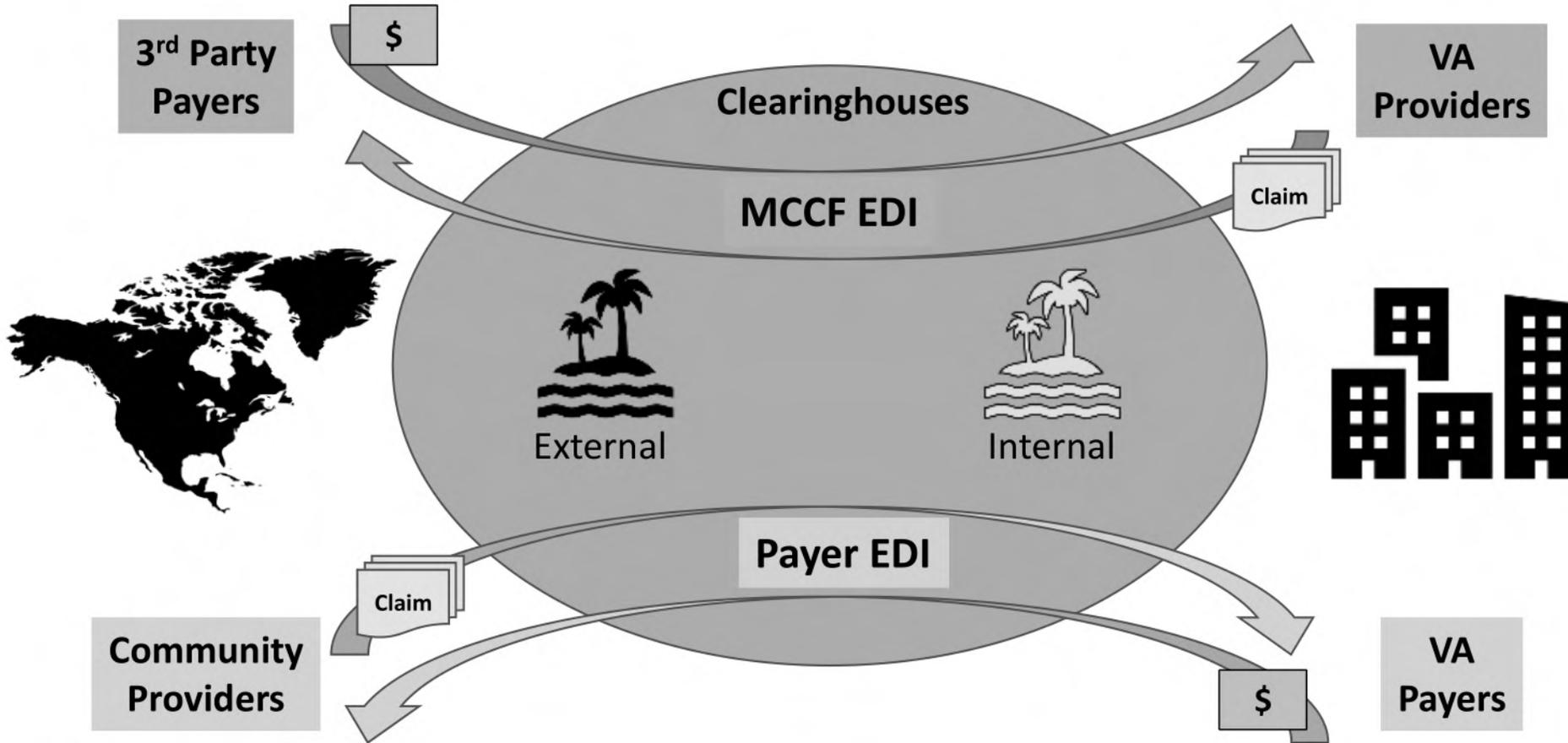
_____EPRS (Parser)

_____CAVE

_____ARS

_____Community Care Billing SSN Reduction

EDI Flow



Payer EDI Recent Highlights

2262

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- Oracle Upgrade (May 2020)
 - Updated Servers, Operating System, and Application Software
 - Zero EDI system failures since upgrade
- Backlog Elimination (August 2020)
 - Eliminated 1.5M claim backlog in 8 weeks
 - Increased capability to support 10x average daily rate
- Fee Payment Processing System (FPPS) MVP (August 2020)
 - Upgrade required to meet OIT security requirements
 - Limited capability restored while FBCS is retired

Priority Project Review

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

(b)(5)

Project Description

Creation of processes and procedures which allow for necessary data sharing to support quarterly advanced payments from VA to DoD for care provided to eligible Veterans, along with revenue capture and workload tracking for VA.

