Compensation and Pension Record Interchange (CAPRI)

Health Revenue Center Menu Changes
HRC MENU DISTRIBUTION - PHASE II

Release Notes

Patch: DVBA*2.7*148

July 2010

Preface

Purpose of the Release Notes

The Release Notes document describes the new features and functionality of patch DVBA*2.7*148 (Subject: HRC MENU DISTRIBUTION - PHASE II.)

Reference Numbering System

This document uses a numbering system to organize its topics into sections and to show the reader how these topics relate to each other. For example, the information in section 1.3 is the main topic for the third section of Chapter 1. If there were two subsections to this topic, they would be numbered 1.3.1 and 1.3.2. A section numbered 2.3.5.4.7 would be the seventh subsection of the fourth subsection of the fifth subsection of the third topic of Chapter 2. This numbering system tool allows the reader to more easily follow the logic of sections that contain several subsections.

Table of Contents

1. Overview

The following section provides a high level overview of patch DVBA*2.7*148 (Subject: HRC MENU DISTRIBUTION - PHASE II.).

1.1 ESM Approves HRC Menu Enhancements

The Enterprise System Management (ESM) office has given Compensation and Pension Record Interchange (CAPRI) approval to provide the Health Revenue Center (HRC) First Party Call Center contact representatives with enhancements to the current HRC menu structure. Modifications will include two new menus and additional VistA options for two of the existing HRC menus distributed in patch DVBA*2.7*84 released on 12/22/2006.

1.2 HRC First Party Call Center Background

CAPRI provides local common service access to VistA for HRC CAPRI remote users. The CAPRI Enhancement project will be modifying the current HRC menu structure to support the needs of the HRC First Party Call Center. The HRC First Party Call Center contact representatives handle calls from veterans related to the Consolidated Co-payment Processing Center (CCPC) billing statements. Many of the questions received by the HRC First Party Call Center require research using VistA options from several packages including Accounts Receivable, Computerized Patient Record System (CPRS), Integrated Billing, Kernel, Pharmacy, and Registration. The HRC needs this information in order to provide 'first call resolution' to veterans.

1.3 HRC Menu Enhancements

This patch adds options from the Outpatient Pharmacy and Integrated Billing packages to the HRC First Party CC menu. Outpatient Pharmacy and Computerized Patient Record System (CPRS) options will be added to the HRC Pharmacy Menu. It also distributes two new menus called HRC First Party Extended Services and HRC Pharmacy Customer Care Menu. The options found in these menus will be existing VistA options from Accounts Receivable, Computerized Patient Record System, Integrated Billing, Outpatient Pharmacy, and Registration.

2. Associated Remedy Tickets and New Service Requests

There are no Remedy tickets and/or New Service Requests associated with patch DVBA*2.7*148 (Subject: HRC MENU DISTRIBUTION - PHASE II.)

