Health Eligibility Case Management System (HECMS)

Release Notes

Enrollment System Redesign (ESR)

Version 1.2

September 2011

Revision History

Date	Version	Description	Project Manager	Author
9/13/2011	1.2	Updated cover and footer dates to correspond with new National Release date for 3.5 to September 2011.	Jennifer Freese	Tom Hamilton
8/16/2011	1.1	Added 2 additional Remedy Tickets Resolved.	Jennifer Freese	Tom Hamilton
7/18/2011	1.0	Initiated document version to replace application version on cover.	Jennifer Freese	Tom Hamilton
7/13/2011		Updated based on SQA review.	Jennifer Freese	Tom Hamilton
7/11/2011		Added *Deveolopers Guide* to Related Documents section. Changed *OED* to *Product Development* on cover.	Jennifer Freese	Tom Hamilton
5/16/11		Copied baselined ESR 3.4 Release Notes with all Track Changes accepted in preparation for adding ESR 3.5 Enhancements. Changed ESR 3.4 to 3.5 and cover date to August 2011 (including footers). Added ESR 3.5 Release Notes.	Jennifer Freese	Tom Hamilton
2/2/11		Added *Defect Related Code CRs Resolved* and corrected number on another.	Jennifer Freese	Tom Hamilton
1/28/11		Updated based on SQA review.	Jennifer Freese	Tom Hamilton
1/26/11		Copied baselined ESR 3.3 Release Notes with all Track Changes accepted in preparation for adding ESR 3.4 Enhancements. Changed ESR 3.3 to 3.4 and cover date to May 2011 (including footers). Updated document for the MSDS Phase II Enhancement.	Jennifer Freese	Tom Hamilton
1/19/11		Updated Duplicate Merge Tool Enhancement information. Added updated Remedy Ticket resolution data.	Jennifer Freese	Tom Hamilton
1/13/11		Added Duplicate Merge Tool Enhancement information.	Jennifer Freese	Tom Hamilton
1/5/11		Updated cover and footer dates.	Jennifer Freese	Tom Hamilton
12/14/10		Grayed out *Handbook Active* System Parameter, *Handbook Status* indicator and marked as (Future Rel.). Updated cover and footer date. Updated VOA definition to remove My Health*e*Vet references.	Jennifer Freese	Tom Hamilton
9/30/10		Updated cover date to estimated release date of December 2010.	Jennifer Freese	Tom Hamilton
9/29/10		Updated Technical Release Notes per SQA review.	Jennifer Freese	Tom Hamilton
9/23/10		Added Technical Release Notes data from review.	Jennifer Freese	Tom Hamilton
9/22/10		Added Patient Benefits Handbook details to the User Release Notes section (ESR 3.3).	Jennifer Freese	Tom Hamilton
9/21/10		Minor grammar and formatting updates	Jennifer Freese	Tom Hamilton
9/16/10		Incorporated ESR 3.3 SQA review updates.	Jennifer Freese	Tom Hamilton
9/10/10		General updates for the ESR 3.3 enhancements.	Jennifer Freese	Tom Hamilton

Date	Version	Description	Project Manager	Author
9/2/10		Preparation of baselined Release Notes document for ESR 3.3 Enhancements.	Jennifer Freese	Tom Hamilton
8/19/10		Updated cover VA Seal graphic and accepted all Track Changes in new file in preparation for ORT Review for ESR 3.2.	Brian Morgan	Tom Hamilton
8/17/10		Updated cover and footer dates to match delayed ESR 3.2 release date.	Brian Morgan	Tom Hamilton
7/19/10		In *Financials/Adjudication* section, changed "two statues" to "three statuses" under "*Do you want to send this for Adjudication?*" question per SQA review.	Brian Morgan	Tom Hamilton
7/2/10		Added HECMS 3.2 update to the *Introduction/ Overview* section. Added General Counsel's Ruling updates in the Financials/Adjudication section under *User Release Notes*,	Brian Morgan	Tom Hamilton
4/26/10		Removed Draft indicators and checked accuracy for uploading final copy to VDL.	Brian Morgan	Tom Hamilton
4/7/10		General updates/typos. Added to Acronyms and Definitions lists.	Brian Morgan	Tom Hamilton
4/6/10		Added two relax restrictions on enrollment in Priority Group 8 Admin/System Parameters.	Brian Morgan	Tom Hamilton
3/29/10		Updated footers to correspond with release date.	Brian Morgan	Tom Hamilton
3/25/10		Added new Veteran Merge Search info in *Added/Updated Fields/Screens* section per CCR 10127.	Brian Morgan	Tom Hamilton
2/1/10		Added the following HL7 updates: Pseudo SSN Reason - ZPD-34 Amount Contributed to Child (Only on dependent child) - ZIR-4 Insurance Address Line 3 - IN1-5.8	Brian Morgan	Tom Hamilton
9/29/09		Added 2 Rules for new req. CR 2530 to *Date of Birth* field under *Standardizing Date Checks* section.	Sookie Spence	Tom Hamilton
9/22/09 – 9/23/09		Updated VOA-dependent field designators based on meeting with developer/SQA.	Sookie Spence	Tom Hamilton
9/11/09		Added to the 3.1/VOA Added/Updated Fields/Screens section.	Sookie Spence	Tom Hamilton
9/1/09		Updated HECMS main page and added additional 3.1/VOA functionality notes.	Sookie Spence	Tom Hamilton
12/18/07		Create Initial Draft Release Notes document	Gerry Lowe	Tom Hamilton
9/17/07		Updated HECMS main page and added additional 3.1 functionality notes.	Sookie Spence	Tom Hamilton

