

# Information Sharing Initiative (ISI)

**20100707**

*Business Requirements Document*



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# Table of Contents

|   |           |
|---|-----------|
| <b>1. Purpose</b> .....   | <b>1</b>  |
| 1.1. Overview.....  | 1         |
| 1.2. Goals/Objectives and Scope.....                              | 2         |
| 1.3. Outcome Measures.....  | 2         |
| 1.4. Enterprise Need/Justification.....                           | 2         |
| <b>2. Requirements</b> .....                                      | <b>3</b>  |
| 2.1. Business Needs/Owner Requirements.....                       | 3         |
| 2.2. Non-Functional Requirements.....                             | 26        |
| 2.2.1. Performance, Capacity, and Availability Requirements.....  | 26        |
| 2.2.1.1. Performance.....   | 26        |
| 2.2.1.1. Capacity.....  | 26        |
| 2.2.1.2. Availability.....  | 27        |
| 2.3. External System Interface Requirements.....                  | 27        |
| 2.4. Related Projects/New Service Requests (NSR).....             | 54        |
| <b>3. Other Considerations</b> .....                              | <b>54</b> |
| 3.1. Alternatives.....  | 54        |
| 3.2. Assumptions.....   | 54        |
| 3.3. Dependencies.....  | 55        |
| 3.4. Constraints.....   | 55        |
| 3.5. Business Risks and Mitigation.....                           | 55        |
| <b>Appendix A. References</b> .....                               | <b>56</b> |
| <b>Appendix B. Models</b> .....                                   | <b>58</b> |
| <b>Appendix C. Background</b> .....                               | <b>60</b> |
| Background on Care Coordination.....                              | 60        |
| Department of Defense.....  | 60        |
| Social Security Administration.....                               | 65        |
| Department of Veterans Affairs.....                               | 66        |
| Veterans Health Administration.....                               | 68        |
| <b>Appendix D. Stakeholders and Primary/Secondary Users</b> ..... | <b>73</b> |
| Primary and Secondary Users.....                                  | 81        |
| <b>Appendix E. Enterprise Requirements</b> .....                  | <b>82</b> |
| HealthVet Requirements Management.....                            | 82        |
| Security Requirements.....  | 82        |
| Privacy Requirements.....   | 82        |
| 508 Compliance Requirements.....                                  | 82        |
| Executive Order Requirements.....                                 | 82        |
| Identity Management Requirements.....                             | 82        |
| <b>Appendix F. Acronyms and Abbreviations</b> .....               | <b>83</b> |
| <b>Appendix G. Approval Signatures</b> .....                      | <b>87</b> |
| <b>Appendix H. Post Sign-Off Additions</b> .....                  | <b>89</b> |

# Business Requirements Document

## 1. Purpose

The purpose of the Business Requirements Document (BRD) is to capture and describe the business needs of the customer/business owner. The BRD provides insight into the AS IS and TO BE business area, identifying stakeholders and profiling primary and secondary user communities. It identifies what capabilities the stakeholders and the target users need and why these needs exist, providing a focused overview of the request requirements, constraints, and Information Technology (IT) options considered.

### 1.1. Overview

Led by the Executive Director of the Federal Recovery Coordination Program (FRCP), the Deputy Under Secretary of Wounded Warrior Care and Transition Policy, and recently joined by the Associate Commissioner, Office of Disability Programs, the Department of Veterans Affairs (VA), Department of Defense (DoD), and Social Security Administration (SSA) participating programs are requesting development of the Information Sharing Initiative (ISI). Over the past 18 months, programs participating in the ISI have contributed to the development of this document through iterative meetings and workgroups. The second phase of the ISI would begin to implement the requirements to improve coordination of clinical and non-clinical care for seriously ill and injured Operation Enduring Freedom and Operation Iraqi Freedom (OEF/OIF) Service Members, Veterans, and their families.

Case/care management/coordination personnel work in an environment subject to numerous legislative activities, information privacy requirements, evolving processes and standards. These staff require access to multiple information sources to complete tasks and document activities. Since many Service Members and Veterans are case managed or have care coordinated simultaneously, programs need the ability to share client information around common activities to better integrate care and track outcomes.

Currently case/care management/coordination personnel use multiple processes and access a variety of systems in the performance of their work. While numerous IT systems exist or are in development, access to the specific information needed is not always available. As a result, manual processes, such as phone calls, faxes, and e-mail are used to share information. These manual processes can result in delays in coordinating or managing client-related activities when the correct individuals are difficult to identify or contact. Also, the potential for error exists when case/care management/coordination personnel copy or enter information that they have heard or have been sent into their native information system. It is the intent of ISI to rectify these problems by providing electronic access to the specific information needed from the authoritative source. Simply providing staff direct, role-based access to these other systems would be insufficient if the information that they need is not easily retrieved. The next proposed phase of the ISI project will provide information to care/case management/coordination staff in a manner that supports their current workflow. In short, the ISI will enable sharing of authoritative data electronically between DoD, VA and SSA case/care management systems, eliminating resource-intensive and error prone workarounds.

To better understand information sharing needs, an ISI Steering Committee was established; it created three workgroups: process, data, and policy.<sup>1</sup> The goal of these workgroups was not to standardize the care coordination and case management processes, but rather to identify the scope of care coordination and case management processes, information needs, and policies that impact exchange of information among programs and between agencies. Specifically, the Process and

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<sup>1</sup> DoD and VA were the original workgroup participants; SSA joined in June 2010.

Data Workgroups worked together to create ISI activity models and data models. The Policy Workgroup created a policy inventory tracker of all relevant policies and mapped them to corresponding business activities. The output of these workgroups directed the development of high-level business requirements for ISI as documented in this BRD. Additional background information about the care coordination programs that will participate in ISI is found in Appendix C.

**1.2. Goals/Objectives and Scope**

The goal of this request is to meet the cross-departmental information needs of case/care management/coordination personnel. These individuals work to provide integrated care to Service Members and Veterans. Integrated care seeks to close the traditional division between health and social care. It imposes the patient’s perspective as the organizing principle of service delivery and makes redundant old supply-driven models of care provision. Integrated care enables health and social care provision that is flexible, personalized, and seamless. The provision of integrated care requires access to Service Member/Veteran information from multiple sources. Methods to be used to support integrated care will include:

- Identification of specific information from authoritative sources to be exchanged between Administrations (VHA, VBA and National Cemetery Administration (NCA)).
- Identification of specific information from authoritative sources to be exchanged between and among VA, DoD, and SSA programs.
- Identification of specific DoD clinical and personnel information to be shared with DoD and VA clinical and non-clinical case/management care coordination personnel.
- Ensuring authoritative health and benefits information is available to care/case management/coordination staff in order to provide timely services to Service Members and Veterans.
- Modification of program specific applications to accommodate sharing of new information.

**1.3. Outcome Measures**

| Outcome  | Measurement  |
|--|--|
| Authoritative information is shared electronically with care/case management/coordination programs                                   | <ul style="list-style-type: none"> <li>• Information will be electronically transferred to and among care/case management/coordination staff and programs 100 percent of the time.</li> <li>• 50 percent reduction in the number of times that care/case management/coordination staff need to use manual methods (phone calls, e-mail and fax) in order to obtain information.</li> </ul> |
| Authoritative information is shared electronically in a manner that supports the workflow of care/case management/coordination staff | <ul style="list-style-type: none"> <li>• Care/case management/coordination staff are able to access the specific, authoritative information that they need electronically from external systems without having to master each these external systems or having to contact external staff for assistance in locating the electronic information</li> </ul>                                  |

**1.4. Enterprise Need/Justification**

This request is aligned with the Virtual Lifetime Electronic Record (VLER) initiative. The proposed enhancements will help to meet the President’s goal of achieving an open architecture,

non-proprietary, standards-based approach to exchange of benefits and health care information between VA and DoD. The President's request for the development of seamless health information sharing between DoD and VA and other federal and private providers will be met further through the development of VLER. VLER will provide uniform, comprehensive, and convenient access to benefits and health information as well as streamline information exchange. ISI is included as a VLER Major Initiative project.

The ISI request is consistent with the Eight for Excellence goal to continuously improve the quality and safety of healthcare for Veterans, particularly in those health issues associated with military service, as well as with the Under Secretary's VHA Power of Performance goal to put patient care first.

In 2007, the *President's Commission on Care for America's Returning Wounded Warriors and a Task Force on Returning Global War on Terror Heroes*, recommended VA and DoD develop a system of coordinated case management for Service Members and Veterans. The proposed ISI enhancements would support coordination by providing access to authoritative information.

Lastly, this request supports the Standards of Practice for Case Management of the Case Management Society of America (CMSA). Specifically, the proposed ISI project will support the Standards of Case Management Practice by providing case managers with the comprehensive information they need to perform client assessment, problem/opportunity identification, planning, monitoring, outcomes, and termination of case management services, as well as facilitation, coordination, and collaboration.

## 2. Requirements

### 2.1. Business Needs/Owner Requirements

The activity models developed by the Process Workgroup have been used to organize the requirements provided in the table below. To better understand these requirements, where available, the descriptions of the information exchange categories have also been included in the table. The complete activity models and the ISI Information Exchange Data Matrix are provided in the references section of this document.

See Section 2.3 tables for DoD and SSA business needs and owner requirements

| Business Need (BN)   | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to |
|--|-------------|---|-------------------------------------|-----------|
| VA BN 1: Support VA case/care management/coordination staff information sharing needs to enable screening for medical services |             |   |                                     |           |
|  | VA 1.1      | Provide VA case/care management/coordination staff with DoD information needed to assess Service Member/Veteran medical needs   | R                                   | DoD 1.1   |
|  | VA 1.1.1    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD non-medical service case note information.</li> <li><b>Non-Medical Service Case Notes Description:</b> These case notes provide feedback received on non-medical services provided to a Member/Client. This information may include (but not be limited to) feedback date, point of contact providing</li> </ul> | R                                   | DoD 1.1.1 |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to |
|--------------------|-------------|--|-------------------------------------|-----------|
|                    |             | the feedback, non-medical service information (e.g. type of non-medical medical service, date of non-medical service, location where non-medical service was given), needs information, Member/Client tracking information, recommendations, and whether non-medical service goals are being met.  |                                     |           |
|                    | VA 1.1.2    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical service feedback report information.</li> <li><b>Medical Service Feedback Report Description:</b> This is an aggregated report which outlines the feedback received on medical services provided to a Member/Client. This information may include (but not be limited to) feedback date, point of contact providing the feedback, medical service information (e.g. type of medical service, date of medical service, location where medical service was given), needs information, Member/Client tracking information, and whether medical service goals are being met.</li> </ul> | R                                   | DoD 1.1.2 |
|                    | VA 1.1.3    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical report information.</li> <li><b>Medical Report Description:</b> This includes medical information related to initial report of illness and/or injury. This information may include (but not be limited to) date of injury, nature of injury, and initial treatment.</li> </ul>  | R                                   | DoD 1.1.3 |
|                    | VA 1.1.4    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD additional medical needs information.</li> <li><b>Additional Medical Needs Description:</b> This includes information associated with identifying and collecting additional medical needs of a patient (member/client). This information may include (but not be limited to) type of medical need, medical condition, symptoms, and service provider information (organization providing service, point of contact, date of service).</li> </ul>  | R                                   | DoD 1.1.4 |
|                    | VA 1.1.5    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD referral information.</li> <li><b>Referral Information Description:</b> This</li> </ul>   | R                                   | DoD 1.1.5 |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to   |
|--------------------|-------------|--|-------------------------------------|-------------|
|                    |             | includes information related to a member/client being referred (e.g., self referral and commander) for medical services. This information may include (but not be limited to) member/client personal information, referral date, person who made referral, and reason for referral.  |                                     |             |
|                    | VA 1.1.5.1  | <ul style="list-style-type: none"> <li>Provide the ability to allow the user to save referral information into a directory for later recall and multiple uses (Favorites List).</li> </ul>   | R                                   | DoD 1.1.5.1 |
|                    | VA 1.1.6    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD Service Member/Veteran profile information.</li> <li><b>Service Member/Veteran Profile Description:</b> This includes personal, professional, medical, and pay information related to the processes of administering care coordination, case management, manpower and staffing, human resources, personnel development, benefits, and pay.</li> </ul>   | R                                   | DoD 1.1.6   |
|                    | VA 1.1.7    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical needs profile information.</li> <li><b>Medical Needs Profile Information Description:</b> This includes updated medical needs information associated with a Member/Client. This may include (but not be limited to) medical needs name, organization which is providing the need, date which need was identified, medical team information, personal information (e.g., name, address, phone number), referral information, and start and stop date of service associated with the need.</li> </ul> | R                                   | DoD 1.1.7   |
|                    | VA 1.1.7.1  | <ul style="list-style-type: none"> <li>Provide the ability to allow the user to save medical needs profile information into a directory for later recall and multiple uses (Favorites List).</li> </ul>  | R                                   | DoD 1.1.7.1 |
|                    | VA 1.1.8    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD individual feedback information.</li> <li><b>Individual feedback Description:</b> This includes feedback information about the quality, effectiveness, or other comments or complaints about a medical/non-medical service and staff responsiveness. This</li> </ul>  | R                                   | DoD 1.1.8   |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to               |
|--------------------|-------------|--|-------------------------------------|-------------------------|
|                    |             | information is used to assist in assessing the effectiveness of action items in meeting goals of the Service Member or client.   |                                     |                         |
|                    | VA 1.1.9    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical needs profile update information.</li> <li><b>Medical Needs Profile Update Description:</b> This includes updated medical needs information associated with a Member/Client. This may include (but not be limited to) medical needs name, organization which is providing the need, date which need was identified, medical team information, personal information (e.g., name, address, phone number), referral information, and start and stop date of service associated with the need.</li> </ul>         | R                                   | DoD 1.1.9               |
|                    | VA 1.1.10   | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical screening results information.</li> <li><b>Medical Screening Results Information Description:</b> This includes information associated with medical screening results for a Member/Client. This information may include (but not be limited to) diagnosis, type of medical treatment which should be given, referral information, needs information, medical condition, disposition of referral, and injury/illness information.</li> </ul>   | R                                   | DoD 1.1.10              |
|                    | VA 1.1.11   | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan information.</li> <li><b>Medical Care Plan Information Description:</b> This includes information related to a Service Member or Client medical care plan. This includes (but not be limited to) medical care goals, plans and action items, medical providers, clinical care team information, government and non-government services and resources and notes taken to document warning signs of any conditions (e.g., PTSD, suicidal, and homicidal) which require immediate attention</li> </ul> | R                                   | DoD 1.1.11              |
|                    | VA 1.1.12   | <ul style="list-style-type: none"> <li>Provide VA the ability to electronically receive SSA medical evidence requests.</li> <li><b>Medical Evidence Request Description:</b> This includes a request from SSA for medical</li> </ul>   | R                                   | DoD 1.1.12<br>SSA 1.1.1 |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to               |
|--------------------|-------------|---|-------------------------------------|-------------------------|
|                    |             | information for a Service member or client from other Governmental (e.g., DoD, VBA) and civilian agencies. This information may include (but not be limited to) name of Service Member/client, medical information release authorization, type of records being requested (e.g., history, dated laboratory findings, diagnosis, and treatment), reason for request and return address.  |                                     |                         |
|                    | VA 1.1.13   | <ul style="list-style-type: none"> <li>Provide VA the ability to electronically provide SSA medical evidence from all VA facilities in one consolidated report.</li> <li><b>Medical Evidence Response Description:</b> This includes a response to a request from Social Security Administration for medical evidence for a Service member or client from other Governmental (e.g., DoD, VBA) and civilian agencies. This information may include (but not be limited to) brief demographics, type of records provided (e.g., history, dated laboratory findings, diagnosis, future visits and details of treatment).</li> </ul>  | R                                   | DoD 1.1.13<br>SSA 1.1.2 |
|                    | VA 1.1.14   | <ul style="list-style-type: none"> <li>Provide VA the ability to electronically notify SSA when the release of information request is invalid.</li> <li><b>Invalid Information Release Authorization Request Notification Description:</b> This includes notification to request proper authorization from the requesting agency (e.g., SSA, VBA).</li> </ul>   | R                                   | DoD 1.1.14<br>SSA 1.1.3 |
|                    | VA 1.1.15   | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical service information response information.</li> <li><b>Medical Service Information Response Description:</b> This includes response information related to a request to provide medical service information on a Member/Client. This information may include (but not be limited to) medical information (e.g., clinical information, medical history, medical condition, and medical needs), organization information requesting information, reason why the organization needs the information, response date, and organization providing the information.</li> </ul> | R                                   | DoD 1.1.15              |
|                    | VA 1.2      | Provide VA case/care management/coordination staff with DoD information needed to manage enrollment into medical service programs.  | R                                   | DoD 1.2                 |

