Automated Decision Support

Presented By:

Office of Production Optimization

AGENDA

- Automation Decision Support Background
- ADS Functionality Overview
- ADS Training Schedule
- ADS Toolkit

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

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

Ready for Decision and Automated Exam Functionality

Ready for Decision

- Medical evidence related to claimed conditions will be identified and compiled from Veterans' electronic health records

- Medical evidence within Veterans' VBMS eFolders will be identified and compiled

- Military service and medical evidence necessary to decide the claim will be intelligently indexed within the Automated Review Summary Document (ARSD)

- The ARSD will enable RVSRs to complete more decisions based on available evidence.

Automated Examinations

- When there is not enough medical evidence to decide the claim, an automated examination request will be submitted through the VBMS Exam Management System

- Automated Review Summary Documents (ARSDs) will be associated with Veterans' VBMS eFolders to allow examiners to quickly identify and review evidence relevant to the examination

User Role Responsibility

➢ ADS assists claims processors in making fast, accurate, and consistent decisions for Veterans. VSOs can expect to begin seeing the ARSD in the eFolder and draft examinations generated for eligible claims.

➢ ADS plays a role for each VBA employees processing claims:

- ❑ ***Veterans Service Representative:*** VSRs may see draft examinations in VBMS and are required to take the appropriate steps in ordering an exam. VSRs are responsible for confirming if an ADS claim is RFD if additional development actions are required
- ❑ ***Rating Veterans Service Representative****: RVSRs are responsible for reviewing relevant evidence and making a decision on the Veterans claim. RVSRs can utilize the ARSD as a decision support tool to assist with quickly identifying evidence and locating key terms to help in their decision.
- ❑ ***Quality Review Specialist:*** The QRS will begin seeing Individual Quality Reviews for claims impacted by automation. They should continue following current review policies and procedures for these claims. There is a separate quality team that deals with reviewing automation system actions that will have no impact to an individual user.

Training Schedule and Resources

Automated Decision Support Training Plan

- ADS training is being conducted in a Train-the-Trainer approach and is scheduled by district.
  - All Automation Eligible Contention Training for RVSRs
  - Examination Training for VSRs
  - Multi-Issue Contention Training for RVSRs

  Training sessions are scheduled for 1-2 hours and focus on:
  - Automation Decision Support Background
  - Understanding the Automated Review Summary Document (ARSD)
  - Claim Processing Procedures
  - Quality Assurance
  - Helpful Tips and Tricks/Resources

ADS TOOLKIT

FAQ

This FAQ was created using the frequently asked questions from ADS prototype sites.

Quick Cards

Quick Cards are designed to provide clarity on how ADS plays a role in VBA positions.

Placemat

The published placemat includes key messages and top line messages to support leadership ADS communication.

FAQ

Quick Cards

Placemat

Quick Sheet

Training Resources

Job Aids

Quick Sheet

This quick sheet includes ADS background and important facts to be included in messaging.

Training Resources

Training slides and recordings are available for use at ROs as additional training needs are identified.

