

Automated Decision Support



Presented By:
Automated Benefits Delivery

Agenda

- Automation Decision Support (ADS) Background
- ADS Definitions/Timeline
- ADS Functionality Overview
- Principle Concepts and Human Centered Design
- Automated Review Summary Document
- ADS VSO Toolkit
- ADS and PACT Act
- Automated Issue Management (AIM)
- Health Data Repository (HDR)
- Automated Data Ingestion (ADI)
- VSO Impact

Automated Decision Support Background



- VBA has prioritized the leveraging of available technology to automate specific areas of development.



- The goal of Automated Decision Support is to improve timeliness and efficiency and prevent future backlogs in claims processing.



- Technology, data and employee feedback was leveraged to automate administrative tasks and reduce burden for VBA employees.

- Automated Decision Support results in:



- ✓ *Faster more accurate and consistent decisions*
- ✓ *Creating a better user experience for processors*
- ✓ *Enhanced customer experience for Veteran's and their beneficiaries*



Claims Automation

Problem

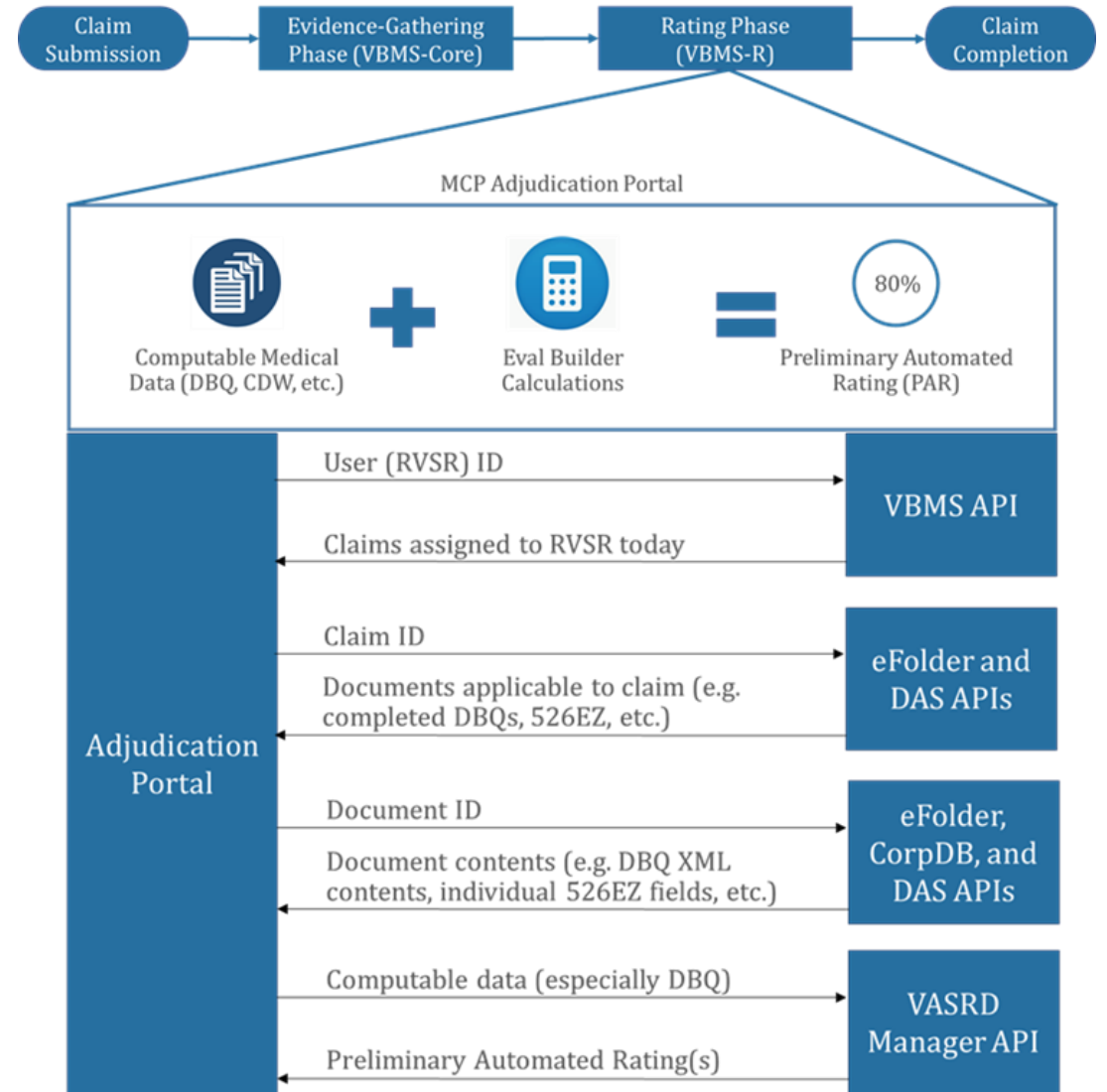
- The traditional claims process involves predominantly manual tasks that result in Veterans waiting over 100 days (on average) for a claim decision