| Business Need (BN)  | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to |
|---|-------------|---|-------------------------------------|-----------|
|   | VA 1.2.1    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical service program profile information.</li> <li><b>Medical Service Program Profile Information Description:</b> This includes medical service program information associated with a Member/Client. This information may include (but not be limited to) medical service program name, personal information (e.g., name, address, phone number), and start and end date of medical service program enrollment.</li> </ul>                       | R                                   | DoD 1.2.1 |
|   | VA 1.2.2    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan update information.<sup>2</sup></li> </ul>   | R                                   | DoD 1.2.2 |
|   | VA 1.2.3    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical service program profile update information.</li> <li><b>Medical Service Program Profile Update Information Description:</b> This includes updated medical service program information associated with a Member/Client. This information may include (but not be limited to) medical service program name, personal information (e.g., name, address, phone number), and start and end date of medical service program enrollment.</li> </ul> | R                                   | DoD 1.2.3 |
|   | VA 1.2.4    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical service program enrollment information.</li> <li><b>Medical Service Program Enrollment Information Description:</b> This includes medical service program enrollment information associated with a Member/Client. This may include (but not be limited to) start and end date of medical service program, medical program name, and personal information (e.g., name, address, phone number).</li> </ul>                                     | R                                   | DoD 1.2.4 |
| VA BN 2: Support VA case/care management/coordination staff information sharing needs to enable screening for non-medical services support. |             |   |                                     |           |
|   | VA 2.1      | Provide VA case/care management/coordination staff with DoD information needed to assess non-   | R                                   | DoD 2.1   |

<sup>2</sup> See VA 1.1.10 for Medical Care Plan Description.

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to   |
|--------------------|-------------|--|-------------------------------------|-------------|
|                    |             | medical needs.   |                                     |             |
|                    | VA 2.1.1    | <ul style="list-style-type: none"> <li>Medical Service Feedback Report (see VA 1.1.2)</li> </ul>   | R                                   | DoD 2.1.1   |
|                    | VA 2.1.2    | <ul style="list-style-type: none"> <li>Non-Medical Service Case Notes (see VA 1.1.1)</li> </ul>  | R                                   | DoD 2.1.2   |
|                    | VA 2.1.3    | <ul style="list-style-type: none"> <li>Referral Information (see VA 1.1.5)</li> </ul>  | R                                   | DoD 2.1.3   |
|                    | VA 2.1.4    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD additional non-medical needs information.</li> <li><b>Additional Non-Medical Needs Information Description:</b> This includes information associated with identifying and collecting additional non medical needs of a patient (member/client). This information may include (but not be limited to) type of non-medical need, personal information, and service provider information (organization providing service, point of contact, date of service).</li> </ul>   | R                                   | DoD 2.1.4   |
|                    | VA 2.1.5    | <ul style="list-style-type: none"> <li>Additional Medical Needs Information (see VA 1.1.4)</li> </ul>  | R                                   | DoD 2.1.5   |
|                    | VA 2.1.6    | <ul style="list-style-type: none"> <li>Individual feedback (see VA 1.1.8)</li> </ul>   | R                                   | DoD 2.1.6   |
|                    | VA 2.1.7    | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see VA 1.1.6)</li> </ul>  | R                                   | DoD 2.1.7   |
|                    | VA 2.1.8    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD non-medical needs profile information.</li> <li><b>Non-Medical Needs Profile Information Description:</b> This includes non-medical needs information associated with a Member/Client. This may include (but not be limited to) non-medical needs name, organization which is providing service to meet the need, date which need was identified, non-medical team information, personal information (e.g., name, address, phone number), and start and stop date of service associated with the need.</li> </ul> | R                                   | DoD 2.1.8   |
|                    | VA 2.1.8.1  | <ul style="list-style-type: none"> <li>Provide the ability to allow the user to save non-medical needs profile information into a directory for later recall and multiple uses (Favorites List).</li> </ul>  | R                                   | DoD 2.1.8.1 |
|                    | VA 2.1.9    | <ul style="list-style-type: none"> <li>Provide VA case/care</li> </ul>   | R                                   | DoD         |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to    |
|--------------------|-------------|--|-------------------------------------|--------------|
|                    |             | <p>management/coordination staff the ability to view and import DoD non-medical needs profile update information.</p> <ul style="list-style-type: none"> <li>• <b>Non-Medical Needs Profile Update Information Description:</b> This includes an update to the non-medical needs information associated with a Member/Client. This may include (but not be limited to) changes to organization which is providing the service to satisfy a need, date which need was identified, non-medical team information, personal information (e.g., name, address, phone number), and start and stop date of service associated with the need.</li> </ul>   |                                     | 2.1.9        |
|                    | VA 2.1.10   | <ul style="list-style-type: none"> <li>• Provide VA case/care management/coordination staff the ability to view and import DoD non-medical screening results information.</li> <li>• <b>Non-Medical Screening Results Information Description:</b> This includes updated non-medical needs information associated with a Member/Client. This may include (but not be limited to) type of non-medical treatment which should be given, referral information, needs information, organization which will provide non-medical treatment, disposition of referral, and injury/illness information.</li> </ul>  | R                                   | DoD 2.1.10   |
|                    | VA 2.1.11   | <ul style="list-style-type: none"> <li>• Provide the ability to allow Service Members/Veterans to electronically consent to share their FIRP.</li> </ul>   | R                                   | DoD 2.1.11   |
|                    | VA 2.1.11.1 | <ul style="list-style-type: none"> <li>• Provide VA case/care management/coordination staff the ability to view and import DoD non-medical care plan information.</li> <li>• <b>Non-Medical Care Plan information Description:</b> This includes information related to a Service Member or Client non-medical care plan. This includes (but not be limited to) non-medical care goals, plans and action items, government and non-government services and resources (e.g., education, healthcare, benefits, employment, relocation, counseling) and notes taken to document warning signs of any conditions (e.g., PTSD, suicidal, and homicidal) which require immediate attention.</li> </ul> | R                                   | DoD 2.1.11.1 |
|                    | VA 2.2      | Provide VA case/care management/coordination staff with DoD information needed to manage enrollment into non-medical service programs.   | R                                   | DoD 2.2      |

| Business Need (BN)   | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to |
|--|-------------|--|-------------------------------------|-----------|
|  | VA 2.2.1    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD non-medical service program profile information.</li> <li><b>Non-Medical Service Program Profile Information Description:</b> This includes non-medical service program information associated with a Member/Client. This information may include (but not be limited to) non-medical service program name, personal information (e.g., name, address, phone number), and start and end date of non-medical service program.</li> </ul>                       | R                                   | DoD 2.2.1 |
|  | VA 2.2.2    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD non-medical service profile information program profile update information.</li> <li><b>Non-Medical Service Program Profile Update Description:</b> This includes non-medical service program information associated with a Member/Client. This information may include (but not be limited to) non-medical service program name, personal information (e.g., name, address, phone number), and start and end date of non-medical service program.</li> </ul> | R                                   | DoD 2.2.2 |
|  | VA 2.2.3    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD Non-medical care plan update information.<sup>3</sup></li> </ul>  | R                                   | DoD 2.2.3 |
|  | VA 2.2.4    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD non-medical service program enrollment information.</li> <li><b>Non-Medical Service Program Enrollment Information Description:</b> This includes non-medical service program enrollment information associated with a Member/Client. This may include (but not be limited to) start and end date of non-medical service program, non-medical program name, and personal information (e.g., name, address, and phone number).</li> </ul>                      | R                                   | DoD 2.2.4 |
| VA BN 3: Support VA case/care management/coordination staff information sharing needs to enable care coordination and case management. |             |  |                                     |           |
|  | VA 3.1      | Provide VA case/care management/coordination   | R                                   | DoD 3.1   |

<sup>3</sup> see VA 2.1.22 for non-medical care plan information Description.

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to                  |
|--------------------|-------------|---|-------------------------------------|----------------------------|
|                    |             | staff with DoD and SSA information needed to manage medical services.   |                                     | SSA 2.1                    |
|                    | VA 3.1.1    | <ul style="list-style-type: none"> <li>Medical Report (see VA 1.1.3)</li> </ul>   | R                                   | DoD 3.1.1                  |
|                    | VA 3.1.2    | <ul style="list-style-type: none"> <li>Referral Information (see VA 1.1.5)</li> </ul>   | R                                   | DoD 3.1.2                  |
|                    | VA 3.1.3    | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see VA 1.1.6)</li> </ul>   | R                                   | DoD 3.1.3                  |
|                    | VA 3.1.4    | <ul style="list-style-type: none"> <li>Additional Medical needs Information (see VA 1.1.4)</li> </ul>   | R                                   | DoD 3.1.4                  |
|                    | VA 3.1.5    | <ul style="list-style-type: none"> <li>Individual Feedback (see VA 1.1.8)</li> </ul>  | R                                   | DoD 3.1.5                  |
|                    | VA 3.1.6    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD and SSA medical service information request data.<sup>4</sup></li> </ul>   | R                                   | DoD 3.1.6<br>SSA 2.1.1     |
|                    | VA 3.1.7    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical information on care coordination.</li> <li><b>Medical Information Care Coordination Description:</b> This includes medical information for coordination of care (e.g. enrollment process, transfer from DoD care to VA care, and exchanging information to other service providers) for patients (e.g., wounded, ill, and injured Members/Clients). This information may include medical history, medical service information (e.g., type of medical service and medical service date), and point of contact/organization information providing medical services, inpatient/outpatient status, medical evaluation information, and recommendations on fit for duty.</li> </ul> | R                                   | DoD 3.1.7<br>SSA 2.1.2     |
|                    | VA 3.1.7.1  | <ul style="list-style-type: none"> <li>Provide the ability to allow the user to save medical information on care coordination into a directory for later recall and multiple uses (Favorites List).</li> </ul>  | R                                   | DoD 3.1.7.1<br>SSA 2.1.2.1 |
|                    | VA 3.1.8    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical service enrollment profile information.<sup>5</sup></li> </ul>   | R                                   | DoD 3.1.8                  |

<sup>4</sup> Medical service information request data is not described in the information exchange data matrix but is included in the activity models.

<sup>5</sup> Medical service enrollment profile is not described in the information exchange data matrix but is included in the activity models.

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to              |
|--------------------|-------------|---|-------------------------------------|------------------------|
|                    | VA 3.1.9    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD and SSA medical eligibility notification information.</li> <li><b>Medical Eligibility Notification Description:</b> This is a notification to identify what medical services a Member/Client is eligible or not eligible for. This information may include (but not be limited to) notification date and time, authorization start and stop date, type of medical services Member/Client is eligible for, personal information, and name of organization providing the medical service.</li> </ul> | R                                   | DoD 3.1.9<br>SSA       |
|                    | VA 3.1.10   | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import medical service feedback request information.</li> <li><b>Medical Service Feedback Request Description:</b> This includes a request to provide feedback on medical services provided to a Member/Client. This information may include (but not be limited to) feedback request date and time, point of contact information requesting feedback, reason for providing feedback, point of contact/organization name who should provide feedback.</li> </ul>  | R                                   | DoD 3.1.10             |
|                    | VA 3.1.11   | <ul style="list-style-type: none"> <li>Medical Screening Results Information (see VA 1.1.10)</li> </ul>   | R                                   | DoD 3.1.11             |
|                    | VA 3.2      | Provide VA case/care management/coordination staff with DoD and SSA information needed to manage non-medical services.  | R                                   | DoD 3.2<br>SSA 2.2     |
|                    | VA 3.2.1    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD non-medical service feedback response information.</li> <li><b>Non-Medical Service Feedback Response Description:</b> This includes a response related to request for non-medical service feedback. This information may include (but not be limited to) feedback date, person or point of contact providing feedback, and recommendations and comments.</li> </ul>  | R                                   | DoD 3.2.1              |
|                    | VA 3.2.2    | <ul style="list-style-type: none"> <li>Additional Non-Medical Needs Information (see VA 2.1.4)</li> </ul>   | R                                   | DoD 3.2.2              |
|                    | VA 3.2.3    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD and SSA non-medical service information request data.</li> <li><b>Non-Medical Service Information Request</b></li> </ul>   | R                                   | DoD 3.2.3<br>SSA 2.2.1 |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to              |
|--------------------|-------------|---|-------------------------------------|------------------------|
|                    |             | <p><b>Description:</b> This includes request to provide non-medical service information on a Member/Client. This information may include (but not be limited to) non-medical information (e.g., housing information, educational needs, benefits history, and family support needs), organization information requesting information, reason why the organization needs the information, response date, and organization providing the information.</p>   |                                     |                        |
|                    | VA 3.2.4    | <ul style="list-style-type: none"> <li>• Non-Medical Service Program Enrollment Information (see VA 2.2.4)</li> </ul>   | R                                   | DoD 3.2.4              |
|                    | VA 3.2.5    | <ul style="list-style-type: none"> <li>• Provide VA case/care management/coordination staff the ability to view and import DoD and SSA non-medical eligibility notification information.</li> <li>• <b>Non-Medical Eligibility Notification Description:</b> This is a notification to identify what non-medical services a Member/Client is eligible or not eligible for. This information may include (but not be limited to) notification date and time, authorization start and stop date, type of non-medical services Member/Client is eligible for, personal information, and name of organization providing the non-medical service.</li> </ul> | R                                   | DoD 3.2.5<br>SSA 2.2.2 |
|                    | VA 3.2.6    | <ul style="list-style-type: none"> <li>• Provide VA case/care management/coordination staff the ability to view and import non-medical service feedback request information.</li> <li>• <b>Non-Medical Service Feedback Request Description:</b> This includes a request to provide feedback on non-medical services provided to a Member/Client. This information may include (but not be limited to) feedback request date and time, point of contact information requesting feedback, reason for providing feedback, and point of contact/organization name who should provide feedback.</li> </ul>  | R                                   | DoD 3.2.6              |
|                    | VA 3.2.7    | <ul style="list-style-type: none"> <li>• Provide VA case/care management/coordination staff the ability to view and import DoD non-medical information on care coordination.</li> <li>• <b>Non-Medical Information Care Coordination Description:</b> This includes non-medical information for coordination of care (e.g. enrollment process, transfer from DoD care to VA care, and exchanging information to other service providers) for patients (e.g., wounded,</li> </ul>  | R                                   | DoD 3.2.7<br>SSA 2.2.3 |

