Enrollment System (ES)

Real-Time Community Care Program (CCP) Eligibility Determination

Technical Specification

**

Department of Veterans Affairs

Office of Information and Technology (OIT)

Product Development

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| 01/31/2019 | 1.2 | Updates for Mission Act | Manoj Sachanandani |
| 01/28/2019 | 1.1 | Updated DetermineVCE rule flow and other details as per implementation | Manoj Sachanandani |
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# Introduction

One of the requirements of the Community Care Program (CCP) is to improve Veteran support through automated Community Care Eligibility Determination and interface with Geocoding, Driving Distance, Wait-Time, and Title 38 Care data. The Enrollment System (ES) is identified as the source to collect Geocoding, Wait-Time and Care information, and to make Community Care eligibility determinations based on that data. ES collects and sends Community Care information to the Third-Party Administrator (TPA), so that TPA can contact Veterans who are eligible to receive Community Care services.

ES uses an Exchange, Transform, and Load (ETL) mechanism to extract Wait-Time and Care information from the Corporate Data Warehouse (CDW), request and process Geocoding information from the Planning System Support Group (PSSG) and to determine Community Care eligibility. The ETL process runs in a batch mode at various intervals. The real-time Community Care eligibility determination in ES uses the current data on file.

In the future, PSSG is planning to host a web service that can be accessed on-demand to collect Geocoding information. This will further improve near real-time determination.

The wait-time information extraction from CDW must be performed on an ETL server. This information is extracted daily at end-of-the-day. The Community Care eligibility determination will use current wait-time data on file in ES.

The Title 38 Care information provided by VSSC (VHA Support Service Center) must be extracted on an ETL server. This information is extracted daily at end-of-the-day. The Community Care eligibility determination will use current Care data on file in ES.

## Purpose

The purpose of this document is to describe system components and processes used for real-time Community Care eligibility determination in the ES application.

## Scope

This document describes the steps to be performed in Enrollment System application and on ETL server.

# System Components and Processes

## Geocoding and Driving Distance

The ProcessES\_PSSG ETL project will determine records to be sent to PSSG for geocoding based on address updates. The PSSG response will be processed and a geocoding flag and geocoding result will be determined for each Veteran.

### ProcessES\_PSSG ETL Project

The request ES\_PSSG\_Delta ETL job will scan the ADR.ADDRESS table for records with GEOCODING\_REQUIRED\_IND column value of ‘Y’ and will only include these records in the request to PSSG. When the record is included in request table, it will update GEOCODING\_REQUIRED\_IND column in ADR.ADDRESS to ‘I’ to indicate geocoding is in process.

The response PSSG\_ES\_Delta ETL job performs the following:

1. Updates (or inserts a record) ADR.GEOCODE\_TRANSMIT table with response from PSSG.
2. Updates GEOCODING\_REQUIRED\_IND column in ADR.ADDRESS to ‘N’, only if it was set to ‘I’.
3. Updates VCE\_RECALC\_REQUIRED\_IND column to ‘Y’ in ADR.VCELIGIBILITY table, if either the DRIVING\_DISTANCE or GEOCODE\_STATION\_ID has changed from its previous value. If there is no record existing in ADR.VCELIGIBILITY, inserts a new record with VCESTATUSTYPE=’ND’.

The ES\_PSSG\_Monthly ETL job processes all active records for enrolled Veterans with Grandfathered status. The response PSSG\_ES\_Monthly ETL job performs the following:

1. Updates (or inserts a record) ADR.GEOCODE\_TRANSMIT table with response from PSSG for all ~ 9M records.
2. Updates VCE\_RECALC\_REQUIRED\_IND column to ‘Y’ in ADR.VCELIGIBILITY table, if either the DRIVING\_DISTANCE or GEOCODE\_STATION\_ID has changed from its previous value. If there is no record existing in ADR.VCELIGIBILITY, inserts a new record with VCESTATUSTYPE=’ND’.

The UpdateGeocodingFlag ETL job will recalculate the geocoding flag and geocoding result text for each record in Geocode\_Transmit database table, based on new VCE parameters.

### ES ADR.ADDRESS UPDATE

ES will update the GEOCODING\_REQUIRED\_IND column in ADR.ADDRESS table to a value of ‘Y’ when there is a change in the address. All address updates made in the ES application will be routed through the ContactInfoRuleService. A change in the address will be detected by comparing the address of incoming and on-file persons.