3. Enhancements
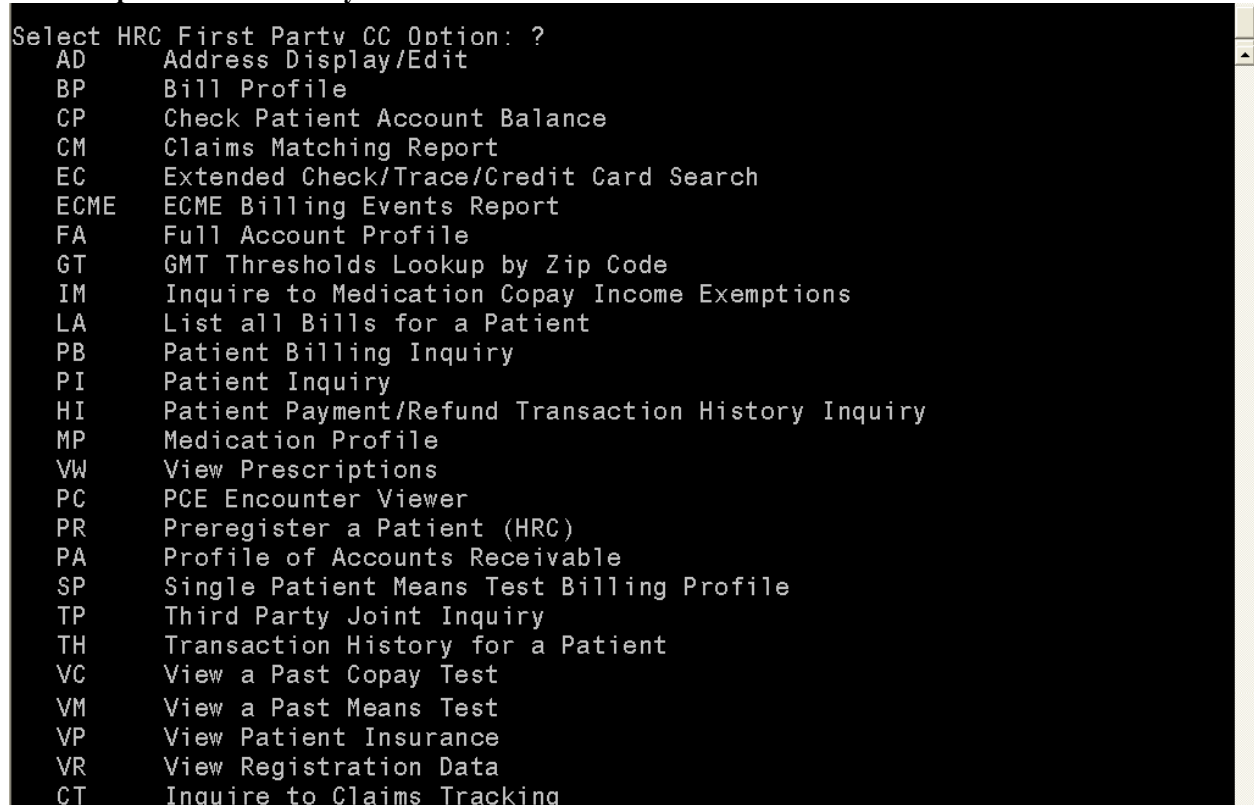
The following section is an overview of the enhancements that will be delivered in the patch DVBA*2.7*148 (Subject: HRC MENU DISTRIBUTION - PHASE II) release.

3.1 HRC First Party CC Menu Additions

Two options from the Outpatient Pharmacy package and one option from the Integrated Billing package have been added to the HRC First Party CC menu [DVBA HRC MENU]. These additional options are as follows:

- Medication Profile [PSO P]
- View Prescriptions [PSO VIEW]
- ECME Billing Events Report [IB ECME BILLING EVENTS]

3.1 Example: HRC First Party CC Menu Screen Shot

```
Select HRC First Party CC Option: ?
   AD      Address Display/Edit
   BP      Bill Profile
   CP      Check Patient Account Balance
   CM      Claims Matching Report
   EC      Extended Check/Trace/Credit Card Search
   ECME    ECME Billing Events Report
   FA      Full Account Profile
   GT      GMT Thresholds Lookup by Zip Code
   IM      Inquire to Medication Copay Income Exemptions
   LA      List all Bills for a Patient
   PB      Patient Billing Inquiry
   PI      Patient Inquiry
   HI      Patient Payment/Refund Transaction History Inquiry
   MP      Medication Profile
   VW      View Prescriptions
   PC      PCE Encounter Viewer
   PR      Preregister a Patient (HRC)
   PA      Profile of Accounts Receivable
   SP      Single Patient Means Test Billing Profile
   TP      Third Party Joint Inquiry
   TH      Transaction History for a Patient
   VC      View a Past Copay Test
   VM      View a Past Means Test
   VP      View Patient Insurance
   VR      View Registration Data
   CT      Inquire to Claims Tracking
```