Our Approach

- Leverage medical, military service, and historical claim data to automate repetitive administrative tasks
- Introduce automated decision support capabilities that allow our employees to focus on making high-value decisions for Veterans

Impact

- Veterans receive faster, more equitable, and consistent claim decisions than ever before



Automated Decision Support- Definitions

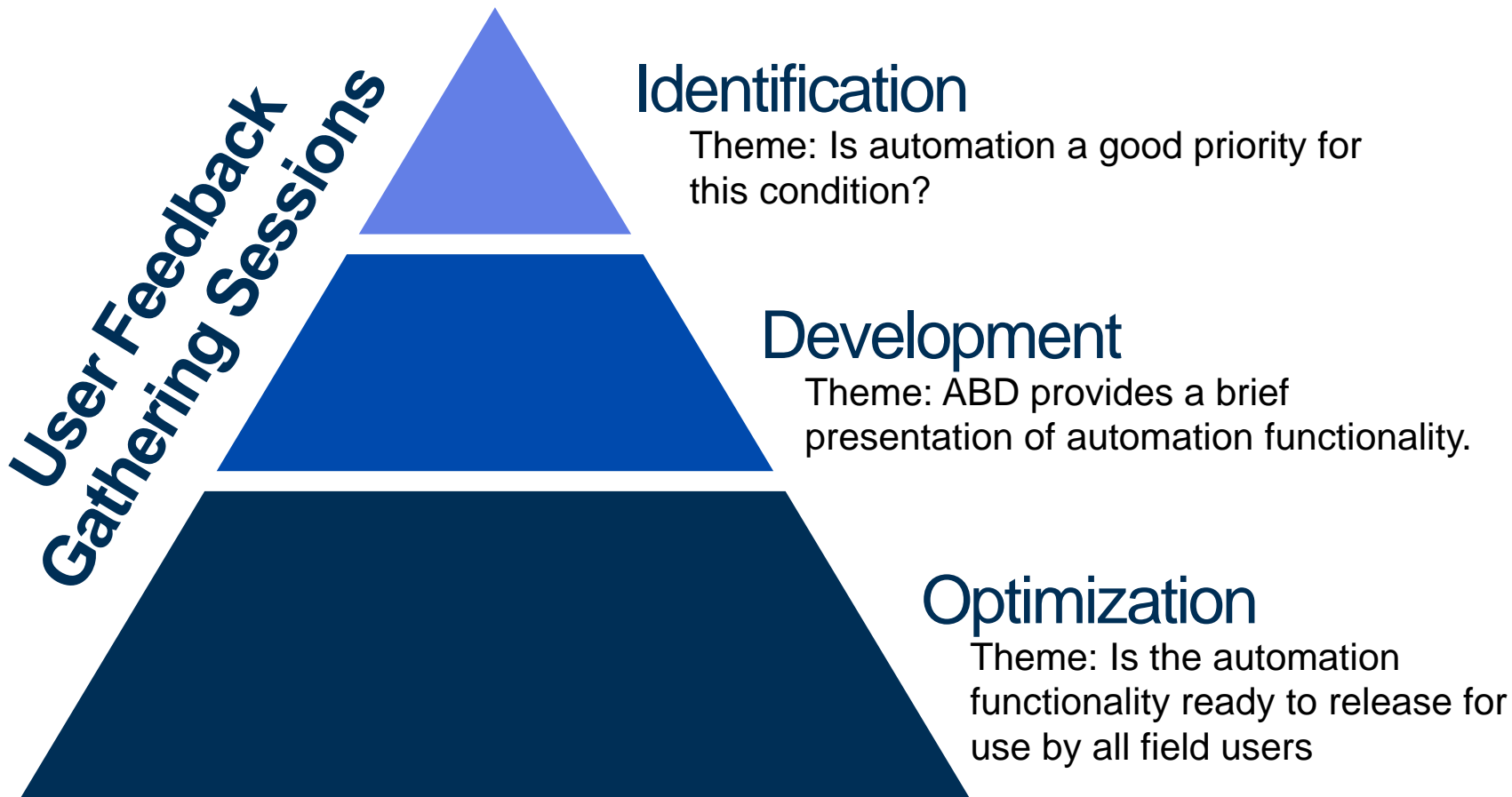
- **All Automated Eligible Claims:** all contentions on the claim are eligible for automation
- **Multi-Issue Claims:** one or more automation eligible contentions AND one or more non-automation eligible contentions
 - Controlled by diagnostic codes: automation controls which automation eligible contentions can be processed as multi-issue
 - At least one of the contentions must be rhinitis, sinusitis, and/or asthma
- **Automated Review Summary Document:** decision support document in the Veteran's e-Folder, documenting military service, relevant medical evidence, other medical evidence, and rating schedule
- **Draft Exam:** examination is drafted, as there are multiple non-automated contentions requiring review
- **Claim Types Eligible for Automation:** End Products 010, 110, 020, and 040



