

VA IVC Forms Team

CHAMPVA Form 10-10d Stakeholder Research Readout

PRESENTED ON: 1/8/2024



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Goals & Methods

Research Goals

- Identify known pain points and opportunities for improvement that the digital form could positively impact
- Identify gaps in knowledge and communication that the digital form could positively impact
- Identify KPIs/OKRs and define the success of digitization from a stakeholder perspective
- Clarify eligibility and flow questions
- Inform the service blueprint and user journey map artifacts

Methods

- Conducted one-hour interviews with five (5) stakeholder participants over two weeks
- Participants were asked a series of open-ended questions designed to extract relevant information

Goals & Methods

Metrics

1726

Number of individual responses manually synthesized

17

Average number of questions per interviewee

729

Initial notes (via sticky capture) during interviews

7

Mural boards created to tag, theme, and organize data

Executive Summary

The purpose of this research is to understand the current processes, pain points, success metrics and opportunities for improvements within the CHAMPVA program, through the digital version of 10-10d. These results will influence the design decisions for the 10-10d and related forms.

The key Insights/recommendations are as follows:

- Facilitate solutions to enable the digital upload of supporting documents
- Design solutions to fit current and/or future backend systems
- Ensure design solutions help to alleviate lack of communication
- Provide avenues for users to have visibility of their current application status
- Facilitate initiatives to create a “portal” and integration with that portal
- Assist through VA.Gov to increase discoverability of the program

Considering these recommendations should contribute toward improving the key metric of processing time significantly.

The importance of this work to confirm key pain points and service flaws cannot be overstated. In combination with user testing, this research will help to deliver short and long-term human centered design-driven solutions and direction toward the success of the 10-10d digitization initiative. This research should continue throughout the initiative, and updated insights should be delivered at reasonable intervals through the associated artifacts moving forward. This will help the responsible parties make well-informed decisions when opportunities to address these issues become feasible.

Definition of Success

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Current KPIs/OKRs for the CHAMPVA Team



30 day processing goal after receipt

Entry into the systems



Application Accuracy

99.5% accuracy



Claims Accuracy

Paid within 30 days



EDI Claims

Paid within 45 days

Current KPIs/OKRs for the CHAMPVA team

What we heard...



“I think most of us agree that **getting people those A cards as quickly as possible**, so that they can start receiving the benefits that they're entitled to in a very timely manner, is [success]. Providing healthcare and support to our beneficiaries, so that they get the care they need.”

“**Error rate** not being so high.”

“Expediting upfront processing, **reducing overall processing time.**”

“Being able to **view supporting documentation immediately** and easily for review.”

CHAMPVA Program Definition of Success



Insight

The definition of success for the CHAMPVA program is providing timely, quality healthcare benefits to veterans and their dependents.

Opportunity

Help facilitate the mission of the program by providing a digital form that improves key metrics and reduces stress on the back end.



“CHAMPVA overall makes healthcare affordable and accessible. We have the benefit of basically taking care of grandmas and babies, which is pretty sweet. Like, nobody's upset about giving money to grandmas and babies. We help people have access to their medications that they need.”

10-10d Digital Form Definition of Success

OMB Control No. 2900-0219
Respondent Burden: 10 Minutes
Expiration Date: 10/31/2024

Department of Veterans Affairs **APPLICATION FOR CHAMPVA BENEFITS**

Champ VA Program Office, Office of Integrated Veteran Care, CHAMPVA Eligibility, PO Box 469028, Denver CO 80246-9028
Customer Service Center: 1-800-733-8387 / FAX: 303-331-7809

ATTENTION: Please refer to the instructions on the following pages for assistance completing this form in its entirety (print or type only). Return the form and any additional requested information to the address shown above. If applicants indicate in Section II that they have Medicare or other health insurance, each applicant must submit VA Form 10-7959c, *CHAMPVA Other Health Insurance (OHI) Certification*. If additional space is needed, complete another VA Form 10-10d in its entirety, sign and submit.

