**Patient Statement Enhancements (PSE) Discrepancies (Increment 1, Phase 1) Requirements Specification Document**



**December 2016**

**Version 1.18**

**Department of Veterans Affairs**

**Revision History**

Note: The revision history cycle begins once changes or enhancements are requested after the

Requirements Specification Document has been base-lined.

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| **Date** | **Version** | **Description** | **Author** |
| 12/12/2016 | 1.18 | Updated requirement ACJ009 and ACJ008 to explicitly state that out of balance bills not in specific status will not be remediated by the Auto-Correction job. (CR #429994)  Updated section 2.6.1 and requirements ACJ001, ACJ010, ACR001, and removed ACJ007 to exclude Missing Amount Discrepancies fixes. (CR #432565) | Ray Matteson |
| 11/29/2016 | 1.17 | Updated requirement ACJ006 to exclude Refund Reviews from Auto-Correction. (CR #425119) | Ray Matteson |
| 10/31/2016 | 1.16 | Added requirements ACJ014 and ACR014 to account for and report on indeterminate bill discrepancies. (CR #429994) | Ray Matteson |
| 10/20/2016 | 1.15 | Added user stories US005, US006, and US007 to explicitly state the transaction discrepancy remediation requirements. | Ray Matteson |
| 10/3/2016 | 1.14 | Updated Auto-Correction flow diagram in 2.61; updated Requirements ACJ007, ACJ008, ACJ009, ACR003 to update AR transaction types that are corrected. (CR #386662)  Added requirements ACJ012 and ACJ013 to handle Auto-Correction batch job failure reporting. (CR #385933)  Updated requirement ACJ010 to explicitly state that out of balance bills with multiple discrepancies will not be remediated by the Auto-Correction job. (CR #385926) | Ray Matteson |
| 8/1/2016 | 1.13 | Added VistA AR Patient Statement run date change functional requirements. | Ray Matteson |
| 05/27/2016 | 1.12 | Updated introduction | Shawnee Blair |
| 4/13/2016 | 1.11 | Updated ACJ002 to reflect the initial schedule of the Auto-Correction Job. | Diana Collins |

Patient Statement Enhancements (Phase 1)

Requirements Specification Document i December 2016

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| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
| 3/29/2016 | 1.10 | Updated section 2.6.3 with clarification of what “If the Auto-Correction job fails to launch or is unable to correct the transaction, HPS will be notified” means, and “by producing an error in the VistA error log file” was added.  Updated cover sheet title.  Updated ACR003 per defect 291710 (Missing or null transaction discrepancies for decrease, increase, and payments in part are marked as OTHER ERROR.) | Randy Majewski |
| 3/17/2016 | 1.09 | Update section 2.6.3 “duplicate flag” is now “incomplete flag (INCOMPLETE TRANSACTION FLAG. 433, 10)”.  Renumbered requirement ACR012 to ACR013 at the bottom of table 2.6.  Updated ACJ003 per RTC task 290807,  276150. | Randy Majewski |
| 3/9/2016 | 1.08 | Updated the screen captures in Appendix A as follows:  - the Auto-Correction Report to show the  Continue prompt  - the Auto-Correction Report to show the Patient Statement Auto-Correction Program option | Diana Collins |
| 3/3/2016 | 1.07 | Added the new Security Key Name to ACJ004. | Diana Collins |
| 2/4/2016 | 1.06 | Updated ACR003 to include the status of  ‘Other’.  VA confirmed that a new security key is needed; Updated ACJ004 accordingly.  Added requirement ACJ011. Added requirement ACR012.  Refreshed screen mock-ups to show the four new Auto-Correction Reasons.  Added Overview of the PSE project phases. | Diana Collins |
| 10/30/2015 | 1.05 | Updated verbiage in sections 2.6.1, 2.6.2, and  2.6.3 per Ray Pietrzak. | Heather Chatwin |

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| 10/18/2015 | 1.04 | Updates made per customer review. Updates include:  Section 1.2 added note regarding root cause analysis, and removed references of TBD.  Section 1.3: included reference to BRD and included PSE PWS.  Section 2.6: removed agile figures, and added subsections 2.6.1, 2.6.2, and 2.6.3 to cover business process of the Auto-Correction Job. Updated requirement ACJ008.  Section 2.6.4 added and provided updated specifications to show traceability to PWS requirements.  Section 2.9: accepted changes made to the performance table, and included a sentence indicating the table was inserted from the BRD.  Section 2.12: removed scope integration specifications as they are not applicable to Phase 1.  Updated cover page, and footers. | Heather Chatwin |
| 9/28/2015 | 1.03 | Removed reference to My HealtheVet (MHV) in section 2.3. Design Constraints Specification (Out of scope)  The following note was added to ACJ007, ACJ008, and ACJ009: “This requirement may be modified as work on the Auto-Correction continues.”  Removed references to the unique patient identifier and statement form in section 2.12.1. CCPC.  Removed the “To Be Determined” statement from section 2.15. Usability Specifications.  Added Figure 17 To Be PSE Auto-Correction  Diagram. | Tony Nixon |

|  |  |  |  |
| --- | --- | --- | --- |
| **Date** | **Version** | **Description** | **Author** |
|  | 1.02 | Removed RTC ID.  Added requirements for the Auto-Correction  Job to resolve the following discrepancies:  • Missing transaction amount  • Duplicate transaction  • Incomplete transaction status  Updates to Appendix A:  • Added Auto-Correction Report examples  • Added examples of the following 3 discrepancies  o Missing transaction amount  o Duplicate transaction  o Incomplete transaction status Addition of Appendix B: Manual Steps To Resolve Any Discrepancy. | Tony Nixon |
| 9/09/2015 | 1.01 | Interim draft; reviewed Appendix A (included in template) with HP PSE team and determined these requirements were not applicable for Phase I. removed appendix A from the interim version, but kept the appendix as a place holder (if needed for the final).  Removed section four as this section is not applicable to the PSE project.  Updated cover page, and table of contents to include list of figures and list of tables. | Heather Chatwin  Tony Nixon |
| 8/26/2015 | 1.00 | Initial draft of PSE Phase I. | Heather Chatwin  Tony Nixon |

**Artifact Rationale**

The Requirements Specification Document (RSD) records the results of the specification gathering processes carried out during the Requirements phase. The RSD is generally written by the functional analyst(s) and should provide the bulk of the information used to create the test plan and test scripts. It should be updated for each increment.

The level of detail contained in this RSD should be consistent with the size and scope of the project. It is not necessary to fill out any sections of this document that do not apply to the project. The resources necessary to create and maintain this document during the life cycle of a

large project should be acknowledged and clearly reflected in project schedules. Do not duplicate data that is already defined in another document or a section in this document; note in the section where the information can be found.

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**1. Introduction**

The remediation of the Veterans Health Information Systems Technology Architecture (VistA) Accounts Receivable (AR) process is required to provide a consolidated and easily readable patient statement from multiple treatment facilities during a monthly cycle. Enhancements to the AR system will increase Veteran satisfaction by mitigating concerns raised by Veterans Service Organizations (VSO) and individual Veterans, who have provided feedback to the Department of Veterans Affairs (VA) regarding poor customer service and poor business practices. Future development activities are dependent on Phase 1 and Phase 2 enhancements, as these enhancements will deploy best practices in financial and business processes, and align with the VA initiative to build Veterans Record Management (VRM) capability to enable convenient and seamless interactions.