Key Performance Indicators (KPI)

- 35,846 VA/DoD consults entered since FY20; 6,665 currently open
- 97% of open VA/DoD consults are in scheduled status
- Live Pilot Results:
 - Biloxi/Pensacola FY20: 95% automated consult/claim clean match rate
 - NCR FY20: 70% consult/claim clean match rate

Accomplishments

- 5/1/20 GO LIVE W/ NCR AP PILOT
- 9/14/20: REPORT ON NCR AP PILOT RESULTS FOR HEC
- 10/8/20 : CARE COORDINATION SOP UPDATE RELEASE (HSRM USE) & TRAINING

Upcoming Milestones

- 11/18/20: HEC APPROVAL OF NEXT AP SITES GO-LIVE
- 11/30/20: CAREPOINT EXCEPTIONS CLAIMS WORKLIST ROLLOUT
- 12/1/20: NEXT AP SITE GO-LIVES (WOMACK, KEESLER/ EGLIN/TYNDALL MTFs)

OCC Business Dependencies

- **Clinical Integration:** CI has trained VAMC Community Care staff on standard VA/DoD care coordination processes. Recently trained field on HSRM use for DoD
- **DO/POM:** (b)(5)
- **RO Staff:** (b)(5)
- **OCC BOA/Finance and VAMC Fiscal Staff:** (b)(5)
- **VHA VSSC:** (b)(5)
- **DoD DHA:** (b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- No ELC Decision Requests for October**

(b)(5)

Project Description

This project creates a system to facilitate the receipt and validation of post-payment 837 COB invoices, reimbursement, post-payment audit activities, and facilitation of revenue operation activities (i.e., first party billing).

Key Performance Indicators (KPI)

CCN Payment Metrics as of October 16, 2020:

- Region 1: Invoices Received – 2,302,409, Confirmed Paid – 1,475,498, Sent for Payment – 94,243, “No Action” Optum denials - 604,939
- Region 2: Invoices Received – 1,778,929, Confirmed Paid – 1,158,087, Sent for Payment – 109,900, “No Action” Optum denials - 435,564
- Region 3: Invoices Received – 690,185, Confirmed Paid – 336,876, Sent for Payment – 67,783, “No Action” Optum denials - 252,215
- Region 4: Invoices Received – 353,572, Confirmed Paid – 136,839, Sent for Payment – 58,569, “No Action” TriWest denials - 148,510

The total Invoice Amount Paid/Sent for Payment: \$2,417,221,473.78

Accomplishments			Upcoming Milestones				
● 10/15/2020 RELEASE CCRS 12.4 TO PRODUCTION	● 10/16/2020 UPDATE KMS AND TRAINING DOCS FOR CCRS 12.4	● 10/16/2020 COMPLETE CCRS INCREMENT 13 GATE CHECKLIST	● 10/21/2020 CONDUCT 13.1 UAT	● 10/22/2020 UPDATE CCRS LESSONS LEARNED DOCUMENTATION	● 10/27/2020 DEVELOP DEPLOYMENT GATE SLIDE AND DELIVER TO GOVERNANCE	● 10/29/2020 CONDUCT RELEASE READINESS REVIEW	● 10/30/2020 DEVELOP BUSINESS PROCESS FLOWS

OCC Business Dependencies

- Clinical Integration (Facility CC Staff and VAMC RN Staff)
- Delivery Operations/Payment Oversight and Management (Invoice Processing Staff) : (b)(5)
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff) (b)(5)
- Finance (OCC Finance and Informatics Staff): (b)(5)
- VAMC / Fiscal Budget Staff (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

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For ELC Awareness
 (b)(5)

Project Description
 EPRS delivers a series of custom-built user interface (UI) screens and reporting system data integrations for administering the CCN contract.

Key Performance Indicators (KPI)

- Quality Check UI: 42/80 Users (Δ = +1)
- CCN Accreditation Waivers UI: 31/30 Users (No change)
- CCN Complaints & Grievances UI: 29/54 Users (No change)
- CCN Congressional Inquiries UI: 31/42 Users (No change)
- CCN Corrective Action Plans (CAPs) UI: 29/30 Users (Δ = +1)
- CCN Network Adequacy Deviations UI: 28/51 Users (No change)

Accomplishments

Upcoming Milestones

08/20/2020 EPRS Release 6.0 D: EDI 837 Data Layer Rework	08/28/2020 EPRS Release 7.0 D: EPRS Data Integration (eCAMs)	09/30/2020: EPRS Pre-Prod R10.0: Complaints UI & Quality Check	10/14/2020: EPRS SQA R10.1: Congressional Inquiries & N.A. Deviations	10/29/2020: EPRS Prod R10.0: Complaints UI & Quality Check	12/04/2020: EPRS Prod R12.0: EPRS Technical Data Integration for CCRS	12/16/2020: EPRS Prod R10.1: Congressional Inquiries & N.A. Deviations
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OCC Business Dependencies

Project Dependencies

- **Community Care Contract Administration/Support (CCCA/S)**: (b)(5)
- **Community Care Network Management (NM)**: (b)(5)

OIT / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

Implementation Updates:

1. R4 Webinar held on 9/23 and 9/24, with over 500 participants at each session.
2. CCN Urgent Care for Region 4 went live on 9/30.
3. Region 4 Office Hours and Daily sync up held on go-live week to support implementation.

Project Description

Coordinates the transition of urgent care benefit from PC3 to CCN. Work coordinated under the Urgent Care IPT falls into three categories: operations, contract modifications, and CCN transition.

Key Performance Indicators (KPI)

- Average Urgent Care authorizations:
 - Region 1: **1,400** per week
 - Region 2: **600** per week
 - Region 3: **1,350** per week
 - Region 4 : **900** per week
- Average of **350** Urgent Care calls to VA Call Center per day

Accomplishments

- 09/29/20 CCN URGENT CARE REGION 4 KICK OFF
- 09/30/2020 CCN URGENT CARE REGION 4 GO-LIVE

Upcoming Milestones

- TBD: REGION 5 UC CCN GO-LIVE

OCC Business Dependencies

- No Business Dependencies identified.