Timeline - Automated Decision Support



Human-Centered Design



Feedback Next Steps:


Collected and Analyzed

Policy or Training Updates

Logic Enhancements

Automated Review Summary Document (ARSD)

The ARSD is a tool used to efficiently identify documents in the Veteran's eFolder to assist claims processors in their review. The ARSD supports identifying possible military service related to presumptive conditions (if applicable to the contention) and possible evaluation criteria

VA |  U.S. Department of Veterans Affairs

EVIDENCE REVIEW SUMMARY

Veteran's Name:	[REDACTED]
VA File Number:	[REDACTED]
Date of Evidence Review:	07/11/2022

Claims Processors: The Evidence Review Summary is intended to be used as a tool to efficiently identify documents in the Veteran's VBMS eFolder to support identifying possible military service related to presumptive conditions (if applicable to the contention(s)) and possible evaluation criteria.

In certain circumstances, Automation may be unable to download all relevant documents. Please consider the potential for unreviewed evidence contained in the documents listed in the Relevant Documents Unavailable for Automated Review table found at the end of this summary, as well as the totality of the Veteran's record.

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ARSD - Key Terms

The ARSD extracts relevant key data terms from specific document types within the eFolder to provide a summary of findings and relevant information for the claims processor to review. Each diagnostic code has its own set of key terms related to the rating schedule, as well as a medical history (lab findings and other significant data)

- Over 100 VBMS document types are considered (service treatment and personnel records, private medical records, HDR retrieval (VHA data), lay statements, etc.)

Condition: Lymphoma/Lymphatic Cancer

Schedular Evidence for Lymphoma/Lymphatic Cancer					
KEY TERM(S)	OBSERVATION DATE	VBMS RECEIPT DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Immunoglobulin	11/14/2019	11/14/2019	Medical Treatment Record - Non-Government Facility	2, 3	{BA92AD49-1650-4D5B-9BF7-93E6EE22F4A6}
Bone Marrow Biopsy	10/31/2019	11/14/2019	Medical Treatment Record - Non-Government Facility	1	{8397CA46-63DF-42B0-84F8-B19E6F77F305}
Immunoglobulin	10/7/2019	11/14/2019	Medical Treatment Record - Non-Government Facility	3	{BA92AD49-1650-4D5B-9BF7-93E6EE22F4A6}
May Represent A Monoclonal Immunoglobulin Or Light Chain	10/6/2019	11/14/2019	Medical Treatment Record - Non-Government Facility	1	{73C9E797-2E6F-4A13-B712-4D3B1544E412}
Immunoglobulin	10/6/2019	11/14/2019	Medical Treatment Record - Non-Government Facility	1	{73C9E797-2E6F-4A13-B712-4D3B1544E412}
Immunoglobulin	10/2/2019	11/14/2019	Medical Treatment Record - Non-Government Facility	4	{13BF301C-9C99-44EF-B2F2-9D69C841959A}
Flc, Serum	10/2/2019	11/14/2019	Medical Treatment Record - Non-Government Facility	4	{13BF301C-9C99-44EF-B2F2-9D69C841959A}

