|  |
| --- |
| **Registration, Enrollment and Eligibility (REE )  ENROLLMENT SYSTEM CHANGE REQUEST** |
| *Instructions: Items shown in green are required. If you are not sure of an answer, please provide a response and note that further information may be needed. Send the completed form to* [*VHA REE Triage Team*](mailto:VHA%20REE%20Triage%20Team?subject=REE%20Intake%20Request:%20)*.* |
| 1. **A. Request Title** |
| |  |  | | --- | --- | | Title | **1095-B Opt-in to paperless delivery** | | Request Type | New Functionality  Existing Functionality  New Data Service | | Date Submitted | 08/11/2022 | |
| 1. **B. Requestor Information** |
| |  |  | | --- | --- | | **Requestor Name, Title, and Office** | Tarsha Tremble, MPM, FA-COR, FAC P/PM,  Management Analyst, Member Benefits Section, VHA-HEC | | Phone | 404-431-8123 | | Email | Tarsha.tremble@va.gov | | Business Owner | Tarsha Tremble, MPM, FA-COR, FAC P/PM,  Management Analyst, Member Benefits Section, VHA-HEC | | Phone | 404-431-8123 | | Email | Tarsha.tremble@va.gov | | Requirements and Testing Support - Name, Title, Office | Joshua Faulkner, Technical Director, EHBD, Development, Security, and Operations | | Phone | 719-559-3201 | | Email | [Joshua.faulkner@va.gov](mailto:Joshua.faulkner@va.gov) > | |
| 1. **C. Additional Stakeholders** |
| |  |  | | --- | --- | | Administration | Enterprise Wide  VBA  VHA  NCA | | System/Application/Service | Registration  Eligibility  Enrollment  IVM  Other  Please specify: \_\_\_\_\_\_\_MVI and Vet360\_ | | Partner Program Office(s) | HEC  OCC Eligibility  Vet360  Other  Please specify: \_\_\_\_\_\_\_\_\_HRC\_\_\_\_\_\_\_\_\_\_\_\_ | | Partner Integration Concerns | *N/A* | | Additional Stakeholders | Tracey Mulrooney < [tracey.mulrooney@va.gov](mailto:tracey.mulrooney@va.gov) > | | Stakeholder Concerns | Support of VA.gov work already in progress through VA’s Office of the CTO in OI&T, addressing ability of Veterans to Opt-in to paperless delivery of annual 1095-B tax document. |  |  |  |  | | --- | --- | --- | | 1. **D. Description of the Request** | | | | Problem Statement | Currently, Veterans are unable to voice their preference for paperless delivery of sensitive annual tax forms, as they are with other institutions such as banking, investment, and employment services. To address the voice of Veterans preferring to opt-in to paperless delivery of 1095-B, a digital pathway will need to be built jointly with VA Profile team and Enrollment services at HEC. Currently the government spends $1.5M to send the letters through the mail and an additional $400k for mail that is then returned. The government could save a large portion of this expense by allowing Veterans to select a digital version for this form rather than have the form sent in the mail. | | Business Need Statement | Overview:   * 1095-B is an annual tax form that VA is mandated by the IRS to provide Veterans that demonstrates proof that the Veteran had health insurance through the VA in the past tax year. * This is currently mailed out which is expensive, and many are returned due to inaccurate addresses. * ≈$1.5M to mail them * ≈$400K for those that are returned for correction * Cost to call center for staff trying to reach Veterans and correct delivery information is unknown * 67% of Veterans who participated in VA.gov’s moderated usability research into 1095-B in February of 2022, preferred having a paperless delivery option, similar to banking, investment, and employment services * To address Veteran’s preferences and simultaneously reduce VHA cost, and time associated with correcting misdirected tax mail; Veteran’s should be able to indicate their delivery preference for the 1095-B tax form | | Anticipated Outcome | Veterans have ability to select their delivery method preference for the annual 1095-B tax document. |  |  |  |  | | --- | --- | --- | | 1. **E. Requirements Description** | | | | Desired (To Be) Functionality  *(If this request incorporates multiple requirements, please enter the desired functionality and acceptance criteria on this spreadsheet and submit with this form.)