The PSE project includes 3 development phases across 5 increments. Phase 1 will remediate existing payment cycle deficiencies and include an Auto-Correction job. Phase 1 will be coded and initial SQA testing will be performed in Increment 1. Phase 1 final Software Quality Assurance (SQA), User Functionality Testing (UFT), Initial Operability Capability (IOC), and deployment will be in Increment 3.

Phase 2 includes the creation of the consolidated billing statement. Phase 2 will be coded and initial SQA testing will be performed in Increment 2. Phase 2 final SQA, UFT, IOC, and deployment will be in Increment 3.

Phase 3 includes making the billing statements available on-line through the My HealtheVet (MHV) portal and for the generation of the Annual Patient Payment Summary (APPS) statement. Phase 3 will be coded and initial SQA testing will be performed in Increment 4. Phase 3 final SQA, UFT, IOC, and deployment will be in Increment 5.

1.1. **Purpose**

The purpose of this RSD is to introduce the functional and technical requirements for Patient Statement Enhancements (PSE) for Phase I. The intended audience for this document are PSE Office of Information and Technology (OI&T), the PSE Business Requirements Office, and other PSE stakeholders.

1.2. **Scope**

This RSD focuses on the business rules and requirements for Phase 1 development. Items considered in scope for Phase 1 are listed below:

1. As-Is analysis of the VistA AR Patient Statement process for deficiency resolution and

To-Be of the process which includes the resolved defects and automation.

2. Root-cause analysis of the following 3 account balance discrepancies within the AR

application:

a. Transaction amount missing b. Duplicate transaction

c. Incomplete status

Note: Root cause analysis of Incomplete Status is complete. Analysis confirmed the incomplete status flag (INCOMPLETE TRANSACTION FLAG, 433, 10) is set

incorrectly to ‘1’ by end users. The Auto-Correction Job will remedy this issue by setting the incomplete status to ‘0’ when an account is out of balance. The development team continues to work closely with the business to determine scenarios that cause duplicate transactions and missing transactions amounts.

3. Requirement elaboration of Phase I business requirements defined in the Patient

Statement Enhancement (PSE) Project Work Scope (PWS) document (section 5.5).

4. Development and installation of an automated process for the detection and tracking of discrepancies that prevent a patient statement from processing.

5. Development of an automated process for remediation of discrepancies that prevent a patient statement from processing.

6. Update the billing statement run date for any VA sites that build and transmit statement data to AITC on or after the 26th calendar day of each month.

1.2.1. **Out of Scope**

The following items are considered out of scope for Phase I development:

1. Requirement analysis and elaboration for Phase II and Phase III requirements.

1.3. **References**

The following document was used as reference material for this RSD:

• Patient Statement Enhancements (PSE) Project Work Scope, Section 5.5.

• NSR 20100716 (CCPC) Patient Statement Enhancements and Consolidation BRD-3-18-

15. http://URL.DNSActive

**2. Overall Description**

The Veterans Health Administration (VHA) Chief Business Office (CBO) is requesting software enhancements to remedy deficiencies identified with patient statements. These requested enhancements will require changes to the VistA AR package.

The enhancement identifies VistA AR account balance discrepancies and other known discrepancies that interrupt the normal patient statement printing process and prevents successful completion. Three types of major discrepancies have been identified through a search of help desk tickets submitted. The existing work-around process requires submission of a National Remedy Ticket submitted by the field to Product Support. Product Support personnel access the VistA AR package and complete the onerous manual adjustments to the data in order to correct the discrepancies on Veteran accounts before the Consolidated Co-Payment Processing Center (CCPC) patient statements can be sent.

In addition, and in preparation for PSE Phase 2 software installation, any site that currently builds and transmits statement data to AITC on or after the 26th date of each calendar month, must be changed to transmit statement data to a date earlier in the month.

2.1. **Accessibility Specifications**

The PSE project will adhere to all Section 508 requirements, which include compliance with the applicable requirements in the VHA Section 508 checklists (1194.21, 1194.22, 1194.24,

1194.31, and 1194.41) located at 508 Resources Link1 or as otherwise specified. Established checkpoints will ensure that accessibility is incorporated from the earliest possible design or acquisition phase and successfully implemented throughout the project.

The table below defines the different levels of access to the VistA AR package.

**Table 2-1: Access Levels for VistA AR Package**

|  |  |  |  |
| --- | --- | --- | --- |
| **User Level** | **Role** | **Responsibilities** | **Access Level** |
| Primary | VA Medical Center agent cashiers | • Applying payments  • Effecting other various changes to the AR record (increases and decreases) | Full Access |
| Primary | Customer Service Staff (facilities and Consolidated Patient Account Centers [CPAC]) | Effecting other various changes to the  AR record (increases and decreases) | Full Access |
| Primary | Health Resource  Center (HRC) Staff | Effecting other various changes to the  AR record (increases and decreases) | Full Access |
| Secondary | Austin Information Technology Center (AITC) staff | • Receive statement data in a flat file  • Format data for statement mailing  • Send data file to print contractor | Full Access |
| Secondary | Administrators | Run FileMan routines for reporting purposes or extracting information for other reasons. | Full Access |

2.2. **Business Rules Specification**

The table below identifies known conditions that prevent the patient statement process from completing. If a patient statement meets one of the following criteria, the patient statement will not print. The AR user manual will be updated with the following business rules:

1 http://URL.DNS.html

**Table 2-2: Patient Statement Rules**

|  |
| --- |
| **Event** |
| A patient statement will not print when the outstanding balance of the AR bills and the Patient  Statement balance are unequal. |
| A patient statement will not print when the outstanding amount of the account is in an unprocessed status (i.e., Refund Review, Pending Calm Code). |
| A patient statement will not print when it has an Open or Active bill and unprocessed. A patient statement will not print when a prepayment bill is in Refund Review status. |
| A patient statement will not print when it has a zero balance and the site parameter “Suppress  Zero Balance” field is set to “Yes”. |
| A patient statement will not print when there is no amount due and no new activity. |
| A patient statement will not print when the account has a credit balance and no new activity. |
| A patient statement will not print when it has a credit/prepayment balance amount of less than  $1.00 (one dollar). |
| A patient statement will not print when it only has interest and administrative charges. |
| A patient statement will not print when the next statement date has not yet occurred. |
| A patient statement will not print when the statement date is unknown. |
| A patient statement will not print when the third (3rd) letter has already printed. |

2.3. **Design Constraints Specification**

PSE will adhere to all technical standards published in VA Handbook 6102, as well as all security standards described under the Section 2.13 of this document. For development, coding standards follow the Standards and Conventions document.

• Technical Subject Matter Expert (SME) shortage, due to the complexity of the existing software, and the participation of experienced VistA AR application developers is essential to the successful design and development of the system.

• Any proposed solution must meet all VHA Security, Privacy, and Identity Management requirements and Non-Functional requirements addresses in this document.

• Integrated testing environments that include all upstream and downstream applications, i.e., Lockbox, must be available.