Table of Contents

Introduction

Overview

HECMS (Health Eligibility Case Management System) **V3.0** was the Health*e*Vet replacement system for the product known as HEC (Health Eligibility Center) Legacy. It was both a re-host of HEC Legacy and in some instances (use cases/features), a re-engineering. HECMS allows staff at the HEC to work more efficiently and determine patient eligibility in a more timely manner. Messaging with the VAMC (Department of Veterans Affairs Medical Center) allows updates to the enterprise enrollment system to be shared with the field.

The purpose of the Enrollment System Redesign (ESR) 3.1 project (a.k.a. HECMS **V3.1**) was to implement minor enhancements and some high-priority change requests to the ESR as requested by the customer and stakeholders, some of which were de-scoped from ESR 3.0. These enhancements were developed on both the VistA Registration, Eligibility and Enrollment (REE) Legacy and ESR systems. The idea was to ensure the VAMCs maintained their ability to make initial enrollment and eligibility determinations while supporting the replacement and enhancements of the HEC Legacy Software Application.

President Bush established a Task Force for returning Global War on Terror (GWOT) heroes which resulted in enhancements which improved the delivery of Federal services and benefits to GWOT service members and veterans. Among the recommendations associated with the Task Force was to focus on enhancing the delivery of services and information to GWOT service members and veterans within existing authority and resource levels.

To satisfy the *Program Management Accountability System* (PMAS) initiative to provide more frequent software releases with reduced functionality, ESR **V3.1** was released separate from the Veterans Online Application (VOA) package, which will be released at a later date. The unpopulated VOA fields are identified by adding "**VOA**" in parenthesis next to the respective field names throughout the User Manual. These placeholder fields will not be populated until VOA is released.

ESR **V3.2** added the General Counsel's (GC) Ruling on changes to the Geographic Means Test Threshold (GMTT). The GC ruling dictates that people with very low income who live where the GMTT is less than the Means Test Threshold (MTT) and whose net income is less than the GMTT, yet their net income plus assets is greater than the Net Worth Threshold, be placed in Priority Group (PG) 7.

ESR **V3.3** added a number of Enhancements, some of which could be seen by the users and some of which were transparent.

The main areas in which some 3.3 enhancements were made are:

- Military Service Data Sharing (MSDS), Phase I

- VBA Pension Data Sharing
- E&E Web Services Phase II
- Priority Group Relaxation % Phase II
- Patient Benefits Handbook Phase I
- Remove Unnecessary Data Consistency Checks
- Duplicate Merge Tool Enhancement

ESR **V3.4** added the following Military Service Data Sharing (MSDS) capabilities.
- A manual query to the Beneficiary Identification Records Locator System (BIRLS) and VA/DoD Identity Repository (VADIR) via the MSDS Broker can be initiated from the *Military Service* page.
- The **MSDS Query Status** is displayed on the *Current Eligibility* page.
- The Veteran's record is updated if the incoming data received data from BIRLS and VADIR is more favorable for the veteran.
- *Medal of Honor Indicator* data is stored and displayed on the *Military Service* page.
- When new Military Service Episode *(*MSE) or Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) data is received from a site, an MSDS Broker query is triggered.
- HEC and Broker data is used rather than site data to determine the *Veteran Indicator*, calculate the *Combat Veteran End Date*, and determine the veteran's *Period of Service*.
- MSE data is shared with the sites (VistA).

