# Claims & Appeals Quarterly Planning Q3 - 2021

## Quarter 1 Accomplishments

* BDD launch (1st week December, 100% Feb)
* HLR launch
* Misc. 526 Bug Fix
* Claims Status Tool bug fix
* Letters bug fix
* 526 PTSD research

## Quarter 2 Accomplishments

* NOD design & development complete. Ready to launch pending language updates from the Board
* 526
  + Form refresh (rolled back pending EVSS fix)
  + Disability wizard move
  + Accessibility issue resolution
  + Misc. bug fix
* BDD
  + Misc. bug fix / issue resolution
* HLR
  + Disability wizard move
  + Research: Form refresh

## Metrics

* For new products we’ll do a weekly review
* For mature products, we do bi-weekly review, 1 product each time
* Backend engineers will walk us through the data, FE will do GA. And we’ll have discussion on what it means and what actions we need to take or new product iterations to develop

## Goals

1. Release MVP - NOD
2. Original claims form 526ez - Iteration 3 (research and design work first, while Anna (and new engineer) tackle bugs). We prioritize from there.
   1. Audit readout enhancements (comparison between staging and 526 style guide):

* Contact information review page needs to be confirmed.
  + Supporting evidence page needs to be changed. No pre-selection should be made.
  + Drop-down links need to be moved to a separate page (accessibility requirement).
  + Fully developed claim page needs to be confirmed.
  + Bank info page and Bank info review page is inconsistent. Staging needs to be updated to match Style guide.
  1. Error remediation
     1. Determine where people stopped on the form
     2. Bugs in sentry (all EVSS stuff and everything else)
     3. Email notifications - we don’t currently send email when last attempt to submit fails. We should communicate what to do next.
     4. Veteran survey
        1. Determine where we want surveys placed and what we want to ask
     5. Ask EVSS to look into all errors
     6. Meet with EVSS about validation document
  2. 2 forms that aren’t launched (8940, 4192 ([ticket already created](https://github.com/department-of-veterans-affairs/va.gov-team/issues/3475))
     1. Change title of chapters
     2. Make sure there are no changes to the forms (re-evaluate everything)
     3. Add some additional wording - do you want to complete this form at this time (won’t impact your claim, you can submit via paper later)
  3. PTSD issue implementation
     1. Develop use cases to understand if we have a person without medals, etc., what questions are still required. Sync with Paul.
     2. VA Profile team is working on having medals info available - August/Sept
  4. Military Service History page consolidation (BDD)
  5. Date of Birth issue (actually only impact small number of people, may not be worth effort)
  6. Dependents verification issue - do we add notification on confirmation page (BDD)

1. Claims Status Tool (3rd quarter) ([Product Value Doc](https://docs.google.com/spreadsheets/d/1BMS8X0FtAqujkSTrDVRYhE7UxR_m65s7ZkKCmRIUIUg/edit#gid=648935635) - needs editing)
   1. [2020 Research](https://github.com/department-of-veterans-affairs/va.gov-team/tree/master/products/claim-appeal-status/research)
   2. Take a look at quick wins
      1. Ebenefits
      2. Label: submission date, but really discharge date
      3. Audit on the type of claims we are getting
      4. Stats
      5. We need good test users
      6. Login functionality. Address multiple page flashes
2. HLR
3. Add ‘I am Homeless’ flag
4. Remove Service Number field
5. Changed Claimant fields (shouldn’t need to do anything here since we don’t support non-Veteran Claimants)
6. Remove Same Office selection
7. Update Informal Conference fields (times)
8. Change Rep Name format
9. Explicitly take in Rep phone# and email
10. Change time window selection
11. Add SOC/SSOC Date field per Issue (only if opting in to AMA) - this will likely be tied to the new Legacy Issues endpoint we are going to build. Will also apply to NOD.
12. Start sending in Veteran Contact Info (same as NOD)
13. Support write-in Issues (same as NOD) - this is probably more work on your side than ours but could be a nice win to get in here too assuming we can do it the same way we did for NOD
14. Documentation (at the end of NOD and post to GitHub)
    1. Why we made decisions
15. Celebrate releases!!!!

## Constraints

* Time
* Conflicting priorities