# A holistic patient portal including Community Care

## Recommendations for the Integrated Veteran Care Office

## Overview

Our general recommendation is to not build one single portal, but to incorporate Veteran facing and caregiver related functionality into VA.gov & the flagship mobile application (where appropriate), and to validate with providers whether a standalone portal for them is of value.

We recommend that IVC team should partner with VEO or Human Factors Engineering to conduct research with community care clinical providers to validate the hypotheses that community care providers want and would use a standalone portal with these features, and to thoughtfully design pathways to integrate with those clinicians’ existing workflows to reduce clinician burnout and improve Veteran care.

We recommend that IVC, OCC, and OCTO partner to incorporate any Veteran, FMP Veteran, VFMP beneficiary functionality into the MHV on VA.gov patient portal, or appropriate other applications on VA.gov. To improve the Veteran experience, our goal should be to encourage reuse of existing and planned functionality, rather than building siloed, repeated functionality.

### What is MHV on VA.gov?

The MHV on VA.gov portal is intended to be the single health home for Veterans and their caregivers to access and manage their health care benefits, in the same place where they can access and manage other VA benefits, such as disability, education, pension, and memorials. VA’s flagship mobile application, MHV on VA.gov, includes the most actionable features of VA.gov in a native iOS and Android mobile application.

As a matter of practice, VA.gov and the flagship mobile app build web and mobile applications and features with an accessibility-first approach. To do this, we use the United States Web Design System and a specific content style guide. Several of the requirements in the spreadsheet we received prescribe user interfaces that are not accessible or do not follow existing design patterns or strategies. Our application teams will work with the business partners to ensure applications achieve the intended outcomes for users and staff, but will also follow the existing design and content strategies to ensure an optimal user experience.

How this document is structured:

* We went through the spreadsheet and grouped the requirements thematically by the intended outcome. (Requirement rows from the spreadsheet are noted).
* Outcomes are grouped into the following thematic areas:
  + Functionality that already exists on VA.gov (no further action needed)
  + Functionality that already exists on VA.gov and could incorporate community care use cases (work is needed to incorporate community care requirements, but not to develop the feature)
  + Functionality that is underway or planned for VA.gov & could incorporate community care
  + Unique community care features: Good candidates for working together in near future, but will need additional planning and support
  + Functionality we either cannot support at this time, or recommend revisiting to determine feasibility or value to users
* We provided recommendations for each thematic area as well as next steps.

How the work actually gets funded & done:

* Some of this work would require net new product teams. For these, OCTO would work with IVC on budget and contract strategies, so we can hire teams that are familiar with building on VA.gov, which will improve delivery efficiency.
  + OCTO teams require IT dollars.
* Some of this work would be integrated into existing teams’ backlogs. For these items, we will partner with the product leads of those teams to discuss the features & requirements, as well as with OCTO operations to determine budget and contract strategy.

Example:

### Veteran-facing portal

**Problem to solve**: Veterans and VFMP beneficiaries need a single portal to manage community care related actions:

**Plan/recommendation:**

* As indicated throughout this document, we can integrate community care features into existing and planned VA.gov features.

**Requirement Rows #**: 7

**Work needed:** See document below ☺

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## Functionality that already exists on VA.gov (no further action needed)

### Apply for health care

**Problem to solve:**

* As a Veteran, I want to enroll in VA health care.

**Plan / recommendation:**

* Application already exists on VA.gov. <https://www.va.gov/health-care/apply/application>
  + For Veterans who are authenticated and 50% disabled, they can skip most of the form.
* To the extent that status updates exist, Veterans can check status of their application in the portal.

**Requirement row:** 119, 120, 126

**Work needed:** None

### Appointment management

**Problem to solve:**

* As a Veteran, I want to be able to view my appointments (and relevant details) within the portal.
* As a Veteran, I want to be able to add my appointments from within the portal to my personal calendar.
* As a Veteran I want to be able to print my appointments from within the portal.
* Confirm my insurance information

**Plan/recommendation:**

* This functionality already exists in VA.gov Appointments (VAOS) and the flagship mobile application today or as part of the check-in workflow.
  + [**https://www.va.gov/health-care/schedule-view-va-appointments/appointments**](https://www.va.gov/health-care/schedule-view-va-appointments/appointments)
  + <https://apps.apple.com/us/app/va-health-and-benefits/id1559609596>
  + <https://play.google.com/store/apps/details?id=gov.va.mobileapp&hl=en_US&gl=US&pli=1>

