

VA



U.S. Department  
of Veterans Affairs



# Automated Decision Support

*Toolkit*



# Automated Decision Support

## Overview

This toolkit is designed to provide Veterans Service Officers (VSOs) resources for effective communications about Automated Decision Support (ADS). The Veterans Benefits Administration (VBA) has prioritized technology modernization efforts to provide improved benefits delivery to Veterans and beneficiaries. VBA's goal for improved benefits delivery includes three primary customer experience focused objectives.

**Objective 1:** Improved timeliness

**Objective 2:** Increased efficiency

**Objective 3:** Improved accuracy

## Talking Points

The following talking points are to assist Veterans in understanding the role of Automated Decision Support in the claims process. These messages detail information that will assist service officers in strengthening customer understanding, increasing awareness, and promoting transparency.

### High-level Overview

- Automated Decision Support (ADS) leverages technology to automate some of the administrative tasks within the existing claims process. This technology will assist claims processors in making fast, accurate, and consistent claims decisions.
- Data is reviewed to determine whether sufficient medical evidence for rating purposes is available. If sufficient medical evidence for rating purposes is not of record, the automation service submits an exam request or generates a draft exam request.
- The automation system generates an Automated Review Summary Document (ARSD) to support claims processors in their review.

### Talking Points

- The Veterans Benefits Administration (VBA) has prioritized technology modernization efforts to improve benefit delivery to Veterans and beneficiaries. VBA's goal for improved benefits delivery includes:
  - Improved timeliness
  - Improved accuracy
  - Increased efficiency
- As part of this modernization, VBA is automating some administrative tasks within the existing claims process. This is known as Automated Decision Support (ADS). The goal of ADS is to support claims processors in their decision making. This technology will result in faster, more accurate and more consistent decisions for Veterans and their beneficiaries—ultimately improving the VA customer service experience.
- Automated Decision Support is NOT end-to-end automation and does not replace the need for employee decision making. Instead, ADS is a tool that reduces the administrative burden for claims processors.

- VBA's Claims Processing Automation creates automation tools that optimize VA claims processors' performance. These tools include:
  - automated claim intake
  - automated eligibility determination
  - automated record request
  - automated data ingestion
  - automated exam requests
  - the Automated Review Summary Document.

## **Automated Decision Support Resources**

### **Automated Review Summary Document Fact Sheet**

- General information
- Evidence review
- Navigating the ARSD
- Multi-issue claims
- Optical Character Recognition (OCR) explanation

### **Automated Decision Support Quick Reference Guide**

- General Information
- Diagnostic codes eligible for automated review
- ADS in the claims process
- ARSD overview

### **Automated Decision Support FAQ**