• Constraints on functionality of this initiative exist related to revenue policies and business rules.

• Statements will not print if the AR Debtor file is set to ‘Unknown’ or has an invalid entry/incomplete address. Addresses used for billing purposes are stored in the AR Debtor file (#340). First Party (patient) debtor addresses are stored in the VistA Patient file (#2).

• Other constraints will be added as discovered during requirements elaboration.

2.4. **Disaster Recovery Specification**

A contingency plan will address PSE disaster recovery needs. The emergency management staff of system sites will coordinate with developing the contingency plan and the facility director or program manager will approve it. The contingency plan will define the overall objectives and establish the framework, roles, and responsibilities of the plan. The plan will address the scope, resource requirements, processing priorities, training, testing, plan maintenance, and backup requirements of the contingency recovery plan. The contingency plan will include remote sites. Activities involved in creating this plan include conducting an impact analysis, identifying preventive measures, developing a recovery strategy, documenting the disaster plan, distributing the plan to appropriate individuals, training the staff, and testing the plan.

The PSE contingency plan will identify the activities that are necessary to execute temporary information system processing capabilities, repair damage to the original system, and restore operational capabilities at the original or new facility. The information system contingency recovery plan will also document the following resources required for supporting critical functions. Recovery strategies will include the sequence of activities as well as detailed procedures for the technical recovery of operations until the system can be reconstituted

2.5. **Documentation Specifications**

The PSE project will conform to the documentation specifications as mandated by Program

Management Accountability System (PMAS), ProPath, and the Integrated Project Team (IPT).

2.6. **Functional Specifications**

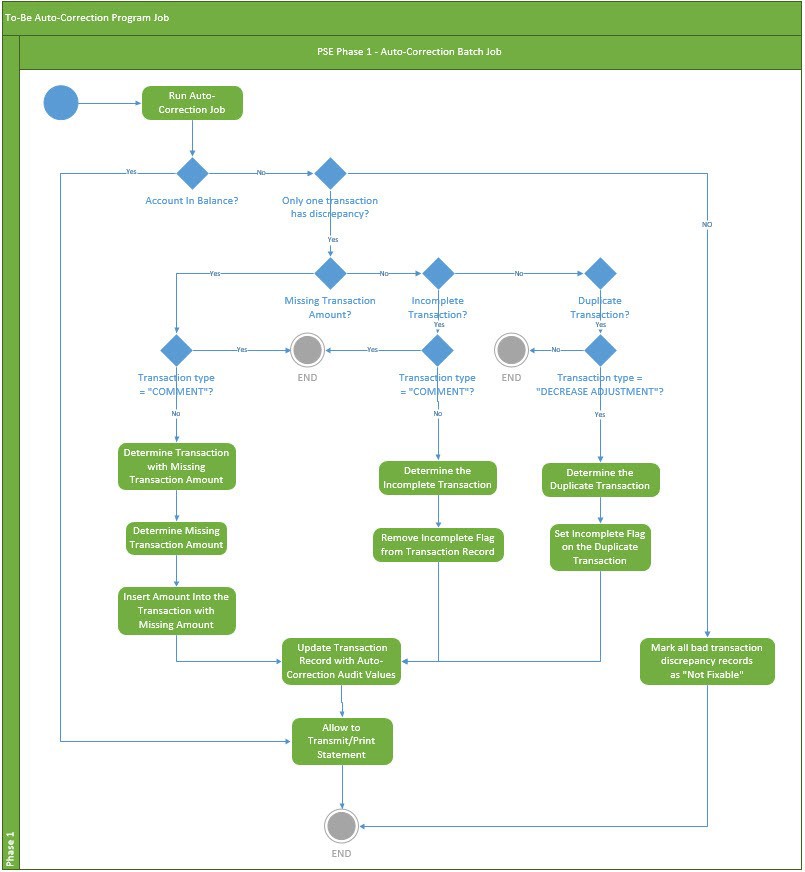
This section introduces the VistA AR system processes, functional and non-functional requirements that support the Auto-Correction job (ACJ) and the Auto-Correction report (ACR) for the top three discrepancies: Incomplete Transactions, Missing Transactions, and Duplicate Transactions. This section also introduces the adjustment of the monthly VistA AR patient statement run dates.

The diagram in Figure 1 illustrates the To-Be Auto-Correction Batch Job for Missing Amount

Transaction, Incomplete Transaction, and Duplicate Transaction discrepancies.

NOTE: Missing Amount Transaction discrepancies fixes will be a future enhancement to the

Auto-Correction Batch Job.



**Figure 1: To-Be Auto-Correction Batch Process**

2.6.1. **Missing Transaction Amount Discrepancy Fixes**

Changes will correct infrequent erroneous data combinations and transaction sequences that result in missing transaction amounts in the AR TRANSACTION file (#433). Revised processing will deliver accurate amounts in the file to ensure problem-free patient statement printing.

2.6.2. **To-Be Auto-Correction Job: Incomplete Transaction Process**

Changes will be made in the VistA AR module to ensure user-adjusted transactions no longer result in “incomplete” statuses (INCOMPLETE TRANSACTION FLAG, 433, 10). Changes will reset flags temporarily set by users when processing increases and decreases to balance accounts. Revised processing will deliver “complete” statuses in FileMan File #433 to ensure problem-free patient statement printing.

When other unidentified processing conditions result in “incomplete” statuses (INCOMPLETE TRANSACTION FLAG, 433, 10), the Auto-Correction process outlined in Section 2.6.5 will amend processing results to make the overall account balance equal the Patient Statement balance.

The Auto-Correction Batch Job process for correcting incomplete transactions is illustrated in Figure 1. When the Auto-Correction Batch Program determines the account is out of balance due to a single transaction marked as incomplete (INCOMPLETE TRANSACTION FLAG, 433,10), in an Active or Open bill and the AR transaction is anything other than a “COMMENT TRANSACTION”, the job corrects the incomplete flag within the AR TRANSACTION file (#433).

2.6.3. **To Be Auto-Correction Job: Duplicate Transaction Process** Changes will be made in the VistA AR module to ensure duplicate transactions do not result when specific automatic decreases are processed. Changes will eliminate the second transaction with a unique internal identification so that duplicates are no longer written to the AR TRANSACTION file (#433). Revised processing will deliver accurate amounts in the file to ensure problem-free patient statement printing.

When other unidentified processing conditions result in duplicate transactions for Decrease Adjustment transactions, the Auto-Correction process outlined in Section 2.6.5 will amend processing results to make the overall account balance equal the Patient Statement balance.

The Auto-Correction Batch Job process for correcting duplicate transactions is illustrated in Figure 1. When the auto-correct job determines an account is out of balance in the AR TRANSACTION file (#433) due to a single duplicate Decrease Adjustment transaction for an Open, Active, or Cancellation bill, the Auto-Correction job corrects the duplicate discrepancy by setting the incomplete flag on the duplicate transaction.

2.6.4. **To Be Schedule for VistA AR Patient Statement Run Dates**

All VistA AR sites will need to create and transmit to AITC all Patient Statement data before the

26th calendar day of the month immediately prior to the operational deployment of the consolidated billing statement functionality implementation (i.e. PSE Phase 2). The need to

move all site patient billing processing to before the 26th day of the month is to accommodate the first month in which the new PSE ‘consolidated patient billing statement’ processes are implemented. Seventeen VistA sites have been identified (see Table 2-3) that currently have a Patient Statement date on or after the 26th of the month.

