

VA



U.S. Department  
of Veterans Affairs

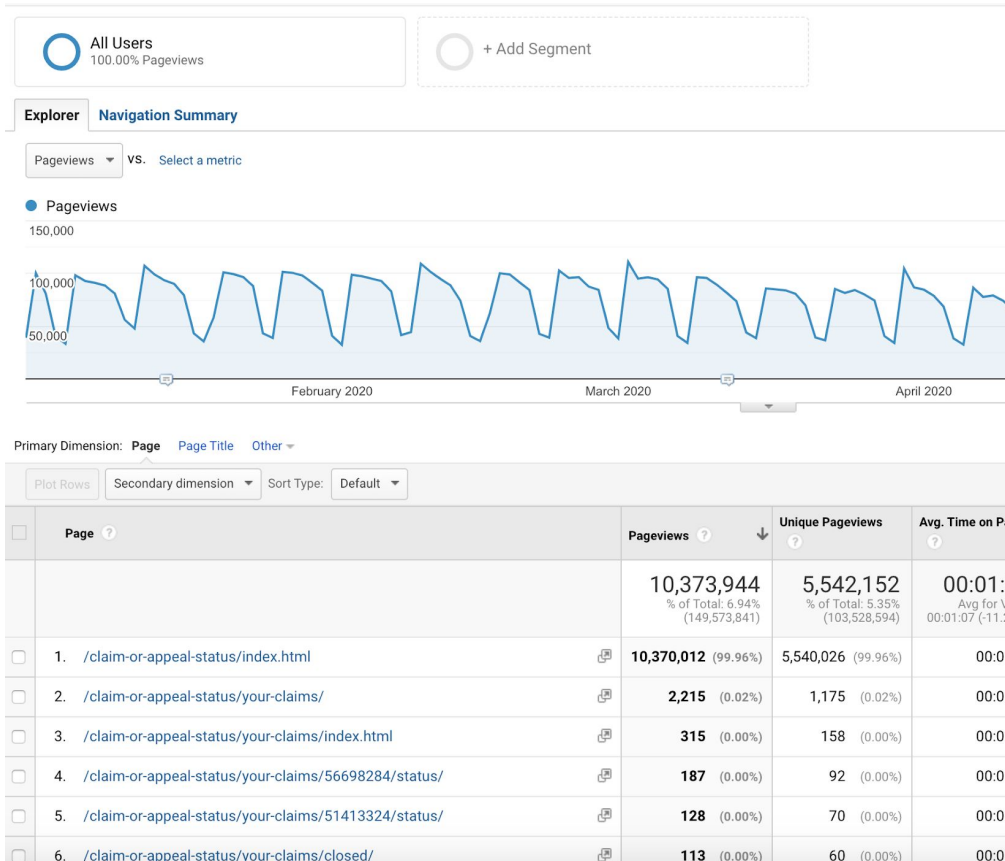
# Claim and Appeals Status Tool

Quantitative Analysis - Synthesis

# Overall Traffic / Usage

Range: Jan 1 - May 28

- 10.375 million pageviews
- 5.42 million unique pageviews (no duplicate user views)