(b)(5)

Office of Information Technology / Data Dependencies

(b)(5)

Appendix

PMR Project Slides

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Manage all necessary integrations to appropriately operationalize Cerner EHR into OCC clinical operations processes

Key Performance Indicators (KPI)

TBD: Focusing on timeliness measures and qualitative surveys

Accomplishments

Upcoming Milestones

- Cerner Referral Manager Functional Testing: 8/17/2020 – 8/28/2020
- Exploratory Testing: 8/24/2020 – 8/29/2020
- Super User Training: 8/10/2020-8/29/2020
- ORA: 9/7/2020
- End User Training (Spokane): 9/28/2020
- HSRM SIU Interface Go-Live: End of September
- IOC Go Live: 10/24/2020

OCC Business Dependencies

Highlight OCC Business Dependencies:

- Clinical Integration and Mann Grandstaff Facility CC Staff: (b)(5)
- Payment Operations Management
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff)
- Women's Health (IVF and Infertility)

OIT / Data Dependencies

(b)(5)

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No ELC decisions needed at this time.

Project Description

Complete regional deployments to achieve CCN in Regions 1 – 6 and consolidate regional operations support as transitions complete to focus on stabilizing and optimization.

Key Performance Indicators (KPI)

- CCN is fully deployed across 49 states within Regions 1-4.
- As of September 30, 2020, Urgent Care is live across CCN Regions 1-4.
- CCN Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1.

Accomplishments

Upcoming Milestones

- 06/08/20 R4P1 SHCD GO-LIVE
- 06/16/20 R3P2 SHCD GO-LIVE
- 07/21/20 R4P2 SHCD GO-LIVE
- 08/11/20 R4P3 SHCD GO-LIVE
- 08/25/20 R4P4 SHCD GO-LIVE
- 09/01/20 R2 & R3 URGENT CARE CUTOVER FROM PC3
- 09/30/20 R4 URGENT CARE CUTOVER FROM PC3
- 04/01/21 R5 SHCD GO-LIVE

OCC Business Dependencies

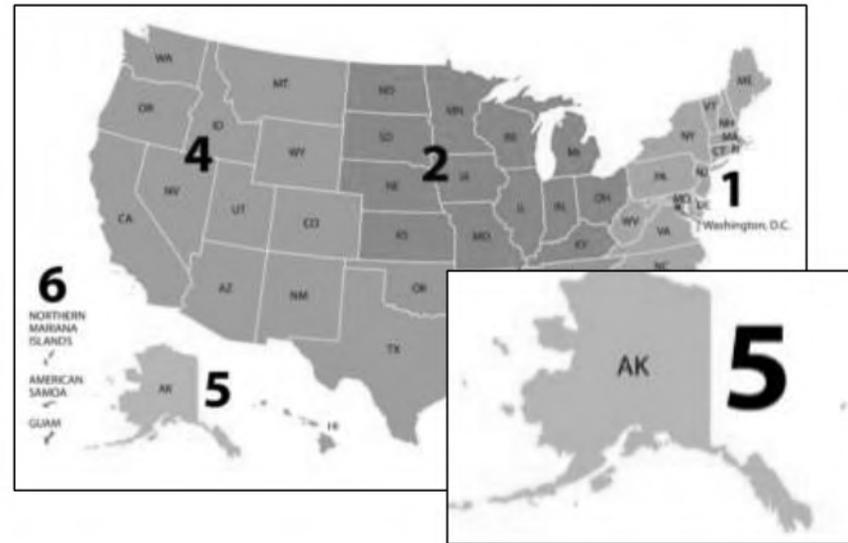
Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

(b)(5)

Region 5 Announcement

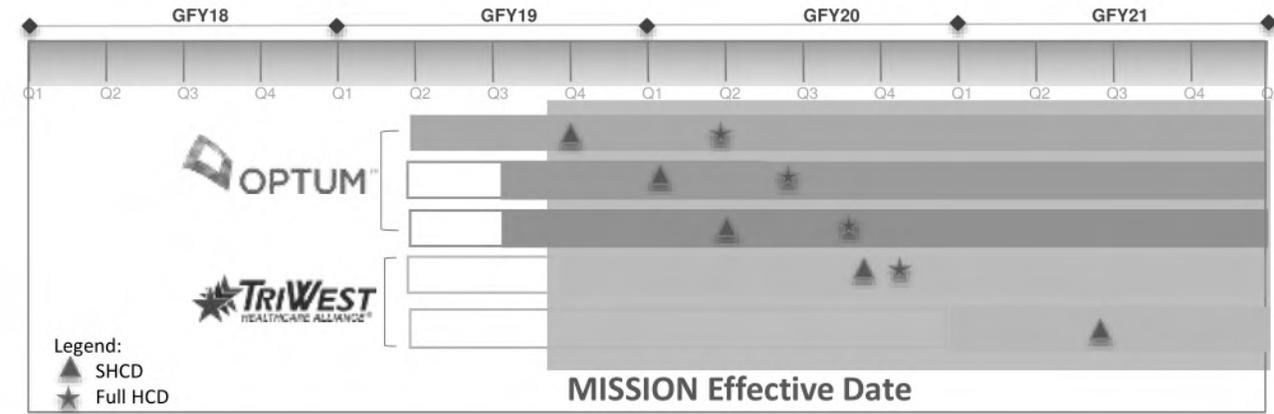
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- Region 5, which includes all of Alaska, was awarded to TriWest Healthcare Alliance (TriWest) on 10/1/2020.
- The Post Award Meeting is scheduled for 10/19/2020.
- The Kickoff Meeting is scheduled for 11/4/2020.
- Region 5 has a Veteran population of more than 68,000 with more than 33,000 Veterans enrolled in healthcare.