## Wait Time Data Extract from CDW

The ProcessCDW\_ES ETL project will extract wait-time data with the desired appointment date within the past two years. If a record of an appointment older than two years exists in wait-time data, the record is removed from ADR.WAITTIME. If a record of an appointment no longer exists in wait-time data, the record is removed from the ADR.WAITTIME. All other appointment records are updated with the new days elapsed value.

The CDW\_ES ETL job will update VCE\_RECALC\_REQUIRED\_IND column to ‘Y’ in ADR.VCELIGIBILITY table if any new wait-time record for a Veteran is inserted into ADR.WAITTIME or a wait-time record is removed from ADR.WAITTIME.

**Note:** The wait-time data extract only includes hardship related data for Air, Boat and Ferry and Geo-burden hardships.

## Care data provided by VSSC

The ProcessVSCC\_ES ETL project will extract Care data provided by VSSC and will update the records in ADR database. The Care data including Urgent care is used to determine CCP eligibility.

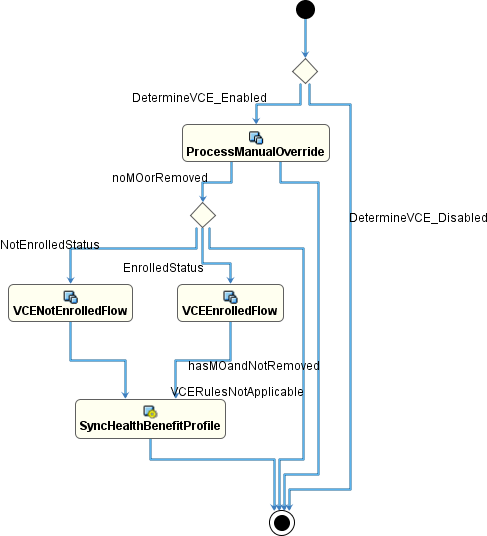
## Determination of Community Care Program Eligibility

The real-time CCP eligibility determination is implemented as an ILOG rule in ES. The rule DetermineVCE is a sub-flow of existing DetermineEnrollment rule flow.

When a new Veteran is added or any update to the enrollment status is made, or a Veteran is re-enrolled, the DetermineEnrollment rules will be executed. The DetermineVCE rules will be executed as part of DetermineEnrollment, thus providing real-time determination of CCP eligibility.

The Mission Act, which goes into effect on June 6, 2019, will have several changes made to the current Community Care eligibility. CCP eligibility, for all enrolled Veterans, will be recalculated on the effective date with new rules for Grandfathering on existing eligible Veterans. All new Veterans enrolled on or after the effective date, will be assigned CCP eligibility through new Mission Act rules.

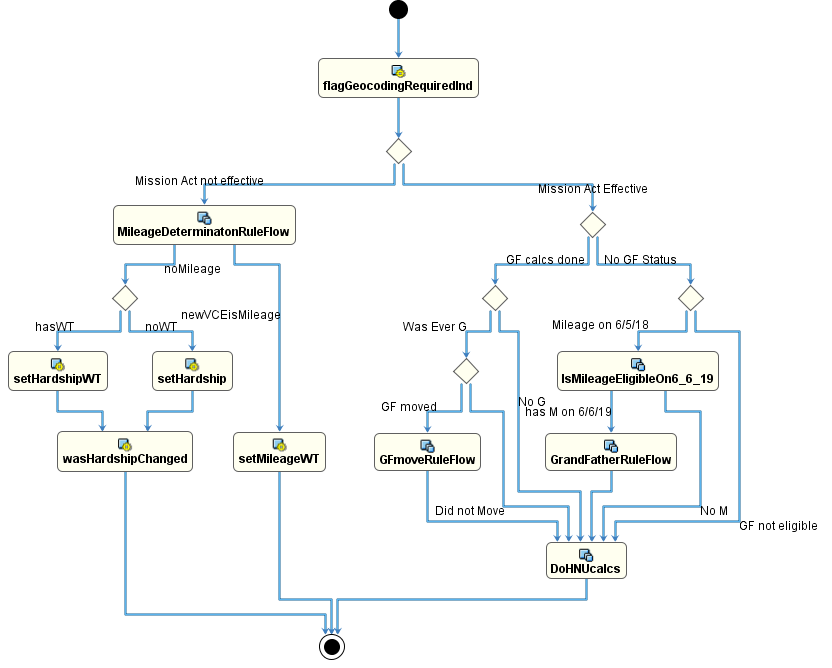
The DetermineVCE will follow the flow as shown in the diagram below and rules as per the **Use Case Specification - Determine Community Care Program (CCP) Eligibility** document.