# Entrances & Exits

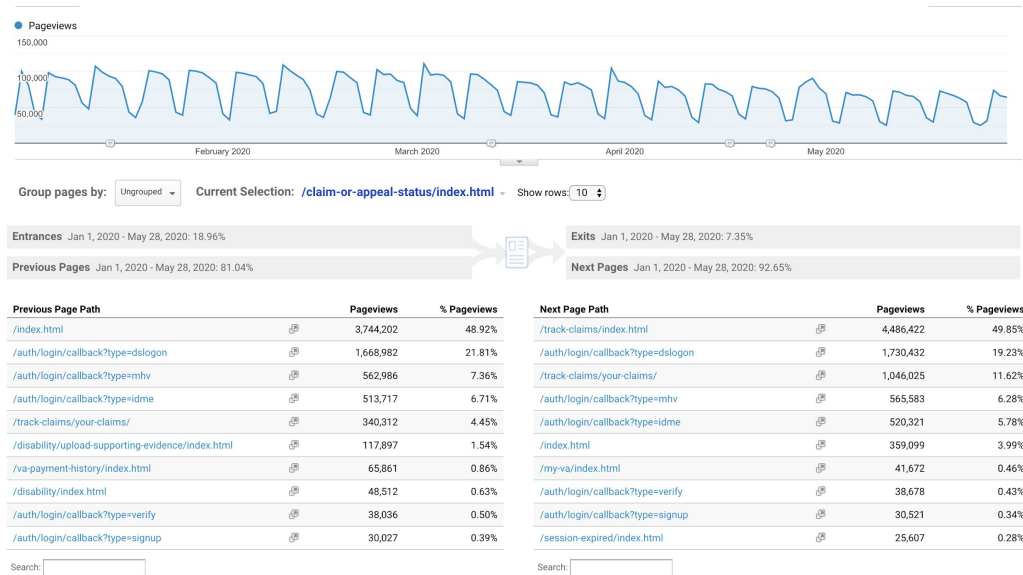
Range: Jan 1 - May 28

## Entrances

- Most were from va.gov homepage (50%)
- Next largest source was login functionality (likely logging in and redirecting back to CST) (34%)

## Exits

- 50% back to track claims index page
- 30% to re-logging in



# Referral Sources

Range: Jan 1 - May 28

- Top referral source was Google
- Most referral sources were search engines or search functionalities

February 2020

March 2020

Primary Dimension: **Page** Other

Plot Rows

Secondary dimension: Full Referrer

Sort Type: Default

<input type="checkbox"/>	Page ?	Full Referrer ?	Pageviews ?	Unique Pageviews ?
			10,370,012 % of Total: 6.93% (149,573,841)	5,541,111 % of Total: 3.75% (149,573,841)
<input type="checkbox"/>	1. /claim-or-appeal-status/index.htm	google	5,451,461 (52.57%)	2,870,331
<input type="checkbox"/>	2. /claim-or-appeal-status/index.htm	(direct)	2,568,831 (24.77%)	1,436,941
<input type="checkbox"/>	3. /claim-or-appeal-status/index.htm	bing	987,250 (9.52%)	500,671
<input type="checkbox"/>	4. /claim-or-appeal-status/index.htm	lnks.gd/	305,716 (2.95%)	166,631
<input type="checkbox"/>	5. /claim-or-appeal-status/index.htm	yahoo	283,620 (2.74%)	144,711
<input type="checkbox"/>	6. /claim-or-appeal-status/index.htm	search.usa.gov/	116,443 (1.12%)	60,501
<input type="checkbox"/>	7. /claim-or-appeal-status/index.htm	search.usa.gov/search	69,159 (0.67%)	34,701
<input type="checkbox"/>	8. /claim-or-appeal-status/index.htm	id.me/	51,632 (0.50%)	32,801
<input type="checkbox"/>	9. /claim-or-appeal-status/index.htm	gov-delivery	42,449 (0.41%)	23,901
<input type="checkbox"/>	10. /claim-or-appeal-status/index.htm	VEText	31,188 (0.30%)	19,061

# Call Center Research

The following slides contain data we received from the NCC (National Call Center). They reviewed a sample of 781 calls (roughly 10% of all calls received) from the weeks of 2/10/20 and 2/17/20.

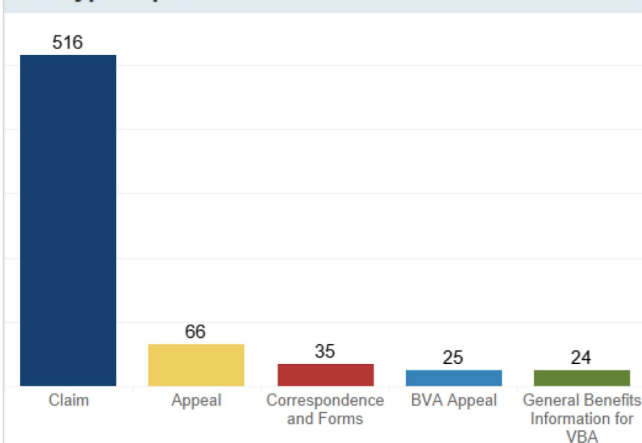
The purpose was to capture information related to [va.gov](https://va.gov) and the specific reason for the call – post accessing the information on the self-service portal.