ESR **V3.5** adds the following additional MSDS capabilities.
- Activations from VADIR are now received and processed into ESR Military Service Episodes (MSE)
- The *Combat Veteran End Date* computation has been modified to allow a recalculation to an earlier date based on a user edit of the Military Service and/or Combat Service data to an earlier date.
- ESR will now accept precise dates from the Broker when ESR has imprecise MSE dates on record.
- ESR will not perform a query of the MSDS Broker for persons with null/missing identity traits.
- Additional choices for *Discharge Type* on the *Current Military Service* screen will be available. They are: 1) Honorable for VA Purposes (**Honorable-VA**) and, 2) Dishonorable for VA Purposes (**Dishonorable-VA**).
- Incoming BIRLS data has been modified to map *Branch of Service* values for *Air National Guard (ANG)* and *Army National Guard (ARNG)* to **Air Force** and **Army** in ESR, respectively, and also set the *Service Component* field to **Activated National Guard**.
- If the Broker fails to create an MSE record, ESR will create a HEC-owned MSE from the site data.

ESR **V3.5** adds the following Public Law (PL111-163) requirement.
- PL111-163 provides additional benefits for Catastrophically Disabled veterans by eliminating the means test and Rx Copay test obligation. A one-time 640K letter will be sent to all Catastrophically Disabled veterans to notify them of the additional benefit. A 640K

letter will be sent to Veterans who have not previously been notified and who are in Priority Group 1, 2, 3, or 4 at the time a Catastrophic Disability is added to their eligibility record.

ESR **V3.5** adds the following Add a Person capabilities.
- Search to add a person (*Search and Add New Person*) – This functionality allows users to perform searches for a registrant by any combination of criteria and enables the user to register (Add) a new person to the HECMS system or update a person who is "In Process".
- Save person in-process (*Save in Process*) – This option allows users to save registrant records in a state of "In Process" so they can be returned to for completion at a later time.
- Cancel a registration (*Cancel Registration*) – This option allows users to cancel a registration that is in progress, or a registration that has been resumed from being "Saved in Process".
- As part of the Add a Person registration process,
  ◦ enter Demographics information
  ◦ enter Financial information
  ◦ enter Eligibility information
  ◦ enter Military Service information
  ◦ enter Enrollment information
- Send a query to VBA when new person is added to ESR.
- Transmit registrant data using HL7 messaging.
- Run reports (EED 19) to see person registration statuses.

ESR **V3.5** adds the following Preferred Facility capabilities.
- On the *Demographics/Personal* page, the **Preferred Facility** field is now only editable when an active Primary Care Provider (PCP) is unavailable. The field next to it is the **Preferred Facility Source** field, which will be the source of the Preferred Facility selection. It is not user-selectable but is automatically populated based on the source of the data.
- The Veteran's Preferred Facility is determined by communicating with an outside (of ESR) source (Corporate Data Warehouse {CDW}).
- New *Missing Preferred Facility* report (EED 20) displays which Veterans have no Preferred Facility.

ESR **V3.5** adds additional Veteran Benefits Handbook functionality. See the *Veteran Benefits Handbook* section in this document for more details.

Purpose of this Manual

The purpose of this Release Notes document is to provide high-level user and technical information about enhancements to enrollment-related functionality in the ESR system.

Related Documents

- ESR 3.5 (HECMS) User Manual   Written version of the ESR V3.5 Online Help System
- ESR 3.5 (HECMS) Installation   Updated ESR V3.5 Installation Guide

- [Guide](#)
- [ESR 3.5 (HECMS) Security Guide](#)   Updated ESR V3.5 Security Guide
- [ESR 3.5 (HECMS) Systems Management Guide](#)   Updated ESR V3.5 Systems Management Guide
- [ESR 3.5 (HECMS) Developers Guide](#)   ESR V3.5 (HECMS) Developers Guide

Remedy Tickets Resolved

- **336111** – *HL7 Messaging Issue*
  Problems with Institution Entry Parent / SDS Tables - Institution parent facilities need to be validated.

  There is an ongoing email dialog regarding child entries for site 657 -- Certain entries in SDS and apparently the forum institution file point to other children of 657.   The ESR application is rejecting financial tests conducted at these facilities, if the parent of the site conducting the financial test is NOT a child of the sending facility.