3.2 HRC Pharmacy Menu Additions

One option from the Outpatient Pharmacy and one option from the Computerized Patient Record System packages have been added to the HRC Pharmacy Menu [DVBA HRC MENU PHARMACY]. These options include:

- Patient Prescription Processing [PSO LM BACKDOOR ORDERS]
- Ward Clerk Menu [OR MAIN MENU WARD CLERK]

3.2 Example: HRC Pharmacy Menu Screen Shot

```
Select HRC Pharmacy Menu Option: ?

   HRC    HRC First Party CC ...
   RC     Reset Copay Status/Cancel Charges
   PP     Patient Prescription Processing
   MP     Medication Profile
   VW     View Prescriptions
   WC     Ward Clerk Menu ...
```

3.3 New - HRC First Party Extended Services Menu

The new HRC First Party Extended Services menu [DVBA HRC MENU EXTENDED SVCS] has been added. This menu contains several options from the Registration, Accounts Receivable and Integrated Billing packages. These options include:

- HRC First Party CC ... [DVBA HRC MENU]
- Fugitive Felon Program Main Menu ...[DGFFP FUGITIVE FELON PROGRAM]
- Manually Change Copay Exemption (Hardships) [IB RX HARDSHIP]
- Group Parameters [PRCA BIL AGENCY]
- Statement Parameters [PRCA NOTIFICATION PARAMETERS]
- Enter Lesser DMC Withholding Amount[PRCA RCDMC LESSER WITHHOLDING]
- COWC Referral [PRCAC COWC REFER]
- Re-Establish Bill [PRCAC TR RE-ESTABLISH BILL]
- Administrative Cost Adjustment [PRCAF ADJ ADMIN]
- Interest/Admin/Penalty Rates [PRCAF U ADMIN.RATE]
- Transaction Patient Statement History [RCBD TRANSACTION STMT HISTORY]
- Receipt Processing [RCDP RECEIPT PROCESSING]
- Summary SF215 Report [RCDP SUMMARY 215 REPORT]
- EDI Lockbox ... [RCDPE EDI LOCKBOX MENU]
- Suspend an AR bill [PRCAC TR SUSPENDED]
- Debtor Comment Log [PRCA DEBTOR COMMENT]
- List of Receipts Report [RCDP LIST OF RECEIPTS REPORT]

3.3a Example: HRC First Party Extended Services Menu Screen Shot

```
Select HRC First Party Extended Services Option: ?

    HRC    HRC First Party CC ...
    FUG    Fugitive Felon Program Main Menu ...
    MAN    Manually Change Copay Exemption (Hardships)
    GP     Group Parameters
    ST     Statement Parameters
    ENT    Enter Lesser DMC Withholding Amount
    CO     COWC Referral
    RE     Re-Establish Bill
    ADM    Administrative Cost Adjustment
    INT    Interest/Admin/Penalty Rates
    TSH    Transaction Patient Statement History
    RP     Receipt Processing
    SUM    Summary SF215 Report
    EDI    EDI Lockbox ...
    SUS    Suspend an AR bill
    DB     Debtor Comment Log
    LIST   List Of Receipts Report
```

The HRC First Party Extended Services [DVBA HRC MENU EXTENDED SVCS] menu and the HRC Pharmacy Customer Care Menu [DVBA HRC MENU PHARMACY CC] are available to the HRC user as a secondary menu option until an updated version of the CAPRI GUI application is released.

Secondary menu options are available by entering the full or partial menu name or by entering two question marks (??) and selecting the HRC First Party Extended Services [DVBA HRC MENU EXTENDED SVCS] menu or HRC Pharmacy Customer Care Menu [DVBA HRC MENU PHARMACY CC] from the list of options.

