


## Stakeholder Enterprise Platform (SEP) Functionality Migration – FY23 – FY25 FY25 – Iteration 3

Stakeholder Enterprise Platform (SEP) Functionality Migration	
Date of Submission:	07/26/2024
Congressionally Mandated Deadline:	N/A
Epic Version Number	01/26/2024 – FY25 v1.0 07/08/2024 – FY25 v2.0
Epic Summary:	VBA is seeking the capability to allow Veteran Service Organizations (VSOs) and accredited representatives the ability to submit claims for Veterans electronically and process Power of Attorney (POA) Elections electronically. Current functionality exists in the Stakeholder Enterprise Portal (SEP) which allows for the submission of claims by VSOs and accredited representatives, but this functionality is planned to be sunset at the end of Fiscal Year 25. This project aims to replace this functionality and provide improvements to the VSO community.
Requested By:	Angela Moritz, Assistant Director for Automated Benefits Delivery (ABD), OBA Business Strategy
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Epic Value Statement:	
<b>For:</b>	VSOs, Accredited Representatives and Veterans
<b>Who:</b>	Need the ability to submit and initiate or change claims representation using a streamlined process.
<b>The:</b>	Capability to submit claims and to initiate and revoke POAs electronically.
<b>That:</b>	Will improve the user experience for VSOs and Veterans by providing real time assistance.
<b>Our Process/Solution:</b>	Will replace functionality currently available in SEP and improve the VSO and accredited representative experience by allowing the management of claims and representations in real time in partnership with the Veterans they represent.
<b>Unlike:</b>	Current functionality utilized in the Stakeholder Enterprise Portal (SEP) which is being sunset at the end of FY25 due to lack of funding. Failure to replace this functionality will result in downgraded performance with our VSO partners, accredited representatives, and the Veterans they represent. If VSOs and accredited representatives are mailed POAs (such as forms 21-22 and 21-22a) by USPS or uploaded via QuickSubmit, there is a 24-48 hour Central Mail Processing (CMP) time, not including mail time.
<b>Key Performance Indicators (KPIs)</b>	<ul style="list-style-type: none"> <li>Increase claim submissions by 10% (total claim submissions for VA forms 21-22s in CY23 was 17,144 and were submitted by Veterans from 1/1/23-12/20/23) within the first year following implementation.</li> </ul>

	<ul style="list-style-type: none"> <li>• Reduce the number of paper submissions for POA requests by 2% from 441,740 paper submissions in CY23 within the first year following implementation.</li> <li>• Increase the percentage of logins per month vs SEP by 10-15%. Currently, the SEP average is approximately 2,223 logins per month. For CY23, 26,675 users logged in.</li> <li>• Number of transactions processed by using the Accredited Representative portal products increased by 10-15%.</li> <li>• Establish a benchmark SEP Survey Score for Accredited Representatives for customer functionality usability between 80-90% for improved services to Veterans in the new iteration of the SEP functionality tool.</li> </ul>
Minimal Viable Product:	<p><b><u>MVP for FY25 is unchanged from FY24</u></b></p> <p>The ability to develop a process which allows the following two functions:</p> <ol style="list-style-type: none"> <li>1. The ability for VSOs and accredited representatives to submit claims on behalf of Veterans electronically and review claim details after establishment. <ol style="list-style-type: none"> <li>a. This functionality should allow for real time claim establishment to allow VSOs and accredited representatives to review the claim after claim submission.</li> <li>b. Functionality will allow the establishment of all claim types including original claims, secondary claims, claims for increase, supplemental claims, higher level reviews and appeals.</li> <li>c. Functionality will allow upload of supporting claim documentation.</li> <li>d. Functionality will record the fact the claims has been submitted by the VSO or accredited representative.</li> </ol> </li> <li>2. The ability for VSOs and accredited representatives the ability to initiate and revoke powers of attorney. <ol style="list-style-type: none"> <li>a. Functionality must allow both VSOs and accredited representatives to initiate and revoke representation.</li> <li>b. Functionality must allow Veterans to respond to the initiation of representation.</li> <li>c. Functionality will update the system to show current representation.</li> </ol> </li> </ol>
Definition of "Done":	The definition of done will be met when the VSOs and accredited representatives have a system designed to allow for the submission of claims and the management of representation actions.
In Scope:	<p>The ability to develop a process which allows the following two functions:</p> <ol style="list-style-type: none"> <li>1. The ability for VSOs and accredited representatives to submit claims on behalf of Veterans electronically and review claim details after establishment.</li> </ol>

	<ol style="list-style-type: none"> <li>a. This functionality should allow for real time claim establishment to allow VSOs and accredited representatives to review the claim after claim submission.</li> <li>b. Functionality will allow the establishment of all claim types including original claims, secondary claims, claims for increase, supplemental claims, higher level reviews and appeals.</li> <li>c. Functionality will allow upload of supporting claim documentation.</li> <li>d. Functionality will record the fact the claims has been submitted by the VSO or accredited representative.</li> </ol> <ol style="list-style-type: none"> <li>2. The ability for VSOs and accredited representatives the ability to initiate and revoke powers of attorney. <ol style="list-style-type: none"> <li>a. Functionality must allow both VSOs and accredited representatives to initiate and revoke representation.</li> <li>b. Functionality must allow Veterans to respond to the initiation of representation.</li> <li>c. Functionality will update the system to show current representation.</li> </ol> </li> </ol>
Out of Scope:	<ul style="list-style-type: none"> <li>• Training of personnel on internal business processes.</li> <li>• Installation of software on individual machines.</li> </ul>
Non-Functional Requirements:	<ul style="list-style-type: none"> <li>• The system shall be available 24 hours a day, 7 days a week, 365 days a year (366 days during Leap Year), except for planned downtimes and scheduled maintenance/upgrades.</li> <li>• The system will be available for use 99.5% of the time.</li> <li>• System maintenance shall be conducted after 'highest use' duty hours.</li> <li>• The proposed solution shall meet all required systems, data processing regulations, and procedures in the VA Security, Privacy, and Identity Management requirements, including VA Handbook 6500.</li> <li>• The system shall be 508 compliant.</li> </ul>
References:	 <p>SEP Research Factsheet - 03.06.202:</p>