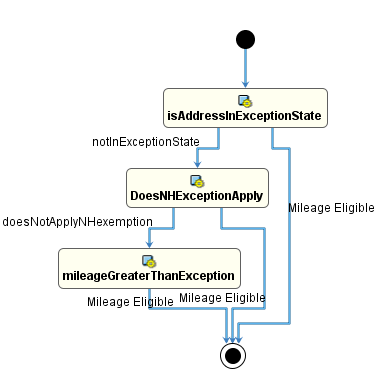
**Figure 1:** **Sub Flow: DetermineVCE**



**Figure 2: Sub Flow: VCENotEnrolledFlow**



**Figure 3: Sub Flow: VCEEnrolledFlow**



**Figure 4: Sub Flow: IsMileageEligibleOn6\_6\_19**

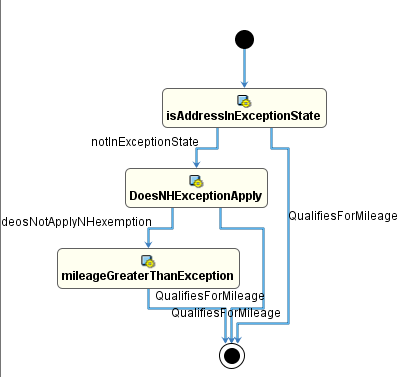
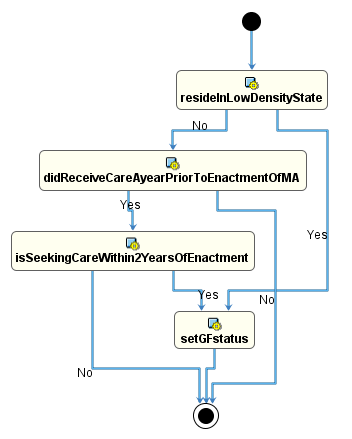
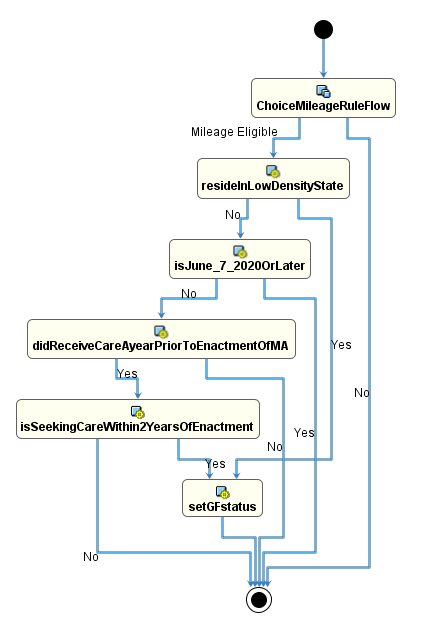


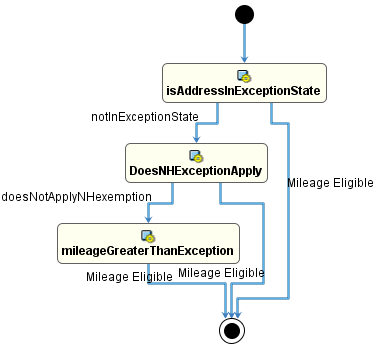
Figure : ChoiceMileageRuleFlow



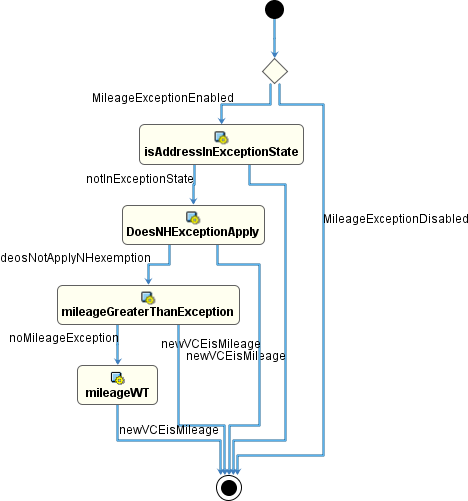
**Figure 6: Sub Flow: GrandFatherRuleFlow**