CCN Contract Award and Implementation Update

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CCN Regions



- R1** Awarded 12/28/18, start of health care delivery (SHCD) 6/26/19, full deployment by 12/28/19
- R2** Awarded 12/28/18, protest filed 1/22/19, protest resolved 5/2/19, performance resumed 5/6/19, SHCD 10/7/19, full deployment by 4/9/20
- R3** Awarded 12/28/18, protest resolved 5/3/19, appeal with the US Court of Federal Claims, stay of performance to Optum lifted on 7/22; SHCD on 10/7/19, full HCD achieved by 6/22/20
- R4** Pre-Award protest dismissed; award made 8/6/19, SHCD 6/8/20, full HCD achieved 8/31/2020
- R5** Awarded 10/1, Post Award Meeting 10/19, Kick-off Meeting 11/4, SHCD March 2021, full HCD by 4/1/21
- R6** Pre-Solicitation

ELC Decision Needed/ ELC Priority Discussion	Project Description	Key Performance Indicators (KPI)
<p>Discussion</p> <p>No ELC decisions needed. Accomplishments:</p> <ul style="list-style-type: none"> • Agreement modification was completed. Among the items it expands reimbursement to include telehealth and COVID related services by third party partners to IHS/THP sites (AKA PRC). • CC approach – Draft final pan completed and will be sent for wider VA concurrence week of 10/21/20. • Program office presented to the BIMS on 9/11. • The annual tribal retraining held week of 9/15. • Internal controls SOP completed 	<p>Integrate the IHS/THP Reimbursement Agreement Program (RAP) operations with other OCC efforts. Tasks included executing an advisory board and developing a Care Coordination Plan; hosting tribal and VA staff training; continuous communication efforts; program expansion ; and community Outreach and engagement</p>	<ul style="list-style-type: none"> • Metric 1: Advisory Board meetings • Metric 2: Care Coordination Plan developed • Metric 3: Annual re-trainings conducted

Accomplishments				Upcoming Milestones
● 07/17/20 VA FIELD STAKEHOLDER VIRTUAL TRAINING EMAILED	● 7/2020 ALASKA PHARMACY MOD EXECUTION BEGAN	● 8/25/2020 HOSTED TRIBAL CONSULTATION ON CC APPROACH	● 09/11/2020 BIM PRESENTATION ON IHS/THP RAP STATUS	● 09/23/2020 IHS/THP VIRTUAL RETRAINING
				● 11/16/2020 CC PLAN FINALIZED

OCC Business Dependencies
(b)(5)

OIT / Data Dependencies
<p>N/A</p> <p>Risk:</p> <p>Mitigation:</p>

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Executive Leadership Committee (ELC) Priority Discussion

No ELC decisions needed or priority discussion topics at this time.

Project Description

Deploy AMCMS Software as a Service (SaaS) product that integrates financial, medical, and utilization management through data analytics to accurately forecast, monitor and control Community Care's medical services.

Key Performance Indicators (KPI)

Key financial & utilization metrics tracked include, but are not limited to:

- **UM Metrics:** Average Paid per Claim, Average Number of Claims per Referral, Average Total Paid per Referral, Average Cost per CoC, Average Cost per SEOC, Average Length of Stay, Percent of ED Visits Resulting in Inpatient Admission, Expenditures per CC Provider.
- **FM Metrics:** Spent/Obligated Amounts versus Total Available Budget, Projected Total Expenditures versus Total Available Budget.

Accomplishments

- 9/28-10/5 STALE REFERRAL LOGIC UAT ROUND 4
- 10/8 UAT TEST EVALUATION REPORT APPROVED
- 10/9 VISN 8 KICKOFF MEETING
- 10/13 NATIONAL DEPLOYMENT GATE REVIEW APPROVAL

Upcoming Milestones

- 10/19 NATIONAL DEPLOYMENT OF AMCMS MODEL
- 10/19-10/26 AMCMS VIRTUAL WEBINAR TRAININGS
- 10/21 NETWORK MANAGEMENT REQUIREMENTS GATHERING
- 10/27 LESSONS LEARNED UPDATE

OCC Business Dependencies

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

HealthShare Referral Manager

2275

Development

0000004202 UNCLASSIFIED 1/10/2020

ELC Decision Needed/ ELC Priority Discussion

N/A

Project Description

HealthShare Referral Manager (HSRM) is an enterprise-wide COTS system in support of community care used by community care staff to generate referrals and authorizations for Veterans receiving care in the community.