| Business Need (BN)  | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to                  |
|---|-------------|--|-------------------------------------|----------------------------|
|   |             | ill, and injured Members/clients). This information may include non-medical history, non-medical service information (e.g. type of non-medical service and non-medical service date), point of contact/organization information providing non-medical services, and recommendations. |                                     |                            |
|   | VA 3.2.7.1  | <ul style="list-style-type: none"> <li>Provide the ability to allow users to save non-medical information care coordination data into a directory for later recall and multiple uses (Favorites List).</li> </ul>  | R                                   | DoD 3.2.7.1<br>SSA 2.2.3.1 |
|   | VA 3.2.8    | <ul style="list-style-type: none"> <li>Non-Medical Screening Results Information (see VA 2.1.10)</li> </ul>  | R                                   | DoD 3.2.8                  |
|   | VA 3.2.9    | <ul style="list-style-type: none"> <li>Non-Medical Service Case Notes (see VA 1.1.1)</li> </ul>  | R                                   | DoD 3.2.9                  |
|   | VA 3.3      | Provide VA case/care management/coordination staff with DoD information needed to manage Service Member Veteran profile.   | R                                   | DoD 3.3                    |
|   | VA 3.3.1    | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see VA 1.1.6)</li> </ul>  | R                                   | DoD 3.3.1                  |
|   | VA 3.3.2    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD Service Member/Veteran profile update information.<sup>6</sup></li> </ul>   | R                                   | DoD 3.3.2                  |
| VA BN 4: Support VA case/care management/coordination staff information sharing needs to enable management of medical services. |             |  |                                     |                            |
|   | VA 4.1      | Provide VA case/care management/coordination staff with DoD information needed to screen for medical services.   | R                                   | DoD 4.1                    |
|   | VA 4.1.1    | <ul style="list-style-type: none"> <li>Non-medical Service Case Notes (see VA 1.1.1)</li> </ul>  | R                                   | DoD 4.1.1                  |
|   | VA 4.1.2    | <ul style="list-style-type: none"> <li>Medical Report (see VA 1.1.3)</li> </ul>  | R                                   | DoD 1.1.3                  |
|   | VA 4.1.3    | <ul style="list-style-type: none"> <li>Referral Information (see VA 1.1.5)</li> </ul>  | R                                   | DoD 4.1.3                  |
|   | VA 4.1.4    | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see VA 1.1.6)</li> </ul>  | R                                   | DoD 4.1.4                  |
|   | VA 4.1.5    | <ul style="list-style-type: none"> <li>Medical Needs Profile Information (see VA 1.1.7)</li> </ul>   | R                                   | DoD 4.1.5                  |
|   | VA 4.1.6    | <ul style="list-style-type: none"> <li>Medical Service Program Profile Information (see VA 1.2.1)</li> </ul>   | R                                   | DoD 4.1.6                  |
|   | VA 4.1.7    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to</li> </ul>  | R                                   | DoD 4.1.7                  |

<sup>6</sup> See description for Service Member/Veteran Profile (1.1.6).

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to  |
|--------------------|-------------|---|-------------------------------------|------------|
|                    |             | <p>view and import DoD medical eligibility profile information.</p> <ul style="list-style-type: none"> <li>• <b>Medical Eligibility Profile Information Description:</b> This includes information associated with eligibility for medical services. This information may include (but not be limited to) type of medical services Member/Client is eligible for, authorization start and stop date, personal information, and name of organization providing the medical service.</li> </ul>   |                                     |            |
|                    | VA 4.1.8    | <ul style="list-style-type: none"> <li>• Provide VA case/care management/coordination staff the ability to view and import DoD medical service profile information.</li> <li>• <b>Medical Service Profile Information Description:</b> This includes information associated with medical services provided to Member/Client. This information may include (but not be limited to) type of medical service provided, authorization start and stop date, recommendations on ability to return to duty, and location of medical treatment/services.</li> </ul>   | R                                   | DoD 4.1.8  |
|                    | VA 4.1.9    | <ul style="list-style-type: none"> <li>• Provide VA case/care management/coordination staff the ability to view and import DoD medical needs profile update information.</li> <li>• <b>Medical Needs Profile Update Information Description:</b> This includes updated medical needs information associated with a Member/Client. This may include (but not be limited to) medical needs name, organization which is providing the need, date which need was identified, medical team information, personal information (e.g. name, address, phone number), referral information, and start and stop date of service associated with the need.</li> </ul> | R                                   | DoD 4.1.9  |
|                    | VA 4.1.10   | <ul style="list-style-type: none"> <li>• Medical Service Program Profile Update Information (see VA 1.2.3)</li> </ul>   | R                                   | DoD 4.1.10 |
|                    | VA 4.1.11   | <ul style="list-style-type: none"> <li>• Medical Service Program Enrollment Information (see VA 1.2.4)</li> </ul>   | R                                   | DoD 4.1.11 |
|                    | VA 4.1.12   | <ul style="list-style-type: none"> <li>• Medical Screening Results Information (see VA 1.1.10)</li> </ul>   | R                                   | DoD 4.1.12 |
|                    | VA 4.2      | Provide VA case/care management/coordination staff with DoD information needed to provide medical treatment.  | R                                   | DoD 4.2    |
|                    | VA 4.2.1    | <ul style="list-style-type: none"> <li>• Medical Eligibility Profile Information (see VA 4.1.7)</li> </ul>  | R                                   | DoD 4.2.1  |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to |
|--------------------|-------------|---|-------------------------------------|-----------|
|                    | VA 4.2.2    | <ul style="list-style-type: none"> <li>Medical Service Profile Information (see VA 4.1.8)</li> </ul>  | R                                   | DoD 4.2.2 |
|                    | VA 4.2.3    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical service feedback profile information.</li> <li><b>Medical Service Feedback Profile Information Description:</b> This includes information associated with providing feedback on medical services. This information may include (but not be limited to) needs information, feedback date, medical service information (e.g., type of medical service, date of medical service, feedback related to the medical service), and personal information.</li> </ul> | R                                   | DoD 4.2.3 |
|                    | VA 4.2.4    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical service feedback information.</li> <li><b>Medical Service Feedback Response Description:</b> This includes a response related to request for medical service feedback. This information may include (but not be limited to) feedback date, person or point of contact providing feedback, and recommendations and comments.</li> </ul>   | R                                   | DoD 4.2.4 |
|                    | VA 4.2.5    | <ul style="list-style-type: none"> <li>Additional Medical Needs Information (see VA 1.1.4)</li> </ul>   | R                                   | DoD 4.2.5 |
|                    | VA 4.2.6    | <ul style="list-style-type: none"> <li>Individual Feedback (see VA 1.1.8)</li> </ul>  | R                                   | DoD 4.2.6 |
|                    | VA 4.2.7    | <ul style="list-style-type: none"> <li>Non-Medical Information Care Coordination (see VA 3.2.7)</li> </ul>  | R                                   | DoD 4.2.7 |
|                    | VA 4.2.8    | <ul style="list-style-type: none"> <li>Medical Eligibility Profile Update Information (see VA 4.1.7)</li> </ul>   | R                                   | DoD 4.2.8 |
|                    | VA 4.2.9    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical service profile update information.</li> <li><b>Medical Service Profile Update Information Description:</b> This includes updated information associated with medical services provided to Member/Client. This information may include (but not be limited to) type of medical service provided, authorization start and stop date, recommendations on ability to return to duty, and location of medical treatment/services.</li> </ul>                     | R                                   | DoD 4.2.9 |

| Business Need (BN)  | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to              |
|---|-------------|---|-------------------------------------|------------------------|
| VA BN 5: Support VA case/care management/coordination staff information sharing needs to enable management of non-medical services. | VA 4.2.10   | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical service feedback update information.</li> <li><b>Medical Service Feedback Profile Update Information Description:</b> This includes updated information associated with providing feedback on medical services. This information may include (but not be limited to) needs information, feedback date, medical service information (e.g., type of medical service, date of medical service, feedback related to the medical service), and personal information.</li> </ul> | R                                   | DoD 4.2.10             |
|   | VA 4.2.11   | <ul style="list-style-type: none"> <li>Medical Eligibility Notification (see VA 3.1.9)</li> </ul>   | R                                   | DoD 4.2.11             |
|   | VA 4.2.12   | <ul style="list-style-type: none"> <li>Medical Service Feedback Request (see VA 3.1.10)</li> </ul>  | R                                   | DoD 4.2.12             |
|   | VA 4.2.13   | <ul style="list-style-type: none"> <li>Medical Service Feedback Report (see VA 1.1.2)</li> </ul>  | R                                   | DoD 4.2.13             |
|   | VA 4.3      | Provide VA case/care management/coordination staff with DoD and SSA information needed to provide medical information for coordination of care.   | R                                   | DoD 4.3<br>SSA 3.1     |
|   | VA 4.3.1    | <ul style="list-style-type: none"> <li>Medical Service Information Request (see VA 3.1.6)</li> </ul>  | R                                   | DoD 4.3.1<br>SSA 3.1.1 |
|   | VA 4.3.2    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD medical service outcomes information.</li> <li><b>Medical Service Outcomes Description:</b> This includes outcomes/results for medical services provided to Service Member or client. This information may include (but not be limited to) date of service, detail description of service received, goals and/or action items related to service.</li> </ul>   | R                                   | DoD 4.3.2              |
|   | VA 4.3.3    | <ul style="list-style-type: none"> <li>Medical Service Feedback Report (see VA 1.1.2)</li> </ul>  | R                                   | DoD 4.3.3              |
|   | VA 4.3.4    | <ul style="list-style-type: none"> <li>Medical Care Plan Information (see VA 1.1.11)</li> </ul>   | R                                   | DoD 4.3.4              |
|   | VA 4.3.5    | <ul style="list-style-type: none"> <li>Medical Information Care Coordination (see VA 3.1.7)</li> </ul>  | R                                   | DoD 4.3.5              |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to  |
|--------------------|-------------|---|-------------------------------------|------------|
|                    | VA 5.1      | Provide VA case/care management/coordination staff with DoD and SSA information needed to screen for non-medical services.  | R                                   | DoD 5.1    |
|                    | VA 5.1.1    | <ul style="list-style-type: none"> <li>Medical Service Feedback Report (see VA 1.1.2)</li> </ul>  | R                                   | DoD 5.1.1  |
|                    | VA 5.1.2    | <ul style="list-style-type: none"> <li>Referral Information (see VA 1.1.5)</li> </ul>   | R                                   | DoD 5.1.2  |
|                    | VA 5.1.3    | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see VA 1.1.6)</li> </ul>   | R                                   | DoD 5.1.3  |
|                    | VA 5.1.4    | <ul style="list-style-type: none"> <li>Non-Medical Needs Profile Information (see VA 2.1.8)</li> </ul>  | R                                   | DoD 5.1.4  |
|                    | VA 5.1.5    | <ul style="list-style-type: none"> <li>Non-Medical Service Program Profile Information (see VA 2.2.1)</li> </ul>  | R                                   | DoD 5.1.5  |
|                    | VA 5.1.6    | <ul style="list-style-type: none"> <li>Non-Medical Needs Profile Update Information (see VA 2.1.9)</li> </ul>   | R                                   | DoD 5.1.6  |
|                    | VA 5.1.7    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD non-medical service profile update information.</li> <li><b>Non-Medical Service Profile Update Information Description:</b> This includes updated information associated with non-medical services provided to Member/Client. This information may include (but not be limited to) type of non-medical service provided, authorization start and stop date, and location of non-medical treatment/services.</li> </ul>   | R                                   | DoD 5.1.7  |
|                    | VA 5.1.8    | <ul style="list-style-type: none"> <li>Non-Medical Service Program Enrollment Information (see VA 2.2.4)</li> </ul>   | R                                   | DoD 5.1.8  |
|                    | VA 5.1.9    | <ul style="list-style-type: none"> <li>Non-Medical Screening Results Information (see VA 2.1.10)</li> </ul>   | R                                   | DoD 5.1.9  |
|                    | VA 5.1.10   | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD non-medical service information response information.</li> <li><b>Non-Medical Service Information Response Description:</b> This includes response information related to a request to provide non medical service information on a Member/Client. This information may include (but not be limited to) non-medical information (e.g., housing information, educational needs, benefits history, and family support needs), organization information requesting information, reason why the organization needs the information, response date, and organization providing the</li> </ul> | R                                   | DoD 5.1.10 |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to              |
|--------------------|-------------|--|-------------------------------------|------------------------|
|                    |             | information.   |                                     |                        |
|                    | VA 5.2      | Provide VA case/care management/coordination staff with DoD and SSA information needed to provide non-medical treatment.   | R                                   | DoD 5.2<br>SSA 4.1     |
|                    | VA 5.2.1    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD and SSA non-medical eligibility profile information.</li> <li><b>Non-Medical Eligibility Profile Information Description:</b> This includes information associated with eligibility for non-medical services. This information may include (but not be limited to) type of non-medical services Member/Client is eligible for, authorization start and stop date, personal information, and name of organization providing the non-medical service Non-Medical Eligibility Profile Information</li> </ul> | R                                   | DoD 5.2.1<br>SSA 4.1.1 |
|                    | VA 5.2.2    | <ul style="list-style-type: none"> <li>Non-Medical Service Profile Information (see VA 2.2.2)</li> </ul>   | R                                   | DoD 5.2.2              |
|                    | VA 5.2.3    | <ul style="list-style-type: none"> <li>Non-medical needs profile information (see VA 2.1.8)</li> </ul>   | R                                   | DoD 5.2.3              |
|                    | VA 5.2.4    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD non-medical service feedback profile information.</li> <li><b>Non-Medical Service Feedback Profile Information Description:</b> This includes information associated with providing feedback on non-medical services. This information may include (but not be limited to) needs information, feedback date, non-medical service information (e.g., type of non-medical service, date of non-medical service, feedback related to the non-medical service), personal information.</li> </ul>              | R                                   | DoD 5.2.4              |
|                    | VA 5.2.5    | <ul style="list-style-type: none"> <li>Non-Medical Service Program Enrollment Information (see VA 2.2.4)</li> </ul>  | R                                   | DoD 5.2.5              |
|                    | VA 5.2.6    | <ul style="list-style-type: none"> <li>Individual Feedback (see VA 1.1.8)</li> </ul>   | R                                   | DoD 5.2.6              |
|                    | VA 5.2.7    | <ul style="list-style-type: none"> <li>Additional Non-Medical Needs Information (see VA 2.1.4)</li> </ul>  | R                                   | DoD 5.2.7              |
|                    | VA 5.2.8    | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Response (see VA 3.2.1)</li> </ul>   | R                                   | DoD 5.2.8              |
|                    | VA 5.2.9    | <ul style="list-style-type: none"> <li>Additional Medical Needs Information (see VA 1.1.4)</li> </ul>  | R                                   | DoD 5.2.9              |
|                    | VA 5.2.10   | <ul style="list-style-type: none"> <li>Medical Information Care Coordination (see</li> </ul>   | R                                   | DoD                    |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to              |
|--------------------|-------------|--|-------------------------------------|------------------------|
|                    |             | VA 3.1.7)  |                                     | 5.2.10<br>SSA<br>4.1.2 |
|                    | VA 5.2.11   | <ul style="list-style-type: none"> <li>Non-Medical Care Information Coordination (see VA 3.2.7)</li> </ul>   | R                                   | DoD<br>5.2.11          |
|                    | VA 5.2.12   | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD and SSA non-medical eligibility profile update information.</li> <li><b>Non-Medical Eligibility Profile Update Information Description:</b> This includes information associated with eligibility for non-medical services. This information may include (but not be limited to) type of non-medical services Member/Client is eligible for, authorization start and stop date, personal information, and name of organization providing the non-medical service.</li> </ul>  | R                                   | DoD<br>5.2.12<br>SSA   |
|                    | VA 5.2.13   | <ul style="list-style-type: none"> <li>Non-Medical Service Profile Update Information (see VA 5.1.7)</li> </ul>  | R                                   | DoD<br>5.2.13          |
|                    | VA 5.2.14   | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD non-medical service feedback profile update information.</li> <li><b>Non-Medical Service Feedback Profile Update Information Description:</b> This includes updated information associated with providing feedback on non-medical services. This information may include (but not be limited to) needs information, feedback date, non-medical service information (e.g. type of non-medical service, date of non-medical service, feedback related to the non-medical service), and personal information.</li> </ul> | R                                   | DoD<br>5.2.14          |
|                    | VA 5.2.15   | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD and SSA non-medical eligibility information.<sup>7</sup></li> </ul>   | R                                   | DoD<br>5.2.15<br>SSA   |
|                    | VA 5.2.16   | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Request (see VA 3.2.6)</li> </ul>  | R                                   | DoD<br>5.2.16          |
|                    | VA 5.2.17   | <ul style="list-style-type: none"> <li>Non-Medical Service Case Notes (see VA 1.1.1)</li> </ul>  | R                                   | DoD<br>5.2.17          |
|                    | VA 5.3      | Provide VA case/care management/coordination staff with DoD and SSA information needed to provide non-medical service information for care   | R                                   | DoD 5.3<br>SSA 4.2     |