Example - User accesses new HRC First Party Extended Services assigned as a secondary menu option by entering HRC as a partial menu name. The following example shows a user assigned the User's Toolbox [XUSERTOOLS] menu as their primary menu accessing the HRC First Party Extended Services menu:

3.3b Example: HRC First Party Extended Services Menu Screen Shot

```
Select User's Toolbox Option: HRC First Party Extended Services


   HRC    HRC First Party CC ...
   FUG    Fugitive Felon Program Main Menu ...
   MAN    Manually Change Copay Exemption (Hardships)
   GP     Group Parameters
   ST     Statement Parameters
   ENT    Enter Lesser DMC Withholding Amount
   CO     COWC Referral
   RE     Re-Establish Bill
   ADM    Administrative Cost Adjustment
   INT    Interest/Admin/Penalty Rates
   TSH    Transaction Patient Statement History
   RP     Receipt Processing
   SUM    Summary SF215 Report
   EDI    EDI Lockbox ...
   SUS    Suspend an AR bill
   DB     Debtor Comment Log
   LIST   List Of Receipts Report
```

Example – User enters double question marks (??) to display primary menu and secondary menu options. Options displayed are dependent on the user's primary and secondary menu assignments. The following example shows a user assigned the User's Toolbox [XUSERTOOLS] menu as their primary menu accessing the HRC First Party Extended Services menu:

```
Select User's Toolbox Option: ??

          Change my Division [XUSER DIV CHG]
          Display User Characteristics [XUUSERDISP]
          Edit User Characteristics [XUSEREDITSELF]
          Electronic Signature code Edit [XUSESIG]
          Menu Templates ... [XQTUSER]
          Spooler Menu ... [XU-SPL-MENU]
          Switch UCI [XU SWITCH UCI]
          TaskMan User [XUTM USER]
          User Help [XUUSERHELP]

You can also select a secondary option:

          HRC First Party Extended Services ... [DVBA HRC MENU
EXTENDED SVCS]
```

Note: When a CAPRI HRC remote user is assigned one of the existing three HRC menus as their primary menu and connects to a site through CLAIMS, the HRC user is assigned the HRC menu as their primary menu. However, this is not the same case for CAPRI HRC remote users assigned to one of the new HRC menus. The CAPRI GUI application has not yet been modified to recognize the new HRC First Party Extended Services and HRC Pharmacy Customer Care menus and assigns this menu as the user's primary menu at the remote site. An updated version of the CAPRI GUI application will be released in the future to recognize the two new HRC menus as a primary menu at the remote site.

3.4 New - HRC Pharmacy Customer Care Menu

A new menu, HRC Pharmacy Customer Care Menu [DVBA HRC MENU PHARMACY CC] has been added. This menu contains several options from the Outpatient Pharmacy package, an option from the Computerized Patient Record System (CPRS) package, and the HRC First Party CC [DVBA HRC MENU] menu. This option includes:

- HRC First Party CC ... [DVBA HRC MENU]
- Medication Profile [PSO P]
- View Prescriptions [PSO VIEW]
- Ward Clerk Menu [OR MAIN MENU WARD CLERK]

3.3 Example: HRC Pharmacy Customer Care Menu Screen Shot

```
Select HRC Pharmacy Customer Care Menu Option: ?

    HRC    HRC First Party CC ...
    MP     Medication Profile
    VW     View Prescriptions
    WC     Ward Clerk Menu ...
```

4. Technical Items

The following Integration Control Registrations (ICRs) have been added or modified.

4.1 Added new ICR #5542 allowing access to additional Order Entry/ Results Reporting options.

ICR REFERENCE: 5542

NAME: Ward Clerk Menu Access

CUSTODIAL PACKAGE: ORDER ENTRY/RESULTS REPORTING

SUBSCRIBING PACKAGE: AUTOMATED MED INFO EXCHANGE

The Health Revenue Center (HRC) is using the telnet functionality in the CAPRI application to view patient data across all VistA systems. CAPRI provides local common service to VistA for HRC CAPRI remote users and the HRC needs usage of the following menu option listed in this Integration Control Registration:

Ward Clerk Menu [OR MAIN MENU WARD CLERK]

USAGE: Controlled Subscription

ENTERED: JUN 29,2010

STATUS: Active

TYPE: Other

DESCRIPTION: The Ward Clerk Menu [OR MAIN MENU WARD CLERK] will be added to the HRC Pharmacy Menu [DVBA HRC MENU PHARMACY] option and the new menu, HRC Pharmacy Customer Care Menu [DVBA HRC MENU PHARMACY CC]. The Ward Clerk Menu option will be used by the HRC contact   representatives and distributed in patch DVBA*2.7*148.