* | As a Veteran, I want to not receive a physical copy of the 1095-B tax document when I opt-in to paperless delivery of the 1095-B form. | | Acceptance Criteria | 1. ES captures the opt-in or opt-out preference from VA Profile 2. ES captures the time stamp from VA Profile for the change in preference 3. The value is stored in ES 4. Customer Care centers are able to update the opt-in/out preference which is sent back to VA Profile 5. ES removes the Veterans who have chosen to receive digital delivery from the file sent to the print vendor | | Do User Stories/Business Requirements for the requested change already exist? | * Yes  No   *(If yes, include supporting documentation.)* | |
| 1. **F. Business Priority** |
| |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Business Request Priority | | High  Medium  Low | | | | | |  | | ***High/Critical:***  *A critical requirement without which the product is not acceptable to the stakeholders; required for the next release.* | | ***Medium/Important:*** *Supports necessary system operations; required eventually but could wait until a later release if necessary.* | | ***Low/Desirable:***  *A functional or quality enhancement; would be nice to have someday if resources permit, but the product functions well without it.* | | Business Request Score | | *Please review the Scoring Criteria on the last page of this form,  and select the appropriate score for each item below.* | | | | | | Veteran Impact  Score: 2 | Mandate/Legislation  Score: 4 | | Risk/Opportunity  Score: 2 | | Business Continuity  Score: 0 | Strategic Alignment  Score: 5 | |
| 1. **G. Proposed Timeline** |
| |  |  | | --- | --- | | Requested Delivery Date | December 1, 2022. | | Key Milestone Dates | *List critical tasks and associated OIT milestone dates related to this request*  In order to reduce the expense for mailing the 1095B tax form, this work needs to be in production in December, before the file is sent to the print vendor. Otherwise, the next benefit is Dec 2023. This work is in conjunction with OIT VA.gov team (work began 8/8/2022) and VA Profile (prioritized but needs confirmation of ES work to begin before they start). | |
| 1. **H. Alignment with VA Priorities, Intended Metrics & Business Request Priority**   *Please provide SMART goals: Specific, Measurable, Achievable, Relevant and Time-Related* |
| |  |  | | --- | --- | | Alignment with VA Priorities | This project aligns with **VA North Star goals** by:  “Making a digital version of a form / document available to Veterans which maps to self-service tools”   1. Increase availability of self-service tools 2. Decrease time to outcomes 3. Maximize satisfaction, reliability, availability, and security | | Metrics associated with Requirements | *Please provide the metrics associated with the requirements. How will the success or failure of implementing the requirements be measured or reported?  Please ensure metrics are tied to the anticipated outcome(s).*   1. Number of veterans who download the 1095B tax form 2. Number of veterans who opt-in for digital delivery 3. Cost for sending out the initial 1095B forms by mail 4. Cost for sending out corrected 1095B forms by mail 5. Number of calls to the call center in regards to 1095B form | | Consequences of Inaction | Inaction will result in:   1. Not being responsive to the voice of the Veteran regarding preference for paperless delivery option for annual IRS 1095-B tax document 2. Continued reliance on mail delivery for IRS 1095-B tax document delivery and resolution of misdirected sensitive tax documents estimated at $1.9M for tax year 2021 with escalating cost of 3.3% per annum.   *(\*\*percent increase is related to historic increase in cost of first-class mail delivery)* |  |  | | --- | | 1. **I. VIPR Status** |  |  |  | | --- | --- | | VIPR Status | Submitted  In Progress  Complete  On Hold | | VIPR Number and Date Submitted | *If VIPR status is entered, please enter corresponding number and date* | | VIP Funding Acquired | Yes  No | | OIT Product (System) Owner | Joshua Faulkner < [Joshua.faulkner@va.gov](mailto:Joshua.faulkner@va.gov) > | | OIT Project Manager | Unknown | |