**Requirement Row #:** 17, 92, 93, 94, 123

**Work needed:** None

### Sitewide search

**Problem to solve:**

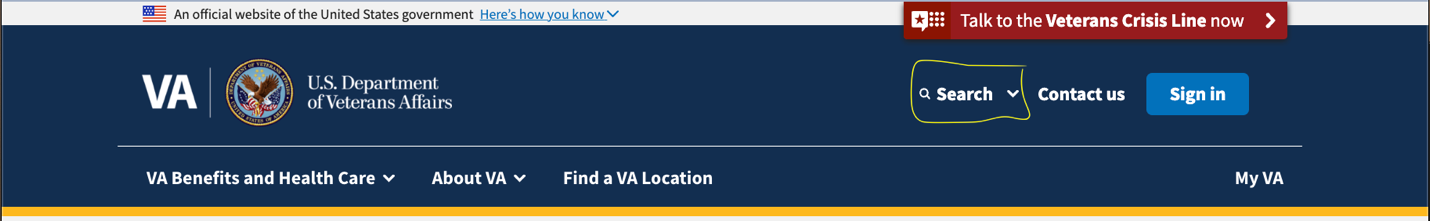
* As a Veteran, I need to be able to search for community care information within VA.gov.
* As a Veteran, I need to be able to learn about my benefits.

**Plan/recommendation:** VA.gov has a search today, powered by COPE (Copy once publish everywhere) content. In addition, VA has a resources & support section with relevant articles.

* Any page on VA.gov can be printed or saved to PDF using a browser’s print function.
* VA.gov content is already working with community care to migrate all Veteran facing content to our COPE model.
* The entirety of VA.gov is oriented toward helping a Veteran navigate and learn about their benefits.

**Requirement Row: 20, 26, 135**

**Work needed:** None



### Sitewide support

**Problem to solve:**

* As a Veteran, I need to be able to access my support options, so I can get help no matter where I am in the portal.

**Plan/recommendation:**

* Contact Us and the VCL are already in the header of VA.gov website. Contact Us includes the links to all of the help and support options that are available to any Veteran.
* Search would include the ability to quickly pull up any Resources and Support (our equivalent of FAQs) COPE content.
* We do not provide user guides on the portal; however will support the creation of contact center, VSO, or other communication or change management materials needed to support outreach or other communication.

**Requirement row: 21, 96, 106, 186**

**Work needed:** None

### Find a provider or location

**Problems to solve:**

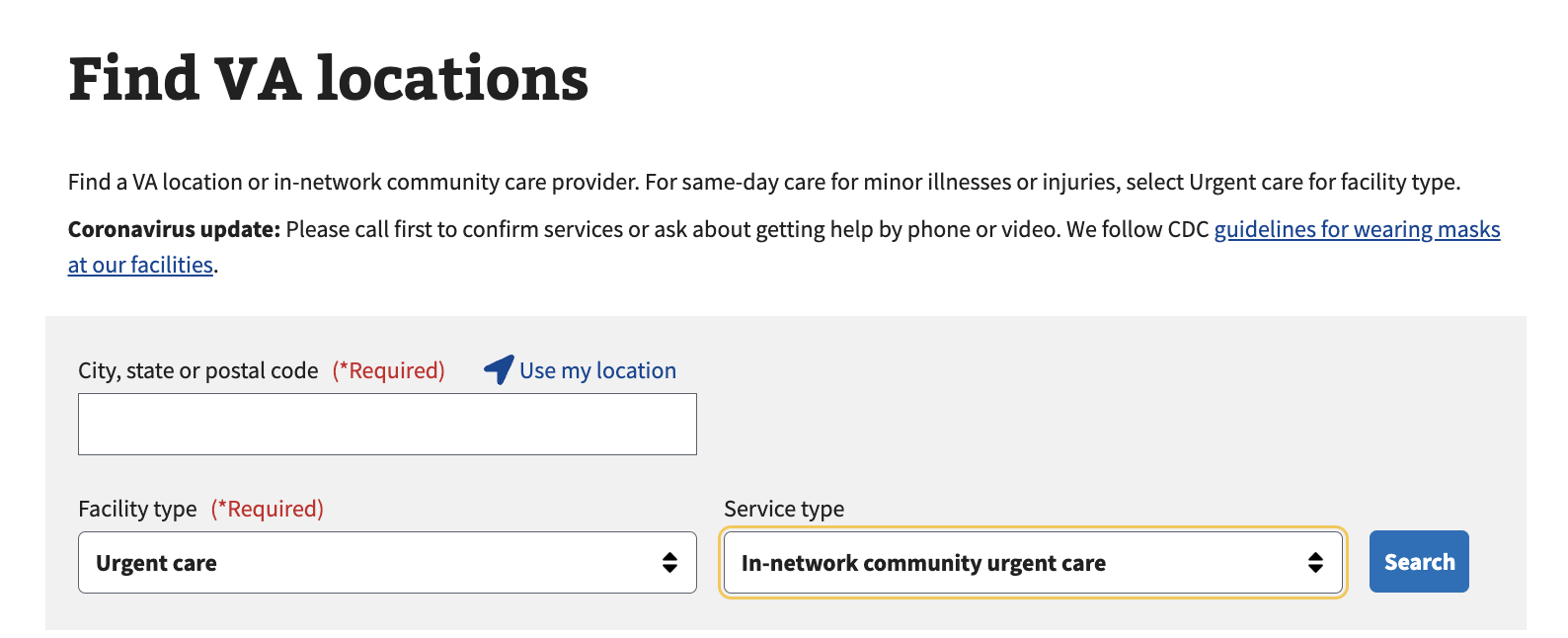
* As a Veteran, I want to be able to search for an in-network urgent care provider.
* As a Veteran, I want one-click access to directions to my appointment.