Key Performance Indicators (KPI)

- 3,210,309: Total Referrals FY 2020 (Through 10/9/2020)
- 185,645: Total Referrals FY 2019
- 18,229: Total number of VA user accounts provisioned
- 18,320: Number of Community Providers provisioned
- 6,569: Number of unique Community Provider locations
- 148: Number of VAMC sites actively using HSRM
- 5,272: Support Ticket Count for September
- Top 3 Support Ticket Categories for September:
 1. Provisioning/needs access-VAMC
 2. Provisioning/needs access-community provider
 3. Training/knowledge issue

Accomplishments

- 09/26/2020 CERNER SCHEDULING MESSAGE GO-LIVE
- 10/19/2020 RELEASE 11 UAT START

Upcoming Milestones

- 10/24/2020 CERNER SPOKANE GO-LIVE
- 10/28/2020 CAEC 1.5 GO/NO GO PRESENTATION
- NOVEMBER 2020 CAEC 1.5 ND RELEASE
- 11/13/2020 RELEASE 11 GO/NO GO PRESENTATION
- 11/23/2020 RELEASE 11 ND

OCC Business Dependencies

Highlight OCC Business Dependencies:

- Clinical Integration (CI Field Support Director & Assistants): (b)(5)
- Delivery Operations/POM: (b)(5)
- Finance (OCC Finance and Informatics Staff): (b)(5)
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff): (b)(5)

OIT / Data Dependencies

Highlight OIT/Data Dependencies: Upstream (U) Downstream (D)

(b)(5)

Overview of Release 11.0 Enhancements

- Release 11 will contain several general HSRM enhancements in addition to HL7, MVI, Task Management, and Offline Referral Form enhancements. All of which will increase HSRM usability and efficiency.

HL7 Messaging

- **Add Appointment Scheduled Method** to HL7 SIU Outbound
- **Add Treating Specialty** to HL7 SIU Message
- **SIU Message to Cerner** Contain Scheduling and Cancellation Notes

Task Management Enhancements

- **Create new manual task**- ""Message VA to VA""

MVI

- **MVI - Audit Trail:** Display Veteran Data changes from MVI
- **MVI - Integration:** Receive Veteran Demographic updates from MVI

Reporting

- **Add Level of Care** to the CI Tasking Reports
- **Community Wait Times** Report Enhancements, and adds "Recorded Date"

Community Provider Provisioning Enhancements

- **The ability** to provision community providers by NPIs.
- **Referral lists would only display** referrals where the assigned care provider NPI matches.

Offline Referral Form

- **Prevent users** from being able to generate an Offline Referral Form if there is no provider assigned
- **Message displayed** instructing the user to add a provider

Veteran Eligibility Status workflow

- **Eligible status** – Referral workflow as normal
- **Non-Eligible status** – Program authority locked and ability to refresh eligibility data

Additional HSRM Enhancements

- **FY22-FY23** Bene Travel Program Authority
- **Limit ability to change Affiliation** for CCN1-6 Users
- **Make Provider a required field** unless there is an optional task
- **Add Appointment Date** Timestamp to Data Feed
- **Enable/Disable** interfaces via task
- **Modify logic to trigger** downstream update to a referral; when any value changes on the Referral Detail Page or Appointments are recorded
- **Notify CCRS** of Affiliation Changes
- **Refactor Task API** for General CCRA Use
- **Improve Error log handling** by blocking any outgoing messages where providers do not have an email listed on their provider profile
- **Allocate Revenue tasks** for further review- Modifiable Due Dates (Tickle Feature)
- **Pre-cert Auto Task** Due Date Update
- **Remove taxonomy code from PPMS** Provider Search results, display only the description
- **Add date range** to audit trail filters

Overview of Release 10.0 Enhancements

- Release 10 contains general HSRM enhancements in addition to Community Provider Profile enhancements, Revenue Tasking enhancements and enhancements to the HSRM Task List. All of which will increase HSRM usability and efficiency.

General HSRM Enhancements

- **Offline Referral** edits to include the display of multiple Appointments/Providers and other enhancements
- **Suspended Referrals:** enhanced restrictions on user ability to make updates to suspended referrals
- **Remove all statuses except Approved** from the status drop down when the referral is in a Suspended status
- **Enable ability to email reports** for VA users to prevent the timeout errors. Emails will be limited to 40 MB, as this is a VA email limitation
- **Scheduling Comments** added to the HL7 feed to writeback to CPRS
- **Appointment Time Zone** added for appointments recorded in HSRM
- **Optional Tasks:** OT read only for CCN security groups
- **Optional Tasks:** added OT search to referral screen
- **CAC Logins:** ability for DoD users with CAC cards to access HSRM

Task Management Enhancements

- **Search on Referral** by Category of Care
- **Auto assignment** of new referrals by SSN, Category of Care, and Veteran Surname
- **Modified Task Triggers** for EOC Complete – follow up for medical documentation tasks
- **Follow up with Veteran:** Change from Automated Task to Manual Task

Revenue Tasking Enhancements

- **Precertification Workflow:** Turn off trigger PRCT triggers for Precertification Task
- **“Clean Slate” Revenue Task List:** Precertification Tasks greater than 10 days old, where the task status is Pending, and Task Comments field is blank will be archived from the task list

Community Provider enhancements

- **Provisioning Enhancements:** provision community providers by NPI and location
- **Limit referral status dropdown** to Accept, Reject, first Appointment Made and Initial Care Given

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

DECISION: No decision requested at this time

(b)(5)