Moving the Patient Statement Run date for these 17 sites will ensure a window at the end of the immediate prior month in which all statement data has been processed for billing before the new consolidated Patient Statement processes are implemented (i.e., PSE Phase 2).

The adjusted Patient Statement run date schedule for the 17 VistA AR sites is indicated in Table

2-3.

**Table 2-3: To Be schedule of VistA Patient Statement run dates**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Station**  **#** | **Station name** | **Current build Date** | **Current Patient Statement Date** | **New build**  **Date** | **New Patient**  **Statement Date** |
| 438 | SIOUX FALLS,SD | 24 | 26 | 19 | 21 |
| 501 | ALBUQUERQUE,NM | 24 | 26 | 19 | 21 |
| 504 | AMARILLO,TX | 24 | 26 | 19 | 21 |
| 542 | COATESVILLE,PA | 24 | 26 | 19 | 21 |
| 562 | ERIE,PA | 24 | 26 | 19 | 21 |
| 568 | FORT MEADE,SD | 24 | 26 | 19 | 21 |
| 649 | PRESCOTT,AZ | 24 | 26 | 19 | 21 |
| 656 | ST. CLOUD,MN | 24 | 26 | 19 | 21 |
| 688 | WASHINGTON,DC | 24 | 26 | 19 | 21 |
| 756 | EL PASO,TX | 24 | 26 | 19 | 21 |
| 565 | FAYETTEVILLE,NC | 26 | 28 | 20 | 22 |
| 621 | MOUNTAIN HOME,TN | 26 | 28 | 20 | 22 |
| 658 | SALEM,VA | 26 | 28 | 20 | 22 |
| 664 | SAN DIEGO,CA | 26 | 28 | 20 | 22 |
| 671 | SAN ANTONIO,TX | 26 | 28 | 20 | 22 |
| 689 | WEST HAVEN,CT | 26 | 28 | 20 | 22 |
| 740 | TEXAS VALLEY COASTAL,TX | 26 | 28 | 20 | 22 |

2.6.5. **Functional Requirements**

This section identifies the features and functional requirements for the PSE project – Phase 1. For traceability across project artifacts and the rational tools, the following table structure along with a brief description of the fields is identified below. Tables are organized by feature: Auto- Correction Job, Auto-Correction Report, and Statement Run Date Changes.

**Table 2-4: Description of Requirement Specification Table**

|  |  |
| --- | --- |
| **Req. Type** | **Requirement Type Description** |
| Req. ID | This is the BN, PWS, RSD, or User Story (US) unique identifier. RSD identifiers begin with an acronym of ACJ (Auto-Correction Job), or ACR (Auto- Correction Report). |
| Primary Text | This is the requirement or user story text. |
| Priority | This is the priority of the requirement as indicated in the PWS. |

**Table 2-5: Auto-Correction Job (ACJ) Requirements**

|  |  |  |
| --- | --- | --- |
| **Req. ID** | **Primary Text** | **RDNG #** |
| BN1 | Manage VistA A/R discrepancies. | 866640 |
| BN 1.1 | The system shall detect discrepancies that prevent the patient statement processes from successful completion. | 616504 |
| US001 | As a user, I want the Accounts Receivable application to detect and correct account balance discrepancies as part of normal operations, so that I do not have to perform the task manually. | 866634 |
| ACJ001 | The AR application shall execute Auto-Correction functionality that detects and fixes the following 2 types of discrepancies:  • Duplicate transaction  • Incomplete Transaction status | 616518 |
| BN 1.4 | The system shall correct the discrepancy as part of normal operations. | 616509 |
| ACJ002 | The Auto-Correction functionality shall be a tasked job that runs in the background of the Accounts Receivable application. The job will be initially scheduled to run every Wednesday at 1:00 AM local time, before the CCPC job runs.  Note: The scheduling may change based on how long the job runs during site testing. | 616519 |
| BN 1.6 | The system shall create and execute transactions required to correct  First Party AR transaction discrepancies. | 616510 |
| ACJ003 | The AR application shall include a VistA menu option to execute the Auto-Correction job, so that it can be run on demand. There shall be a user prompt indicating "Requested Time To Run: NOW/" so the user can run the job immediately (NOW) or queue the job to run at a future date and time. | 616520 |
| ACJ004 | The AR application shall provide a new security key to run the Auto- Correction job by an option. The new security key name will be PRCA  AUTOCRCT PGM. | 616521 |
| ACJ005 | The Auto-Correction job shall run after patch installation, so that auto- correction of discrepancies begins immediately. | 616522 |

|  |  |  |
| --- | --- | --- |
| **Req. ID** | **Primary Text** | **RDNG #** |
| ACJ006 | The Auto-Correction job shall execute Business Rules for Balancing Accounts to determine if an account is in balance. If an account includes a bill that is currently in Refund Review, the account is excluded from the Auto-Correction job processing.  See Table 2-6: Busines Rules for Balancing Accounts (BR) | 616523 |
| ACJ008 | If a duplicate “DECREASE ADJUSTMENT” transaction exists for an  ‘Active, ‘Open’, or “Cancellation’ bill in the AR TRANSACTION file  (#433) causing a patient’s account to be out-of-balance, then the Auto- Correction Job shall correct the out-of-balance condition by setting the INCOMPLETE TRANSACTION FLAG field (#10) to a value of 1 on the duplicate transaction record.  Note: If a transaction in AR file (#433) contains data that is identical to that of a previous transaction, except for the transaction number, then the transaction is a duplicate.  See Appendix A - Duplicate Transaction example | 616525 |
| ACJ009 | If a transaction in the AR TRANSACTION file (#433) has the INCOMPLETE TRANSACTION FLAG field (#10) set to 1 for any transaction type other than a “COMMENT TRANSACTION” for a bill that is currently ‘Active’ or ‘Open’, and causes a patient’s account to be out-of-balance, then the Auto-Correction Job shall correct the out-of- balance condition by replacing the value of 1 with a value of 0 in the INCOMPLETE TRANSACTION FLAG field on the incomplete transaction record.  See Appendix A - Incomplete Status example | 616526 |
| ACJ010 | The Auto-Correction job shall execute business rules based  on Manual Steps To Resolve Any Discrepancy to remediate the following 2 types of discrepancies:  • Duplicate transaction  • Incomplete status  If multiple discrepancies exist within an out-of-balance bill, the Auto- Correction job does not attempt to balance the bill but instead marks all transaction records that have a discrepancy with a reason of “Not Fixable”.  See Appendix B – Manual Steps To Resolve Any Discrepancy | 616527 |
| ACJ014 | When an AR billing account is out of balance and the exact transaction(s) within an account that cause the out of balance discrepancy is indeterminate, the Auto-Correction job does not attempt to balance the statement but instead marks the last transaction record in the account as “Not Fixable”.  **Note:** This “indeterminate” out-of-balance account will be reported on within the Auto-Correction report. See Requirement ACR014. | 866635 |

|  |  |  |
| --- | --- | --- |
| **Req. ID** | **Primary Text** | **RDNG #** |
| ACJ011 | The Auto-Correction job shall send a Mailman Notification to the  ‘PRCACPS’ Mail group when the job has completed. | 703792 |
| ACJ012 | When an authorized AR User initiates the Auto-Correction job from the VistA menu option, but the job is still actively running or failed to complete from the last time it was ran, the system shall inform the AR user and send a Mailman Notification to the ‘PRCACPS’ Mail group that the job did not yet complete from the last run of the process. The AR user will be provided the choice to start another Auto-Correction  process or quit from starting the job again. | 866636 |
| ACJ013 | When the Auto-Correction job is started from VistA TaskMan, but the job is still actively running or failed to complete from the last time it was ran, the system shall send a Mailman Notification to the ‘PRCACPS’  Mail group that job did not yet complete from the last run of the process. | 866637 |