SECTION I - SPONSOR INFORMATION

VETERAN'S LAST NAME	FIRST NAME	MI	SOCIAL SECURITY NUMBER	VA FILE NUMBER (C/Claim Number)
STREET ADDRESS		CITY	STATE	ZIP CODE
PHONE NUMBER (Include Area Code)		DATE OF BIRTH (MM/DD/YYYY)		DATE OF MARRIAGE (MM/DD/YYYY)
IS THE VETERAN DECEASED? <input type="checkbox"/> YES <input type="checkbox"/> NO		IF "YES," CONTINUE IF "NO," GO TO SECTION II		DID THE VETERAN DIE WHILE ON ACTIVE MILITARY SERVICE? <input type="checkbox"/> YES <input type="checkbox"/> NO

SECTION II - APPLICANT INFORMATION

LAST NAME	FIRST NAME	MI	SOCIAL SECURITY NUMBER	DATE OF BIRTH (MM/DD/YYYY)
STREET ADDRESS		CITY	STATE	ZIP CODE
EMAIL ADDRESS		PHONE NUMBER (Include Area Code)		GENDER <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
<input type="checkbox"/> ENROLLED IN MEDICARE If checked, complete VA Form 10-7959c and attach a copy of Medicare Card		<input type="checkbox"/> HAS OTHER HEALTH INSURANCE If checked, complete VA Form 10-7959c and attach a copy of insurance card		RELATIONSHIP TO VETERAN (i.e., spouse, child)
LAST NAME	FIRST NAME	MI	SOCIAL SECURITY NUMBER	DATE OF BIRTH (MM/DD/YYYY)
STREET ADDRESS		CITY	STATE	ZIP CODE
EMAIL ADDRESS		PHONE NUMBER (Include Area Code)		GENDER <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
<input type="checkbox"/> ENROLLED IN MEDICARE If checked, complete VA Form 10-7959c and attach a copy of Medicare Card		<input type="checkbox"/> HAS OTHER HEALTH INSURANCE If checked, complete VA Form 10-7959c and attach a copy of insurance card		RELATIONSHIP TO VETERAN (i.e., spouse, child)
LAST NAME	FIRST NAME	MI	SOCIAL SECURITY NUMBER	DATE OF BIRTH (MM/DD/YYYY)
STREET ADDRESS		CITY	STATE	ZIP CODE
EMAIL ADDRESS		PHONE NUMBER (Include Area Code)		GENDER

Insight

5/5 stakeholders agreed that lowering the application response time is a critical metric for success.

Opportunity

Design 10-10d in a way that ensures we make a positive impact on the total application processing time.



“It's taking six to eight weeks to get [applicants] enrolled in the system.... I'm not happy with that. You send in an application, the longest I want it to take is 10 days. I want us to be under the industry average.”

Success: Lowering Response Time

Insight

- Applicants are often missing something from their application, such as a school certification. This results in a lot of resubmissions and extra work.
- There are also difficulties with delivering benefits on time.

Opportunity

- Provide checkpoints within the application process to ensure users are submitting completed applications to reduce resubmissions.
- Leverage both completed and ongoing research to ensure information is being sent to the right point in the workflow to lower processing time.



Currently, **69+ days** can pass with no updates for the applicant.

Success: Lowering Error Rates

Insight

- Errors on applications, missing attachments, and errors during processing (e.g., from hard-to-read handwriting) are significant contributors to delays in processing applications and paying claims.

Opportunity

- Create opportunities to reduce errors through robust data validation.
- Minimize manual data entry and re-typing data that's already been provided where feasible.



“Some form of missing data is the biggest problem right now.”

“Miscommunication causes more delays.”

Key findings

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Digital Capture & Submission of Supporting Documents

Insight

- The digital submission of supporting documentation and its arrival at the proper place in the workflow will be pivotal to driving key metrics.

Opportunity

- Utilize existing patterns for uploading documentation at the VA
- Coordinate with SMEs to obtain an exhaustive list of potential documents
- Adjust the form flow appropriately so beneficiaries know where and what to add as supporting documents



“We get all kinds of [additional] documentation for eligibility.... [We need to make] sure that they are able to attach those somehow and get those submitted with that [digital] 10-10d so that when we receive that information, we have everything we need in order to make a determination.”

Designing Solutions to Fit Systems

Insight

- Any design solutions we create need to take in consideration for current and future systems. This will help prevent wasted work and provide capabilities to potentially modernize much of the process in the long run.

Opportunity

- Track changes to the CHAMPVA program with the stakeholders
- Consider how the form should adapt in the future
- Design solutions to work around potential sticking points or pain points in the interim where feasible



“I’ll be working with helping to make those connections and hopefully working with VES and you guys as those forms are digitized. Can we feed that information directly into the new eligibility applications process instead of a having swivel chair and manually typing those in?”