# Call Types

What were they calling in for?

- 66% were claim-related calls
- 172 of 781 calls were multiple (same caller)
- 8.5% were calls about an appeal

Call Type Top 5



66% of Veterans who accessed VA.GOV, then contacted the NCC, were categorized into Claim related calls.

172 Veterans called multiple times during the two week period.

## Call Type(s)

Call Type

Claim	516	66.1%
Appeal	66	8.5%
Correspondence and Forms	35	4.5%
BVA Appeal	25	3.2%
General Benefits Information for VBA	24	3.1%
Payments / Debts	16	2.0%
FOIA/Privacy Act	12	1.5%
Dependent Maintenance	10	1.3%
Compensation and Related Benefits	10	1.3%
General Status	8	1.0%
Explanation of Letter	7	0.9%
Amount of Payment	6	0.8%
Verifying VA Income	4	0.5%
eBenefits	4	0.5%
Date of Payment	4	0.5%
Contract Examinations	4	0.5%
Update Information	3	0.4%
Request for Benefit Letter	3	0.4%
ITF/Generate ITF	3	0.4%
Exam	3	0.4%
How to file	2	0.3%
General Benefit Information For NCA	2	0.3%
Address (CADD)	2	0.3%
Vocational Rehabilitation and Employment	1	0.1%
VBA Phone Number/ VBA Fax	1	0.1%
VASS	1	0.1%
Sensitive File	1	0.1%
Remote Proofing	1	0.1%
Referral to Another VA Business Line	1	0.1%
Other Dependency Related Call	1	0.1%
General Inquiry	1	0.1%
General Benefits Information for VHA	1	0.1%
Email Blank Forms	1	0.1%
Death of a Dependent	1	0.1%
Add Minor Children	1	0.1%

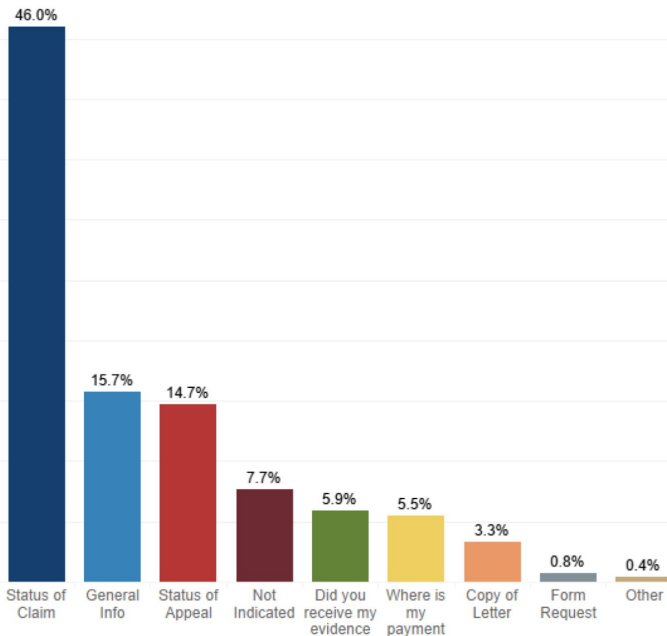
# Questions asked

What were they seeking help for?

- 46% were asking about status of claim
- Status of appeal was a close 3rd at 14.7%
- Did you receive my evidence? Was ~6%

## Question(s) Asked

Questions Asked



Questions Asked

Status of Claim	359	46.0%
General Info	123	15.7%
Status of Appeal	115	14.7%
Not Indicated	60	7.7%
Did you receive my evidence	46	5.9%
Where is my payment	43	5.5%
Copy of Letter	26	3.3%
Form Request	6	0.8%
Other	3	0.4%
Total	781	100.0%