<sup>7</sup> Non-medical eligibility information is not described in the information exchange data matrix but is included in the activity models.

| Business Need (BN)  | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to              |
|---|-------------|---|-------------------------------------|------------------------|
|   |             | coordination.   |                                     |                        |
|   | VA 5.3.1    | <ul style="list-style-type: none"> <li>Medical Care Plan Information (see VA 1.1.11)</li> </ul>   | R                                   | DoD 5.3.1              |
|   | VA 5.3.2    | <ul style="list-style-type: none"> <li>Non-Medical Care Plan Information (see VA 2.1.11)</li> </ul>   | R                                   | DoD 5.2.3              |
|   | VA 5.3.3    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD non-medical services outcomes information.</li> <li><b>Non-Medical Services Outcomes Description:</b> This includes outcomes/results for non medical services provided to Service Member or client. This information may include (but not be limited to) date of service, detail description of service received, goals and/or action items related to service.</li> </ul> | R                                   | DoD 5.3.3              |
|   | VA 5.3.4    | <ul style="list-style-type: none"> <li>Provide VA case/care management/coordination staff the ability to view and import DoD non-medical services information request information.<sup>8</sup></li> <li><b>Non-Medical Services Information Request</b>—not described in matrix</li> </ul>  | R                                   | DoD 5.3.4              |
|   | VA 5.3.5    | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Request (see VA 3.2.6)</li> </ul>   | R                                   | DoD 5.3.5              |
|   | VA 5.3.6    | <ul style="list-style-type: none"> <li>Non-Medical Information Care Coordination (see VA 3.2.7)</li> </ul>  | R                                   | DoD 5.3.6<br>SSA 4.2.1 |
| VA BN 6: Support VA case/care management/coordination staff information sharing needs to enable provision of medical treatment. |             |   |                                     |                        |
|   | VA 6.1      | Provide VA case/care management/coordination staff with DoD and SSA information needed to determine eligibility for medical service.  | R                                   | DoD 6.1                |
|   | VA 6.1.1    | <ul style="list-style-type: none"> <li>Medical Screening Results Information (see VA 1.1.10)</li> </ul>   | R                                   | DoD 6.1.1              |
|   | VA 6.1.2    | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see VA 1.1.6)</li> </ul>   | R                                   | DoD 6.1.2              |
|   | VA 6.1.3    | <ul style="list-style-type: none"> <li>Medical Eligibility Profile Information (see VA 4.1.7)</li> </ul>  | R                                   | DoD 6.1.3<br>SSA       |
|   | VA 6.1.4    | <ul style="list-style-type: none"> <li>Medical Needs Profile Information (see VA 1.1.7)</li> </ul>  | R                                   | DoD 6.1.4              |

<sup>8</sup> Non-medical services information request is not described in the information exchange data matrix but is included in the activity models.

| <b>Business Need (BN)</b> | <b>OWNR Number</b>  | <b>Owner Requirement (OWNR)</b>  | <b>Ranking<br/>R=Required<br/>O=Optional</b> | <b>Traces to</b>       |
|---------------------------|---|--|--|------------------------|
|                           | VA 6.1.5  | <ul style="list-style-type: none"> <li>Medical Service Program Profile Information (see VA 1.2.1)</li> </ul>                   | R  | DoD 6.1.5              |
|                           | VA 6.1.6  | <ul style="list-style-type: none"> <li>Medical Service Program Enrollment Information (see VA 1.2.4)</li> </ul>                | R  | DoD 6.1.6              |
|                           | VA 6.1.7  | <ul style="list-style-type: none"> <li>Medical Care Plan Information (see VA 1.1.11)</li> </ul>                                | R  | DoD 6.1.7              |
|                           | VA 6.1.8  | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Update Information (see VA 3.3.2)</li> </ul>             | R  | DoD 6.1.8              |
|                           | VA 6.1.9  | <ul style="list-style-type: none"> <li>Medical Eligibility Profile Update Information (see VA 4.1.7)</li> </ul>                | R  | DoD 6.1.9              |
|                           | VA 6.1.10   | <ul style="list-style-type: none"> <li>Medical Eligibility Notification (see VA 3.1.9)</li> </ul>                              | R  | DoD 6.1.10             |
|                           | VA 6.2  | Provide VA case/care management/coordination staff with DoD and SSA information needed to provide medical service.             | R  | DoD 6.2<br>SSA 5.1     |
|                           | VA 6.2.1  | <ul style="list-style-type: none"> <li>Medical Service Profile Information (see VA 4.1.8)</li> </ul>                           | R  | DoD 6.2.1<br>SSA 5.1.1 |
|                           | VA 6.2.2  | <ul style="list-style-type: none"> <li>Non-Medical Information Care Coordination (see VA 3.2.7)</li> </ul>                     | R  | DoD 6.2.2              |
|                           | VA 6.2.3  | <ul style="list-style-type: none"> <li>Individual Feedback (see VA 1.1.8)</li> </ul>   | R  | DoD 6.2.3              |
|                           | VA 6.2.4  | <ul style="list-style-type: none"> <li>Additional Medical Needs Information (see VA 1.1.4)</li> </ul>                          | R  | DoD 6.2.4              |
|                           | VA 6.2.5  | <ul style="list-style-type: none"> <li>Medical Service Profile Update Information (see VA 4.2.9)</li> </ul>                    | R  | DoD 6.2.5              |
|                           | VA 6.2.6  | <ul style="list-style-type: none"> <li>Medical Service Outcomes (see VA 4.3.2)</li> </ul>                                      | R  | DoD 6.2.6              |
|                           | VA 6.3  | Provide VA case/care management/coordination staff with DoD and SSA information needed to provide feedback on medical service. | R  | DoD 6.3                |
|                           | VA 6.3.1  | <ul style="list-style-type: none"> <li>Medical Service Feedback Profile Information (see VA 4.2.3)</li> </ul>                  | R  | DoD 6.3.1              |
|                           | VA 6.3.2  | <ul style="list-style-type: none"> <li>Medical Service Feedback Response (see VA 4.2.4)</li> </ul>                             | R  | DoD 6.3.2              |
|                           | VA 6.3.3  | <ul style="list-style-type: none"> <li>Medical Service Feedback Profile Update Information (see VA 4.2.10)</li> </ul>          | R  | DoD 6.3.3              |
|                           | VA 6.3.4  | <ul style="list-style-type: none"> <li>Medical Service Feedback Report (see VA 1.1.2)</li> </ul>                               | R  | DoD 6.3.4              |
|                           | VA 6.3.5  | <ul style="list-style-type: none"> <li>Medical Service Feedback Request (see VA 3.1.10)</li> </ul>                             | R  | DoD 6.3.5              |
|                           | VA BN 7: Support VA case/care management/coordination staff information sharing needs to enable |  |  |                        |

| Business Need (BN)                  | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to              |
|-------------------------------------|-------------|---|-------------------------------------|------------------------|
| provision of non-medical treatment. |             |   |                                     |                        |
|                                     | VA 7.1      | Provide VA case/care management/coordination staff with DoD and SSA information needed to determine eligibility for non-medical services. | R                                   | DoD 7.1<br>SSA 6.1     |
|                                     | VA 7.1.1    | <ul style="list-style-type: none"> <li>Non-Medical Screening Results Information (see VA 2.1.10)</li> </ul>                               | R                                   | DoD 7.1.1              |
|                                     | VA 7.1.2    | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see VA 1.1.6)</li> </ul>                               | R                                   | DoD 7.1.2              |
|                                     | VA 7.1.3    | <ul style="list-style-type: none"> <li>Non-Medical Eligibility Profile Information Description (see VA 5.2.1 )</li> </ul>                 | R                                   | DoD 7.1.3<br>SSA 6.1.1 |
|                                     | VA 7.1.4    | <ul style="list-style-type: none"> <li>Non-Medical Needs Profile Information (see VA 2.1.8)</li> </ul>                                    | R                                   | DoD 7.1.4              |
|                                     | VA 7.1.5    | <ul style="list-style-type: none"> <li>Non-Medical Service Program Profile Information (see VA 2.2.1)</li> </ul>                          | R                                   | DoD 7.1.5              |
|                                     | VA 7.1.6    | <ul style="list-style-type: none"> <li>Non-Medical Care Plan (see VA 2.1.11)</li> </ul>   | R                                   | DoD 7.1.6              |
|                                     | VA 7.1.7    | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Update Information (see VA 3.3.2)</li> </ul>                        | R                                   | DoD 7.1.7              |
|                                     | VA 7.1.8    | <ul style="list-style-type: none"> <li>Non-Medical Eligibility Profile Update Information (see VA 5.2.12)</li> </ul>                      | R                                   | DoD 7.1.8              |
|                                     | VA 7.1.9    | <ul style="list-style-type: none"> <li>Non-Medical Eligibility Notification (see VA 3.2.5)</li> </ul>                                     | R                                   | DoD 7.1.9              |
|                                     | VA 7.2      | Provide VA case/care management/coordination staff with DoD and SSA information needed to provide non-medical services.                   | R                                   | DoD 7.2                |
|                                     | VA 7.2.1    | <ul style="list-style-type: none"> <li>Non-Medical Service Profile Information (see VA 2.2.2)</li> </ul>                                  | R                                   | DoD 7.2.1              |
|                                     | VA 7.2.2    | <ul style="list-style-type: none"> <li>Individual Feedback (see VA 1.1.8)</li> </ul>  | R                                   | DoD 7.2.2              |
|                                     | VA 7.2.3    | <ul style="list-style-type: none"> <li>Additional Non-Medical Needs Information (see VA 2.1.4)</li> </ul>                                 | R                                   | DoD 7.2.3              |
|                                     | VA 7.2.4    | <ul style="list-style-type: none"> <li>Medical Information Care Coordination (see VA 3.1.7)</li> </ul>                                    | R                                   | DoD 7.2.4<br>SSA 6.2.1 |
|                                     | VA 7.2.5    | <ul style="list-style-type: none"> <li>Non-Medical Service Profile Update Information (see VA 5.1.7)</li> </ul>                           | R                                   | DoD 7.2.5              |
|                                     | VA 7.2.6    | <ul style="list-style-type: none"> <li>Non-Medical Services Outcomes (see VA 5.3.3)</li> </ul>  | R                                   | DoD 7.2.6              |
|                                     | VA 7.3      | Provide VA case/care management/coordination staff with DoD and SSA information needed to   | R                                   | DoD 7.3                |

| Business Need (BN)   | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to           |
|--|-------------|---|-------------------------------------|---------------------|
|  |             | provide feedback on non-medical services.   |                                     |                     |
|  | VA 7.3.1    | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Profile Information (see VA 5.2.4)</li> </ul>                 | R                                   | DoD 7.3.1           |
|  | VA 7.3.2    | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Response (see VA 3.2.1)</li> </ul>                            | R                                   | DoD 7.3.2           |
|  | VA 7.3.3    | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Profile Update Information (see VA 5.2.14)</li> </ul>         | R                                   | DoD 7.3.3           |
|  | VA 7.3.4    | <ul style="list-style-type: none"> <li>Non-Medical Service Case Notes (see 1.1.1)</li> </ul>                                      | R                                   | DoD 7.3.4           |
|  | VA 7.3.5    | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Request (see VA 3.2.6)</li> </ul>                             | R                                   | DoD 7.3.5           |
| VA BN 8: Allow users to access information from external systems without requiring expertise in the external system. |             |   |                                     |                     |
|  | VA 8.1      | Provide the ability to guide user to the information needed through questions, cues or prompts.                                   | R                                   | DoD 8.1<br>SSA 7.1  |
|  | VA 8.2      | Provide the ability to allow individual users to create an integrated, customizable view of the information.                      | R                                   | DoD 8.2<br>SSA 7.2  |
|  | VA 8.3      | Provide the ability to audit user access to information from external systems.  | R                                   | DoD 8.3<br>SSA 7.3  |
|  | VA 8.4      | Provide the ability to create reports of audit information.   | R                                   | DoD 8.4<br>SSA 7.4  |
|  | VA 8.5      | Provide the ability to notify the requesting organization when the ROI request is needed.   | R                                   | DoD 8.5<br>SSA 7.5  |
|  | VA 8.6      | Provide the ability to notify the requesting organization when the submitted ROI request is invalid.                              | R                                   | DoD 8.6<br>SSA 7.6  |
| VA BN 9: Allow users to create reports of information accessed via ISI.  |             |   |                                     |                     |
|  | VA 9.1      | Provide the ability for users to create ad-hoc reports of individual Service Member/Veteran information accessed from ISI.        | R                                   | DoD 9.1<br>SSA 8.1  |
|  | VA 9.2      | Provide the ability for users to create standard reports of individual Service Member/Veteran information accessed from ISI.      | R                                   | DoD 9.2<br>SSA 8.2  |
|  | VA 9.3      | Provide the ability for users to create ad-hoc reports of aggregate information accessed from ISI.                                | R                                   | DoD 9.3<br>SSA 8.3  |
|  | VA 9.4      | Provide the ability for users to create standard reports of aggregate information accessed from ISI.                              | R                                   | DoD 9.4<br>SSA 8.4  |
| VA BN 10: Comply with Identity Management requirements   |             |   |                                     |                     |
|  | VA 10.1     | Comply with all identity management requirements related to searching, matching, sharing and updating identity trait information. | R                                   | DoD 10.1<br>SSA 9.1 |