Project Description

One Consult 2.0 was approved for project intake by the Community Care Steering Committee on March 31, 2020. The focus of One Consult 2.0 is to replace Consult Toolbox with a web application that follows a DevOps model, in order to eliminate the long and costly desktop deployment process of Consult Toolbox. The new web app will include user-validated requirements and existing Consult Toolbox backlog items, while filling any additional gaps within the existing system. It also pulls in DST and SEOC DB into ONE project and highlights their interdependencies

Key Performance Indicators (KPI)

- DST integrated into CPRS- Q1 FY 21
- CTB integrated into CPRS- Q2 FY 21

Accomplishments

● CTB 1.9.0077 DEVELOPMENT COMPLETED: 10/05/2020	● CTB 1.9.0077 SQA TESTING COMPLETED: 10/13/2020	● DST MAPPING TABLE UPDATES WENT LIVE : 10/1/2020	● COMPLETED CTB V2.0 REQUIREMENTS GATHERING AND WIREFRAMES: 10/9/2020	● CTB V2.0 SPRINT 1 DEVELOPMENT COMPLETED: 10/9/2020
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Upcoming Milestones

● CTB V1.9.0076: NATIONAL ROLLOUT COMPLETE 10/23/2020	● CTB V1.9.0077: PRE-PROD IOC TESTING COMPLETE: 10/28/2020	● CTB V2.0 DEVELOPMENT COMPLETE 12/24/2020	● CTB v2.0 CONSULT FACTORS DISCUSSION CONTINUES	● DST OFFICE HOURS CONTINUE: 10/19/2020
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OCC Business Dependencies

(b)(5)

OIT / Data Dependencies

(b)(5)

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ELC Decision Needed/ ELC Priority Discussion

- Priority Discussion:**

(b)(5)

Project Description

Provider Profile Management System (PPMS): A consolidated repository to house provider information for multiple community network and federal partner provide along with a tool to allow VA staff to view and manage that information.

NETWORK	Active	10/9/2020	+/ -	% Change #	Active Provider Services	10/9/2020	+/ -	% Change #
CCN Region 1	333,438	322,242	796	0.24%	1,496,245	1,490,207	6,040	0.40%
CCN Region 2	312,421	311,185	1,236	0.40%	1,725,340	1,711,235	14,105	0.82%
CCN Region 3	187,658	186,508	1,150	0.60%	723,448	698,303	25,145	3.48%
CCN Region 4	225,158	224,396	762	0.34%	580,968	577,403	3,565	0.62%
Other	1,036,492	1,035,132	1,360	0.13%	4,300,000	4,417,100	117,100	2.72%
NON-CCN								
DOD	81	85	-4	0.00%	85	85	0	0.00%
HR	77	77	0	0.00%	78	78	0	0.00%
Local Contract	2,772	2,751	21	0.76%	2,000	2,003	-3	-0.15%
TriNet Health	139	138	1	0.00%	173	173	0	0.00%
TriWest	793,122	790,418	2,704	0.34%	1,778,002	1,796,019	-18,017	-1.02%
VA Network	49,815	48,048	1,767	3.55%	70,180	70,204	-24	-0.03%
VEA	20,344	20,910	-566	-2.78%	21,571	21,534	37	0.17%
Non-CCN Sub-Total	752,308	757,542	-5,234	-0.69%	3,040,778	3,037,400	3,378	0.11%
Total Unique Providers	1,738,176	1,736,984	1,192	0.07%	6,340,780	6,314,476	26,304	0.42%

Accomplishments

- 7/7/20 PPMS 8.1 GO-LIVE
- 7/14/20 VA.GOV SPRINT 25
- 7/27/20 HOTFIX 8.1.1.1 RELEASE
- 7/29/20 VA CPL NATIONAL RELEASE
- 08/11/20 PPMS 9.0 NATIONAL GATEWAY REVIEW
- 8/11/20 VA.GOV SPRINT 27
- 08/20/20 PPMS 9.0 GO-LIVE
- 08/20/2020 - 9/9/2020 PIE RESTART PRIORITY SITES
- 8/25/2020 VA.GOV SPRINT 28
- 09/8/2020 VA.GOV SPRINT 29
- 09/15/20 PPMS 9.1 NATIONAL GATE REVIEW
- 09/25/20 PPMS 9.1 GO-LIVE
- 10/27/20 PPMS 10 NATIONAL GATE REVIEW
- 11/5/20 PPMS 10 GO-LIVE

Upcoming Milestones

OCC Business Dependencies

- Clinical Integration
- Network Management
- Community Care Network
- Delivery Operations
- Revenue Operations
- VAMC/CPO & Pharmacy - (b)(5)

(b)(5)

OIT / Data Dependencies

(b)(5)

OCC Data Governance Project

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ELC Decision Needed/ ELC Priority Discussion

Decision: None

Priority Discussion: None

Project Description

Establish OCC Data Governance to ensure data are reliable, dependable, consistent, and well documented. OCC Data Governance will include standards and policies that drive how data are used and maintained to reduce misuse and misreporting of data and increase the credibility and the quality of that data to support high-quality, consistent, and timely data to drive accurate decision-making.