ARSD Section Table Elements

Each section of the ARSD includes with a table with defined columns (elements)
These elements are defined below and ARSD sections are shown in following slides

Key Terms: A pre-defined list of qualifying terminology for a specific diagnostic code

Observation Date: The date on which specific key term(s) were identified

VBMS Receipt Date: Corresponds with the Receipt Date column in the eFolder

Document: VBMS Document Type

Page Number: Reflects the number in the document, not on the document

Document ID: Allows users to search for the specific document from the search bar in VBMS

EventID: Allows users to search for specific keywords surfaced on the ARSD in the HDR PDF

ARSD - VBMS Document Type

The ARSD is generated and uploaded to the Veterans eFolder for conditions eligible for Automated Decision Support. It is displayed in the eFolder as “Automated Review Summary Document”. If the system source column is visible in the queue, it will reflect IBM. Once the ARSD is uploaded into the eFolder, automation is considered complete. VBMS notes are added explaining the automation outcomes

The screenshot shows a table titled "Veteran Documents - Showing 1-1 of 1 documents". The table has several columns: Receipt Date, Document Type, Subject, System Source, Source Comment, and Uploading User Role. A red box highlights the "Document Type" column for the single entry, which contains the text "Automated Review Summary Document". The "System Source" column for this entry contains the text "IBM".

Receipt Date	Document Type	Subject	System Source	Source Comment	Uploading User Role
07/11/2022	Automated Review Summary Document		IBM		IBM

ARSD - Table of Contents

The ARSD is broken down by a hyperlinked Table of Contents. Users can identify Relevant Military Service Locations and Relevant Documents Unavailable for Automated Review. Each condition available for the ARSD is broken down by: Scheduling Evidence, Other Medical Evidence and Schedule for Rating Disabilities

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ARSD - Relevant Military Service Locations

The Relevant Military Service Locations table identifies keywords associated with relevant military service for herbicide and Southwest Asia presumptive conditions found in the eFolder

Relevant Military Service Locations				
KEY TERM(S)	VBMS RECEIPT DATE	DOCUMENT	PAGE NUMBER(S)	DOCUMENT ID
Operation Iraqi Freedom	2/26/2017	Certificate of Release or Discharge From Active Duty (e.g. DD 214, NOAA 56-16, PHS 1867)	1	{182F6D4C-F1FD-4BF7-83A0-6A2ED324A3C4}
Kuwait	2/26/2017	Certificate of Release or Discharge From Active Duty (e.g. DD 214, NOAA 56-16, PHS 1867)	1	{182F6D4C-F1FD-4BF7-83A0-6A2ED324A3C4}
Iraq	2/26/2017	Certificate of Release or Discharge From Active Duty (e.g. DD 214, NOAA 56-16, PHS 1867)	1	{182F6D4C-F1FD-4BF7-83A0-6A2ED324A3C4}
Iraqi Freedom	2/26/2017	Military Personnel Record	1	{993070C1-8466-4C18-9817-E1F6F0976740}
Iraq	1/5/2015	Certificate of Release or Discharge From Active Duty (e.g. DD 214, NOAA 56-16, PHS 1867)	1	{2F6E4978-EE25-4C5F-8EFF-FA83241C2976}
Operation Iraqi Freedom	1/5/2015	Certificate of Release or Discharge From Active Duty (e.g. DD 214, NOAA 56-16, PHS 1867)	1	{2F6E4978-EE25-4C5F-8EFF-FA83241C2976}

ARSD - Schedule for Rating Disabilities

The hyperlink under the Schedule for Rating Disabilities table links users directly to the CFR hyperlink for the disability being addressed

Schedule for Rating Disabilities for Sinusitis

The following link is provided to the Schedule for Rating Disabilities under Title 38 Code of Federal Regulations (CFR) Chapter 1 Part 4: <https://www.ecfr.gov/current/title-38/chapter-I/part-4/subpart-B/subject-group-ECFR14fb86bcc86c2cb/section-4.97>