**Table 2-6: Busines Rules for Balancing Accounts (BR)**

|  |  |  |
| --- | --- | --- |
| **Req. ID** | **Primary Text** | **RDNG #** |
| BR001 | All transactions must add up to the Current Balance. | 616539 |
| BR002 | The balance for all bills must add up to Current Balance. | 616540 |
| BR003 | All transactions for a bill must add up to the Bill Balance. | 616541 |
| BR004 | All transactions before the last statement must add up to the Last  Statement Balance. | 616542 |
| BR005 | All transactions after the last statement must add up to the New Activate  Total. | 616543 |
| BR006 | The Last statement Balance + the New Activate Total = Current Balance. | 616544 |

**Table 2-7: Auto-Correction Report (ACR) Requirements**

**Req. ID Primary Text RDNG #**

|  |  |  |
| --- | --- | --- |
| **Req. ID** | **Primary Text** | **RDNG #** |
| BN 1.2 | The system shall track identified discrepancies. | 616511 |
| US002 | As a VistA user, I want to track the 2 major types of account balance discrepancies in the Accounts Receivable application, so that the correct patient statement data are transmitted to the AITC. | 868638 |
| ACR001 | The AR application shall create an Auto-Correction report that tracks the following 2 types of balance discrepancies:  • Duplicate transaction  • Incomplete status | 616528 |
| BN 1.3 | Ensure that the process to create the ‘Statement Discrepancy Listing’ remains and any enhancements are performed to this report. | 616512 |
| ACR002 | The Auto-Correction Report shall list the discrepancy details that were remediated by the Auto-correction job and display a reason for auto- correction. | 616529 |
| US003 | As a VistA user, I want the VistA System to identify and catalog account balance discrepancies that could not be remediated by the Auto-  Correction Job with an explanation so that the found discrepancies can be viewed and manually corrected. | 866639 |
| BN 1.5 | The system shall identify and catalog any discrepancies not corrected  for viewing and manual corrective action. | 616513 |
| ACR003 | The Auto-Correction Report shall list the discrepancy details that could not be remediated by the Auto-Correction job and display “Not Fixable” as the reason why the discrepancy (or discrepancies) could not be resolved through the auto correction batch process. | 616530 |
| BN 1.7 | The system shall record all values associated to the discrepancy for use in root cause analysis (auditing). | 616514 |
| ACR012 | The Auto-Correction report shall record audit values associated with remediating the discrepancy. | 703793 |
| BN 1.8 | Provide a Post Initialization Utility that shall record all balance discrepancies that require manual remediation as well as discrepancies that were balanced automatically to an outcome report. The ability to run the report via an option must be provided. | 616515 |
| ACR004 | The Auto-Correction Report shall display only the last 4 digits of the  Social Security Number (SSN). | 616531 |
| ACR005 | The AR application shall prompt the user to enter a FROM and TO date for the Auto-Correction Report. | 616533 |
| ACR006 | The Auto-Correction Report shall provide a default FROM date value of  “T-7”. | 616534 |
| ACR007 | The Auto-Correction Report shall provide a default TO date value of  “T”. | 616535 |

|  |  |  |
| --- | --- | --- |
| **Req. ID** | **Primary Text** | **RDNG #** |
| ACR008 | The AR application shall prompt the user to sort the Auto-Correction  Report by the following parameters:  • Bill number  • Debtor name  • Transaction number  • Auto Correction Date  See Appendix A – Auto-Correction Report | 616536 |
| ACR009 | The Auto-Correction report shall display the following information with corresponding headers:  • BILL NO.  • DEBTOR  • SSN  • TRANS NUM  • AUTO-CORCT DATE  • AUTO-CORCT REASON  See Appendix A – Auto-Correction Report | 616532 |
| ACR010 | The Auto-Correction report main header shall read: “BILLS THAT HAVE BEEN AUTO-CORRECTED” See Appendix A – Auto-Correction Report | 616537 |
| ACR011 | The Auto-Correction report will have the following menu path:  Clerk’s AR Menu:  Account Management  Auto-Correct Patient Discrepancy  Report See Appendix A – Auto-Correction | 616538 |
| ACR013 | The Auto-Correction Report shall pause and display a “Continue” prompt at the end of the report page if the report needs to span to another screen on the VistA user interface.  **Note:** The output of the Auto-Correction Repot defaults to display on the user’s screen, but can be queued to a network printer or to VistA MailMan. | 703794 |
| ACR014 | When the Auto-Correction job finds an account that is out-of-balance, but the exact transaction (or transactions) that are the cause of the discrepancy within the account cannot be determined, the Auto- Correction Report will include the last bill number of the account in the report, display the reason as “Not Fixable” and leave the transaction number blank for the out-of-balance account. | 866641 |

**Table 2-8: Patient Statement Change Date Requirements**

**Req. ID Primary Text RDNG #**

|  |  |  |
| --- | --- | --- |
| **Req. ID** | **Primary Text** | **RDNG #** |
| BN2 | Create the foundation of the consolidated patient statement | 866642 |
| BN 2.1 | Analyze and design the foundation software and processes for the creation of a consolidated patient statement. | 866643 |
| US004 | As a VistA user, I want my VistA site to build and transmit patient billing statement files that are sent to AITC prior to the 26th of each month so that when consolidated patient statement functionality is implemented there is a window at the end of the prior month when all statement data has been processed for billing.  Refer to Table 2-3 for the 17 Station numbers to be modified for statement run dates. | 866644 |

**Table 2-9: Transaction Discrepancy Root Cause Remediation Requirements**

|  |  |  |
| --- | --- | --- |
| **Req. ID** | **Primary Text** | **RDNG #** |
| US005 | As a VistA user, I want the VistA AR system to remediate the identified root cause of creating duplicate transaction discrepancies in First  Party billing so that the Veteran’s monthly billing statements are not delayed in the normal monthly printing process. | 866645 |
| US006 | As a VistA user, I want the VistA AR system to remediate the identified root cause of creating Missing (NULL) transaction amount discrepancies in First Party billing so that the Veteran’s monthly billing statements are not delayed in the normal monthly printing process. | 866646 |

2.7. **Graphical User Interface (GUI) Specifications**

Not applicable.

2.8. **Multi-divisional Specifications**

No new multi-divisional specifications are being introduced in PSE Phase 1.