Key Performance Indicators (KPI)

- Frequency data reported as accessible timely, *complete, accurate and reliable*
- Percent of compliance with policies
- Percent of systems achieving established performance metrics
- Percent of systems with complete documentation

Accomplishments

- 10/7/2020 SPONSORED ISSUES TRACKER DG WORKGROUP
- 10/14/2020 APPROVED TECH & DATA GOVERNANCE ROAD MAP
- 10/16/2020 INITIATED E-REPOS DATA USABILITY ANALYSIS
- 10/21/2020 APPROVED STANDARD SYSTEMS ARTIFACTS

Upcoming Milestones

- 10/30/2020 DRAFT DATA GOVERNANCE COMMUNICATION PLAN
- 11/18/2020 CHANGE MANAGEMENT SPONSOR PLAN
- 11/25/2020 DRAFT DATA GOVERNANCE STRUCTURE

OCC Business Dependencies

Upstream Dependencies

- **VA Data Governance:** (b)(5)
- (b)(5)
- **OIT:** (b)(5)
- (b)(5)

Downstream Dependencies

(b)(5)

OIT / Data Dependencies

Upstream Dependencies

(b)(5)

Continuity of Operations Plan (COOP)

Development

2281

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION: NO ELC decision currently**

Project Description

The project scope is to develop a standardized Continuity of Operations Plan (COOP) Appendix for all mission critical OCC systems and functions. Also, a standardized process for scheduled and unscheduled system outage with an After-Action Report.

Key Performance Indicators (KPI)

- **Metric 1: Process for unscheduled outage notification**
- **Metric 2: COOPs developed**
- **Metric 3: Repository complete**
- **Metric 4: KMS and SOPs updated**

Accomplishments

- 08/04/2020 – APPROVED FOR GO AT CCSC
- 08/13/2020 – KICK-OFF PROJECT MEETING

Upcoming Milestones

- 10/27/20 – DIRECTORATES SYSTEMS/FUNCTIONS
- 11/10/20- NOTIFICATION OF UNSCHEDULED SYSTEM OUTAGE PROCESS
- 11/10/20- COOP DEVELOPMENT

OCC Business Dependencies - Lite

- **Highlight OCC Business Dependencies:**

(b)(5)

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies - Lite

- **Highlight OIT/Data Dependencies:**

(b)(5)

(b)(5)

Community Care Integrated Billing and Accounts Receivable (CC IB/AR) – Phase 2

National Deployment

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Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- The initial contract period ended on 06/04/20. A six-month extension to continue the VistA Integrated Billing (IB) and Accounts Receivable (AR) updates was approved and awarded. This extension will run through 12/04/20 and will provide IB/AR patches with requested and mandated enhancements for all 130+ VistA instances.

Project Description

VistA Integrated Billing (IB) and Accounts Receivable (AR) enhancements for administration of copay benefit, billing system collection updates and modification of VistA reports in support of MISSION Act and COVID requirements.

Key Performance Indicators (KPI)

- No specific KPI's were identified for this phase of the project.

Accomplishments

- 05/18/20 (2) IB & (1) AR PATCH NATIONALLY RELEASED
- 06/02/20 IB 675 NATIONALLY RELEASED
- 08/13/20 IB 677 NATIONALLY RELEASED
- 09/10/20 IB 678 NATIONALLY RELEASED
- 09/30/20 AR 361 NATIONALLY RELEASED
- 10/19/20 IB 682 NATIONALLY RELEASED

Upcoming Milestones

- AR 372 & IB 689 ARE NATIONALLY RELEASING ON 11/09 & 11/04
- 12/04/20 CONTRACT COMPLETED

OCC Business Dependencies

- No business dependencies outside of Revenue Operations (RO) were identified for this phase of the project.

Office of Information and Technology / Data Dependencies

- Downstream Dependency – None at this time.

(b)(5)

**Executive Leadership Committee (ELC)
Decision Needed / Priority Discussion**

DECISION:

- No ELC decisions needed or priority discussion topics at this time.

Project Description

- The ESCC project provides automation for Community Care static eligibility determinations allowing ES to determine, communicate and track Veteran eligibility.

Key Performance Indicators (KPI)

- Metric 1:** Communicate the Community Care static eligibility to CCN and TPA (eligibility files sent daily to TPA and CCN) **100%**
- Metric 2:** Tracking of Veteran eligibility to ensure accurate eligibility determinations (ESCC Data Quality Report) **100% daily**

Accomplishments

Upcoming Milestones

● 09 09/2020 ES RELEASE TO EXPAND STATIC ELIGIBILITY TO NOT ENROLLED COVERED VETERANS (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)

● 09/2020 SUCCESSFUL MEETING WITH TW AND OPTUM TO DISCUSS SUMMARY OF CHANGES TO ELIGIBILITY FILE

● 10/2020 CC ELIGIBILITY VCE MODIFICATION SENT TO CCN CONTRACTORS. AWAITING FINAL APPROVAL

● 11/2020 TURN ON ES/VISTA FUNCTIONALITY TO AUTOMATE COLLATERAL OF VETERAN ELIGIBILITY (INCLUDE COPY OF RECORDS IN ELIGIBILITY FILE IS TURNED OFF UNTIL CONTRACT MOD IS COMPLETED)

OCC Business Dependencies

- Highlight OCC Business Dependencies:
- Clinical Integration (Business Owners)
- System Engineering Management (SEM) - (b)(5)
- Business Intelligence Service Line (BISL) - (b)(5)
- Community Care Contractor (CCN) - (b)(5)
- VA Master Patient Index (MPI) , Office of Policy and Planning (PSSG), Veteran Experience Office (VEO)

Issue:
Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

- Highlight OIT/Data Dependencies:

(b)(5)

Issue:
Mitigation:

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- **DECISION:** No new decisions needed from Revenue Operations regarding back end process at this time.