Job Aids

Job Aids have been created to assist claims processors in completing specific functions related to ADS.
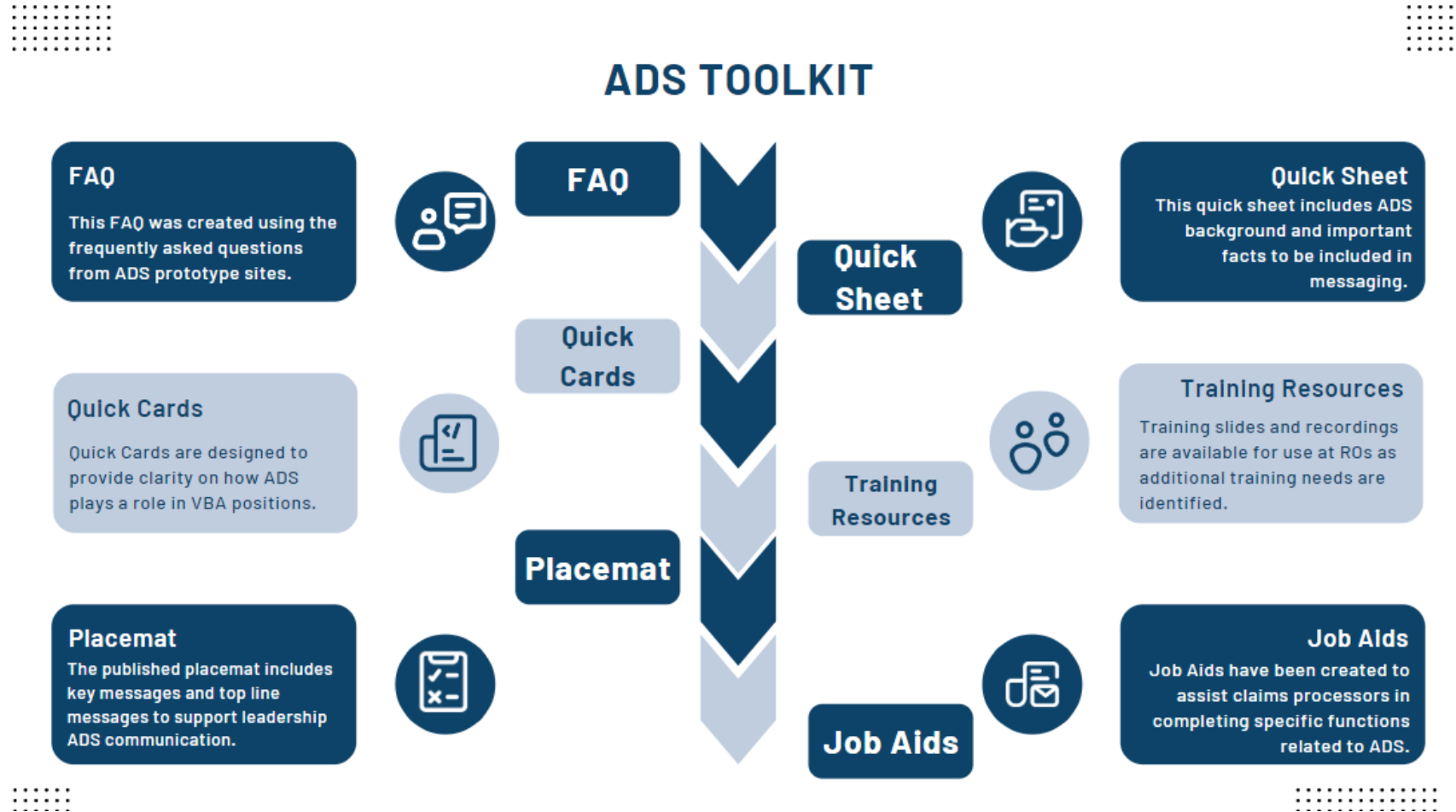
Automated Review Summary Document

Automated Review Summary Document

- 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

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EVIDENCE REVIEW SUMMARY

Veteran's Name:	████████	
VA File Number:	████████	
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.

Table of Contents

Automated Review Summary Document-Table of Contents

- The ARSD is broken down by a 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:

  – Schedular Evidence: Represents medical evidence that directly correlates with the CFR's Rating Schedule evaluation criteria

  – Other Medical Evidence: Represents medical evidence not directly related to the CFR Rating Schedule

Table of Contents

Automated Review Summary Document

- The ARSD extracts relevant key data terms from specific document types within the eFolder and the Veteran's electronic health record (EHR) to provide a summary of findings and relevant information for the claims processor to review

- The ARSD will only list automation-eligible contentions.

Schedular Evidence for Prostate Cancer					
KEY TERM(S)	OBSERVATION DATE	VBMS RECEIPT DATE	DOCUMENT	PAGE NUMBER(S)	DOCUMENT ID
Chronic Kidney Disease	6/15/2022	8/9/2022	CAPRI	6	{2F502EB9-ABB4-41FD-ACDA-53E7175DA305}
Edema	6/15/2022	8/9/2022	CAPRI	7	{2F502EB9-ABB4-41FD-ACDA-53E7175DA305}
Radiation	6/15/2022	8/9/2022	CAPRI	6	{2F502EB9-ABB4-41FD-ACDA-53E7175DA305}
Edema	5/26/2022	8/9/2022	CAPRI	92	{7B7D5815-8EAD-4E91-B195-17FBF700D1BE}
Renal Failure On Chronic	5/26/2022	8/9/2022	CAPRI	93	{7B7D5815-8EAD-4E91-B195-17FBF700D1BE}
Ckd	5/26/2022	8/9/2022	CAPRI	94	{7B7D5815-8EAD-4E91-B195-17FBF700D1BE}
Edema	5/25/2022	8/9/2022	CAPRI	128	{7B7D5815-8EAD-4E91-B195-17FBF700D1BE}
Ckd	5/25/2022	8/9/2022	CAPRI	119	{7B7D5815-8EAD-4E91-B195-17FBF700D1BE}
Renal Failue On Chronic	5/25/2022	8/9/2022	CAPRI	118	{7B7D5815-8EAD-4E91-B195-17FBF700D1BE}
Radiation	5/25/2022	8/9/2022	CAPRI	129	{7B7D5815-8EAD-4E91-B195-17FBF700D1BE}
Neoplasm Of Prostate	5/25/2022	8/9/2022	CAPRI	22, 23	{2F502EB9-ABB4-41FD-ACDA-53E7175DA305}