The HRC has provided the following justification for access to the Ward Clerk Menu option:

The request for the VistA option Ward Clerk Menu [OR MAIN MENU WARD CLERK] will provide additional functionality to flag renewal requests for provider action. Renewal of prescriptions that have expired or have no refills remaining constitute 26.1% of the calls fielded by the HRC Pharmacy Customer Care Center (PCCC). This type of call cannot be easily resolved by the facility pharmacies, because action on the part of the provider is required. With access to the option, the HRC agent can send a "View Alert" directly to the provider through VistA. The provider will receive the "View Alert" immediately upon being flagged by the HRC agent to ensure prompt attention and resolution of the required prescription renewal. Safeguards are built into the Ward Clerk version of the VistA option not allowing the HRC PCCC agent to discontinue copy, change or renew a prescription without verification by a facility clinician. CAPRI does recognize provider's credentials, therefore any renewals flagged by HRC agents would not be processed until signed off by the provider.

4.2 Modified ICR #4590 allowing access to additional Accounts Receivable options

ICR RREFERENCE: 4590

NAME: DBIA4589-B

CUSTODIAL PACKAGE: ACCOUNTS RECEIVABLE

SUBSCRIBING PACKAGE: AUTOMATED MED INFO EXCHANGE

Usage of:

RCDP BILL PROFILE

RCDP CLAIMS MATCH

RCDP EXTENDED CHECK/CC SEARCH

PRCA PAYMENT TRANS HISTORY

PRCAC PROFILE

PRCA TRANS HISTORY

PRCAY FULL ACCOUNT PROFILE

PRCA VEN BIL

PRCA ACCOUNT CHECK

PRCAC TR SUSPENDED

PRCA DEBTOR COMMENT

PRCA BILL STATUS LISTING

PRCAC TR RE-ESTABLISH BILL

PRCA RCDMC LESSER WITHHOLDING

RCBD TRANSACTION STMT HISTORY

PRCAC COWC REFER

PRCAF ADJ ADMIN

PRCA NOTIFICATION PARAMETERS

RCDP RECEIPT PROCESSING

RCDP LIST OF RECEIPTS REPORT

RCDP SUMMARY 215 REPORT

RCDPE EDI LOCKBOX MENU

PRCA BIL AGENCY

PRCAF U ADMIN.RATE

USAGE: Controlled Subscription

ENTERED: FEB 3,2005

STATUS: Active

TYPE: Other

DESCRIPTION: The Health Revenue Center (HRC) will be using a special telnet feature in CAPRI-Remote to view patient data across all Vista Systems. They need access to the menu options listed in this IA in order to review various records for any given patient.

4.3 Modified ICR #4592 allowing access to additional Registration options

ICR RREFERENCE: 4592

NAME: DBIA4589-D

CUSTODIAL PACKAGE: REGISTRATION

SUBSCRIBING PACKAGE: AUTOMATED MED INFO EXCHANGE

Usage of:

       DG CO-PAY TEST VIEW TEST

       DG MEANS TEST VIEW TEST

       DG REGISTRATION VIEW

       DG PATIENT INQUIRY

       DGPRE PRE-REGISTER OPTION

       DGFFP FUGITIVE FELON PROGRAM

USAGE: Controlled Subscription

ENTERED: FEB 3,2005

STATUS: Active

TYPE: Other

DESCRIPTION: The Health Revenue Center (HRC) will be using a special telnet feature in CAPRI-Remote to view patient data across all Vista Systems. They need access to the menu options listed in this IA in order to review various records for any given patient.