## 2.2. Non-Functional Requirements

- Provide the ability to support role-based access.
- The response time from when the user requests information until the information is displayed to the user shall be within six seconds 90 percent of the time and within 10 seconds 99% of the time
- Provide a display to the user indicating that the system is in the process of retrieving the requested information (e.g., an hourglass)
- Provide real-time/near real-time access to information once it has been entered into the native system.
- Restrict exchange of information to the authoritative source. This will require determination of the authoritative source for the information being exchanged.<sup>9</sup>
- Support the DoD/VA/SSA population of users. The number of users is still being determined at this time.
- Provide accurately matched records and functionality to ensure correct Service Member/Veteran identification and selection.
- Provide accurate feedback and messages to users to inform them of complete/incomplete status of data retrieval across systems, if applicable.
- Provide user and technical manuals.
- Provide user and technical training.
- Information from external systems will be displayed to ISI users in a manner that is consistent with their workflow

### 2.2.1. Performance, Capacity, and Availability Requirements

#### 2.2.1.1. Performance

|  |
|--|
| <b>If this is a system modification, how many users does the current system support?</b>   |
| There is no one comprehensive system. Staff from more than a dozen DoD, VA, and SSA programs currently use the existing systems.           |
| <b>How many users will the new system (or system modification) support?</b>  |
| Staff from more than a dozen DoD, VA, and SSA programs will use the modifications.   |
| <b>What is the predicted annual growth in the number of system users?</b>  |
| Growth in the number of staff that will use this system will be dependent upon the number of troops that are engaged in ongoing conflicts. |

#### 2.2.1.1. Capacity

|  |
|--|
| <b>What is the predicted size (average) of a typical business transaction?</b>   |
| Assuming that the care plan would be one of the largest transactions, it is estimated that a range of 342 to 4,200 words will comprise the typical business transaction. |

<sup>9</sup> Within DoD the authoritative source of information is certified. SSA will be determining if it certifies the authoritative source of medical and benefit information. VA does not have a certification process at this time.

|  |
|--|
| <b>What is the predicted number of transactions per hour (day, or other time period)?</b>  |
| It is estimated that there will be at least 500 transactions per hour.   |
| <b>Is the transaction profile expected to change (grow) over time?</b>   |
| The number of transactions will be directly dependent upon the number of patients receiving treatment or benefits from VA DoD, and SSA. Growth in the number of transactions will be dependent upon the number of troops that are engaged in ongoing conflicts |
| <b>What are the dependencies-interactions-interfaces with other systems?</b>   |
| There are a minimum of 17 DoD systems, 16 VA systems, and an SSA system that will be included in the ISI. Additional information about existing systems that support the ISI participating programs is available in Appendix C.                                |

**2.2.1.2. Availability**

|  |
|--|
| <b>Describe when the envisioned system will need to be available (business hours only, weekends, holidays, etc) to support the business.</b> |
| The system must be available for use on a 24/7 basis.  |

**2.3. External System Interface Requirements**

Table of DoD requirements

| <b>Business Need (BN)</b>   | <b>OWNR Number</b> | <b>Owner Requirement (OWNR)</b>   | <b>Ranking<br/>R=Required<br/>O=Optional</b> | <b>Traces to</b>  |
|---|--------------------|---|--|-------------------|
| DoD BN 1: Support DoD case/care management/coordination staff information sharing needs to enable screening for medical services. |                    |   |  |                   |
|   | DoD 1.1            | Provide DoD case/care management/coordination staff with DoD and VA information needed to assess Service Member/Veteran medical needs.  | R  | VA 1.1<br>SSA 1.1 |
|   | DoD 1.1.1          | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical service case notes.</li> <li><b>Non-Medical Service Case Notes Description:</b> These case notes provide feedback received on non-medical services provided to a Member/Client. This information may include (but not be limited to) feedback date, point of contact providing the feedback, non-medical service information (e.g., type of non-medical medical service, date of non-medical service, location where non-medical service was given), needs information, Member/Client tracking information, recommendations, and whether non-medical service goals are being met.</li> </ul> | R  | VA 1.1.1          |
|   | DoD 1.1.2          | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service feedback report information.</li> <li><b>Medical Service Feedback Report</b></li> </ul>  | R  | VA 1.1.2          |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to  |
|--------------------|-------------|--|-------------------------------------|------------|
|                    |             | <p><b>Description:</b> This is an aggregated report which outlines the feedback received on medical services provided to a Member/Client. This information may include (but not be limited to) feedback date, point of contact providing the feedback, medical service information (e.g., type of medical service, date of medical service, location where medical service was given), needs information, Member/Client tracking information, and whether medical service goals are being met.</p>   |                                     |            |
|                    | DoD 1.1.3   | <ul style="list-style-type: none"> <li>• Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical report information.</li> <li>• <b>Medical Report Description:</b> This includes medical information related to initial report of illness and/or injury. This information may include (but not be limited to) date of injury, nature of injury, and initial treatment.</li> </ul>  | R                                   | VA 1.1.3   |
|                    | DoD 1.1.4   | <ul style="list-style-type: none"> <li>• Provide DoD case/care management/coordination staff the ability to view and import DoD and VA additional medical needs information.</li> <li>• <b>Additional Medical Needs Description:</b> This includes information associated with identifying and collecting additional medical needs of a patient (Member/Client). This information may include (but not be limited to) type of medical need, medical condition, symptoms, and service provider information (organization providing service, point of contact, date of service) (found in case notes and plan of care).</li> </ul> | R                                   | VA 1.1.4   |
|                    | DoD 1.1.5   | <ul style="list-style-type: none"> <li>• Provide DoD case/care management/coordination staff the ability to view and import DoD and VA referral information.</li> <li>• <b>Referral Information Description:</b> This includes information related to a member/client being referred (e.g., self-referral and commander) for medical services. This information may include (but not be limited to) member/client personal information, referral date, person who made referral, and reason for referral.</li> </ul>   | R                                   | VA 1.1.5   |
|                    | DoD 1.1.5.1 | <ul style="list-style-type: none"> <li>• Provide the ability to allow the user to save referral information into a directory for later recall and multiple uses (Favorites List).</li> </ul>   | R                                   | VA 1.1.5.1 |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to  |
|--------------------|-------------|--|-------------------------------------|------------|
|                    | DoD 1.1.6   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Service Member/Veteran profile information.</li> <li><b>Service Member/Veteran Profile Description:</b> This includes personal, professional, medical, and pay information related to the processes of administering care coordination, case management, manpower and staffing, human resources, personnel development, benefits, and pay.</li> </ul>   | R                                   | VA 1.1.6   |
|                    | DoD 1.1.7   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import VA and DoD medical needs profile information.</li> <li><b>Medical Needs Profile Information Description:</b> This includes updated medical needs information associated with a Member/Client. This may include (but not be limited to) medical needs name, organization which is providing the need, date which need was identified, medical team information, personal information (e.g., name, address, phone number), referral information, and start and stop date of service associated with the need.</li> </ul> | R                                   | VA 1.1.7   |
|                    | DoD 1.1.7.1 | <ul style="list-style-type: none"> <li>Provide the ability to allow the user to save medical needs profile information into a directory for later recall and multiple uses (Favorites List).</li> </ul>  | R                                   | VA 1.1.7.1 |
|                    | DoD 1.1.8   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA individual feedback information.</li> <li><b>Individual feedback Description:</b> This includes feedback information about the quality, effectiveness, or other comments or complaints about a medical/non-medical service and staff responsiveness. This information is used to assist in assessing the effectiveness of action items in meeting goals of the Service Member or client.</li> </ul>   | R                                   | VA 1.1.8   |
|                    | DoD 1.1.9   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical needs profile update information.</li> <li><b>Medical Needs Profile Update Description:</b> This includes updated medical needs information associated with a Member/Client.</li> </ul>   | R                                   | VA 1.1.9   |

| Business Need (BN) | OWNR Number   | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to                    |
|--------------------|---------------|---|-------------------------------------|------------------------------|
|                    |               | This may include (but not be limited to) medical needs name, organization which is providing the need, date which need was identified, medical team information, personal information (e.g., name, address, phone number), referral information, and start and stop date of service associated with the need.   |                                     |                              |
|                    | DoD<br>1.1.10 | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical screening results information.</li> <li><b>Medical Screening Results Information Description:</b> This includes information associated with medical screening results for a Member/Client. This information may include (but not be limited to) diagnosis, type of medical treatment which should be given, referral information, needs information, medical condition, disposition of referral, and injury/illness information.</li> </ul>  | R                                   | VA<br>1.1.10                 |
|                    | DoD<br>1.1.11 | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical care plan information.</li> <li><b>Medical Care Plan Information Description:</b> This includes information related to a Service Member or Client medical care plan. This includes (but not be limited to) medical care goals, plans and action items, medical providers, clinical care team information, government and non-government services and resources and notes taken to document warning signs of any conditions (e.g., PTSD, suicidal, and homicidal) which require immediate attention.</li> </ul> | R                                   | VA<br>1.1.11                 |
|                    | DoD<br>1.1.12 | <ul style="list-style-type: none"> <li>Provide DoD the ability to electronically receive SSA medical evidence requests.</li> <li><b>Medical Evidence Request Description:</b> This includes a request from Social Security Administration for medical information for a Service Member or Client from other Governmental (e.g., DoD, VBA) and civilian agencies. This information may include (but not be limited to) name of Service member/client, medical information release authorization, type of records being requested (e.g., history, dated laboratory findings, diagnosis, and treatment), reason for request and return address.</li> </ul>     | R                                   | VA<br>1.1.12<br>SSA<br>1.1.2 |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to              |
|--------------------|-------------|---|-------------------------------------|------------------------|
|                    | DoD 1.1.13  | <ul style="list-style-type: none"> <li>Provide DoD the ability to electronically provide SSA medical evidence from all DoD facilities in one consolidated report.</li> <li><b>Medical Evidence Response Description:</b> This includes a response to a request from Social Security Administration for medical evidence for a Service Member or Client from other Governmental (e.g., DoD, VBA) and civilian agencies. This information may include (but not be limited to) brief demographics, type of records provided (e.g., history, dated laboratory findings, diagnosis, future visits and details of treatment).</li> </ul>  | R                                   | VA 1.1.13<br>SSA 1.1.3 |
|                    | DoD 1.1.14  | <ul style="list-style-type: none"> <li>Provide DoD the ability to electronically notify SSA when the release of information request is invalid.</li> <li><b>Invalid Information Release Authorization Request Notification Description:</b> This includes notification to request proper authorization from the requesting agency (e.g., SSA, VBA).</li> </ul>  | R                                   | VA 1.1.14<br>SSA 1.1.3 |
|                    | DoD 1.1.15  | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service information response information.</li> <li><b>Medical Service Information Response Description:</b> This includes response information related to a request to provide medical service information on a Member/Client. This information may include (but not be limited to) medical information (e.g., clinical information, medical history, medical condition, and medical needs), organization information requesting information, reason why the organization needs the information, response date, and organization providing the information.</li> </ul> | R                                   | VA 1.1.15              |
|                    | DoD 1.2     | Provide DoD case/care management/coordination staff with DoD and VA information needed to manage enrollment into medical service programs.  | R                                   | VA 1.2                 |
|                    | DoD 1.2.1   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service program profile information.</li> <li><b>Medical Service Program Profile Information Description:</b> This includes medical service program information associated with a Member/Client. This information may include (but not be limited</li> </ul>   | R                                   | VA 1.2.1               |

| Business Need (BN)  | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to |
|---|-------------|---|-------------------------------------|-----------|
|   |             | to) medical service program name, personal information (e.g., name, address, phone number), and start and end date of medical service program enrollment.   |                                     |           |
|   | DoD 1.2.2   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical care plan update information.<sup>10</sup></li> </ul>  | R                                   | VA 1.2.2  |
|   | DoD 1.2.3   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service program profile update information.</li> <li><b>Medical Service Program Profile Update Information Description:</b> This includes updated medical service program information associated with a Member/Client. This information may include (but not be limited to) medical service program name, personal information (e.g., name, address, phone number), and start and end date of medical service program enrollment.</li> </ul> | R                                   | VA 1.2.3  |
|   | DoD 1.2.4   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service program enrollment information.</li> <li><b>Medical Service Program Enrollment Information Description:</b> This includes medical service program enrollment information associated with a Member/Client. This may include (but not be limited to) start and end date of medical service program, medical program name, and personal information (e.g., name, address, phone number).</li> </ul>                                     | R                                   | VA 1.2.4  |
| DoD BN 2: Support DoD case/care management/coordination staff information sharing needs to enable screening for non-medical services support. |             |   |                                     |           |
|   | DoD 2.1     | Provide DoD case/care management/coordination staff with DoD and VA information needed to assess non-medical needs.   | R                                   | VA 2.1    |
|   | DoD 2.1.1   | <ul style="list-style-type: none"> <li>Medical service feedback report (see DoD 1.1.2)</li> </ul>   | R                                   | VA 2.1.1  |
|   | DoD 2.1.2   | <ul style="list-style-type: none"> <li>Non-medical service case notes (see DoD 1.1.1)</li> </ul>  | R                                   | VA 2.1.2  |
|   | DoD 2.1.3   | <ul style="list-style-type: none"> <li>Referral information (see DoD 1.1.5)</li> </ul>  | R                                   | VA 2.1.3  |

<sup>10</sup> See 1.1.10 Medical Care Plan description

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to  |
|--------------------|-------------|---|-------------------------------------|------------|
|                    | DoD 2.1.4   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA additional non-medical needs information.</li> <li><b>Additional Non-Medical Needs Information Description:</b> This includes information associated with identifying and collecting additional non medical needs of a patient (Member/Client). This information may include (but not be limited to) type of non-medical need, personal information, and service provider information (organization providing service, point of contact, and date of service).</li> </ul>  | R                                   | VA 2.1.4   |
|                    | DoD 2.1.5   | <ul style="list-style-type: none"> <li>Additional Medical Needs Information (see DoD 1.1.4)</li> </ul>  | R                                   | VA 2.1.5   |
|                    | DoD 2.1.6   | <ul style="list-style-type: none"> <li>Individual Feedback (see DoD 1.1.8)</li> </ul>   | R                                   | VA 2.1.6   |
|                    | DoD 2.1.7   | <ul style="list-style-type: none"> <li>Service Member/Veteran profile Information (see DoD 1.1.6)</li> </ul>  | R                                   | VA 2.1.7   |
|                    | DoD 2.1.8   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical needs profile information.</li> <li><b>Non-Medical Needs Profile Information Description:</b> This includes non-medical needs information associated with a Member/Client. This may include (but not be limited to) non-medical needs name, organization which is providing service to meet the need, date which need was identified, non-medical team information, personal information (e.g. name, address, phone number), and start and stop date of service associated with the need.</li> </ul> | R                                   | VA 2.1.8   |
|                    | DoD 2.1.8.1 | <ul style="list-style-type: none"> <li>Provide the ability to allow the user to save non-medical needs profile information into a directory for later recall and multiple uses (Favorites List).</li> </ul>   | R                                   | VA 2.1.8.1 |
|                    | DoD 2.1.9   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and DoD and VA import non-medical needs profile update information.</li> <li><b>Non-Medical Needs Profile Update Information Description:</b> This includes an update to the non-medical needs information associated with a Member/Client. This may include (but not be limited to) changes to</li> </ul>   | R                                   | VA 2.1.9   |