Designing Solutions for the Lack of Workload Capacity

Insight

- Stakeholders agreed that the CHAMPVA team is lacking in workload capacity, which contributes significantly to the delays in processing of applications. The team needs solutions that help alleviate some workload burden.

Opportunity

- Digitizing the form will alleviate some burden, so we're off to a great start
- Ensure information is arriving at the proper place in the workflow
- Long-term evaluation of the backend process to eliminate what is no longer needed



“DCDM [is] currently making up for the gap in manpower by borrowing from other departments and working overtime.”

Visibility of Application Status

Insight

- Applicants can't track the status of their application once they've submitted it. This leads to unnecessary resubmissions and frustration.

Opportunity

- Consider email notifications to update applicants as their application passes through different touchpoints.
- Consider recommendations for solutions utilizing the hub or portal.



“Once we get the portal, the beneficiary doesn't need to call the call center, they can just log in and get the information right then and there.”

“Visibility of the application it could be our biggest gain from the on the customer side.”

Need for a Portal

Insight

- All stakeholders want a beneficiary portal where users can:
 - View general information on the program
 - Manage their applications and benefits
 - Submit new or updated supplementary documents, like OHI information
 - Store basic information like name, SSN, and birthdays that can be referenced to streamline eligibility

Opportunity

- Consider investigating the capabilities of the current iteration of the “beneficiary hub” that is being implemented and look for opportunities to meet user needs



“Why wouldn't [beneficiaries] just be able to stay [in their VA portal] and do everything they needed to do to apply for CHAMPVA and have it all happen electronically like it does for a C&P exam?”

Discoverability and Barriers to Applying

Insight

- People who are eligible for CHAMPVA benefits might not be aware of the program. There are few channels to communicate directly to individuals that may be eligible.
- Current explanations of eligibility criteria are complicated and may discourage people from applying.

Opportunity

- Use existing VA patterns, systems, and content policy to increasing discoverability among potentially qualified individuals through the digital form and related interactivity.



“It's touchy. We don't have a great first intro to CHAMPVA. It's actually one of our target projects for the coming year.”

Summary and Recommendations

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Summary of Key Points

- We need to provide a resolution to **alleviate workload capacity issues** by contributing to a more efficient processing system
- Inability to **track form submission** leads to more delays and need for more manual processing labor
- A **one-stop portal solution** would be the ultimate ideal solution
- **Awareness of CHAMPVA** may be lacking

Summary of Key Points

- Success is defined by **providing timely, quality healthcare benefits** to veterans and their dependents
- Success would mean **lowering the response time and error rates**
- Reworking **supporting documentation into a digitized format/workflow** will be pivotal to driving key metrics
- As we provide design solutions they need to also **consider current and future systems**

Top Recommendations Based on Research

This effort needs reduce the error rates and the impact of manual touch points as much as possible within the form's processing. We also aim to reduce delays caused by missing documents.

Primary Considerations

- Ensure applicants know what supporting documents they need to submit those documents are routed to the appropriate channels
- Develop a more efficient digital delivery process to get the applicant's enrollment information to the processing stage as quickly as possible
- Develop a mechanism for uploading supporting documentation and digital signatures for applicants to submit with their primary application materials

Next Steps

- Design Intent tomorrow afternoon, January 9th
- User interviews to add detail to service blueprint, inform the current state journey map, and refine the 10-10d prototype
- User testing to refine the 10-10d prototype
- Incremental launch
- Continued synthesis of new information and capturing that in existing artifacts

Recommendations for Upcoming Work

- Consider minimal requirements to significantly move key metrics that include:
 - A digital signature
 - Digital submission of all appropriate supporting documentation
 - Robust error prevention through the digital form
 - Submission of all components at the appropriate place in the workflow
- Consider implementing design solutions to work around pain points in the service flow, either through adjustments to the form or recommendations and knowledge passed to other teams
- Continue to look for opportunities, properly archive information, and update artifacts through additional research

Appendix

- [Final Synthesis Mural Board](#)
- [Stakeholder Interview Methodology](#)
- [Proto-service flow for timelines](#)
- Synthesis Boards: [Participant #1](#), [Participant #2](#), [Participant #3](#), [Participant #4](#), [Participant #5](#)
- [Interview Notes Board](#)

Questions/Feedback?

Thank You!