BENEFICIARY TRAVEL/OIT UPDATE

Pain points

Veteran experiences
- The travel claims process is complex *and* does not put the Veteran first.
- Veterans find getting *and* using a login to be frustrating
- Veterans miss being able to use a digital, *on-site*, device to submit a Travel claim

Staff experience
- Inconsistent travel claims processes across VISN's
- Travel clerks encounter usability issues

Product operating model
- Business partners treat product as a project and business silos lead to haphazard product decisions
- Lack of IT ownership over the roadmap

FY23 Accomplishments

Foundational activities necessary to move us toward the future state.

Veteran Facing Experiences

- Enabled login.gov as a credential to access BTSSS
- Updates to Travel Claim Portal (TCP) to include both 508 and general UX things
- Launched claim ingest API
- eCheck-in API

Staff-facing experience

- Upgraded to FSC MULESOFT API
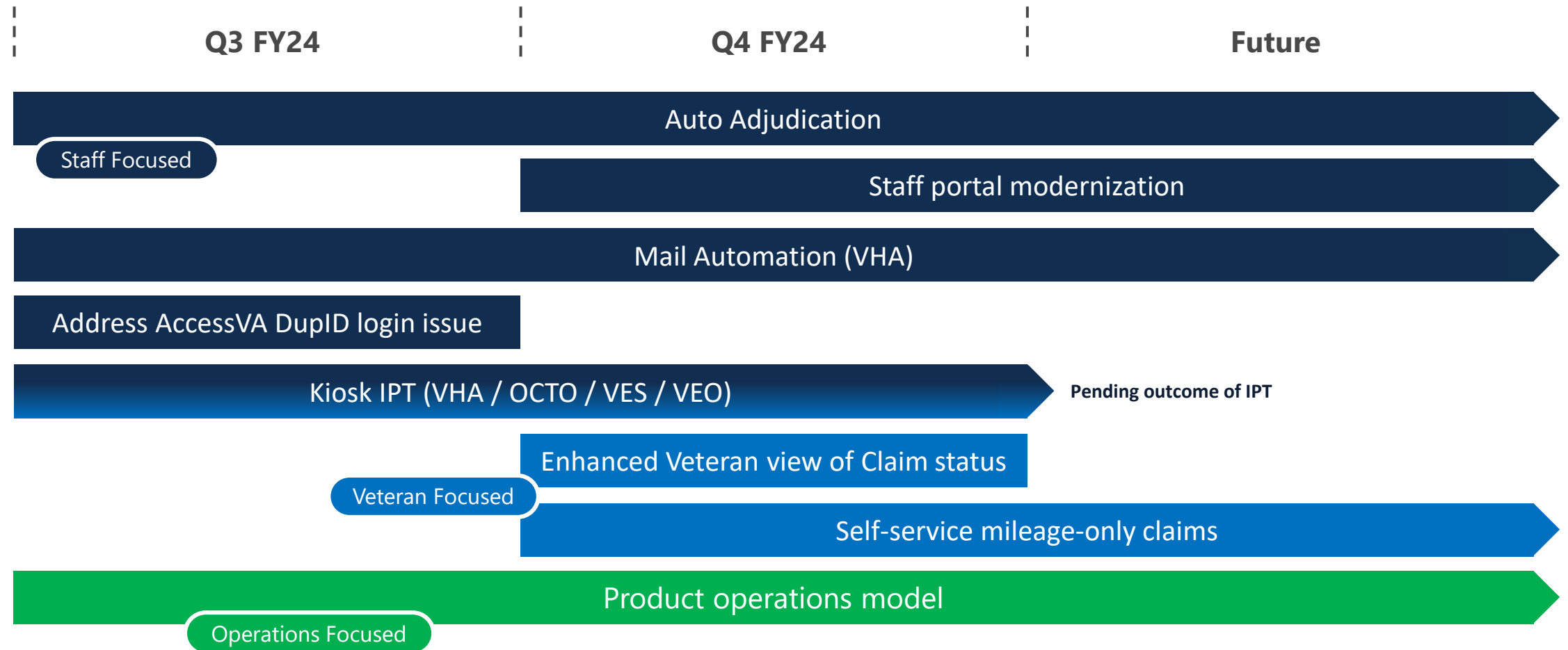- IFAMS migration discussions/planning
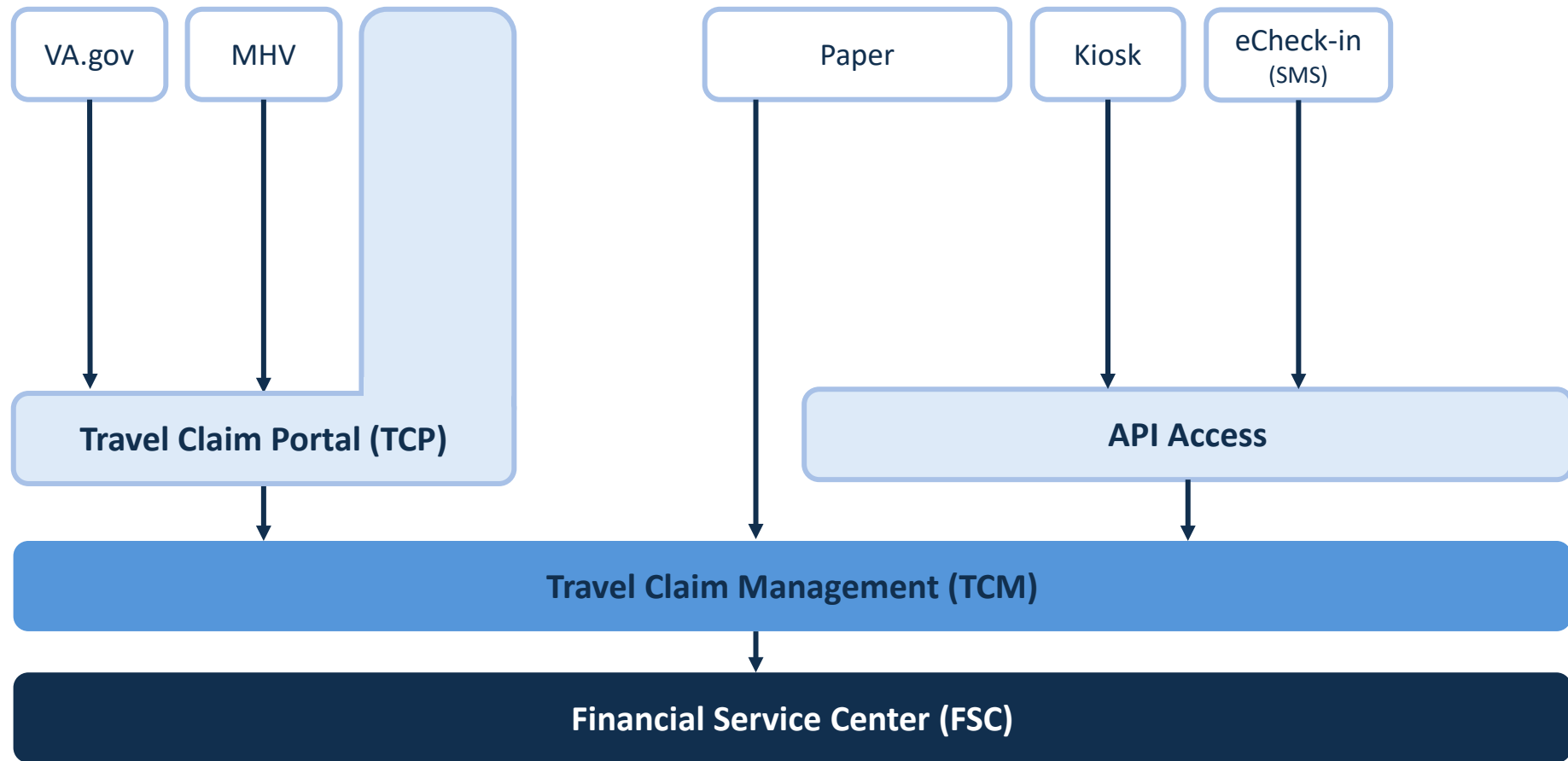
Reimbursement