- **429047** – *HL7 Messaging Issue*
  ESR is not deleting contact information.

  VistA appropriately sends double quotes in the ZCT segment when a contact is deleted. ESR does not delete the contact information upon filing the ORU-Z07.

- **312646** – *VistA*
  Death Deletion mail messages

  Limit distribution of Date of Death bulletin to site triggering bulletin; a bulletin will be sent only to the site that sent a DOD deletion or NULL for DOD when ESR has a DOD on file.

- **314109** – *VistA*
  HEC Bulletin for Deleted Death

  Limit distribution of Date of Death bulletin to site triggering bulletin; a bulletin will be sent only to the site that sent a DOD deletion or NULL for DOD when ESR has a DOD on file.

Defect Related Code CRs Resolved

- 9555 – QM 10 Report fails to complete in Production
- 9564 – Means Test fails to upload when completed by a child of a child of the sending facility - identify grandparent facility
- 9665 – Limit distribution of Date of Death bulletin to site triggering bulletin
- 10129 – Revise Date of Death Bulletin per the ESR Supplementary Spec
- 10151 – Modify Z10 builder to capture amount contributed to spouse/dependent
- 10299 – Z07 upload: delete contact when appropriate
- 10476 – GMT Threshold lookup must use MSA check - apply fix from income test calculation to lookup screen
- 10517 – Continuous enrollment failure with a veteran previously enrolled due to Medicare eligibility
- 10535 – Z07 upload: do not delete retirement date unless ""
- 10677 – Modify address processing to leave Confidential Address active when the address end date is null
- 10689 – Agent Orange deleted from Verified record when incoming Z07 has Veteran Indicator = no
- 10739 – Relaxation % - Stack Trace Error when accessing History
- 10758 – Dental Indicator upload in No Data On File scenario 1 of Process VBA data from MVR
- 10903 – Need to create a batch process to Query VBA on selected person records

Acronyms and Definitions

Acronyms

Acronym	Description
ADT	Admissions, Discharges, Transfers
BIRLS	Beneficiary Identification Records Locator System
CBO	Chief Business Office
CDW	Corporate Data Warehouse
CEV	Centralized Eligibility Verification
E&E	Eligibility and Enrollment
EGT	Enrollment Group Threshold
ESR	Enrollment System Redesign
GMT	Geographic Means Test
GWOT	Global War on Terror
HEC	Health Eligibility Center
HECMS	Health Eligibility Case Management System
ICN	Integration Control Number
IVM	Income Verification Match
MSDS	Military Service Data Sharing
MSE	Military Service Episode

Acronym	Description
MT	Means Test
NSC	Non service-connected
OEF/OIF	Operation Enduring Freedom/Operation Iraqi Freedom
PCP	Primary Care Provider
PIMS	Patient Information Management System
REE	Registration, Eligibility and Enrollment
SC	Service-connected
VA	Veterans Administration
VADIR	VA/DoD Identity Repository
VAMC	Department of Veterans Affairs Medical Center
VBA	Veterans Benefit Administration
VistA	Veterans Health Information Systems and Technology Architecture
VHA	Veterans Health Administration
VOA	Veterans Online Application

Definitions

Term	Definition
BIRLS	The Beneficiary Identification Records Locator System (BIRLS) is a Department of Veterans Affairs (VA) Veterans Benefits Administration (VBA) database containing records of all beneficiaries, including Veterans whose survivors applied for death benefits. In addition to these applications for VA benefits, sources of data include Veterans discharged from the military service since March 1973, Medal of Honor recipients, and service members with accounts for VA education benefits.
Disenrollment	Voluntary request from veteran to discontinue enrollment in the VA Health Care system
Geographic Means Test (GMT) Thresholds	a.k.a. HUD Indices. Geographical income level thresholds set yearly by the U.S. Department of Housing and Urban Development (HUD). Recognizing that the cost of living can vary significantly from one geographic area to another, Congress enacted legislation adding income thresholds based upon geographic locations (GMT thresholds) to the existing VA National Income Thresholds for financial assessment purposes. This assists lower-income veterans who live in high-cost areas by providing an enhanced enrollment priority (Priority Group 7) and reducing the amount of their inpatient copay by 80% for treatment of nonservice-connected conditions. The copay reduction applies only to inpatient services. Outpatient services, long-term care, as well as medication copays, are not affected by the VA National Geographic Income Thresholds.
Health Eligibility Center (HEC)	The HEC serves as the National Service Center for registration, enrollment and eligibility activities and serves as the business owner for administrative information systems supporting the delivery of VA health care benefits. The HEC achieves VA's Gold Standard of honoring America's veterans by providing accurate and timely health care eligibility and enrollment determinations and accurate, responsive and respectful customer service. The HEC supports VA's health care delivery system by providing centralized eligibility verification and enrollment processing services. The HEC determines veteran's health eligibility and facilitates the process by providing guidance to the field through training, and collaborates with Chief Business Office (CBO) Policy and other administrative offices on the implementation of policy.
HEC Legacy System	M-based database formerly used by the HEC and replaced by the HECMS
HL7	Health Level 7 is an interface specification designed to standardize the way in which health care information is transferred between systems. IVM utilizes the VistA HL7 package to assist in transporting data using this specification.
IVM	Income Verification Match. A program designed to verify income and insurance data reported by the veteran with that received from IRS (Internal Revenue Service), SSA (Social Security Administration), and other sources