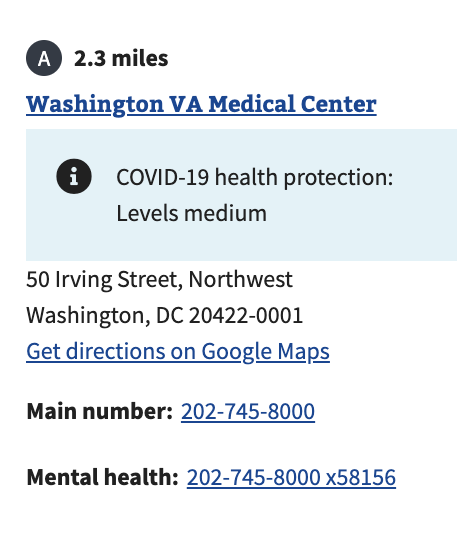
**Plan/recommendation:**

* Urgent care provider search is baked into the Facility Locator, available from the header of VA.gov. <https://www.va.gov/find-locations>
* Google Maps directions are also in the Facility Locator
* Appointment addresses are live links in the portal and the flagship application, so that they may open a map.

**Requirement Row:** 20, 29, 173

**Work needed:** None



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### Update or manage my personal information on file with VA

**Problem to solve:** As a Veteran, I want to be able to update my personal information in one place, so all VA systems can access it.

* Direct deposit information
* Contact information
* Other health insurance information, such as Medicare

**Plan/recommendation:** VA.gov profile is connected to VA Profile, so a Veteran can update this information today. <https://www.va.gov/change-address/>

**Requirement row:** 122, 125, 131, 129, 130

**Work needed:**

* May need to have community care backend systems integrate with VA profile if they are not already. This would enable a Veteran to update their information in VA.gov profile, so it would sync to VA profile and automatically be sent to downstream systems.
* Work with VA Profile to add other health insurance information, such as Medicare, to VA Profile so that Veterans can update this information on VA.gov profile too.

### Benefit content

**Problem to solve:** I need to be able to access plain language, accurate, updated information about benefits online.

**Plan/recommendation:**

* The VA.gov content team has already been working with IVC to update all community care related benefits content. As additional content is needed (or updates are needed) we advocate that you continue to work with that group.

**Requirement row:** 167, 168, 169

**Work needed:**

* Ongoing content updates with the OCTO content team

## Functionality that already exists on VA.gov and could incorporate community care use cases (work needed to incorporate community care, but not to develop the feature)

### Enterprise Notification Platform (VA Notify and VEText)

**Problem to solve:** As a Veteran, VFMP beneficiary, CHAMP VA, or Camp Lejeune beneficiary, I need to receive notifications about events related to my care.