2.9. **Performance Specifications**

The following specifications were provided in the NSR 20100716 (CCPC) Patient Statement

Enhancements and Consolidation BRD-3-18-

15: http://URL.DNSActive

**Table 2-10: Performance Specifications**

**If this is a system modification, how many users does the current system support?**

|  |
| --- |
| **If this is a system modification, how many users does the current system support?** |
| The current system is used by Customer Service Representatives and CPAC Staff in the support of Veteran.  In the current system:  • Accounts receivable data is uploaded to the VistA AR package for charges for Veteran medical care for each Veteran who receives care.  • Customer service representatives access the VistA AR module when a Veteran calls in with a question about their account. The estimated number of customer service representatives using the VistA AR module is 1,200.  • Once a month, billing data is sent from each of the 100+ VistA systems for each Veteran  who has incurred charges at that site. The statements are then created, printed and sent out. Many Veterans get bills from more than one site. Approximately 2 million statements are mailed each month. |
| **How many users will the new system (or system modification) support?** |
| The number of current system users will be the same for the modified system. |
| **What is the predicted annual growth in the number of system users?** |
| It is estimated that the transaction volume may grow an additional 5-10% in the first year, but the number of users will not grow.  Actual data provided for the number of Unique SSN / First Party Collections (Prescription, Inpatient/Outpatient, and Long Term Care) by Fiscal Year (FY): Approximately 200K get multiple statements per month. |

2.10. **Quality Attributes Specification**

Quality attribute specifications will enhance the supportability, maintainability, portability, testability, and reusability of the PSE project. This includes applicable coding standards, naming conventions, class libraries, maintenance access, and maintenance utilities. The quality attributes specifications are achieved by the accepted design of the Patient Statement enhancements.

2.11. **Reliability Specifications**

VistA AR should be available 24 hours per day, 365 days per year, except during periods of scheduled maintenance.

2.12. **Scope Integration**

Additional scope specifications and integration are not applicable to Phase I development.

2.12.1. **Security Specifications**

VA requires that application enhancements address standards, procedures, and technical aspects of the solution required for achieving system certification and accreditation. These should address controls listed in Federal Information Processing Standards (FIPS) PUB 200, Minimum Security Requirements for Federal Information and Information Systems. Additional security specifications include:

• Compliance with standards and regulatory requirements published in VA Handbook and

Directive 6500: Veterans Affairs Directives > VA Handbook and Directive 6500.

• Compliance with FIPS PUB 140-2, Security Requirements for Cryptographic Modules, and for all voice and data traffic encryption: Computer Security Division > Publications > Federal Information Processing Standards > FIPS PUB 140-2.

Additionally, due to patient safety considerations, data protection measures such as backup intervals and redundancy shall be consistent with systems categorized as critical.

2.13. **System Features**

Refer to Section 2.6.5 for the details of all included functionality.

2.14. **Usability Specifications**

There are no enhancements being made to the VistA application during Phase 1 that affect how the system is accessed or operated by users. PSE shall utilize As-Is components and existing functionality for user access, security and usability.

**3. Purchased Components**

The PSE project does not have purchased components for Phase 1.

**4. Approval Signatures**

REVIEW DATE: 02/07/2017

SCRIBE:

1

Date: 2017.02.07 15:29:27 -05'00' 02/07/2017

Integrated Project Team (IPT) Chair Date

PII

Business Sponsor Date

PII 02/09/2017 IT Program Manager Date

02/09/2017\_ Project Manager Date

A. Appendix A:Discrepancy Examples

Appendix A provides examples of the new menu options, reports and sorting capabilities, and

MailMan Notifications.

MENU LOCATION AND NAVIGATION

Select OPTION NAME: RCA CLERK MENU Clerk's AR Menu

TPJI

Audit/Set up a New Accounts Receivable

New Bill Forms Print ... Profile of Accounts Receivable Update Accounts Receivable ... Adjustment to Accounts Receivable Report Menu for Accounts Receivable Follow-up Letter Menu oo o Establish/Edit Old Bills o o o Transaction Profile

Third Party Joint Inquiry

SP9}U!t Managementn Agent Cashier Menu EDI Lockbox o o o

FMS Utilities Menu

Refund Review and Approve

Select Clerk's *k*Menu <TEST ACCOUNT> Option: ccount Management

NEW >>>>i !Auto Correct Patient Discrepancy Report

NEW >>>>1 1Patient Statement Auto-Correction PrograT!l

Account Information Address Display/Edit Bill Comment Log

Brief Account Profile

Check Patient Account Balance

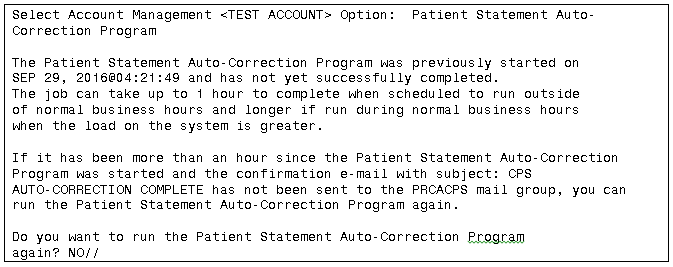
Debtor Comment Log Follow-up Reports Full Account Profile

List of Patients with ADDRESS UNKNOWN (AR) Remove/Add Comment Patient Statement Statement Discrepancy Listing

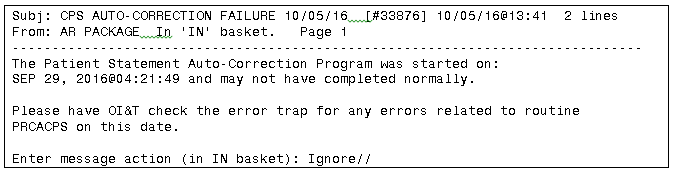
Transaction History for a Patient

Transaction Patient Statement History

Figure 2:Auto-Correction Job and Report Menu Options

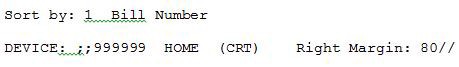
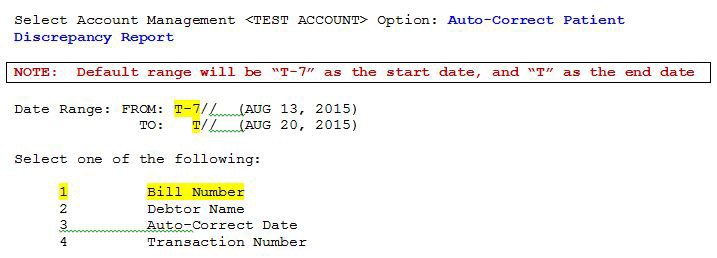