4.4 Modified ICR #4594 allowing access to additional Integrated Billing options

ICR RREFERENCE: 4594

NAME: DBIA4589-F

CUSTODIAL PACKAGE: INTEGRATED BILLING

SUBSCRIBING PACKAGE: AUTOMATED MED INFO EXCHANGE

Usage of:

      IBCN VIEW PATIENT INSURANCE

      IB MT PROFILE

      IBJ THIRD PARTY JOINT INQUIRY

      IB RX INQUIRE

      IB LIST ALL BILLS FOR PAT

      IB OUTPUT FULL INQ BY BILL NO

      IBT OUTPUT CLAIM INQUIRY

      IB ECME BILLING EVENTS

      IB RX HARDSHIP

USAGE: Controlled Subscription

ENTERED: JAN 25,2005

STATUS: Active

TYPE: Other

DESCRIPTION: The Health Revenue Center (HRC) will be using a special telnet feature in CAPRI-Remote to view patient data across all Vista Systems. They need access to the menu options listed in this IA in order to review various records for any given patient.

4.5 Modified ICR #4595 allowing access to additional Outpatient Pharmacy options

ICR REFERENCE: 4595

NAME: DBIA4589-G

CUSTODIAL PACKAGE: OUTPATIENT PHARMACY

SUBSCRIBING PACKAGE: AUTOMATED MED INFO EXCHANGE

Usage of:

      PSOCP RESET COPAY STATUS

      PSO P

      PSO VIEW

      PSO LM BACKDOOR ORDERS

USAGE: Controlled Subscription

ENTERED: FEB 10,2005

STATUS: Active

DURATION: Till Otherwise Agr

TYPE: Other

DESCRIPTION: The Health Revenue Center (HRC) will be using a special telnet feature in CAPRI-Remote. This allows a user to be automatically logged into the local VistA system and provides access to the site's regular VistA functionality. The HRC requires access to the menu options listed in this Integration Agreement (IA) in order to access various records for a given patient.

HRC First Party Call Center contact representatives will use the HRC Pharmacy Menu [DVBA HRC MENU PHARMACY] option to handle calls from veterans related to the Consolidated Co-payment Processing Center (CCPC) billing statements. The menu option will be available through the CAPRI application, which provides local common service to VistA for HRC CAPRI remote users. Users of the HRC Pharmacy Menu [DVBA HRC MENU PHARMACY] option will typically be licensed and registered personnel (i.e. pharmacists and pharmacy technicians).

4.5.1. Notes

- The Reset Copay Status/Cancel Charges [PSOCP RESET COPAY STATUS] option may be used to change the patient's Copay.
- Pharmacy Benefits Management endorses the addition of the Patient Prescription Processing [PSO LM BACKDOOR ORDERS] to the HRC Pharmacy Menu [DVBA HRC MENU PHARMACY] menu option, with the understanding that HRC users will not use the option to alter existing Outpatient Pharmacy records.

5. Software and Documentation Retrieval

5.1 Patch DVBA*2.7*148 (Subject: HRC MENU DISTRIBUTION - PHASE II)

The VistA software patch is being distributed as a PackMan patch message through the National Patch Module (NPM). The KIDS build for this patch is DVBA*2.7*148.

5.2 User Documentation

The user documentation for this patch may be retrieved directly using FTP. The preferred method is to FTP the files from:

download.vista.med.va.gov

This transmits the files from the first available FTP server. Sites may also elect to retrieve software directly from a specific server as follows:

OI&T Field Office	FTP Address	Directory
Albany	ftp.fo-albany.med.va.gov	[anonymous.software]
Hines	ftp.fo-hines.med.va.gov	[anonymous.software]
Salt Lake City	ftp.fo-slc.med.va.gov	[anonymous.software]

The following files will be available:

File Name	Format	Description
DVBA_27_P148_RN.PDF	Binary	Release Notes

The VistA Documentation Library (VDL) web site will also contain the 'DVBA*2.7*148 Release Notes'. This web site is usually updated within 1-3 days of the patch release date.