- Automated FSC batch jobs

Reporting

- Migrated all BTSSS data from Dynamics to CXI
- Started revamped PowerBI reports
- Started training VTP staff

FY24 Focus Areas

Q3 FY24	Q4 FY24	Future

Auto Adjudication

Staff Focused

Staff portal modernization

Mail Automation (VHA)

Address AccessVA DupID login issue

Kiosk IPT (VHA / OCTO / VES / VEO) — **Pending outcome of IPT**

Enhanced Veteran view of Claim status

Veteran Focused

Self-service mileage-only claims

Product operations model

Operations Focused

Benefit Travel Claim Lifecycle Overview – <u>Current</u>

Benefit Travel Claim Lifecycle Overview – <u>Future</u>

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│ VA.gov                          │   │ Paper       │  │ Kiosk    │  │ eCheck-in    │  │ Mobile       │
│                                 │   │             │  │          │  │ (SMS)        │  │ (VAHB)       │
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- **Health portal migration complete**
- **TCP sunset**

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│ Mail   │
│ Automation │
└─────────────┘

Manual entry of paper to TCM remains ➡

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│ **API Access**   │
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│ **Travel Claim Management (TCM)**   │
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│ **Financial Service Center (FSC)**   │
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Appendix

Benefit Travel Claim Lifecycle Overview – <u>Current</u>

Benefit Travel Claim Lifecycle Overview – **Future**

VA.gov

- **Health portal migration complete**
- **TCP sunset**

Paper

Kiosk

eCheck-in (SMS)

Mobile (VAHB)

Mail Automation

Manual entry of paper to TCM remains

API Access

Travel Claim Management (TCM)

Financial Service Center (FSC)
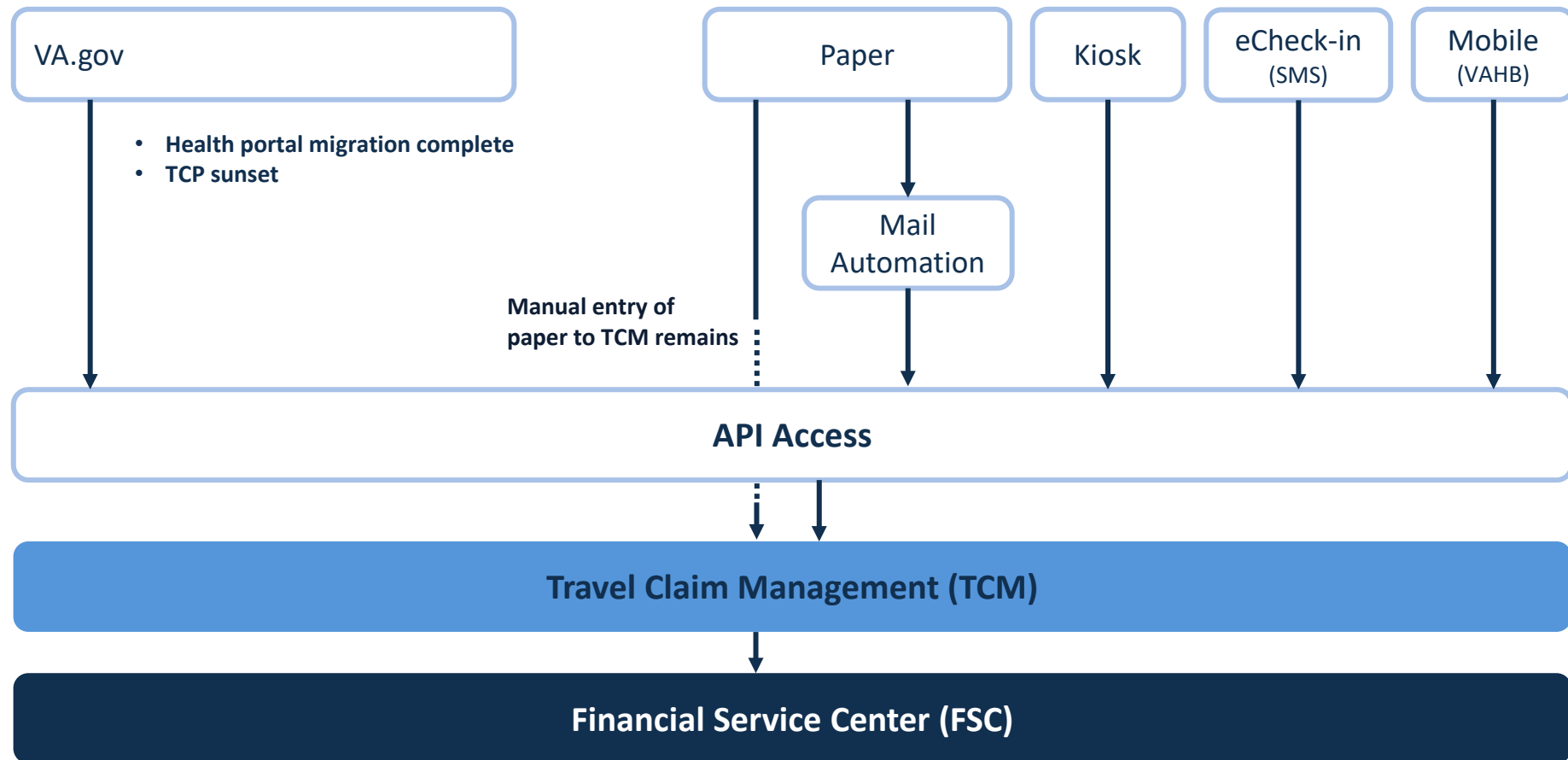
Auto Adjudication P1 (Q3 FY24)

Problem Statement
Current business rules limit the systems ability to optimize for auto adjudication.