ARSD - Scheduling Evidence

The Scheduling Evidence section represents the medical evidence that directly correlates with the CFR's Rating Schedule evaluation criteria

Condition: Lymphoma/Lymphatic Cancer

Scheduling Evidence for Lymphoma/Lymphatic Cancer

KEY TERM(S)	OBSERVATION DATE	VBMS RECEIPT DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Immunoglobulin	11/14/2019	11/14/2019	Medical Treatment Record - Non-Government Facility	2, 3	{BA92AD49-1650-4D5B-9BF7-93E6EE22F4A6}
Bone Marrow Biopsy	10/31/2019	11/14/2019	Medical Treatment Record - Non-Government Facility	1	{8397CA46-63DF-42B0-84F8-B19E6F77F305}
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Immunoglobulin	10/6/2019	11/14/2019	Medical Treatment Record - Non-Government Facility	1	{73C9E797-2E6F-4A13-B712-4D3B1544E412}
Immunoglobulin	10/2/2019	11/14/2019	Medical Treatment Record - Non-Government Facility	4	{13BF301C-9C99-44EF-B2F2-9D69C841959A}
Flc, Serum	10/2/2019	11/14/2019	Medical Treatment Record - Non-Government Facility	4	{13BF301C-9C99-44EF-B2F2-9D69C841959A}

ARSD - Other Medical Evidence

Other Medical Evidence section outlines medical evidence not directly related to the CFR Rating Schedule

Other Medical Evidence for Sinusitis					
KEY TERM(S)	OBSERVATION DATE	VBMS RECEIPT DATE	DOCUMENT	PAGE NUMBER(S)	DOCUMENT ID
Allergies	11/29/2016	7/22/2022	CAPRI	142, 143	{5ED1949A-0498-4919-832E-18A40C164B99}
Allergies	11/29/2016	7/21/2022	CAPRI	142, 143	{5ED1949A-0498-4919-832E-18A40C164B99}
Allergies	11/29/2016	4/27/2018	CAPRI	31, 32	{FF9207FE-B146-4F2B-B82B-A5C26C024FEB}
Allergies	11/29/2016	3/17/2017	CAPRI	11, 12	{14997DEA-87F2-4896-B180-A995FCD0991F}
Allergies	3/21/2007	4/30/2014	STR - Medical - Photocopy	10	{D1B56206-61D9-4A7A-8DA0-A895EEF32CC7}
Sinusitis	3/21/2007	4/30/2014	STR - Medical - Photocopy	10	{D1B56206-61D9-4A7A-8DA0-A895EEF32CC7}
Allergy	10/17/2006	4/27/2018	CAPRI	186	{FF9207FE-B146-4F2B-B82B-A5C26C024FEB}
Allergy	10/13/2006	8/19/2014	VAMC Other Output Reports	65	{BDD4E2E8-EEBA-4D4E-84E1-CC047EA1CD63}
Allergy	9/25/2006	7/22/2022	CAPRI	309	{5ED1949A-0498-4919-832E-18A40C164B99}
Allergy	9/25/2006	7/21/2022	CAPRI	309	{5ED1949A-0498-4919-832E-18A40C164B99}