| Business Need (BN) | OWNR Number  | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to   |
|--------------------|--------------|--|-------------------------------------|-------------|
|                    |              | organization which is providing the service to satisfy a need, date which need was identified, non-medical team information, personal information (e.g., name, address, phone number), and start and stop date of service associated with the need.  |                                     |             |
|                    | DoD 2.1.10   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical screening results information.</li> <li><b>Non-Medical Screening Results Information Description:</b> This includes updated non-medical needs information associated with a Member/Client. This may include (but not be limited to) type of non-medical treatment which should be given, referral information, needs information, organization which will provide non-medical treatment, disposition of referral, and injury/illness information.</li> </ul>  | R                                   | VA 2.1.10   |
|                    | DoD 2.1.11   | <ul style="list-style-type: none"> <li>Provide the ability to allow Service Members/Veterans to electronically consent to share their FIRP.</li> <li><b>Non-Medical Care Plan information Description:</b> This includes information related to a Service Member or Client non-medical care plan. This includes (but not be limited to) non-medical care goals, plans and action items, government and non-government services and resources (e.g., education, healthcare, benefits, employment, relocation, counseling) and notes taken to document warning signs of any conditions (e.g., PTSD, suicidal, and homicidal) which require immediate attention.</li> </ul> | R                                   | VA 2.1.11   |
|                    | DoD 2.1.11.1 | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import VA non-medical care plan information.</li> </ul>   | R                                   | VA 2.1.11.1 |
|                    | DoD 2.2      | Provide DoD case/care management/coordination staff with DoD and VA information needed to manage enrollment into non-medical service programs.   | R                                   | VA 2.2      |
|                    | DoD 2.2.1    | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical service program profile information.</li> <li><b>Non-Medical Service Program Profile Information Description:</b> This includes non-medical service program information</li> </ul>  | R                                   | VA 2.2.1    |

| Business Need (BN)   | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to         |
|--|-------------|--|-------------------------------------|-------------------|
|  |             | associated with a Member/Client. This information may include (but not be limited to) non-medical service program name, personal information (e.g., name, address, phone number), and start and end date of non-medical service program.   |                                     |                   |
|  | DoD 2.2.2   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical service profile information program profile update information.</li> <li><b>Non-Medical Service Program Profile Update Description:</b> This includes non-medical service program information associated with a Member/Client. This information may include (but not be limited to) non-medical service program name, personal information (e.g., name, address, phone number), and start and end date of non-medical service program.</li> </ul> | R                                   | VA 2.2.2          |
|  | DoD 2.2.3   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Non-medical care plan update information.<sup>11</sup></li> </ul>   | R                                   | VA 2.2.3          |
|  | DoD 2.2.4   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical service program enrollment information.</li> <li><b>Non-Medical Service Program Enrollment Information Description:</b> This includes non-medical service program enrollment information associated with a Member/Client. This may include (but not be limited to) start and end date of non-medical service program, non-medical program name, and personal information (e.g., name, address, phone number).</li> </ul>                          | R                                   | VA 2.2.4          |
| DoD BN 3: Support DoD case/care management/coordination staff information sharing needs to enable care coordination and case Management. |             |  |                                     |                   |
|  | DoD 3.1     | Provide DoD case/care management/coordination staff with DoD, SSA and VA information needed to manage medical services.  | R                                   | VA 3.1<br>SSA 2.1 |
|  | DoD 3.1.1   | <ul style="list-style-type: none"> <li>Medical Report (see DoD 1.1.3)</li> </ul>   | R                                   | VA 3.1.1          |
|  | DoD 3.1.2   | <ul style="list-style-type: none"> <li>Referral Information (see DoD 1.1.5)</li> </ul>   | R                                   | VA 3.1.2          |
|  | DoD 3.1.3   | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see DoD 1.1.6)</li> </ul>   | R                                   | VA 3.1.3          |

<sup>11</sup> See 2.1.22 for non-medical care plan information Description

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to                 |
|--------------------|-------------|---|-------------------------------------|---------------------------|
|                    | DoD 3.1.4   | <ul style="list-style-type: none"> <li>Additional Medical needs Information (see DoD 1.1.4)</li> </ul>  | R                                   | VA 3.1.4                  |
|                    | DoD 3.1.5   | <ul style="list-style-type: none"> <li>Individual Feedback (see DoD 1.1.8)</li> </ul>   | R                                   | VA 3.1.5                  |
|                    | DoD 3.1.6   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service information request data.<sup>12</sup></li> </ul>  | R                                   | VA 3.1.6<br>SSA 2.1.1     |
|                    | DoD 3.1.7   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical information on care coordination.</li> <li><b>Medical Information Care Coordination Description:</b> This includes medical information for coordination of care (e.g. enrollment process, transfer from DoD care to VA care, and exchanging information to other service providers) for patients (e.g., wounded, ill, and injured Members/Clients). This information may include medical history, medical service information (e.g., type of medical service and medical service date), and point of contact/organization information providing medical services, inpatient/outpatient status, medical evaluation information, and recommendations on fit for duty.</li> </ul> | R                                   | VA 3.1.7<br>SSA 2.1.2     |
|                    | DoD 3.1.7.1 | <ul style="list-style-type: none"> <li>Provide the ability to allow the user to save medical information on care coordination into a directory for later recall and multiple uses (Favorites List).</li> </ul>  | R                                   | VA 3.1.7.1<br>SSA 2.1.2.1 |
|                    | DoD 3.1.8   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service enrollment profile information.<sup>13</sup></li> </ul>  | R                                   | VA 3.1.8                  |
|                    | DoD 3.1.9   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical eligibility notification information.</li> <li><b>Medical Eligibility Notification Description:</b> This is a notification to identify what medical services a Member/Client is eligible or not eligible for. This information may include (but not be limited to) notification date and time, authorization start and stop date, type of medical services Member/Client is eligible</li> </ul>  | R                                   | VA 3.1.9                  |

<sup>12</sup> Medical service information request data is not described in the information exchange data matrix but is included in the activity Models.

<sup>13</sup> Medical service enrollment profile is not described in the information exchange data matrix but is included in the activity models

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to             |
|--------------------|-------------|--|-------------------------------------|-----------------------|
|                    |             | for, personal information, and name of organization providing the medical service.   |                                     |                       |
|                    | DoD 3.1.10  | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service feedback request information.</li> <li><b>Medical Service Feedback Request Description:</b> This includes a request to provide feedback on medical services provided to a Member/Client. This information may include (but not be limited to) feedback request date and time, point of contact information requesting feedback, reason for providing feedback, and point of contact/organization name who should provide feedback.</li> </ul>   | R                                   | VA 3.1.10             |
|                    | DoD 3.1.11  | <ul style="list-style-type: none"> <li>Medical Screening Results Information (see DoD 1.1.10)</li> </ul>   | R                                   | VA 3.1.11             |
|                    | DoD 3.2     | Provide DoD case/care management/coordination staff with DoD, SSA, and VA information needed to manage non-medical services.   | R                                   | VA 3.2<br>SSA 2.2     |
|                    | DoD 3.2.1   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical service feedback response information.</li> <li><b>Non-Medical Service Feedback Response Description:</b> This includes a response related to request for non-medical service feedback. This information may include (but not be limited to) feedback date, person or point of contact providing feedback, and recommendations and comments.</li> </ul>   | R                                   | VA 3.2.1              |
|                    | DoD 3.2.2   | <ul style="list-style-type: none"> <li>Additional Non-Medical Needs Information (see DoD 2.1.4)</li> </ul>   | R                                   | VA 3.2.2              |
|                    | DoD 3.2.3   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD, SSA and VA non-medical service information request data.</li> <li><b>Non-Medical Service Information Request Description:</b> This includes request to provide non-medical service information on a Member/Client. This information may include (but not be limited to) non-medical information (e.g., housing information, educational needs, benefits history, and family support needs), organization information requesting information, reason why the organization needs the information, response date, and organization providing the information.</li> </ul> | R                                   | VA 3.2.3<br>SSA 2.2.1 |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to                 |
|--------------------|-------------|---|-------------------------------------|---------------------------|
|                    | DoD 3.2.4   | <ul style="list-style-type: none"> <li>Non-Medical Service Program Enrollment Information (see DoD 2.2.4)</li> </ul>  | R                                   | VA 3.2.4                  |
|                    | DoD 3.2.5   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical eligibility notification information.</li> <li><b>Non-Medical Eligibility Notification Description:</b> This is a notification to identify what non-medical services a Member/Client is eligible or not eligible for. This information may include (but not be limited to) notification date and time, authorization start and stop date, type of non-medical services Member/Client is eligible for, personal information, and name of organization providing the non-medical service.</li> </ul>   | R                                   | VA 3.2.5<br>SSA 2.2.2     |
|                    | DoD 3.2.6   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical service feedback request information.</li> <li><b>Non-Medical Service Feedback Request Description:</b> This includes a request to provide feedback on non-medical services provided to a Member/Client. This information may include (but not be limited to) feedback request date and time, point of contact information requesting feedback, reason for providing feedback, point of contact/organization name who should provide feedback.</li> </ul>  | R                                   | VA 3.2.6                  |
|                    | DoD 3.2.7   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import VA non-medical service information on care coordination.</li> <li><b>Non-Medical Information Care Coordination Description:</b> This includes non-medical information for coordination of care (e.g. enrollment process, transfer from DoD care to VA care, and exchanging information to other service providers) for patients (e.g., wounded, ill, and injured Members/clients). This information may include non-medical history, non-medical service information (e.g. type of non-medical service and non-medical service date), point of contact/organization information providing non-medical services, and recommendations.</li> </ul> | R                                   | VA 3.2.7<br>SSA 2.2.3     |
|                    | DoD 3.2.7.1 | <ul style="list-style-type: none"> <li>Provide the ability to allow users to save non-medical information care coordination data into a directory for later recall and multiple uses (Favorites List).</li> </ul>   | R                                   | VA 3.2.7.1<br>SSA 2.2.3.1 |

| Business Need (BN)  | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to |
|---|-------------|---|-------------------------------------|-----------|
|   | DoD 3.2.8   | <ul style="list-style-type: none"> <li>Non-Medical Screening Results Information (see DoD 2.1.10)</li> </ul>  | R                                   | VA 3.2.8  |
|   | DoD 3.2.9   | <ul style="list-style-type: none"> <li>Non-Medical Service Case Notes (see DoD 1.1.1)</li> </ul>  | R                                   | VA 3.2.9  |
|   | DoD 3.3     | Provide DoD case/care management/coordination staff with DoD and VA information needed to manage Service Member/Veteran profile.  | R                                   | VA 3.3    |
|   | DoD 3.3.1   | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see DoD 1.1.6)</li> </ul>  | R                                   | VA 3.3.1  |
|   | DoD 3.3.2   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import VA Service Member/Veteran profile update information.<sup>14</sup></li> </ul>   | R                                   | VA 3.3.2  |
| DoD BN 4: Support DoD case/care management/coordination staff information sharing needs to enable management of medical services. |             |   |                                     |           |
|   | DoD 4.1     | Provide DoD case/care management/coordination staff with DoD and VA information needed to screen for medical services.  | R                                   | VA 4.1    |
|   | DoD 4.1.1   | <ul style="list-style-type: none"> <li>Non-medical Service Case Notes (see DoD 1.1.1)</li> </ul>  | R                                   | VA 4.1.1  |
|   | DoD 4.1.2   | <ul style="list-style-type: none"> <li>Medical Report (see DoD 1.1.3)</li> </ul>  | R                                   | VA 4.1.2  |
|   | DoD 4.1.3   | <ul style="list-style-type: none"> <li>Referral Information (see DoD 1.1.5)</li> </ul>  | R                                   | VA 4.1.3  |
|   | DoD 4.1.4   | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see DoD 1.1.6)</li> </ul>  | R                                   | VA 4.1.4  |
|   | DoD 4.1.5   | <ul style="list-style-type: none"> <li>Medical Needs Profile Information (see DoD 1.1.7)</li> </ul>   | R                                   | VA 4.1.5  |
|   | DoD 4.1.6   | <ul style="list-style-type: none"> <li>Medical Service Program Profile Information (see DoD 1.2.1)</li> </ul>   | R                                   | VA 4.1.6  |
|   | DoD 4.1.7   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical eligibility profile information.</li> <li><b>Medical Eligibility Profile Information Description:</b> This includes information associated with eligibility for medical services. This information may include (but not be limited to) type of medical services Member/Client is eligible for, authorization start and stop date, personal information, and name of organization providing the medical service.</li> </ul> | R                                   | VA 4.1.7  |
|   | DoD 4.1.8   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service</li> </ul>   | R                                   | VA 4.1.8  |

<sup>14</sup> See Description for Service Member/Veteran Profile (1.1.6).

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to |
|--------------------|-------------|--|-------------------------------------|-----------|
|                    |             | <p>profile information.</p> <ul style="list-style-type: none"> <li>• <b>Medical Service Profile Information</b><br/><i>Description:</i> This includes information associated with medical services provided to Member/Client. This information may include (but not be limited to) type of medical service provided, authorization start and stop date, recommendations on ability to return to duty, and location of medical treatment/services.</li> </ul>   |                                     |           |
|                    | DoD 4.1.9   | <ul style="list-style-type: none"> <li>• Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical needs profile update information.</li> <li>• <b>Medical Needs Profile Update Information</b><br/><i>Description:</i> This includes updated medical needs information associated with a Member/Client. This may include (but not be limited to) medical needs name, organization which is providing the need, date which need was identified, medical team information, personal information (e.g. name, address, phone number), referral information, and start and stop date of service associated with the need.</li> </ul> | R                                   | VA 4.1.9  |
|                    | DoD 4.1.10  | <ul style="list-style-type: none"> <li>• Medical Service Program Profile Update Information (see DoD 1.2.3)</li> </ul>   | R                                   | VA 4.1.10 |
|                    | DoD 4.1.11  | <ul style="list-style-type: none"> <li>• Medical Service Program Enrollment Information (see DoD 1.2.4)</li> </ul>   | R                                   | VA 4.1.11 |
|                    | DoD 4.1.12  | <ul style="list-style-type: none"> <li>• Medical Screening Results Information (see DoD 1.1.10)</li> </ul>   | R                                   | VA 4.1.12 |
|                    | DoD 4.2     | Provide DoD case/care management/coordination staff with DoD and VA information needed to provide medical treatment.   | R                                   | VA 4.2    |
|                    | DoD 4.2.1   | <ul style="list-style-type: none"> <li>• Medical Eligibility Profile Information (see DoD 4.1.7)</li> </ul>  | R                                   | VA 4.2.1  |
|                    | DoD 4.2.2   | <ul style="list-style-type: none"> <li>• Medical Service Profile Information (see 4.1.8)</li> </ul>  | R                                   | VA 4.2.2  |
|                    | DoD 4.2.3   | <ul style="list-style-type: none"> <li>• Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service feedback information.</li> <li>• <b>Medical Service Feedback Profile Information</b><br/><i>Description:</i> This includes information associated with providing feedback on medical services. This information may include (but not be limited to) needs information, feedback date, medical service information (e.g., type of medical</li> </ul>   | R                                   | VA 4.2.3  |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to |
|--------------------|-------------|---|-------------------------------------|-----------|
|                    |             | service, date of medical service, feedback related to the medical service), personal information.   |                                     |           |
|                    | DoD 4.2.4   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service feedback information.</li> <li><b>Medical Service Feedback Response Description:</b> This includes a response related to request for medical service feedback. This information may include (but not be limited to) feedback date, person or point of contact providing feedback, and recommendations and comments.</li> </ul>   | R                                   | VA 4.2.4  |
|                    | DoD 4.2.5   | <ul style="list-style-type: none"> <li>Additional Medical Needs Information (see DoD 1.1.4)</li> </ul>  | R                                   | VA 4.2.5  |
|                    | DoD 4.2.6   | <ul style="list-style-type: none"> <li>Individual Feedback (see DoD 1.1.8)</li> </ul>   | R                                   | VA 4.2.6  |
|                    | DoD 4.2.7   | <ul style="list-style-type: none"> <li>Non-medical information Care Coordination (see DoD 3.2.7)</li> </ul>   | R                                   | VA 4.2.7  |
|                    | DoD 4.2.8   | <ul style="list-style-type: none"> <li>Medical Eligibility Profile Update Information (see DoD 4.1.7)</li> </ul>  | R                                   | VA 4.2.8  |
|                    | DoD 4.2.9   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service profile update information.</li> <li><b>Medical Service Profile Update Information Description:</b> This includes updated information associated with medical services provided to Member/Client. This information may include (but not be limited to) type of medical service provided, authorization start and stop date, recommendations on ability to return to duty, and location of medical treatment/services.</li> </ul>                               | R                                   | VA 4.2.9  |
|                    | DoD 4.2.10  | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service feedback update information.</li> <li><b>Medical Service Feedback Profile Update Information Description:</b> This includes updated information associated with providing feedback on medical services. This information may include (but not be limited to) needs information, feedback date, medical service information (e.g., type of medical service, date of medical service, feedback related to the medical service), personal information.</li> </ul> | R                                   | VA 4.2.10 |