Goal
Auto adjudicate 85% of milage only VA appointments

Baseline
~43% (month of February)

Action
Various rules engine modifications and additional reporting capabilities

Mail Automation P1 (Q3 FY24)

Problem Statement

Currently there is a backlog of over 400,000 paper healthcare claims nationwide. Veteran Affairs Medical Centers (VAMC's) grapple with substantial turnovers and vacancies among the BT clerk staff, amplifying the duration required for a clerk to manually digitize and upload a paper claim.

Goal

Provide the ability for the Beneficiary Travel Self-Service System (BTSSS) to consume, view and establish digitized mail claims for travel reimbursement.

Deliverables

Phase 1 – Mail scanned into CMP (Q3)

Phase 2 – CMP and VBA Automation Platform (VBAAP) Integration + BTSSS Integration with VBAAP (TBD)

Phase 3 – MS CRM integration with VBAAP (TBD)

Enhanced Veteran view of Claim status

Problem Statements

Veterans don't have insight into where in the adjudicated process their claim is via experiences that meet their accessibility needs, match their technology comfort level, utilize their preferred communication methods, and exist within digital channels they already use.

Goal

Veterans can easily understand where in the review process their claim is via VA.gov

Deliverables

Fully accessible claim list with information on status and process in plain language built within the Payments section in MHV on va.gov (Q4 FY24)

Self-service mileage-only claims in current digital tools

Problem Statement

Veterans are confused about where to file travel claims that meet their accessibility needs, match their technology comfort level, utilize their preferred communication methods, and exist within digital channels they already use.

Goal

Veterans should be able to submit mileage-only claims in digital tools that they are already using to manage their appointments.

Deliverables

- Submit simple, mileage-only claims using eCheck-in (Complete)
  - Launched nationally in December 2023
  - eCheck-in travel claims now make up approximately 18% of claims created digitally by Veterans, w/out staff intervention (auto adjudication)
- Submit simple, mileage claims from the past appointment list in the **VA Health and Benefits mobile app** (Q4 of FY24)
- Allow Veterans at sites using Oracle Health EHR to submit a mileage-only claim starting with VEText and low-risk authentication website (similar to eCheck-in process for VistA sites) (Q4 of FY24)
- Allow Veterans at sites using **VistA EHR** to submit a mileage-only claim starting with VEText and low-risk authentication website (Q4 of FY24)

How We Work(Q3 FY24)

Problem Statement

There is a disconnect between OIT and VTP which limits VA's ability to provide best in class CX for Beneficiary Travel.

Goal

OIT and VTP partner to produce the best CX outcomes for Veterans and employees.

Actions

- Core team, inclusive of VTP and OIT, focuses on BT strategy/priorities

- Revamp working model towards being more iterative

- Service blueprint

- Deliver shared BT roadmap – increased visability

Login Issues through AccessVA (Q3 FY24)

Problem Statement

High number of Congressional inquiries for BTSSS not working due to Veterans getting login errors through AccessVA, due to duplicate SecIDs

Goal

Eliminate login problems due to duplicate SecIDs

Deliverables

- Conduct lower environment testing to identify which system is throwing the error

- Deliver a remediation plan for duplicate SecID users

- Ensure HRC has appropriate comms

- Review Vsignals for additional login problems

Staff Portal Modernization (Q4 FY24)

Problem Statement

The Travel Claims Management (TCM) tools are Inconsistent used across staff teams and there is non-consistent training processes.

Goal

Create an easy to use and consistent workflow set of tools, and training, for Travel Clerks to manage claims.

Deliverables

• New contract team on board

• User research to inform best path forward

Kiosk IPT (VHA)

Problem Statement

VHA has been moving away from kiosks as a modality for Veterans to access VA services. As a result, many Veterans are dissatisfied because of not having an option to use a kiosk to submit their beneficiary travel claims.

Goal

Building on previous advanced made by other workstreams across VA, develop and implement a Veteran-centered plan to meet or exceed the Veterans' previous kiosk experience, particularly in its function as a method for submitting BeneTravel claims.

Deliverables

Generate a Veteran-centered action plan with recommendations to the USH on the role of kiosks in BT claims submission and improve the process overall. Implement accepted recommendation and evaluate impact on Veteran Experience.