Project Description

To support the VHA DoD Reimbursement pilots with a web-based tool, standardize use of Intra-governmental Payment and Collection System (IPAC), standardized monthly invoice batch processing, a streamlined trackable process from authorization of care through to invoice payment and reconciliation, monthly and quarterly reconciliation reports.

Key Performance Indicators (KPI)

- Align with the VA/DoD Advanced Payment Methodology.

Accomplishments

- 2019 SEM BUSINESS ANALYST TASKS COMPLETE
- 5/15/2020 SEM SHAREPOINT DEVELOPMENT COMPLETE
- 8/31/20 VSSC VALIDATION OF DOD DATA COMPLETE

Upcoming Milestones

- 10/31 VSSC CONTINUATION OF VALIDATING AND CODING OF DOD DATA
- 11/1 DOD APPROVED EXPANSION OUTCOME/DECISION

OCC Business Dependencies

- There are no dependencies to other OCC Directorates.
- Revenue Operations (Facility Revenue, RUR, and CPAC Staff).

(b)(5)

Office of Information and Technology (OIT) / Data Dependencies

(b)(5)

0000004202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion

- None

Project Description

Allows eligible Veterans access to “no cost” Quadrivalent Influenza vaccinations at Retail Pharmacies in their neighborhoods

Key Performance Indicators (KPI)

- **Metric 1: over 100,000 Veteran's vaccinated**
- **Metric 2: Reimburse Walgreens 99% accuracy**

Accomplishments

- 8/11/2020 FINAL FILE/INVOICE SENT WALGREENS

Upcoming Milestones

- 10/30/2020 CLOSE OUT RETAIL PHARMACY

OCC Business Dependencies

- (b)(5)
- (b)(5) (b)(6) (b)(5)
- (b)(5)

RISK:

Mitigation:

Office of Information and Technology (OIT) / Data Dependencies

RISK:

Appendix

Project Idea Evaluation Updates

Project Idea Evaluation (PIE) Updates

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00000004202 UNCLASSIFIED 1/10/2020

Project Name	Received by PIE Team	Presented at PMR	PMR Decision	Ops Notified	CCSC Presentation Date	CCSC Go / No Go	Ops PM Resource Assigned
Integrated Product Environment (IPE)	9/14	9/22	Approved	9/24	10/20	Go	10/9 (b)(6)
CP&E Close Out	8/26	9/8	Approved	9/14	TBD	TBD	Resource not available until Nov. 1st
Veteran Family Member Program (VFMP) Foreign Medical Program (FMP) Electronic Fund Transfer (EFT) Payment	8/25	On Hold	TBD	TBD	TBD	TBD	TBD
Community Care Billing SSN Reduction	7/21	8/11	Approved	8/13	10/20	Go	10/2 (b)(6)
Veteran Credit Database Program	7/16	8/11	Deferred	8/13	N/A	N/A	N/A
Community Administration of Vaccine Encounters (CAVE)	6/23	7/14	Approved	7/16	7/28	Go	7/21 (b)(6)
Comprehensive Disaster Recovery Plans / OCC Continuity Of Operations Plan (COOP)	6/19	6/23	Approved	6/29	8/04	Go	7/20 (b)(6)
ePrescribing	6/19	6/23	Approved	6/29	9/15	Go	8/24 (b)(6)

00000001202 UNCLASSIFIED 1/10/2020

Executive Leadership Committee (ELC) Decision Needed / Priority Discussion	Project Description	Key Performance Indicators (KPI)
<ul style="list-style-type: none"> DECISION: No current ELC decision required at this time. BACKGROUND: <ul style="list-style-type: none"> Enactment of Law on 5/24/2018 – Implementation Deadline 5/24/2019 <div style="border: 1px solid black; height: 150px; width: 100%; margin-top: 10px;">(b)(5)</div>	<p>To provide oversight for ongoing policy and IT funding efforts in conjunction with <u>Sec. 302 Protecting Veterans Credit Protection Act of 2018</u> including efforts to obtain legislative relief.</p>	<ul style="list-style-type: none"> Metric 1: The electronic VA claims are paid within 30 days and paper claims are paid within 45 days. Metric 2: Ensures Veteran cost share and deductibles are adjudicated accurately. Metric 3: 100% of information furnished to credit reporting agencies will be verified Veteran responsible debt. Metric 4: Decrease in Appeals and Calls for improperly reported debt.

Accomplishments	Upcoming Milestones
<ul style="list-style-type: none"> VIPR V18-00312-000 for automated solution submitted. Status as of 1/08/2020 –Unfunded Request/Pending Resources 	<ul style="list-style-type: none"> JANUARY 2021-LEGISLATIVE RELIEF REQUEST FOR FY23 LEGISLATIVE CYCLE WILL BE SUBMITTED.

OCC Business Dependencies	Office of Information and Technology (OIT) / Data Dependencies
<ul style="list-style-type: none"> Highlight OCC Business Dependencies: <div style="border: 1px solid black; height: 350px; width: 100%; margin-top: 10px;">(b)(5)</div>	<div style="border: 1px solid black; height: 350px; width: 100%; margin-top: 10px;">(b)(5)</div>