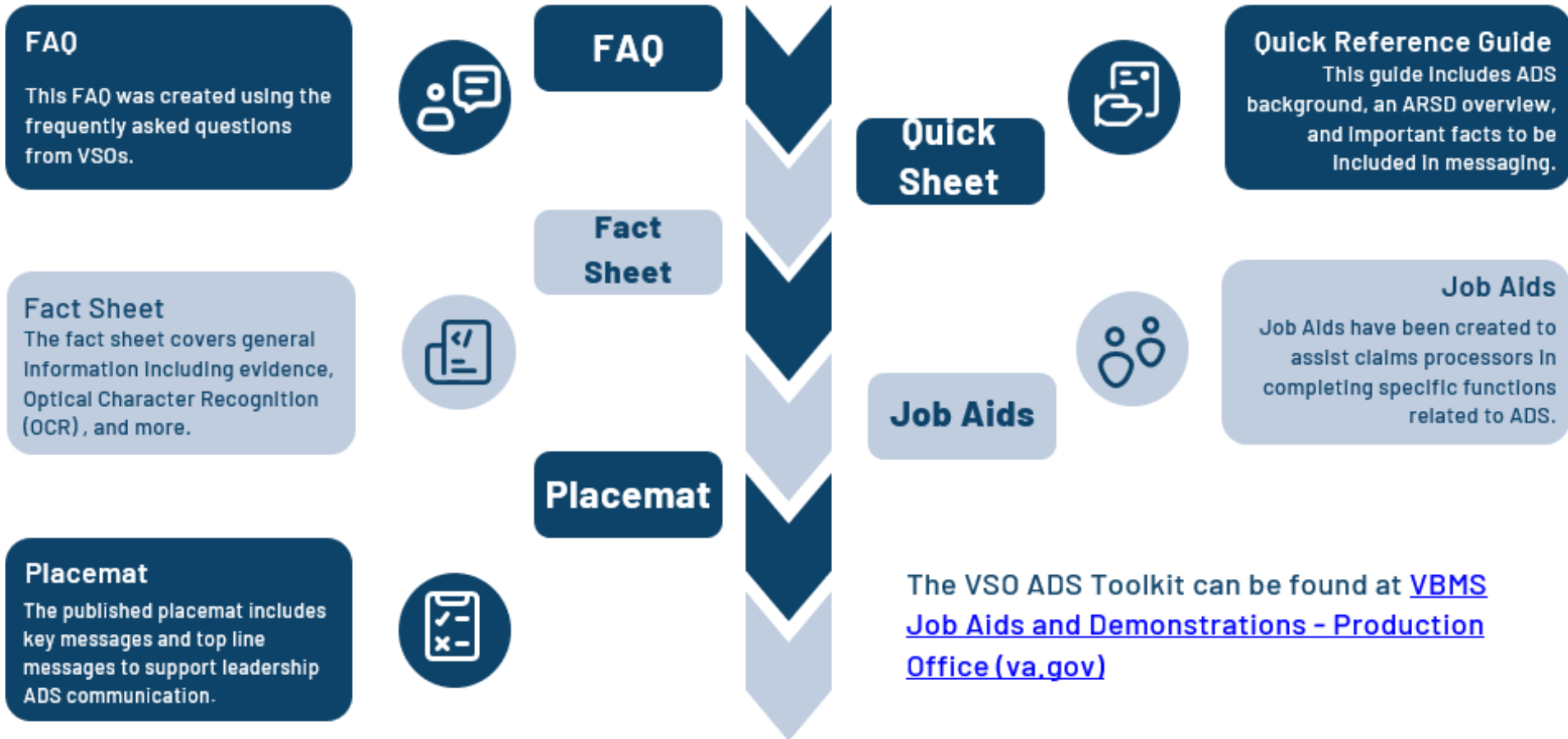
ARSD - Other Medical Evidence

The Relevant Documents Unavailable for Automated Review table identifies which documents were unavailable to be reviewed

Relevant Documents Unavailable for Automated Review		
DOCUMENT	VBMS RECEIPT DATE	DOCUMENT ID
VA Examination	05/18/2021	{A1B2345-6789-1C23-D4E5-6FG789H1JJ20}

Tools and Resources

VSO ADS TOOLKIT



PACT Act Automation

- ★ Automating claims for 56 diagnostic codes representing **all 26 PACT Act conditions**
- ★ **17,067** PACT Act related claims completed through April 6, 2023
- ★ 78% of all **completed** automation decisions are PACT Act claims
- ★ Over 131,572 claims have utilized automation
- ★ **90%** of pending automation claims are PACT Act related



Automated Issue Management

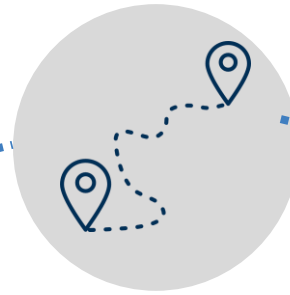
AIM is technology that allows the Veterans Benefits Administration (VBA) to operationalize and efficiently integrate automated claims into the current workload management-including the prioritization and routing of work. Additionally, AIM allows for additional reporting features, workload management, and improved contention-level data for claims processing. AIM went into production December 18, 2022.