| Business Need (BN)  | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to             |
|---|-------------|---|-------------------------------------|-----------------------|
|   | DoD 4.2.11  | <ul style="list-style-type: none"> <li>Medical Eligibility Notification (see DoD 3.1.9)</li> </ul>  | R                                   | VA 4.2.11             |
|   | DoD 4.2.12  | <ul style="list-style-type: none"> <li>Medical Service Feedback Request (see DoD 3.1.10)</li> </ul>   | R                                   | VA 4.2.12             |
|   | DoD 4.2.13  | <ul style="list-style-type: none"> <li>Medical Service Feedback Report (see DoD 1.1.2)</li> </ul>   | R                                   | VA 4.2.13             |
|   | DoD 4.3     | Provide DoD case/care management/coordination staff with DoD and VA information needed to provide medical information for coordination of care.   | R                                   | VA 4.3<br>SSA 3.1     |
|   | DoD 4.3.1   | <ul style="list-style-type: none"> <li>Medical Service Information Request (see DoD 3.1.6)</li> </ul>   | R                                   | VA 4.3.1<br>SSA 3.1.1 |
|   | DoD 4.3.2   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA medical service outcomes information.</li> <li><b>Medical Service Outcomes Description:</b> This includes outcomes/results for medical services provided to Service Member or client. This information may include (but not be limited to) date of service, detail description of service received, goals and/or action items related to service.</li> </ul> | R                                   | VA 4.3.2              |
|   | DoD 4.3.3   | <ul style="list-style-type: none"> <li>Medical Service Feedback Report (see DoD 1.1.2)</li> </ul>   | R                                   | VA 4.3.3              |
|   | DoD 4.3.4   | <ul style="list-style-type: none"> <li>Medical Care Plan Information (see DoD 1.1.11)</li> </ul>  | R                                   | VA 4.3.4              |
|   | DoD 4.3.5   | <ul style="list-style-type: none"> <li>Medical Information Care Coordination (see DoD 3.1.7)</li> </ul>   | R                                   | VA 4.3.5              |
| DoD BN 5: Support DoD case/care management/coordination staff information sharing needs to enable management of non-medical services. |             |   |                                     |                       |
|   | DoD 5.1     | Provide DoD case/care management/coordination staff with DoD and VA information needed to screen for non-medical services.  | R                                   | VA 5.1                |
|   | DoD 5.1.1   | <ul style="list-style-type: none"> <li>Medical Service Feedback Report (see DoD 1.1.2)</li> </ul>   | R                                   | VA 5.1.1              |
|   | DoD 5.1.2   | <ul style="list-style-type: none"> <li>Referral Information (see DoD 1.1.5)</li> </ul>  | R                                   | VA 5.1.2              |
|   | DoD 5.1.3   | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see DoD 1.1.6)</li> </ul>  | R                                   | VA 5.1.3              |
|   | DoD 5.1.4   | <ul style="list-style-type: none"> <li>Non-Medical Needs Profile Information (see DoD 2.1.8)</li> </ul>   | R                                   | VA 5.1.4              |
|   | DoD 5.1.5   | <ul style="list-style-type: none"> <li>Non-Medical Service Program Profile Information (see DoD 2.2.1)</li> </ul>   | R                                   | VA 5.1.5              |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to             |
|--------------------|-------------|--|-------------------------------------|-----------------------|
|                    | DoD 5.1.6   | <ul style="list-style-type: none"> <li>Non-Medical Needs Profile Update Information (see DoD 2.1.9)</li> </ul>   | R                                   | VA 5.1.6              |
|                    | DoD 5.1.7   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical service profile update information.</li> <li><b>Non-Medical Service Profile Update Information Description:</b> This includes updated information associated with non-medical services provided to Member/Client. This information may include (but not be limited to) type of non-medical service provided, authorization start and stop date, and location of non-medical treatment/services.</li> </ul>  | R                                   | VA 5.1.7              |
|                    | DoD 5.1.8   | <ul style="list-style-type: none"> <li>Non-Medical Service Program Enrollment Information (see DoD 2.2.4)</li> </ul>   | R                                   | VA 5.1.8              |
|                    | DoD 5.1.9   | <ul style="list-style-type: none"> <li>Non-Medical Screening Results Information (see DoD 2.1.10)</li> </ul>   | R                                   | VA 5.1.9              |
|                    | DoD 5.1.10  | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical service information response information.</li> <li><b>Non-Medical Service Information Response Description:</b> This includes response information related to a request to provide non medical service information on a Member/Client. This information may include (but not be limited to) non-medical information (e.g., housing information, educational needs, benefits history, and family support needs), organization information requesting information, reason why the organization needs the information, response date, and organization providing the information.</li> </ul> | R                                   | VA 5.1.10             |
|                    | DoD 5.2     | Provide DoD case/care management/coordination staff with DoD and VA information needed to provide non-medical treatment.   | R                                   | VA 5.2<br>SSA 4.1     |
|                    | DoD 5.2.1   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical eligibility profile information.</li> <li><b>Non-Medical Eligibility Profile Information Description:</b> This includes information associated with eligibility for non-medical services. This information may include (but not be limited to) type of non-medical services Member/Client is eligible for, authorization start and stop date, personal information, and</li> </ul>  | R                                   | VA 5.2.1<br>SSA 4.1.1 |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to              |
|--------------------|-------------|---|-------------------------------------|------------------------|
|                    |             | name of organization providing the non-medical service.   |                                     |                        |
|                    | DoD 5.2.2   | <ul style="list-style-type: none"> <li>Non-Medical Service Profile Information (see DoD 2.2.2)</li> </ul>   | R                                   | VA 5.2.2               |
|                    | DoD 5.2.3   | <ul style="list-style-type: none"> <li>Non-medical needs profile information (see DoD 2.1.8)</li> </ul>   | R                                   | VA 5.2.3               |
|                    | DoD 5.2.4   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical service feedback profile information.</li> <li><b>Non-Medical Service Feedback Profile Information Description:</b> This includes information associated with providing feedback on non-medical services. This information may include (but not be limited to) needs information, feedback date, non-medical service information (e.g., type of non-medical service, date of non-medical service, feedback related to the non-medical service), personal information.</li> </ul> | R                                   | VA 5.2.4               |
|                    | DoD 5.2.5   | <ul style="list-style-type: none"> <li>Non-Medical Service Program Enrollment Information (see DoD 2.2.4)</li> </ul>  | R                                   | VA 5.2.5               |
|                    | DoD 5.2.6   | <ul style="list-style-type: none"> <li>Individual Feedback (see DoD 1.1.8)</li> </ul>   | R                                   | VA 5.2.6               |
|                    | DoD 5.2.7   | <ul style="list-style-type: none"> <li>Additional Non-Medical Needs Information (see DoD 2.1.4)</li> </ul>  | R                                   | VA 5.2.7               |
|                    | DoD 5.2.8   | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Response (see DoD 3.2.1)</li> </ul>   | R                                   | VA 5.2.8               |
|                    | DoD 5.2.9   | <ul style="list-style-type: none"> <li>Additional Medical Needs Information (see DoD 1.1.4)</li> </ul>  | R                                   | VA 5.2.9               |
|                    | DoD 5.2.10  | <ul style="list-style-type: none"> <li>Medical Information Care Coordination (see DoD 3.1.7)</li> </ul>   | R                                   | VA 5.2.10<br>SSA 4.1.2 |
|                    | DoD 5.2.11  | <ul style="list-style-type: none"> <li>Non-Medical Care Information Coordination (see DoD 3.2.7)</li> </ul>   | R                                   | VA 5.2.11              |
|                    | DoD 5.2.12  | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical eligibility profile update information.</li> <li><b>Non-Medical Eligibility Profile Update Information Description:</b> This includes information associated with eligibility for non-medical services. This information may include (but not be limited to) type of non-medical services Member/Client is eligible for, authorization start and stop date, personal</li> </ul>  | R                                   | VA 5.2.12              |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to         |
|--------------------|-------------|---|-------------------------------------|-------------------|
|                    |             | information, and name of organization providing the non-medical service.  |                                     |                   |
|                    | DoD 5.2.13  | <ul style="list-style-type: none"> <li>Non-Medical Service Profile Update Information (see DoD 5.1.7)</li> </ul>  | R                                   | VA 5.2.13         |
|                    | DoD 5.2.14  | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical service feedback profile update information.</li> <li><b>Non-Medical Service Feedback Profile Update Information Description:</b> This includes updated information associated with providing feedback on non-medical services. This information may include (but not be limited to) needs information, feedback date, non-medical service information (e.g., type of non-medical service, date of non-medical service, feedback related to the non-medical service), personal information.</li> </ul> | R                                   | VA 5.2.14         |
|                    | DoD 5.2.15  | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical eligibility information.<sup>15</sup></li> </ul>   | R                                   | VA 5.2.15         |
|                    | DoD 5.2.16  | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Request (see DoD 3.2.6)</li> </ul>  | R                                   | VA 5.2.16         |
|                    | DoD 5.2.17  | <ul style="list-style-type: none"> <li>Non-Medical Service Case Notes (see DoD 1.1.1)</li> </ul>  | R                                   | VA 5.2.17         |
|                    | DoD 5.3     | Provide DoD case/care management/coordination staff with DoD and VA information needed to provide non-medical service information for care coordination.  | R                                   | VA 5.3<br>SSA 4.2 |
|                    | DoD 5.3.1   | <ul style="list-style-type: none"> <li>Medical Care Plan Information (see DoD 1.1.11)</li> </ul>  | R                                   | VA 5.3.1          |
|                    | DoD 5.3.2   | <ul style="list-style-type: none"> <li>Non-Medical Care Plan Information (see DoD 2.1.11)</li> </ul>  | R                                   | VA 5.3.2          |
|                    | DoD 5.3.3   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical services outcomes information.</li> <li><b>Non-Medical Services Outcomes Description:</b> This includes outcomes/results for non medical services provided to Service Member or client. This information may include (but not be limited to) date of service, detail description of service received, goals and/or action items related to service.</li> </ul>   | R                                   | VA 5.3.3          |

<sup>15</sup> Non-medical eligibility information is not described in the information exchange data matrix but is included in the activity Models

| Business Need (BN)   | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to             |
|--|-------------|---|-------------------------------------|-----------------------|
|  | DoD 5.3.4   | <ul style="list-style-type: none"> <li>Provide DoD case/care management/coordination staff the ability to view and import DoD and VA non-medical services information request information.<sup>16</sup></li> <li><b>Non-Medical Services Information Request</b>—not described in matrix</li> </ul> | R                                   | VA 5.3.4              |
|  | DoD 5.3.5   | <ul style="list-style-type: none"> <li>Non-Medical Services Feedback Request (see DoD 3.3.6)</li> </ul>   | R                                   | VA 5.3.5              |
|  | DoD 5.3.6   | <ul style="list-style-type: none"> <li>Non-Medical Information Care Coordination (see DoD 3.2.7)</li> </ul>   | R                                   | VA 5.3.6<br>SSA 4.2.1 |
| DoD BN 6: Support DoD case/care management/coordination staff information sharing needs to enable provision of medical treatment |             |   |                                     |                       |
|  | DoD 6.1     | Provide DoD case/care management/coordination staff with DoD and VA information needed to determine eligibility for medical service.  | R                                   | VA 6.1                |
|  | DoD 6.1.1   | <ul style="list-style-type: none"> <li>Medical Screening Results Information (see DoD 1.1.10)</li> </ul>  | R                                   | VA 6.1.1              |
|  | DoD 6.1.2   | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see DoD 1.1.6)</li> </ul>  | R                                   | VA 6.1.2              |
|  | DoD 6.1.3   | <ul style="list-style-type: none"> <li>Medical Eligibility Profile Information (see DoD 4.1.7)</li> </ul>   | R                                   | VA 6.1.3              |
|  | DoD 6.1.4   | <ul style="list-style-type: none"> <li>Medical Needs Profile Information (see DoD 1.1.7)</li> </ul>   | R                                   | VA 6.1.4              |
|  | DoD 6.1.5   | <ul style="list-style-type: none"> <li>Medical Service Program Profile Information (see DoD 1.2.1)</li> </ul>   | R                                   | VA 6.1.5              |
|  | DoD 6.1.6   | <ul style="list-style-type: none"> <li>Medical Service Program Enrollment Information (see DoD 1.2.4)</li> </ul>  | R                                   | VA 6.1.6              |
|  | DoD 6.1.7   | <ul style="list-style-type: none"> <li>Medical Care Plan Information (see DoD 1.1.11)</li> </ul>  | R                                   | VA 6.1.7              |
|  | DoD 6.1.8   | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Update Information (see DoD 3.3.2)</li> </ul>   | R                                   | VA 6.1.8              |
|  | DoD 6.1.9   | <ul style="list-style-type: none"> <li>Medical Eligibility Profile Update Information (see DoD 5.2.12)</li> </ul>   | R                                   | VA 6.1.9              |
|  | DoD 6.1.10  | <ul style="list-style-type: none"> <li>Medical Eligibility Notification (see DoD 3.1.9)</li> </ul>  | R                                   | VA 6.1.10             |
|  | DoD 6.2     | Provide DoD case/care management/coordination staff with DoD and VA information needed to provide medical service.  | R                                   | VA 6.2<br>SSA 5.1     |
|  | DoD 6.2.1   | <ul style="list-style-type: none"> <li>Medical Service Profile Information (see DoD 4.1.8)</li> </ul>   | R                                   | VA 6.2.1              |