Term	Definition
Means Test	Eligibility for VA hospital care and nursing home care is divided into two categories - mandatory and discretionary. An income assessment is made to determine whether a non service-connected veteran, who is not in receipt of VA monetary benefits or otherwise exempt from income assessment, is eligible for cost-free VA medical care. This income assessment is known as "Means Testing". Patients whose income is above the defined income levels must agree to make copayments to VA for outpatient and inpatient care rendered.
MT Thresholds	Income threshold levels set yearly within the VA for the purpose of establishing benefit levels for veterans
VA/DoD Identity Repository	VADIR provides VA with detailed electronic information directly from DoD on separating service members.
Veterans Online Application (VOA)	The 10-10EZ online application for healthcare benefits was replaced by an enhanced Veterans Online Application (VOA) benefits package to self-identify GWOT service members, and expand the use of DoD military service information to establish eligibility for health care benefits **(VOA)**. Unlike the 10-10EZ data, which was placed in a temporary file and accessed through the Enrollment Application System (EAS) for manual processing by the intake clerk at the sites, the VOA data is transferred directly into the HECMS system.

User Release Notes

New Features, Functions, and Enhancements

Military Service Data Sharing

- *New MSDS information is now available to ESR users.*

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Public Law (PL111-163)

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- PL111-163 provides additional benefits for Catastrophically Disabled veterans by eliminating the means test and Rx Copay test obligation. A one-time 640K letter will be sent to all Catastrophically Disabled veterans to notify them of the additional benefit. A 640K letter will be sent to Veterans who have not previously been notified and who are in Priority Group 1, 2, 3, or 4 at the time a Catastrophic Disability is added to their eligibility record.
- *Medal of Honor* data will be added to the ZMH segment in Z11 messages between ESR and VistA (Note: Medal of Honor data will not upload in VistA, but will be present on the Z11).
- A one-time process will set Means Test status and Pharmacy Copay status for current active tests for Catastrophically Disabled veterans to "No Longer Required" or "No Longer Applicable."
- A one-time process will recalculate Eligibility and Enrollment for Catastrophically Disabled veterans whose current enrollment status is "Pending; Means Test is Required."

Add a Person

- *New Add a Person (register at patient) capability is now available to ESR users.*

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- Save person in-process (*Save in Process*) – This option allows users to save registrant records in a state of "In Process" so they can be returned to for completion at a later time.
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- The Veteran's Preferred Facility is determined by communicating with an outside (of ESR) source (CDW).
- New *Missing Preferred Facility* report (EED 20) displays which Veterans have no Preferred Facility.

Veteran Benefits Handbook

- *New Veteran Benefits Handbook capabilities are now available to ESR users.*

   ESR **V3.5** adds the following Veteran Benefits Handbook capabilities.

   - Twenty-four new triggers for ESR to send a Veteran Benefits Handbook to the Veteran have been added.
   - Users may display a published Veteran Benefits Handbook through a link on the *Veteran Overview* screen.
   - Triggers for handbooks or inserts will only fire if the Preferred Facility is Dayton enabling a controlled pilot project to be completed.
   - Data will be shared with the CMS Vendor allowing the creation and mailing of patient specific handbooks to individual Veterans.

Technical Release Notes

Data Dictionary Changes

N/A

Enrollment Trigger Events

N/A

HL7 Messaging Changes

N/A