* Appointment reminders
* Appointment-related actions in the portal
* Consult tracking
* My community care appointment has been scheduled
* Other actions within the patient portal
* My community care doctor’s notes become available
* My application is approved or denied
* Change in status for my authorization
* Change in status on my claim / dispute / appeal

**Plan/recommendation:**The CTO’s office has developed an enterprise notification platform (VA Notify/VEText) that can send email and text notifications to a Veteran based on the Veterans’ notification preferences set in VA Profile. As we integrate any community care functionality into the portal, we would as a matter of practice add a notification preference to VA profile and a notification trigger. The team is already working with community care to send out notifications around community care appointments, so there are already several use cases covered and underway.

**Requirement Row #:** 8, 9, 16, 44-46, 74, 111, 127

**Work to be done:**

* Identify the use cases that would require a notification (OCTO/IVC)
* Work with VA Profile to add notification preferences around these use cases (OCTO, IVC, VA Profile)
* As community care features are integrated into the VA.gov portal, work with VA Notify team to set up triggers and notifications.

### Chatbot

**Problem to solve:** As a Veteran or VFMP beneficiary, I need to be able to get my questions about my community care answered and connect to additional help and support when needed.

* Get answers to Tier 1 types of questions
  + Access responses to common inquiries
* Warm handoff to phone support to triage claims, billing concerns & disputes, assistance with other equity and access issues (forms mailed to home)

**Plan/recommendation:**The CTO’s office has a chatbot today. We can easily handle answering tier 1 types of questions based on the content, and could work together to design handoffs to the right team / technology for claims disputes, billing concerns, etc.

**Requirement Row # :** 11, 14, 31, 47, 61, 183

**Work to be done:**

* Answer: Which IVC team is currently handling community care claims and billing concerns? Do they already use live chat software to manage, or is that a planned feature?
  + Is there an opportunity to leverage functionality w/I Health Connect or Health Chat for the staff-side use case?
* Next step: Meet with chatbot product owner, OCTO authenticated experience lead, content lead to discuss the desired use cases and functionality.
  + This would likely require funding on existing omnichannel contracts in addition to any staff-side live agent tools, or other planned integrations with health chat or health connect.

### Billing Management

**Problem to solve:** As a Veteran, VFMP Beneficiary, I would like to be able to find my community care billing information within the portal.

* I would like to be able to see how much I owe.
* I would like to get a notification if I have an outstanding balance, so I can pay it on time.
* I would like to be able to view specific statements
* I would like to be able to download and print specific statements
* Connect to the community care claims process (see separate entry below)
* See options for managing my bills
* See options for managing a recoupment notice

**Plan recommendation**

* Develop or expand COPE content on community care billing use cases
* Incorporate community care billing into VA’s existing debt management portal (<https://www.va.gov/manage-va-debt/>)
* Connect to the community care claims process (see below)
* Integrate payment notifications with VA Enterprise notification platform.
* As a matter of practice, VA always includes information on how to get support with bill management and would connect Veterans to those services, including selecting months for payment, etc.

**Requirement Row:** 28, 30, 44, 45, 46, 52, 75, 104, 107, 110, 113, 116

**Work to be done:**

* Identify backend system(s) for community care billing use cases named above.
  + Identify any APIs that could be used to connect the debt management portal to those systems or delineate a plan to have a team build those APIs.
  + Provide any available architecture diagrams for these systems
* Meet with OCTO/VES product owners to discuss features above to determine where they could fit on the roadmap (depends on maturity of downstream systems and integrations); develop plan.
* Meet with OCTO contract & budget specialists to discuss contract and budget plan for this work. Fund existing debt management team to integrate community care billing.
* Develop a user flow for Veteran community care billing, including all relevant users and systems.

### Determine eligibility and complete benefit application and other related forms

**Problem to solve:** As a Veteran, VFMP Beneficiary, FMP Veteran, I want to be able to complete relevant benefit application forms on VA.gov

* Complete FMP application on VA.gov
* Complete 10091 to receive electronic payments
* Check status of applications
* Camp Lejeune Beneficiary applications
* Champ VA Other Health Insurance form
* Champ VA application

**Plan / recommendation:**

* Use VA’s forms system team to build the application on VA.gov
  + Part of the forms system is a view that shows users the steps in an application process.
* Where possible, leverage VA.gov prefill for prefilling application information
* Use Enterprise notification platform for application status notifications
* Use COPE content for eligibility information
* Where application status events exist, we can look to surface application information on My VA (authenticated VA.gov home)

**Requirement Row: 35, 117, 126, 124, 139, 144, 146 153, 163, 164, 184  
- Unclear what 141, 142, 145, 147 are referring to, so grouping them here.**

**Work to be done:**

* Identify if there is an existing backend for the named applications, or if you use central mail.
* Meet with VA Forms System team to conduct discovery on application (they may have already evaluated this benefit application and have it planned).
* Meet with ENP to set a plan for application notifications
* Technical discovery: Determine event triggers for named applications, to determine if we can show application or enrollment status on va.gov
* Answer: What documents or actions do CHAMP VA or Camp Lejeune Beneficiaries need to upload or amend frequently on the portal to update eligibility? Where do those documents go?