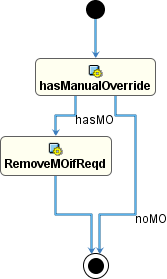
**Figure 7: Sub Flow: GFMoveRuleFlow**



**Figure 8: Sub Flow: ChoiceMileageRuleFlow**



**Figure 9: Sub Flow: MileageDeterminationRuleFlow**



**Figure 10: Sub Flow: ProcessManualOverride**

The following ETL jobs are no longer required:

VCE\_INIT\_CALC

VCE\_INIT\_CALC\_RE\_ELIGIBLE

VCE\_PARAMS\_RECALC

HBP

## Health Benefit Plan

The DetermineVCE rule flow will update the Health Benefit Plan (HBP) based on the new eligibility for the Veteran and remove previously assigned HBPs corresponding to Community Care eligibility. HBPs for a Veteran could be one of other plans that are assigned not as result of CCP eligibility. The other plans are not to be removed. The HBP is not updated if there is no change in CCP eligibility.

In addition to HBP update, an ORUZ11 message will be sent to VistA. The HBPlanProcess batch job, which is used to send ORUZ11 messages, is no longer required.

On and after effective date of Mission Act, new HBPs for existing, Basic (B) and Hardship (H) eligibilities and new, Grandfathered (G), State with No Full-Service VA Medical Facility (N) and Urgent Care (U) eligibilities will be used.

## TPA

The DetermineVCE rule flow will update the VCESTATUSTYPE\_ID in ADR.VCELIGIBILITY table with the new eligibility status. When the new eligibility is different from its current value, the VCADMISTATUS\_TYPE\_ID in ADR.VCADMIN table will also be updated with appropriate values as below.

* 2000587–TPA Positive, Veteran records for all Veterans who qualify for services through the Community Care Program.
* 2000589–TPA Negative, Veteran records for any Veterans who previously qualified for the Community Care Program, but are no longer enrolled.

## Batch Processes

### RecalculateVCE

Address updates and wait time updates flag records that require re-calculation of Community Care Program Eligibility. ES batch process RecalculateVCE processes records marked with VCE\_RECALC\_REQUIRED\_IND column ‘Y’ in ADR.VCELIGIBILITY table. This batch process executes the DetermineEnrollment rules for these records, which in turn executes the DetermineVCE, updates the eligibility and marks the records to be sent to TPA for positive and negative file.

The batch process, RecalculateVCE is scheduled to run daily at 2:00 pm and 6:00 pm CST.

### Title38Recalculate

The Title 38 care provision expires on June 7, 2020. The batch process, Title38Recalculate will be executed on June 7, 2020. All Veterans who have a CCP eligibility of Grandfather, will be re-processed to calculate CCP eligibility. Any Veteran who has a Grandfather status due to Title 38 care rules, may lose the Grandfather status.

## VCE Parameters

The CC eligibility determination will be based on parameter values set according to current law. When there is a change in regulation, one or more of these parameters may have a different value. The CC eligibility determination for Veterans affected by this change will have to be re-calculated based on new parameter values.

On the effective date of June 6, 2019 for Mission Act, the following VCE parameters will be turned off and removed:

* Consults
* Electronic Wait List
* Mileage Exception
* VCL PO Box Exception

The batch process VCEParametersChanged will identify the enrolled records that need re-calculation due to change in VCE parameter values and execute the VCE eligibility rules. Enrolled records are those that meet the “Basic qualifications for the Veterans Choice Program” defined in the **Determine Community Care Program (CCP) Eligibility – Use Case Specification** document.

The recalculated CCP eligibility will be updated for all 9 million records even if for some records where there will be no change from its previous value.

# Reference Documents

* Determine Community Care Program (CCP) Eligibility – Use Case Specification
* ES TPA Extract Technical Specification
* Trigger process to recalculate CC Eligibility based on new VCE Parameters