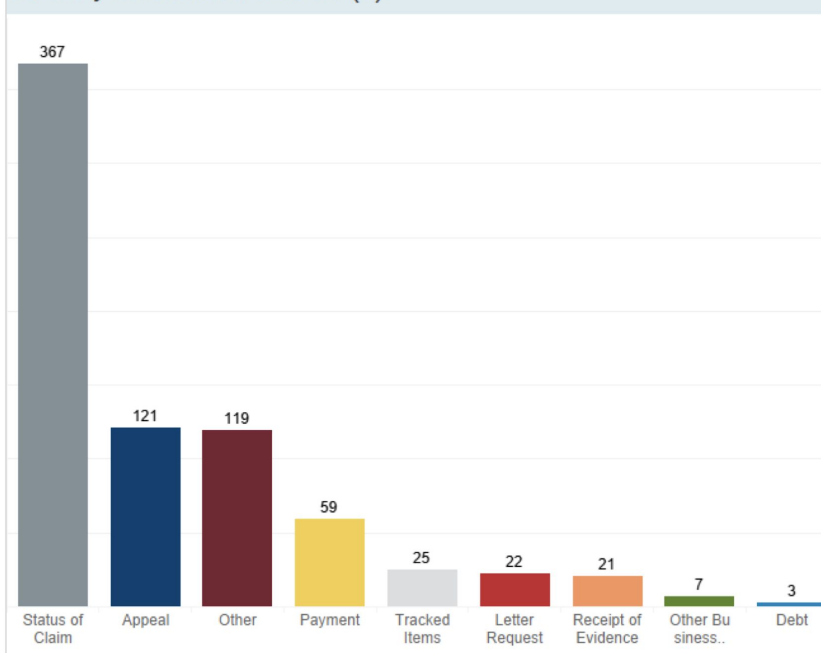
# VA.gov Issues

How many directly referenced va.gov as where the issue occurred?

- Only about 0.9% specifically mentioned status of claim on va.gov (claim and appeals status tool)

## Call Reason(s) when va.gov is of Issue

Directly Referenced VA.GOV (2)



Directly Referenced VA.GOV

Call Reason	Percent Directly Ref VA.GOV	Number of Records
Status of Claim	0.9%	367
Appeal	4.0%	121
Other	4.5%	119
Payment	5.3%	59
Tracked Items	11.1%	25
Letter Request	25.0%	22
Receipt of Evidence	11.1%	21
Other Business Line	50.0%	7
Debt		3



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# Qualitative Analysis - Why did they call?

For those calls in which the caller mentioned accessing va.gov prior to the call, the call agent asked probing questions to determine if they were unable to access the necessary information or why they felt they needed to call the call center. A breakdown of the top issues presented by the callers is provided below:

1. Decision Notification Issues/Concerns
2. Claim has been closed but unable to see decision.
3. Unable to view/print notification letter from va.gov.
4. Verification/Validation of Success of Actions Completed on va.gov

## **Claims Processing Issues/Concerns**

1. “We don’t know the status of your claim”
2. Verification of receipt of evidence
3. Ability to upload evidence to address tracked items
4. Ability to see all sent/received documents related to a pending claim
5. Ability to request an exam be rescheduled
6. Submit a complaint/concern related to a recently-conducted exam

# Recommendations from Call Center

Throughout the review, we tracked recommendations that would have addressed the caller's issues/concerns and potentially prevented the need to contact the NCC. A summary of the top recommendations is provided below:

1. Make all claim and appeal types available for status updates in va.gov
2. Clear indication on when the notification letter was mailed
3. Allow notification letter to be downloaded or provide statement that the notification letter is not available to download
4. Status of evidence in the portal or an indication that it can take up to XX days (based upon current mail processing timeframes) to see evidence faxed to us
5. Timely system update for when there is development on a claim
6. Ability to manage entire claims/appeals process via the portal
7. Provide information on how to obtain copies of Comp & Pen Exams
8. Update which document types are accepted for uploads (.doc, .txt, .pdf, etc.)
9. Push alerts to provide notification of change in status
10. Adjust the timeframes provided to mask information that is over 1 year in the future – provide a general statement about unable to provide estimated completion date at this time