### Submit feedback

**Problem to solve:** I want to be able to provide feedback on my portal experience.

**Plan/recommendation:**

* VA.gov already has an integration with VSignals and Medallia. Recommend reusing what exists and accessing their data.

**Requirement row: 179, 180, 181**

**Work needed:**

* IVC needs to work with VEO to get access to feedback already provided through VSignals and onsite Medallia

### Performance management

**Problem to solve:** IVC wants to be able to track and report on portal feature analytics to evaluate effectiveness of portal.

**Plan recommendation:**

* Integrate anonymized analytics tracking into features
* Develop analytics dashboard for IVC to track features named in this document.

**Requirement row:** 176

**Work needed:**

* Develop an analytics dashboard for community care features, once we have developed enough of the community care features to warrant a dashboard.
* Would likely fund this on one of the other named efforts.

## Functionality that is underway / planned for VA.gov & could incorporate community care (Work is underway or planned, and could include community care)

### Proof of VA health care coverage

**Problems to solve:**

* I need to provide proof of VA coverage to an in-network urgent care provider so that my care is covered by VA.
* I need to view my service-connected conditions covered under VFMP care, so I know what my benefits are.
  + As a FMP Veteran I need to be able to print & download a letter documenting my service-connected conditions
* I need to understand my community care emergency care eligibility

**Plan / recommendation:**

* Use VA COPE Content to cover generalized eligibility information (may already be on VA.gov)
* VA flagship mobile application is exploring adding the Veteran ID Card to the flagship mobile application. Explore if there is an opportunity to also add the VHIC.
* VA flagship mobile application has a letters function. The Benefit Summary and Service Verification Letter may meet the need.
  + If it does not for FMP Veterans, we can add this functionality.
* Add to the VA health benefits section of the patient portal the different types of benefits a Veteran/family member may have so they can see their status.
* Once we have the FMP Veteran application live on VA.gov, we could work with our benefits team to determine the best place to add FMP service-connected disabilities.

**Requirement Row: 20, 58. 59, 60, 116, 143, 148, 165, 166, 167, 168, 169**

**Work to be done:**

* Validate if the letters function in the flagship application meets the need.
  + Explore what would be needed to add FMP information.
  + Explore how often the letter needs to be updated based on updates in VBMS (reqt 165)
* If the existing letters function does not meet the need, meet with flagship mobile product leads to explore if the upcoming VIC work could include VHIC, which would enable a Veteran to pull up proof of enrollment on demand.
* Validate if FMP service-connected disabilities would or should show up in disability section of site, so we can link to it from MHV on VA.gov portal.
  + If not already easily covered or integrated, develop this functionality.

### Access, print, download, and share medical records (including health history, labs and tests) Problems to solve:

* Veteran or VFMP beneficiary wants to be able to view, print, and download community care medical records, so they can have them as part of their personal records.
  + Inclusive of:
    - PAMPI+ Data
    - Care Notes
    - Health History
    - Medical images
* Veteran or VFMP beneficiary wants to be able to view, download, print labs and tests.
* Veteran wants to be able to share a medical record with a provider.

**Plan / recommendation:**

* Incorporate community care medical records into the planned Health History, Labs & Tests, and medical records sections of the patient portal. Veteran should be able to view, download, and print their complete medical record, or parts of their record, such as a specific lab or test result.

**Requirement Row:** 32, 33, 36, 37, 50, 51, 114

**Work to be done:**

* Identify the technical pathway to get this information. How are Veterans’ community care medical records synced back to VistA and Cerner today? HIE?
* If there is an existing pathway to get this information s/a HIE, we would prefer to do that versus trying to get APIs to external systems (much bigger lift.) We would need to understand data provenance (where did this data come from) so we could surface to a Veteran if it came from a community care provider or a VA provider.
* Validate work to be done to integrate community care data into the Blue Button / Health Summary today.
* Depending on technical feasibility, may either need to sequence this after integrating Cerner medical records data.
* We need to scope the sharing element piece of this work. Community care providers should be able to access medical records via health information exchanges. We do not want to encourage a Veteran to email, download to a thumb drive or CD, etc. any part of their medical record to an external provider. If they want to print it and bring it to their doctors, that is their prerogative.

