Department of Veterans Affairs

**Increase Enrollment in My HealtheVet – Task Order 0024**

**My HealtheVet Registration User Manual Updates – Change Pages**

**

**November 2014**

Version .2

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| --- | --- | --- |
| **Change** | **Page** | **Date** |
| Updated PIMS V. 5.3 ADT Module User Manual  Registration Menu – Added MHV Socialization Menu to Preregister a Patient Menu | 4 | 10/7/14 |
| Updated the Revision History to reflect the Increased Enrollment in My HealtheVet changes. | 11 | 10/7/14,  10/21/14 |
| Updated the Overview – Preregister a Patient to include a reference to Increased Enrollment in My HealtheVet. | 21 | 10/7/14 |
| Updated Preregistration Menu, Preregister a Patient to include instructions for Increased Enrollment in My HealtheVet. | 108-114 | 10/7/14,  11/3/14 |

Preregistration Menu

Display Preregistration Call List

Outputs for Preregistration

Calling Statistics Report

Percentage of Patients Pre-Registered Report

Pre-Registration Source Report

Print Preregistration Audits

Supervisor Preregistration Menu

Add New Appointments to Call List

Clear the Call List

Purge Call Log

Purge Contacted Patients

Patient Inquiry

Preregister a Patient

Insert My Healthvet reference into main Registration menu

My HealtheVet Increased Enrollment

Print Patient Wristband

Pseudo SSN Report (Patient)

Register a Patient

Report - All Address Change with Rx

Report - All Address Changes

Report - All Patients flagged with a Bad Address

Report - Patient Catastrophic Edits

Unsupported CV End Date Report

View Patient Address

View Registration Data

Registration Supplement

Registration Supplement for Newborns

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| **Date** | **Description (Patch # if applic.)** | **Project Manager**  Insert My Healthvet reference updates into revision history table. | **Technical Writer** |
| --- | --- | --- | --- |
| 10/7/2014 | DG\*XXX\*XX\_V1 -Added My HealtheVet Alerts, socialization questions, and actions taken to the preregistration process. | Brian Stevenson | Bill Frey |
| 10/21/2014 | DG\*XXX\*XX\_V1 -Added Enrollment Fields status and update functions | Brian Stevenson | Bill Frey |

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**Overview**

Insert My Healthvet reference into Overview, PREREGISTER A PATIENT

PATIENT INQUIRY

This option displays registration information for a selected patient, including any preregistration items, and the Bad Address Indicator.

PREREGISTER A PATIENT

This option lets you preregister a selected patient through the use of the Load/Edit process without using the Preregistration Call List.

Additionally this option lets you track the patient’s enrollment status in My Healthevet (MHV) and if not enrolled their interest in enrolling. Inform the patient of MHV benefits, and help them enroll if interested.

PRINT PATIENT WRISTBAND

This option is used to print a patient wristband with bar coded social security number.

PSEUDO SSN REPORT (PATIENT)

This option allows the user to print a report that lists patients with Pseudo SSNs. It can be printed for veterans, non-veterans or both, and for all Pseudo SSN Reasons or a specific Pseudo SSN Reason.

REGISTER A PATIENT

This option is used to create and/or edit a patient record while generating a registration (Application for Health Benefits). This registration must subsequently be dispositioned.

REPORT - ALL ADDRESS CHANGE WITH RX

This option lists those patients with active pharmacy prescriptions whose primary address fields have been changed during the previous 24 hours.

REPORT - ALL ADDRESS CHANGES

This option can be run from the Registration Menu or scheduled via Task Manager. If a patient’s permanent address is changed during the previous 24 hours, the report will list the patient permanent address as of now and the patient permanent address as of 24 hours ago. The output is sent to the DG DAILY ADDRESS CHANGE mail group.

REPORT - ALL PATIENTS FLAGGED WITH A BAD ADDRESS

This option lists those patients flagged with a bad address indicator.

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## Preregistration Menu

Insert My Healthvet reference into Preregistration Menu, Preregister a Patient.

## Preregister a Patient

Use this option to perform the following tasks:

* Preregister any selected patient in the PATIENT file (#2) through the use of the Load/Edit process (without using the Preregistration Call List).
* Enter the call status for a selected patient. (If you enter a status of CONNECTED, you can edit patient information via Load/Edit Screens 1 through 5. If you need assistance with editing the information on these screens, please refer to the user documentation for the Load/Edit Patient Data option.)
* Apply a date/time stamp to the selected patient before returning to the Preregistration Call List screen.
* Track the patient’s enrollment status in MHV and if not enrolled their interest in enrolling. Inform the patient of MHV benefits, and help them enroll if interested

Edit the patient’s permanent address information. Prior to entering patient data, the permanent address is displayed and the user is asked, “Do you want to edit the Patient's Address?”.

