Previous Research Review

Claim Status Tool

Christian Valla
cvalla@Governmentcio.com

April 27, 2020

Background & Goals & Method

Background

- We wanted to do a review of all relevant research that have been done with regards to the Claim Status Tool.
- We wanted to provide any relevant resources and background material for the Claim Status Tool.
- All relevant research findings and resources will be posted in this deck.

Research goals

- Find relevant resources and relevant background material for the development of the Claim Status Tool.

- To learn what research exist internally on the VA Claim Status Tool

  - Specifically research findings that are relevant to the current and the future Claim Status Tool.

- To understand better what research is still needed to be done on the current Claim Status Tool.

Method

- We did a Previous Research Review of all relevant research and resources (that is located in GitHub) on the VA Claim Status Tool between 2016 and today (30 April 2020).

Previous Research

Overview

- There has been little actual research done between 2016 and today (1 May 2020) on the Claim Status Tool.

- Only two actual research reports could be found in Github between 2016 and today.

Existing research Claim Status Tool

- Claim Status Tool. February 2018. Research findings: [Click here.](#)

- Appeals Status V3. January 2019. Research findings: [Click here.](#)

Note: Excluded to this list is any research dating before 2016, as it seem less relevant to the current Claim Status Tool.

Existing resources Claim Status Tool

- Vets.gov Appeals status V2. February 2018. Resources: [Click here.](#)

- Appeals Status V2 Designs and Features. February 2018. Resources: [Click here.](#)

- The Future of Appeals and Claims Status. February 2018. Resources: [Click here.](#)

- Appeals Status. February 2018. Resources: [Click here.](#)

Research Findings

Key Findings study 1 (February 2018)

1. **Progress of the claim is important.** Veterans want to know:

   a. Is my claim moving? (Similar to "is my claim in progress?)

   b. When is my claim getting into the hands of a Veteran Service Representative?

2. **The evidence gathering process is time consuming and confusing**. Veterans don't have all the info they need about evidence gathering in VA.

3. **Veterans seeing an alert on VA.gov want to look up additional information.** They want to know e.g.: *"why am I not eligible for the new claim process?"*

4. **Veterans wants to be able to submit a claim and upload evidence online.**

   a. Users want to be able to look up more details online on the Appeal Status and the VA decision.

Key Findings study 2 (September 2019)

1. **Participants generally found the Claim Status Tool helpful.**
   ○ Many positive comments were attributed to the '*landing view'* of the Claim Status Tool.
   ○ Participants valued the '*find out why we sometimes combine claims'* information and the summarized information for each claim within the view.
   ○ Participants found the information on the claim detail screen to be clear and relevant.
   ○ Many positive comments were attributed *'claim detail'* page. Specifically, comments around the visual indicator of where the VA is in the process of reviewal of their claim and estimated date

➢ **Recommendations**:
   ■ List the claims in chronological order.

Key Findings study 2 (September 2019)

- **Participants expressed the desire to confirm file uploads and accuracy.**

  - Participants wanted confirmation that they had sent the correct information to the VA, to view previously uploaded documents and remove documents if uploaded in error.

  - Participants found the wording on the confirmation checkbox clear and to provide useful instruction as to what should and should not be submitted.

- ➢ **Recommendations**:
    - Currently, users can see the document type they have previously submitted. May be value in allowing users to view the document they submitted and potentially allow them to remove the document if it was done in error.
    - Currently on VA.gov, this checkbox does not exist. There may be value in adding and testing this, to see if it reduces the amount of decision review forms being uploaded erroneously.

Next Steps

Next Steps

Next steps

We will do a Comparison Analysis of best practices for claim or status tracking and progress updates.