**Figure 3: Notification to AR User when job is still actively running**

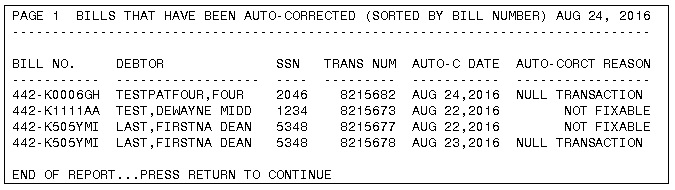


**Figure 4: MailMan notification when Auto-Correction job is still actively running**

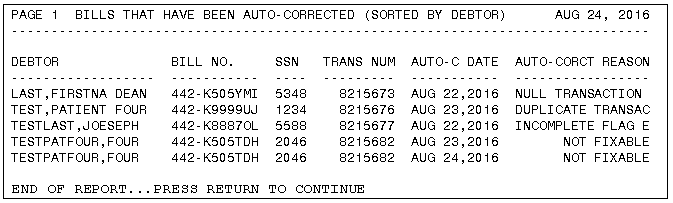
**Figure 5: Auto-Correction Report Options**



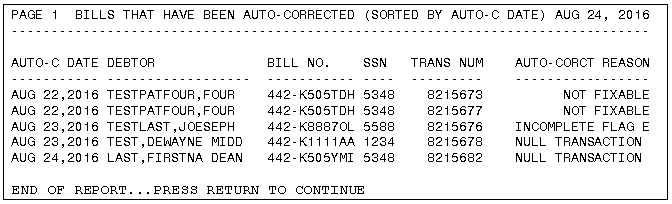
**Figure 6: Auto-Correction Report Option Selection Example**



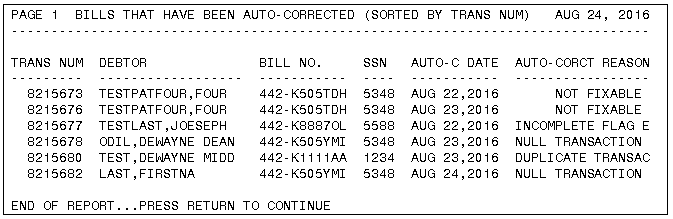
**Figure 7: Auto-Correction Report: Sorted by Bill Number**



**Figure 8: Auto-Correction Report: Sorted by Debtor Name**

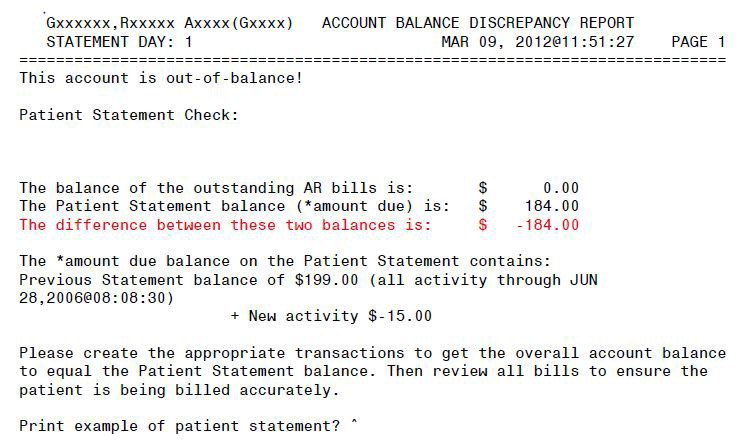


**Figure 9: Auto-Correction Report: Sorted by Auto Correction Date**

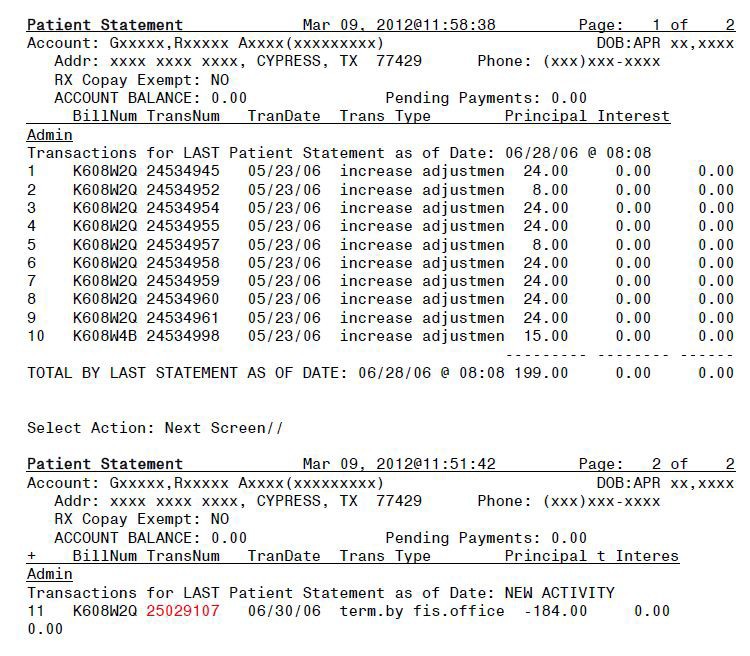


**Figure 10: Auto-Correction Report: Sorted by Transaction Number**

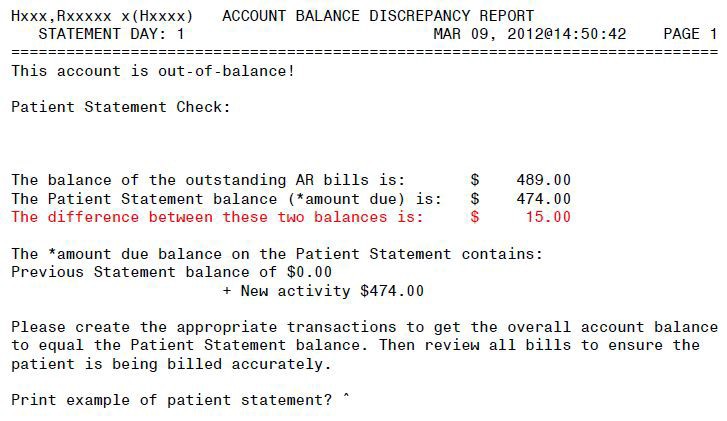
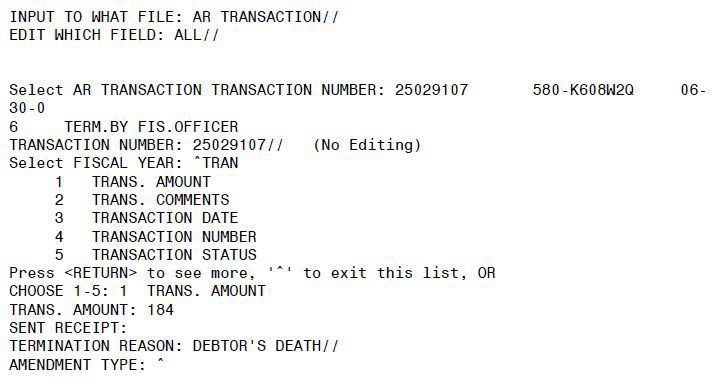
**Figure 11: Missing Transaction Amount – Screen 1**