* If the user answers YES, the system will prompt each address field and the user will be allowed to update the patient’s permanent address information. The old and the new address information is displayed and the system will ask the user “Are you sure that you want to save the above changes?”
  + If the user answers YES, the system displays “Change saved”, the patient’s permanent address change date/time stamp will be updated, and a trigger is set to send a message to the HEC.

*Please note: It takes a actual change to the permanent address to update the permanent address change date/time stamp. If there were no changes to the permanent address information, and the user responds YES; no updates are made to the permanent address fields or permanent address change date/time stamp and a message is NOT triggered to the HEC.*

* + If the user answers NO, the system displays “Change aborted”. Neither the patient’s permanent address information nor the permanent address change date/time stamp is updated and a message is NOT triggered to the HEC.

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**Preregistration Menu**

Insert My Healthvet User instructions into Preregistration Menu, Preregister a Patient.

**Preregister a Patient**

When using this option, the primary medical center division will be used as the division. This option is locked with the DGPRE EDIT security key.

*(Please note: This option works the same as the CP action on the Preregistration Call List screen in the Display Preregistration Call List option.)*

**My HealtheVet Enrollment Alert**

After the patient name is entered an Alert will be displayed for the Intake Clerk, indicating that the patient needs to answer My Healthevet (MHV) enrollment questions. Additionally any previous actions taken on behalf of the patient are displayed along with a date when the actions occurred. The Alert, actions taken, and subsequent enrollment questions will only be displayed under the following conditions,

* Any of the three MHV Enrollment Status fields remain unanswered or
* Any of the three MHV Enrollment Status fields has been recorded as “No” and it has been at least six months since the “No” value was recorded

If the Alert is triggered by an on-going Action to help the Patient Enroll the Intake Clerk will be asked to,

Please read the following to the patient:

"Were you successful in creating your My HealtheVet account during your last visit?" (Y/N):”

If the Answer is “No” the Intake Clerk is taken to the list of available actions. If the answer is “Yes” then the Intake Clerk is taken to the Enrollment Status display directly.

However, if the Alert is triggered by a pending action taken while editing the Enrollment Status Fields from the Enrollment Status display, the Action taken is displayed along with the Alert but no question is asked. The Intake Clerk is then taken directly to the Enrollment Status display after hitting Return to continue.

**MHV Enrollment Socialization Questions**

To discover the patient’s MHV enrollment status the following question is displayed on the screen that the Intake Clerk will read verbatim to the patient.

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*“Has a health care team member encouraged you to enroll online for My Healthevet?”.*

The Intake Clerk records the patient’s response by choosing one of the following menu selections,

1. Yes – I am already enrolled.
2. Yes – I would like to enroll.
3. Yes – But I do not want to enroll right now.
4. No – No one has spoken to me/I don’t know what MHV is.
5. No – I am not interested in enrolling.
6. No - I don't have a computer / internet access.

The Preregister a Patient, MHV socialization process continues as follows depending on the patient’s response.

**1. Yes – I am already enrolled**

The Intake Clerk then reads as prompted on the screen,

*(For example) "We are strongly encouraging patients to use My HealtheVet. With My HealtheVet you can refill prescriptions and track their delivery, view lab results, and communicate securely with your Health Care teams."*

After reading the message the Intake Clerk then presses Return to continue to the MHV Enrollment Fields Status Screen.

**2. Yes – I would like to enroll**

The Intake Clerk then reads as prompted on the screen,

*(For example) "We are strongly encouraging patients to enroll in My HealtheVet. With My HealtheVet you can refill prescriptions and track their delivery, view lab results, and communicate securely with your Health Care teams. Can we assist you in creating your account today?"*

After reading the message the Intake Clerk then presses Return to continue to the list of possible actions that could be taken on behalf of the patient.

The Intake Clerk would then provide assistance to the patient and record the action number taken.

For example the Intake Clerk could enter “1” if they helped the patient create an MHV account.

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After the action taken is recorded and displayed, the Intake Clerk is offered the chance to change their selection by entering “(A)dd another, (D)elete an action, or <RET> to save and exit:”

Once the Intake Clerk is satisfied with their selection and hits <RET> to save and exit the preregistration process continues.

**3. Yes – But I do not want to enroll right now**

The Intake Clerk then reads as prompted on the screen,

*(For example) "We are strongly encouraging patients to enroll in My HealtheVet. With My HealtheVet you can refill prescriptions and track their delivery, view lab results, and communicate securely with your health care teams.*

*I will give you some easy-to-follow instructions to take home and enroll or I can schedule a time for you to enroll with a My HealtheVet assistant. Once you have registered you will need to come back to the clinic to sign a Release of Information form."*

After reading the message the Intake Clerk then presses Return to continue to the list of possible actions that could be taken on behalf of the patient.

The list of actions and the selection process behave the same as in the previous selection “2. Yes – I would like to enroll” – please refer to that section for usage instructions.

Once the Intake Clerk is satisfied with their selection and hits <RET> to save and exit the preregistration process continues.