### Manage consults

**Problem to solve:** As a Veteran, I want to be able to view, get updates about, share, print/download, and manage my community care consults within the portal.

* Track consults (see also enterprise notification platform)
* Share my consult with a provider

**Plan / recommendation:**

* Appointments (VAOS) has consults in its backlog – plan to integrate the community care consult features into appointments.

**Requirement row:** 172, 174,

**Work to be done:**

* Validate: Existence and maturity of backend systems for consults & available APIs?
* Complete user flow (all users) and architectural mapping of consult features.
* Meet with OCTO appointments product lead to discuss requirements and add to roadmap.
* If needed: meet with OCTO budget and contract specialists to determine strategy to fund a product team, if needed.

### Complete reimbursement forms (a la Beneficiary Travel)

**Problem to solve:** As a Veteran, I want to be able to complete reimbursement forms on VA.gov.

* Where applicable, use pre-fill for authenticated users, so Veterans do not need to enter twice any information VA has on file for them.
* Veteran can submit a bill for reimbursement within the portal including any relevant details needed for processing.

**Plan / recommendation:**

* VA.gov has a forms system and can build accessible forms on VA.gov.
  + A summary page is provided at the end of a form that a Veteran can print or download.
* VA.gov has a prefill functionality for any information we have on file for a Veteran, so the Veteran does not have to enter that in the form.
* Let’s explore how we might use a similar approach as we are planning for beneficiary travel, so that a user can complete these types of transactions using a similar (if not the same) workflow.
  + Repeating functionality – even if we need to have distinct flows – improves user experience b/c the consistency helps Veterans know what to expect across the portal
* Develop plain language COPE content on the reimbursement process.

**Requirement Row:** 24, 25, 26, 45, 108, 109

**Work to be done:**

* Identify the backend systems for community care reimbursement & conduct technical discovery. Do APIs exist for us to be able to submit these forms to backend and staff facing systems? If not, is there a team on contract or planned to develop these APIs?
* Delineate the processes and user flows for community care reimbursement.
* Either, extend the planned beneficiary travel team to work on this effort once they are done, or hire a net new team on an OCTO contract to work on this specific effort.

### Medication management

**Problem to solve:** As a Veteran, I need to access a complete list of VA and non-VA medications I am taking and take relevant actions to manage my medications (refill, renewal, etc.)

* View and sort my medication list
* Submit prescription refills
* Track prescription shipments

**Plan/recommendation:**

* The planned medication section of MHV on VA.gov is intended to provide Veterans with a complete list of all VA and non-VA medications they are taking. Let’s validate that community care-prescribed medications will be included in that list.
* Sorting/filtering functionality will be added based on Veterans’ needs as they manage these lists.
* We will likely start with Veteran facing functionality first before expanding this to other user types.

**Requirement Row:** 38, 39, 118, 155

**Work to be done:**

* Validate that community care medications will be included in this list, post medication reconciliation with a VA provider.

### Manage medical equipment

**Problem to solve:**

* Veteran should be able to view a list of the medical equipment they have been prescribed by VA or a community care provider.
* Veteran should be able to reorder medical equipment from VA.
  + Do they order from VA if it is prescribed by a community care provider?

**Plan/requirement**

* We are adding a medical equipment section to MHV on VA.gov portal. We should ensure that community care prescribed medical equipment can also be managed in this same section.
* Sorting/filtering functionality will be added based on Veterans’ needs as they manage these lists.

**Requirement row:** 40, 41, 42

**Work to be done:**

* Delineate process and user flows for medical equipment prescribed by community care providers.
* Confirm: Is there an API VA will have access to so we can see community care medical equipment lists for a particular patient? How about an API to submit orders through?

### View care notes from community care providers within MHV on VA.gov

**Problem to solve:** As a Veteran or VFMP beneficiary, I want to be able to access the notes from my community care provider encounter within MHV on VA.gov.

**Plan/recommendation:**

* Integrate care notes from community care encounters into the Care Notes section of the MHV on VA.gov portal.