Process, track and report on individual claimed issues.



Manage workload at the contention level, for granular information and claim status



Route contentions for final decision as soon as evidence is available.



Increase accuracy, speed and efficiency of claims processing.

Automated Issue Management

AIM – Contention History / Lifecycle Status

The Contention History User Interface is part of the VBMS application where users can now view and edit actions and events that have happened on a contention level improving accuracy and efficiency in claims processing.

Contention	Timestamp	Description	Prior Lifecycle Status	Lifecycle Status	Source	Action Identifier	Action Result	Automation Indicator
Aneurysm, arteriovenous, traumatic	11/09/2022 16:12:09 EDT	Changing the lifecycle status to open	Returned by Other User	Rating Correction	281/BIPCLAIMSYSACCT	Updated Status Contention	Successful	True
Aneurysm, arteriovenous, traumatic	11/09/2022 16:09:50 EDT	Changing the lifecycle status to Returned by Other User	Ready for Decision	Returned by Other User	null/anonymousUser	Updated Status Contention	Successful	True
Aneurysm, arteriovenous, traumatic	11/09/2022 16:06:33 EDT	Changing the lifecycle status to Ready for Decision	Open	Ready for Decision	null/anonymousUser	Updated Status Contention	Successful	True
Aneurysm, arteriovenous, traumatic	11/09/2022 15:30:24 EDT	Changing the lifecycle status to open	Ready for Decision	Open	281/BIPCLAIMSYSACCT	Updated Status Contention	Successful	True
Aneurysm, arteriovenous, traumatic	11/09/2022 15:29:04 EDT	Changing the lifecycle status to open	Open	Ready for Decision	281/BIPCLAIMSYSACCT	Updated Status Contention	Successful	True
Aneurysm, arteriovenous, traumatic	11/09/2022 02:00:00 EDT		Open	Open	317/CORESEC_COREPE	Updated Contention	Successful	True
Aneurysm, arteriovenous, traumatic	11/08/2022 13:52:32 EDT		Open	Open	281/BIPCLAIMSYSACCT	Began Automation Processes	Successful	True
Aneurysm, arteriovenous, traumatic	11/08/2022 12:18:04 EDT		Open	Open	281/BIPCLAIMSYSACCT	Began Automation Processes	Not Successful	False
Aneurysm, arteriovenous, traumatic	11/04/2022 01:00:00 EDT		Open	Open	499/PASYSACCTCREATE	Contention Created	Successful	False

AIM – National Work Queue (NWQ)

NWQ users can create rules, and route claims using attributes relative to the automation indicator of the contention and the claim lifecycle status. If a contention has an automation indicator set to true, then it is considered an automated contention.

Link to a 4 minute video that covers Automated Issue Management:
<https://web.microsoftstream.com/video/28ed7afd-1d0c-4f9a-bb32-7274750165b3>

Health Data Repository (HDR)



An average of **10 minutes per Veteran's claim** is saved in the retrieval process alone



11,600 pages of duplicate records removed



Document standardization increases user **trust**



Automated Data Ingestion (ADI)

ADI is a browser-based extension application that automatically ingests and evaluates Veterans computable medical data to populate into the VBMS Rating Calculators. The goal of ADI is to reduce manual data entry and promote standardization and accuracy based on a standardized set of rules.



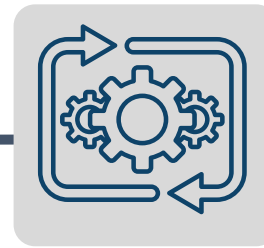
Medical Examination

Veteran attends Medical Examination where DBQ is completed.



Disability Benefits Questionnaire

DBQ is received from examiner and available for upload to the ADI browser.



Automated Data Ingestion

DBQ is uploaded and ADI technology is applied.



Auto-Populated Calculator

ADI technology populates DBQ data and results to VBMS Rating Calculators.

How Does ADS Change My Process as a VSO?

- ADS will not impact your current process
- If you have access to VBMS, you may see the ARSD within certain Veteran eFolders.
- You can view the ARSD to review what evidence the automated technology located and presented to VBA claims processors.
- The ARSD may serve as a time savings to you, as a VSO, if you are attempting to locate specific medical or military service information within the Veteran's VBMS eFolder.

Questions?



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