Automated Review Summary Document

- Users can quickly locate qualifying evidence through Key Term(s), Observation Date, VBMS Receipt Date, Page Number, or Document ID

Schedular Evidence for Prostate Cancer					
KEY TERM(S)	OBSERVATION DATE	VBMS RECEIPT DATE	DOCUMENT	PAGE NUMBER(S)	DOCUMENT ID
Chronic Kidney Disease	6/15/2022	8/9/2022	CAPRI	6	{2F502EB9-ABB4-41FD-ACDA-53E7175DA305}
Edema	6/15/2022	8/9/2022	CAPRI	7	{2F502EB9-ABB4-41FD-ACDA-53E7175DA305}
Radiation	6/15/2022	8/9/2022	CAPRI	6	{2F502EB9-ABB4-41FD-ACDA-53E7175DA305}
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Ckd	5/26/2022	8/9/2022	CAPRI	94	{7B7D5815-8EAD-4E91-B195-17FBF700D1BE}
Edema	5/25/2022	8/9/2022	CAPRI	128	{7B7D5815-8EAD-4E91-B195-17FBF700D1BE}
Ckd	5/25/2022	8/9/2022	CAPRI	119	{7B7D5815-8EAD-4E91-B195-17FBF700D1BE}
Renal Failue On Chronic	5/25/2022	8/9/2022	CAPRI	118	{7B7D5815-8EAD-4E91-B195-17FBF700D1BE}
Radiation	5/25/2022	8/9/2022	CAPRI	129	{7B7D5815-8EAD-4E91-B195-17FBF700D1BE}
Neoplasm Of Prostate	5/25/2022	8/9/2022	CAPRI	22, 23	{2F502EB9-ABB4-41FD-ACDA-53E7175DA305}

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- The Relevant Military Service Locations table identifies keywords associated with relevant military service for 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}

Automated Review Summary Document- 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

- 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}

Cough	date: 05/08/****	10/6/2015	STR - Medical	71	{A98CB43C-FD9A-4186-B7F9-603C20336DD5}
Abwormal Pulmonay	Non-confident date: 12/08/****	10/6/2015	STR - Medical	15	{A98CB43C-FD9A-4186-B7F9-603C20336DD5}

☑ Ability to read handwritten STRs.

User Interface Enhancements - Contention Lifecycle Status:
This screen includes a new attribute called the contention lifecycle status. This is similar to the claim lifecycle status, the values are similar as contentions work through the same process as a claim as a whole. The vast majority of the time, the contention lifecycle status will exactly match the claim lifecycle status. However, when partial ratings are authorized, the contentions that were part of the partial rating will move to a "closed" status. This is intentional, so users processing contentions after the continued at authorization will be able to easily see on the contention screen which contentions have already been addressed, and which one are still remaining.

User Interface Enhancements - Contention History Screen:
Users will also be able to see a new contention history screen. The system now captures and the user is able to view the history of actions taken on claims at the contention level. This indicates whether the contention has utilized automated processing. This capability allows claims processors to make informed decisions on the claims and will allow more efficient workload management. In this space users can identify what actions were taken by automation as well as those actions taken by claims processors.

Contention Name	Timestamp ↓	Description	Prior Lifecycle Status	Lifecycle Status	Source	Action Identifier	Action Result	Automation Indicator
pulmonary nodules	12/20/2022 13:39:57 EDT	Contention was successfully automated	Open	Open	283/VBASVCMASBOT04	Finished Automation Processes	Successful	True
pulmonary nodules	12/20/2022 13:37:15 EDT	Automation ordered an exam	Open	Open	283/VBASVCMASBOT04	Ordered Exam for Contention	Successful	False
pulmonary nodules	12/19/2022 10:56:37 EDT		Open	Open	283/VBASVCMASBOT04	Classify the Contention	Successful	False
pulmonary nodules	12/19/2022 10:42:16 EDT		Open	Open	283/VBMSSYSACCT	Contention Created	Successful	False

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.

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