**Requirement Row #:** 9

**What work is needed:**

* Answer: What are the different types of care notes we should be expecting to receive? Should we assume we’ll get everything stipulated by USCDI? (i.e. encounter notes, admission and discharge notes, after-visit summaries, etc.?)
* Answer: What is the technical pathway to access these notes today? Is there an API? Via HIE?
  + If there is not a technical pathway to access these notes today, what is IVC’s plan to create one? This would inform the timing of when we could or should get started on this feature.

### Contact Center Support

**Problem to solve:** As a Veteran, FMP Veteran, or VFMP beneficiary, I want easy-to-understand, easy-to-use, and easy-to-access concierge support options that are on par with modern, private-sector support approaches.

* Scheduled callbacks from contact center support
* Contact the appropriate department for support on billing resolution, claims via phone email, Ask VA

**Plan/recommendation:**

* Serve up help accurate support contact information in designated places on VA.gov (e.g. VA.gov global header & footer, resources & support, COPE content.)
* Work with contact center teams (start with Chante Lantos Swett) to determine now-next-future options for contact center support.

**Requirement Row #:** 12, 13, 14, 23, 48, 95, 106

**What work is needed:**

* Validate if we have an accurate list of numbers to call for each of the use cases named above.
  + Determine if numbers can be updated via the Drupal Content Management System in the future.
* Answer: Delineate the process, user flows for bill resolution.
  + What are the steps involved in bill resolution?
  + Who are the offices involved in bill resolution?
    - Are they all inside of VA or are some at community care offices?
  + What would constitute “contacting the billing office from within the portal”?
    - Form that Veteran would submit?
    - Phone number or email address to reach out to?
    - Something else?

## Unique community care features: Good candidates for working together in near future, but will need additional planning and support

### Authorizations

**Problems to solve**

* As a Veteran, I want to understand the authorization process end-to-end
* As a Veteran, I want to be able to check the status of my authorizations, so I know when I am authorized to schedule care with a community care provider
* I want to be able to find a specific authorization or pre-authorization
* I want to be able to attach documentation to an authorization
* I want to be able to request a new authorization

**Plan/recommendation:**

* Develop COPE (Copy once publish everywhere) plain language content on the authorization process, that can be surfaced through VA.gov’s resources and support section
* Build authorizations into the appointments section of the patient portal
* Connect notifications to enterprise notification platform, so Veteran is notified of a change in status
  + Include notification in on-screen notifications and My VA Notification Center

**Requirement row:** 18, 170, 171

**What work is needed:**

* End-to-end user flow map for the authorization process (including all users involved in the process)
* Technical discovery: What APIs, systems can we call to get information about authorizations? Do event triggers exist that could be added to an event bus?
* Fund a contract team on an OCTO contract vehicle to work on this

### Community Care Claims

**Problem to solve:** As a Veteran, FMP Veteran, VFMP Beneficiary, Camp Lejeune, CHAMP VA beneficiary, I want to be able to manage my community care claims from within the patient portal.

* Search for a specific claim
  + View claims history
  + See status of a claim
* Submit a community care claim
* Submit a FMP claim
* Attach documentation to support a claim
* Access explanations of benefits (EOB)
* Submit payment information\*
* Appeal a claim decision (submit a dispute or request for reconsideration)
  + Submit reason for dispute
  + Amend a dispute with additional information
* Reopen a claim
* Connect to contact center staff for support

**Plan/recommendation:**

* Develop COPE plain language content on the claims and appeals process for community care, FMP, claims.
* Determine how much of the disability claim process we can model this process off, since many of the functions sound very familiar, and we already have well-research and designed front-end processes for these.
  + Wherever we can repeat functionality and user interfaces – even for different use cases – it improves the user experience, b/c users know what to expect.
* Build community care claims into the MHV on VA.gov portal, connecting it to the debt management center.
* Connect enterprise notification center to this process, so Veterans can get notifications about claim status changes.
* Surface relevant support information during the claims process (Link to Ask VA is in “Contact Us” in the navigation (available on every page); would surface other relevant contact information as per our style guide.
* We would likely start with Veterans and expand to other Veteran, then caregiver, user types.

**Requirement Rows: 44, 46, 49, 53 (except providers), 54 (except providers), 55 (except providers), 56, 57, 62 (except providers) , 63, 64 (except providers), 65, 66, 69 (Veteran only), 70, 72 (except provider), 76, 77, 78, 83, 84 (except providers), 85 (except providers), 86, 89, 90 (except providers), 91, 95, 102 (except providers), 103, 105, 121, 136, 137, 138, 139, 175**

**What work is needed:**

* End-to-end user flow map for the community care claims and appeals process (including all users involved in the process)
* Cross-reference disability claims and appeals processes already on VA.gov to determine what we can reuse.
* Technical discovery: What APIs, systems can we call to get information about claims and appeals? Do event triggers exist that could be added to an event bus?
* Fund a contract team on an OCTO contract vehicle to work on this
* VFMP beneficiaries may need to come later.