**4. No – No one has spoken to me/I don’t know what MHV is.**

The Intake Clerk then reads as prompted on the screen,

*(For example)"We are strongly encouraging patients to enroll in My HealtheVet. With My HealtheVet you can refill prescriptions and track their delivery, view lab results, and communicate securely with your health care teams.*

*We can assist you in creating your account today."*

After reading the message the Intake Clerk then presses Return to continue to the list of possible actions that could be taken on behalf of the patient.

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The list of actions and the selection process behave the same as in the previous selection “2. Yes – I would like to enroll” – please refer to that section for usage instructions.

Once the Intake Clerk is satisfied with their selection and hits <RET> to save and exit the preregistration process continues.

**5. No – I am not interested in enrolling.**

The Intake Clerk then reads as prompted on the screen,

*(For example)"We are strongly encouraging patients to enroll in My HealtheVet. With My HealtheVet you can refill prescriptions and track their delivery, view lab results, and communicate securely with your health care teams."*

After reading the message the Intake Clerk then presses Return to continue.

The Intake Clerk then determines the answer to the following question from the patient and records the response,

How does the patient feel now about enrolling in My HealtheVet?

a) Patient is not interested.

b) Patient is interested.

If the answer is “a) Patient is not interested” the Intake Clerk records “a” at the “Select a response” prompt and hits Return to continue to the Enrollment Field status display.

If the answer is “b) Patient is interested” the Intake Clerk records “b” at the “Select a response” prompt and then selects action(s) taken.

The list of actions and the selection process behave the same as in the previous selection “2. Yes – I would like to enroll” – please refer to that section for usage instructions.

Once the Intake Clerk is satisfied with their selection and hits <RET> to save and exit the preregistration process continues.

**MHV Enrollment Fields Status and Updates**

Following the MHV Alert and socialization questions, or directly after entering the Patient Name as part of Preregistration, the status of the Enrollment fields (listed below) is displayed unless there is an action pending along with a prompt to edit or continue Preregistration.

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[1] Enrolled:

Authenticated:

Secure Messaging:

Enter 1 to edit, or RETURN to continue: 1

If “RETURN” is entered then Preregistration continues.

If “1” is entered to edit the enrollment status fields the Intake Clerk is then able to update each status (always starting with Enrolled) as detailed below.

**First MHV Enrollment Status – Enrolled**

*Is the patient enrolled in My HealtheVet (Yes/No)?*

If the response is “Yes” the Intake clerk is taken to the next Enrollment status field – Authenticated.

If the response is “No” the Intake Clerk must select a reason from the list of reasons displayed. If a closely matching reason is not available the Intake Clerk would select “Other” and enter a reason up to 250 characters in length (something must be entered). Once the reason is entered the Enrollment Status Display is presented with the selected reason shown below Enrolled.

**Second MHV Enrollment Status Field – Authenticated**

Does the patient have a Premium My Healthevet account?

Can the patient view VA appointments, lab results,

and *medical* records online (Yes/No/(A)ction)?:

If the response is “Yes” the Intake clerk is taken to the next Enrollment status field – Secure Messaging.

If the status entered is either “No” or “Action” the following is displayed instructing the Intake Clerk to provide information to the Patient.

Please read the following to the patient

"Upgrade to a Premium MHV account to view parts of your VA

health record. This requires one-time in-person identity

verification (show photo ID). Read and sign this Release of

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Information form (10-5345a-MHV)."

Please note that if the Intake Clerk is able to assist the Patient with authentication they are encouraged to do so and enter the status of “Yes” for “Authenticated” after providing assistance.

If the response is “No” the Intake Clerk must select a reason from the list of reasons displayed. If a closely matching reason is not available the Intake Clerk would select other and enter a reason up to 250 characters in length (something must be entered). Once the reason is entered the Enrollment Status Display is presented with the selected reason shown below Authenticated.

If the response is “Action” the Intake Clerk must select an action from the list of actions presented. Once the action is entered the Preregistration process will continue. If the patient is preregistered again in the future the MHV Alert will be displayed along with the Action selected.

**Third MHV Enrollment Status Field – (Opted-in for) Secure Messaging**

Opted in for Secure Messaging (Yes/No/(A)ction)?:

If the response is “Yes” the Intake clerk is returned to the Enrollment field status display where they can then select “RETURN” to continue with Preregistration.

Please note that if the Intake Clerk is able to assist the Patient with opting in for secure messaging they are encouraged to do so and enter the status of “Yes” for “Secure Messaging” after providing assistance.

If the response is “No” the Intake Clerk must select a reason from the list of reasons displayed. If a closely matching reason is not available the Intake Clerk would select other and enter a reason up to 250 characters in length (something must be entered). Once the reason is entered the Enrollment Status Display is presented with the selected reason shown below Secure Messaging.

If the response is “Action” the Intake Clerk must select an action from the list of actions presented. Once the action is entered the Preregistration process will continue. If the patient is preregistered again in the future the MHV Alert will be displayed along with the Action selected.

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