**Figure 12: Missing Transaction Amount – Screen 2**

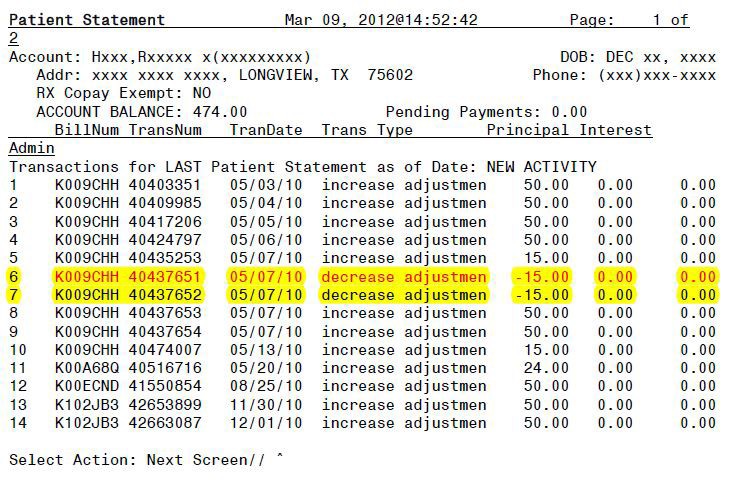


**Figure 13: Missing Transaction Amount – Screen 3**

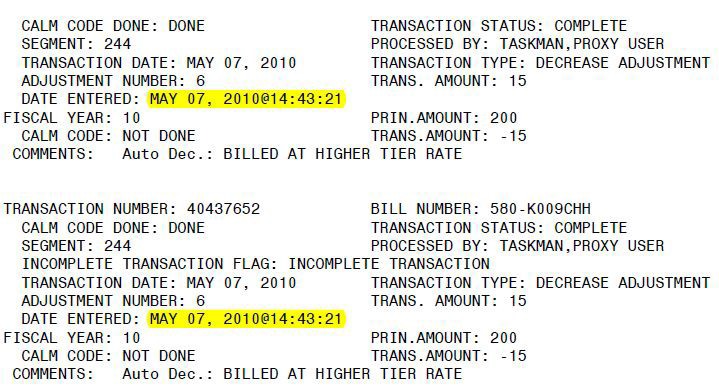


**Figure 14: Duplicate Transaction – Screen 1**

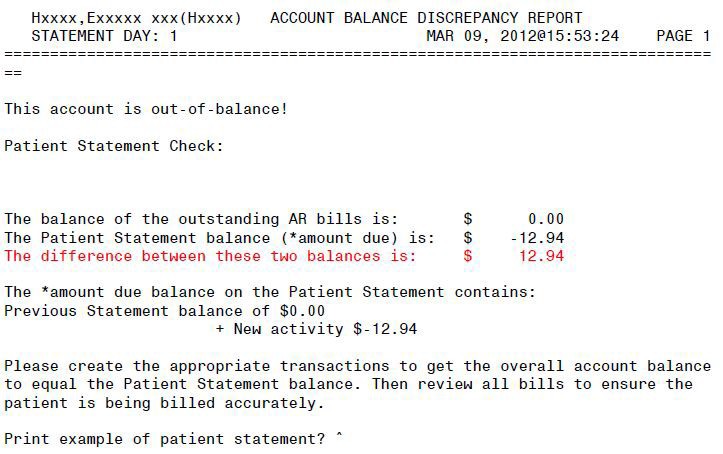
**Figure 15: Duplicate Transaction – Screen 2**



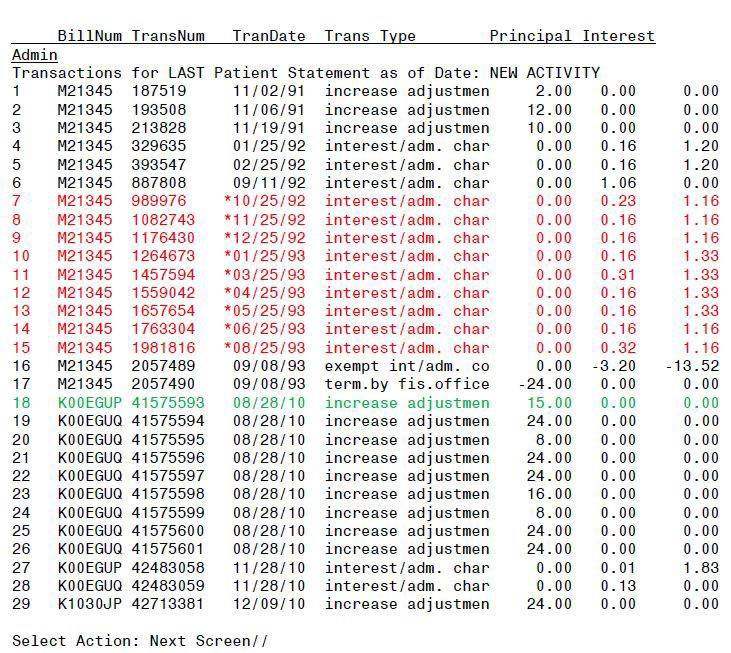
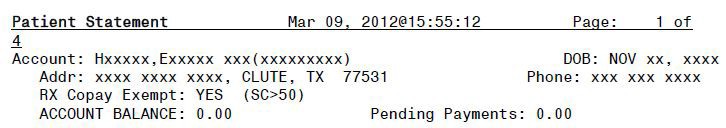
**Figure 16: Duplicate Transaction – Screen 3**



**Figure 17: Incomplete Status – Screen 1**



**Figure 18: Incomplete Status – Screen 2**



**Figure 19: Incomplete Status-Screen 3**

B. **Appendix B – Manual Steps to Resolve Any**

**Discrepancy**

1. Check Patient Account Balance.

2. Run Transaction Patient Statement History.

a. Discrepancies occur since last statement? Statement printed in previous month. b. Look for the amount that is out of balance.

c. Look at the type of transaction.

3. Look at the Bill Transactions.

4. Reconcile the new activity.

5. Reconcile the statement data.

6. Preform the corrections.

7. For duplicate transactions, set the INCOMPLETE TRANSACTION FLAG in file

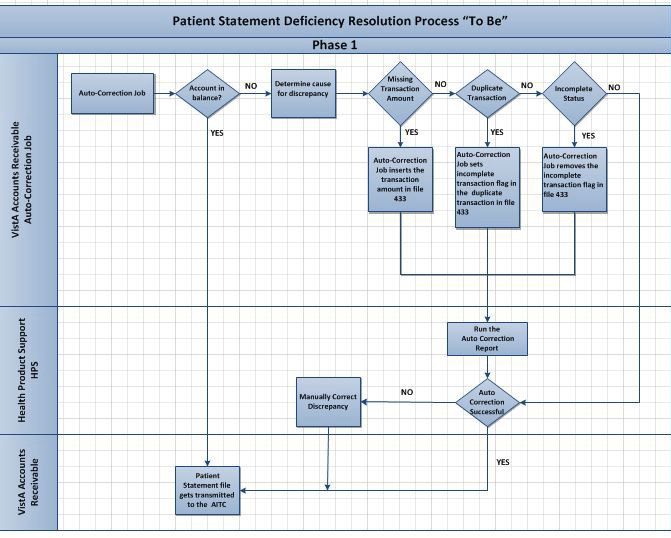
433,10.

8. For a missing transaction amount, set the Transaction amount if in file 433.

9. For INCOMPLETE TRANSACTION FLAG that are causing the discrepancy, remove the flag in file 433,10.

10. Verify by Check Patient account Balance.

C. **Appendix C – TO BE Diagram for Auto-Correction**



**Figure 20: Patient Statement Deficiency Resolution To-Be Process Diagram**