| |  | | --- | | 1. **J. Minimum Viable Product (MVP)** | | |  |  |  | | --- | --- | --- | | Could a minimum viable product (MVP) be deployed with sufficient features to satisfy early customers and enable collection of feedback for future development? | Yes  No | There is no MVP, this isa single feature of non-complex tool. | | |

|  |
| --- |
| 1. ***Disposition of the Intake Request (Note: This section will be completed by the Triage Team)*** |
| ***Triage Outcomes***   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Intake Review Results | | **Scoring:**  **Total Weighted Score:** | | All required information received? Yes  No  Exceeds scoring threshold? Yes  No | | | | **Veteran Impact**  Weight:  Score:  Wtd Score: | **Mandate/Legislation**  Weight:  Score:  Wtd Score: | | **Risk/Opportunity**  Weight:  Score:  Wtd Score: | | **Business Continuity**  Weight:  Score:  Wtd Score: | **Strategic Alignment**  Weight:  Score:  Wtd Score: | | **Overall:** | **Impact**  Minor  Moderate  Significant  Major | | **Severity**  Low  Medium  High  Critical | | **Priority**  Low  Normal  High Attention  Resolve Immediately | Target Build: | | Project Area: Select | | | | *Comments* | | | | Category: Select | | | | *Comments* | | | | Dependencies: *(Identify systems and/or business initiatives that are expected to be impacted by this request.)* | | | | | | | | Communication/Training Impact: Minor  Moderate  Significant  Major | | | | | | | | Intake Outcome  Date: | | Approved  Return to Business for Additional Information  Disapproved  Under Review | | *Comments* | | | | Intake Request ID | |  | | Rational ID | | | | Team Assigned | |  | |  | | | | Team POC (Name, Email, Phone#) | |  | |  | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 1. **Prioritization Criteria/Scoring Matrix** | | | | | |
| **Criteria**  **Score** | Value-Add to Veterans and Beneficiaries | Mandated (Legislation, SecVA Priority) | Risk, Issue, Opportunity Mitigation | Business Continuity | Alignment with VA, VHA, and/ or PO Strategic Plan |
| **5** | Highest direct impact on Veterans and Beneficiaries | Immediate compliance required; severe legal and/or economic impact | Risk level HIGH and strategy addresses multiple program areas | Lights on; multiple systems/ programs; serious impact to overall operations | Key strategic initiative designated by VA/VHA/PO Exec Team |
| **4** | Medium-High direct impact on Veterans and Beneficiaries | Immediate compliance required; slight-moderate legal and/or economic impact | Risk level HIGH and strategy addresses single program area | Lights on; single system/ program; significant impact to mission critical operations | Key strategic initiative across multiple directorates – Directors Agreement |
| **3** | Medium direct impact on Veterans and Beneficiaries | Compliance required, but no legal and/or economic penalty | Risk level MED and strategy addresses multiple program areas | Lights on; multiple systems/ programs; with moderate impact to operations | Single directorate key strategic initiative; Director designated |
| **2** | Low direct impact on Veterans and Beneficiaries | Internal audit finding of high risk | Risk level MED and strategy addresses single program area | Lights on; single system; medium impact to 1 or more program area operations | Department level key strategic initiative |
| **1** | No direct impact on Veterans and Beneficiaries | Internal audit finding of medium risk | Risk level LOW and strategy addresses multiple program areas | Single system with impact to operations of single program area | Department level initiative aligned with department priorities |
| **0** | Could negatively impact Veterans and Beneficiaries | No compliance/ regulatory impact | Risk level LOW and strategy addresses single program area | No impact to business continuity | No alignment supporting strategic objectives |