### View Care Team

**Problem to solve:** As a Veteran, I want to be able to view my VA & community-care care teams within my patient portal.

**Plan/recommendation:**

* We want to provide the Veteran with similar information for both VA and community care, if it exists:
  + the name of the provider or care team
  + the location of that provider or care team
  + a facility phone number, or a phone number for community care provider outside of VA
* We need to find a way to present Veteran with quality, accurate data, else this feature is not valuable to users.
* Within VA, we have access to PACTs, triage groups, or pools for a patient, but we do not necessarily have a clear mapping to the provider’s name.

**Requirement Row #: 15**

**What work is needed:**

* Validate with VA and community providers that they want to encourage Veterans to contact them in this way.
* Validate technical feasibility of requirement. What systems, APIs, etc. do we have access to that would tell us the community care provider information definitively for each patient?
* Technical validation: Can we implement a human-readable name for the PACTS/pools/triage teams?

## Functionality we either cannot support at this time, or recommend revisiting to determine feasibility or value to users

### Surface non-SSN identification number to Veterans

**Problem to solve:** As a Veteran, I need to be able to easily find the identification number VA is moving to (other than my SSN), so that I can provide it if I am asked.

**Recommendation:**

* Align with VA’s existing SSN reduction effort and determine which ID number is going to be used across VA in place of SSN, and if VA’s expectation is for Veterans to have to provide it.
* Once this decision is made at a national level, we will likely access any such number in VA profile and surface it in VA.gov profile, so this requirement will be met.

**Requirement Row:** 22

**Work needed:** None at this time.

### Standalone secure messaging portal for providers to exchange messages with Veterans

**Problem to solve:** Veterans, VFMP beneficiaries, and community care providers can exchange secure messages within a standalone portal and receive read receipts.

**Recommendation:** Revisit this requirement.

* **A separate, siloed messaging system may contribute to provider burnout and patient safety issues:** Most of VA’s community care providers have an existing electronic health record systems that they are required to use to send and receive secure messages with their non-VA patients. Requiring community care providers to interact with patients in a separate, siloed system from their existing EHR can contribute to provider burnout, and at worst, could cause patient safety issues if the provider does not have time to check a different SM tool. Recommend talking with community care providers to determine if a standalone messaging system would place undue burden on them.
* **You would need to put in place yet another system of policies and regulations to manage a siloed secure message tool.** By design, there are many policies and regulations around secure messaging in EHRs today, including MHV and My VA Health, to protect both the provider and patient, such as time requirements for responding, escalation paths, or workload credit for providers. Managing these policies requires a lot of people, processes, and overhead. Does IVC have those people, processes, and policies identified? If not, recommend investigating this piece first to understand what would be required, and evaluate if IVC is prepared to meet that standard.
* **Read receipts are not a modern standard in EHRs** – Neither My VA Health nor MHV do this today.
* **Determine technical feasibility and value add of integrating with community care providers’ existing EHRs for secure message exchange.** Integrating with multiple EHRs for secure messaging is a giant lift.
  + Ascension Healthcare is doing something like this for their patient portal which will sit on top of many different EHRs. They are using the provider-side EHRs to leverage the existing secure message systems while integrating into a single Veteran-facing system. They have 400 developers and several years to make this happen, as well as the collaboration of all of those EHR partners to be able to access their secure message APIs.

**Requirement Row # :** 10

**What work is needed:**

* Conduct interviews with community care providers to understand their workflow and the best way to enable them to exchange secure messages with patients. (IVC)
* Meet with MHV secure message team to understand the policies in place around VA’s secure message systems. Evaluate the feasibility of implementing and managing similar roles, processes, and policies for community care messaging. (IVC, MHV)
* Get access to the secure message APIs for all EHRs for all community care providers, to enable Veterans to message from with the MHV on VA.gov tool to community care provider portals.

### Integrate with other VA, Federal, and Third-Party Administrator Portals

**Problem to solve:** Omniscient interoperability

**Plan/recommendation:** Not clear what’s being asked for here.

**Requirement Row 34**

**What work is needed:** More details, a cloning machine, and a lot of magic.