Claims Processing & Eligibility System (CP&E)

Release Notes

Patch CPE\*1.0\*001



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Department of Veterans Affairs

Office of Information and Technology (OI&T)

Revision History

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# Introduction

The Claims Processing & Eligibility (CP&E) project addresses improved functionality to include the following: initial claims processing, vendor selection and travel claims point of pickup suspense queues claim review and clearing, modifications to document identification software and Optical Character Recognition (OCR) capabilities, automatic system imaging and storing of template letters requesting additional information. The overall objective for this project centers on increased productivity, reduction of improper payments, and improved customer service. The CP&E Project includes workstreams for Electronic Data Interchange (EDI) Claims Reopen and Vendor Streamlining.

The EDI Claims Reopen process will allow the Health Claims Reimbursement group to reopen EDI claims in the Cache system and then process those reopened claims. The Office of Community Care (OCC) has requested a modification of system functionality and business processes active in the CP&E system. This modification will allow for a Voucher Examiner (VE) to reopen claims, allowing the VE to re-adjudicate claims for which the service provider has requested reconsideration without requiring a print and scan of the claim as a work around.

The Vendor Streamlining process is a manual process carried out in the Image Processing (IP) menu option by VE. Vendor Selection is important for several reasons:

* Ensure that providers who care for beneficiaries are paid for their services in timely manner.
* Ensure the payment goes to the correct vendor
* Verify pay-to provider and initiate any corrections to the vendor
* Have new vendors or locations added to the system, (and thereby, be verified by the Vendor Queue team)
* Reduce fraudulent and errant remit-to claims
* Improve the overall claims processing speed and accuracy

The objective of the vendor selection process is to search the Vendor Look-Up File in VistA to locate the vendor record that matches the Remit-To (RT) information on the bill. This process ensures accurate CHAMPVA payment and delivery to the proper billing address.

# Purpose

These release notes cover the changes to the Claims Processing and Eligibility deliverables and release information.

# Audience

This document targets users and administrators of Claims Processing and Eligibility and applies to the changes made for this release only.

# This Release

The following sections provide a summary of the new features and functions added, enhancements and modifications to the existing software, and any known issue for Claims Processing and Eligibility.

## New Features and Functions Added

The following are the new features and functions added to Claims Processing Enhancements with in this release.

* Compare the entered Tax ID to the Tax ID from the 837 file (CPE001-014). If different provide a PopUp error for the user to review the entered Tax ID (CPE001-015). Respond to the user’s response to the PopUp (CPE001-016).

## Enhancements and Modifications to Existing

The following are the enhancements and modifications to Electronic Data Interchange (EDI) Reopen release with CM ID.

* 639003: Create Reversed Status for Original Program Document Identifier (PDI)
* 639004: Apply Reversed Status to Original PDI
* 639008: Apply Voided Status to Claims
* 639011: Verify No Reversed Status on Associated Claims
* 649993: Manual EDI Display Error Message Reversed Status on Associated Claims
* 656142: Verify No Voided Status on Original PDI
* 656144: Voided Status on Original PDI Error Message
* 639012: Verify No Reversed Status on Associated Claims
* 649990: Display Error Message Reversed Status on Associated Claims
* 639015: Manual EDI Original PDI Attached Claims
* 649249: Manual EDI Original PDI Attached Claims Error Message
* 639016: Manual EDI Autoload Current PDI
* 639017: Manual EDI Autoload Original PDI Information
* 639018: Manual EDI Verify Beneficiary Match
* 649223: Manual EDI Beneficiary Match Error Message
* 639019: Manual EDI Verify No Voided Status on Original PDI
* 644917: Manual EDI Voided Status on Original PDI Error Message
* 638572: Invoke New Reason Code for Corrected 837
* 639009: Display Reversed Claim Status on Post Processing Report (PPR)
* 639010: Display Voided Claim Status on PPR
* 651326: Inactivate Existing Duplicate Vendor Records
* 651520: Compare Tax ID
* 651514: Display Error Message
* 651523: React to User Response to Error Message
* 651510: Modify Remit-to Address Label
* 639001: Invoke New Reason Code Previous Payment

## Known Issues

* There is not an Authority To Operate(ATO) in place for CP&E and no production release can move forward until ATO is in place.

# Product Documentation

The following documents apply to this release:

* Community Care System Enhancements CP&E User Guide
* Community Care System Enhancements CP&E Deployment, Installation, Backout and Rollback Guide
* Community Care System Enhancements CP&E Requirements Traceability Matrix