<sup>16</sup> Non-medical services information is not described in the information exchange data matrix but is included in the activity models

| Business Need (BN)  | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to             |
|---|-------------|---|-------------------------------------|-----------------------|
|   | DoD 6.2.2   | <ul style="list-style-type: none"> <li>Non-Medical Information Care Coordination (see DoD 3.2.7)</li> </ul>                               | R                                   | VA 6.2.2<br>SSA 5.1.1 |
|   | DoD 6.2.3   | <ul style="list-style-type: none"> <li>Individual Feedback (see DoD 1.1.8)</li> </ul>   | R                                   | VA 6.2.3              |
|   | DoD 6.2.4   | <ul style="list-style-type: none"> <li>Additional Medical Needs Information (see DoD 1.1.4)</li> </ul>                                    | R                                   | VA 6.2.4              |
|   | DoD 6.2.5   | <ul style="list-style-type: none"> <li>Medical Service Profile Update Information (see DoD 4.2.9)</li> </ul>                              | R                                   | VA 6.2.5              |
|   | DoD 6.2.6   | <ul style="list-style-type: none"> <li>Medical Service Outcomes (see DoD 4.3.2)</li> </ul>  | R                                   | VA 6.2.6              |
|   | DoD 6.3     | Provide DoD case/care management/coordination staff with DoD and VA information needed to provide feedback on medical service.            | R                                   | VA 6.3                |
|   | DoD 6.3.1   | <ul style="list-style-type: none"> <li>Medical Service Feedback Profile Information (see DoD 4.2.3)</li> </ul>                            | R                                   | VA 6.3.1              |
|   | DoD 6.3.2   | <ul style="list-style-type: none"> <li>Medical Service Feedback Response (see DoD 4.2.4)</li> </ul>                                       | R                                   | VA 6.3.2              |
|   | DoD 6.3.3   | <ul style="list-style-type: none"> <li>Medical Service Feedback Profile Update Information (see DoD 4.2.10)</li> </ul>                    | R                                   | VA 6.3.3              |
|   | DoD 6.3.4   | <ul style="list-style-type: none"> <li>Medical Service Feedback Report (see DoD 1.1.2)</li> </ul>   | R                                   | VA 6.3.4              |
|   | DoD 6.3.5   | <ul style="list-style-type: none"> <li>Medical Service Feedback Request (see DoD 3.1.10)</li> </ul>                                       | R                                   | VA 6.3.5              |
| DoD BN 7: Support DoD case/care management/coordination staff information sharing needs to enable provision of non-medical treatment. |             |   |                                     |                       |
|   | DoD 7.1     | Provide DoD case/care management/coordination staff with DoD and VA information needed to determine eligibility for non-medical services. | R                                   | VA 7.1<br>SSA 6.1     |
|   | DoD 7.1.1   | <ul style="list-style-type: none"> <li>Non-Medical Screening Results Information (see DoD 2.1.10)</li> </ul>                              | R                                   | VA 7.1.1              |
|   | DoD 7.1.2   | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Information (see DoD 1.1.6)</li> </ul>                              | R                                   | VA 7.1.2              |
|   | DoD 7.1.3   | <ul style="list-style-type: none"> <li>Non-Medical Eligibility Profile Information (see DoD 5.2.1)</li> </ul>                             | R                                   | VA 7.1.3<br>SSA 6.1.1 |
|   | DoD 7.1.4   | <ul style="list-style-type: none"> <li>Non-Medical Needs Profile Information (see DoD 2.1.8)</li> </ul>                                   | R                                   | VA 7.1.4              |
|   | DoD 7.1.5   | <ul style="list-style-type: none"> <li>Non-Medical Service Program Profile Information (see DoD 2.2.1)</li> </ul>                         | R                                   | VA 7.1.5              |
|   | DoD 7.1.6   | <ul style="list-style-type: none"> <li>Non-Medical Care Plan (see DoD 2.1.11)</li> </ul>  | R                                   | VA 7.1.6              |
|   | DoD 7.1.7   | <ul style="list-style-type: none"> <li>Service Member/Veteran Profile Update Information (see DoD 3.3.2)</li> </ul>                       | R                                   | VA 7.1.7              |
|   | DoD 7.1.8   | <ul style="list-style-type: none"> <li>Non-Medical Eligibility Profile Update</li> </ul>  | R                                   | VA 7.1.8              |

| Business Need (BN)  | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to             |
|---|-------------|---|-------------------------------------|-----------------------|
|   |             | Information (see DoD 5.2.12)  |                                     |                       |
|   | DoD 7.1.9   | <ul style="list-style-type: none"> <li>Non-Medical Eligibility Notification (see DoD 3.2.5)</li> </ul>                              | R                                   | VA 7.1.9              |
|   | DoD 7.2     | Provide DoD case/care management/coordination staff with DoD and VA information needed to provide non-medical services.             | R                                   | VA 7.2                |
|   | DoD 7.2.1   | <ul style="list-style-type: none"> <li>Non-Medical Service Profile Information (see DoD 2.2.2)</li> </ul>                           | R                                   | VA 7.2.1              |
|   | DoD 7.2.2   | <ul style="list-style-type: none"> <li>Individual Feedback (see DoD 1.1.8)</li> </ul>   | R                                   | VA 7.2.2              |
|   | DoD 7.2.3   | <ul style="list-style-type: none"> <li>Additional Non-Medical Needs Information (see DoD 2.1.4)</li> </ul>                          | R                                   | VA 7.2.3              |
|   | DoD 7.2.4   | <ul style="list-style-type: none"> <li>Medical Information Care Coordination (see DoD 3.1.7)</li> </ul>                             | R                                   | VA 7.2.4<br>SSA 6.2.1 |
|   | DoD 7.2.5   | <ul style="list-style-type: none"> <li>Non-Medical Service Profile Update Information (see DoD 5.1.7)</li> </ul>                    | R                                   | VA 7.2.5              |
|   | DoD 7.2.6   | <ul style="list-style-type: none"> <li>Non-Medical Services Outcomes (see DoD 5.3.3)</li> </ul>                                     | R                                   | VA 7.2.6              |
|   | DoD 7.3     | Provide DoD case/care management/coordination staff with DoD and VA information needed to provide feedback on non-medical services. | R                                   | VA 7.3                |
|   | DoD 7.3.1   | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Profile Information (see DoD 5.2.4)</li> </ul>                  | R                                   | VA 7.3.1              |
|   | DoD 7.3.2   | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Response (see DoD 3.2.1)</li> </ul>                             | R                                   | VA 7.3.2              |
|   | DoD 7.3.3   | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Profile Update Information (see DoD 5.2.14)</li> </ul>          | R                                   | VA 7.3.3              |
|   | DoD 7.3.4   | <ul style="list-style-type: none"> <li>Non-Medical Service case notes (see DoD 1.1.1)</li> </ul>                                    | R                                   | VA 7.3.4              |
|   | DoD 7.3.5   | <ul style="list-style-type: none"> <li>Non-Medical Service Feedback Request (see DoD 3.2.6)</li> </ul>                              | R                                   | VA 7.3.5              |
| DoD BN 8: Allow users to access information from external systems without requiring expertise in the external system. |             |   |                                     |                       |
|   | DoD 8.1     | Provide the ability to guide user to the information needed through questions, cues or prompts.                                     | R                                   | VA 8.1<br>SSA 7.1     |
|   | DoD 8.2     | Provide the ability to allow individual users to create an integrated, customizable view of the information.                        | R                                   | VA 8.2<br>SSA 7.2     |
|   | DoD 8.3     | Provide the ability to audit user access to information from external systems.  | R                                   | VA 8.3<br>SSA 7.3     |
|   | DoD 8.4     | Provide the ability to create reports of audit information.   | R                                   | VA 8.4<br>SSA 7.4     |

| Business Need (BN)   | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to          |
|--|-------------|---|-------------------------------------|--------------------|
|  | DoD 8.5     | Provide the ability to notify the requesting organization when the ROI request is needed.   | R                                   | VA 8.5<br>SSA 7.5  |
|  | DoD 8.6     | Provide the ability to notify the requesting organization when the submitted ROI request is invalid.                              | R                                   | VA 8.6<br>SSA 7.6  |
| DoD BN 9: Allow users to create reports of information accessed via ISI. |             |   |                                     |                    |
|  | DoD 9.1     | Provide the ability for users to create ad-hoc reports of individual Service Member/Veteran information accessed from ISI.        | R                                   | VA 9.1<br>SSA 8.1  |
|  | DoD 9.2     | Provide the ability for users to create standard reports of individual Service Member/Veteran information accessed from ISI.      | R                                   | VA 9.2<br>SSA 8.2  |
|  | DoD 9.3     | Provide the ability for users to create ad-hoc reports of aggregate information accessed from ISI.                                | R                                   | VA 9.3<br>SSA 8.3  |
|  | DoD 9.4     | Provide the ability for users to create standard reports of aggregate information accessed from ISI.                              | R                                   | VA 9.4<br>SSA 8.4  |
| DoD BN 10: Comply with Identity Management requirements                  |             |   |                                     |                    |
|  | DoD 10.1    | Comply with all identity management requirements related to searching, matching, sharing and updating identity trait information. | R                                   | VA 10.1<br>SSA 9.1 |

Table of SSA requirements:

| Business Need (BN)  | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to               |
|---|-------------|---|-------------------------------------|-------------------------|
| SSA BN 1: Support SSA case/care management/coordination staff information sharing needs to enable screening for medical services. |             |   |                                     |                         |
|   | SSA 1.1     | Provide SSA case/care management/coordination staff with DoD and VA information needed to assess Service Member/Veteran medical needs.  | R                                   | VA 1.1<br>DoD 1.1       |
|   | SSA 1.1.1   | <ul style="list-style-type: none"> <li>Provide the ability to enable SSA staff the electronically request medical evidence from DoD and VA.</li> <li><b>Medical Evidence Request Description:</b> This includes a request from Social Security Administration for medical information for a Service member or client from other Governmental (e.g., DoD, VBA) and civilian agencies. This information may include (but not be limited to) name of Service member/client, medical information release authorization, type of records being requested (e.g., history, dated laboratory findings, diagnosis, and treatment), reason for request and return address.</li> </ul> | R                                   | VA 1.1.12<br>DoD 1.1.12 |

| Business Need (BN)   | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to               |
|--|-------------|---|-------------------------------------|-------------------------|
|  | SSA 1.1.2   | <ul style="list-style-type: none"> <li>Provide SSA staff with the ability to electronically receive VA and DoD medical evidence.</li> <li><b>Medical Evidence Response Description:</b> This includes a response to a request from Social Security Administration for medical evidence for a Service member or client from other Governmental (e.g., DoD, VBA) and civilian agencies. This information may include (but not be limited to) brief demographics, type of records provided (e.g., history, dated laboratory findings, diagnosis, future visits and details of treatment).</li> </ul>   | R                                   | VA 1.1.13<br>DoD 1.1.13 |
|  | SSA 1.1.3   | <ul style="list-style-type: none"> <li>Provide SSA with electronic notification when their release of information request is invalid.</li> <li><b>Invalid Information Release Authorization Request Notification Description:</b> This includes notification to request proper authorization from the requesting agency (e.g., SSA, VBA).</li> </ul>  | R                                   | VA 1.1.14<br>DoD 1.1.14 |
| SSA BN 2: Support staff information sharing needs to enable care coordination and case management. |             |   |                                     |                         |
|  | SSA 2.1     | Provide SSA staff with DoD and VA information needed to manage medical services.  | R                                   | VA 3.1<br>DoD 3.1       |
|  | SSA 2.1.1   | <ul style="list-style-type: none"> <li>Provide SSA staff with the ability to view and import VA and DoD medical service information request data.<sup>17</sup></li> </ul>   | R                                   | VA 3.1.6<br>DoD 3.1.6   |
|  | SSA 2.1.2   | <ul style="list-style-type: none"> <li>Provide SSA staff with the ability to view and import VA and DoD medical information on care coordination.</li> <li><b>Medical Information Care Coordination Description:</b> This includes medical information for coordination of care (e.g., enrollment process, transfer from DoD care to VA care, and exchanging information to other service providers) for patients (e.g., wounded, ill, and injured Members/clients). This information may include medical history, medical service information (e.g., type of medical service and medical service date), and point of contact/organization information providing medical services, inpatient/outpatient status, medical evaluation information, and recommendations on fit for duty.</li> </ul> | R                                   | VA 3.1.7<br>DoD 3.1.7   |
|  | SSA         | <ul style="list-style-type: none"> <li>Provide the ability to allow the user to save medical information on care coordination into</li> </ul>   | R                                   | VA                      |

<sup>17</sup> Medical service information request is not described in the information exchange data matrix but is included in the activity models

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to                 |
|--------------------|-------------|--|-------------------------------------|---------------------------|
|                    | 2.1.2.1     | a directory for later recall and multiple uses (Favorites List).   |                                     | 3.1.7.1<br>DoD<br>3.1.7.1 |
|                    | SSA 2.2     | Provide SSA staff with information needed to manage non-medical services.  | R                                   | VA 3.2<br>DoD 3.2         |
|                    | SSA 2.2.1   | <ul style="list-style-type: none"> <li>Provide SSA staff the ability to view and import VA and DoD non-medical service information request data.</li> <li><b>Non-Medical Service Information Request Description:</b> This includes request to provide non-medical service information on a Member/Client. This information may include (but not be limited to) non-medical information (e.g., housing information, educational needs, benefits history, and family support needs), organization information requesting information, reason why the organization needs the information, response date, and organization providing the information.</li> </ul>  | R                                   | VA 3.2.3<br>DoD<br>3.2.3  |
|                    | SSA 2.2.2   | <ul style="list-style-type: none"> <li>Provide VA and DoD case/care management/coordination staff the ability to view and import SSA non-medical eligibility notification information.</li> <li><b>Non-Medical Eligibility Notification Description:</b> This is a notification to identify what non-medical services a Member/Client is eligible or not eligible for. This information may include (but not be limited to) notification date and time, authorization start and stop date, type of non-medical services Member/Client is eligible for, personal information, and name of organization providing the non-medical service.</li> </ul>  | R                                   | VA 3.2.5<br>DoD<br>3.2.5  |
|                    | SSA 2.2.3   | <ul style="list-style-type: none"> <li>Provide SSA staff with the ability to view and import VA and DoD non-medical service care coordination information.</li> <li><b>Non-Medical Information Care Coordination Description:</b> This includes non-medical information for coordination of care (e.g., enrollment process, transfer from DoD care to VA care, and exchanging information to other service providers) for patients (e.g., wounded, ill, and injured Members/clients). This information may include non-medical history, non-medical service information (e.g. type of non-medical service and non-medical service date), point of contact/organization information providing non-medical services, and recommendations.</li> </ul> | R                                   | VA 3.2.7<br>DoD<br>3.2.7  |

| Business Need (BN)   | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to                 |
|--|-------------|---|-------------------------------------|---------------------------|
|  | SSA 2.2.3.1 | <ul style="list-style-type: none"> <li>Provide the ability to allow users to save non-medical information care coordination data into a directory for later recall and multiple uses (Favorites List).</li> </ul>   | R                                   | VA 3.2.7.1<br>DoD 3.2.7.1 |
| SSA BN 3: Support SSA staff information sharing needs to enable management of medical services.  |             |   |                                     |                           |
|  | SSA 3.1     | Provide SSA staff with DoD and VA information needed to provide medical information for coordination of care.   | R                                   | VA 4.3<br>DoD 4.3         |
|  | SSA 3.1.1   | <ul style="list-style-type: none"> <li>Medical Service Information Request (see SSA 2.1.1)</li> </ul>   | R                                   | VA 4.3.1<br>DoD 4.3.1     |
| SSA BN 4: Support DoD and VA case/care management/coordination staff information sharing needs to enable management of non-medical services. |             |   |                                     |                           |
|  | SSA 4.1     | Provide DoD and VA case/care management/coordination staff with SSA information needed to provide non-medical treatment.  | R                                   | VA 5.2                    |
|  | SSA 4.1.1   | <ul style="list-style-type: none"> <li>Provide DoD and VA case/care management/coordination staff the ability to view and import SSA non-medical eligibility profile information.</li> <li><b>Non-Medical Eligibility Profile Information Description:</b> This includes information associated with eligibility for non-medical services. This information may include (but not be limited to) type of non-medical services Member/Client is eligible for, authorization start and stop date, personal information, and name of organization providing the non-medical service.</li> </ul> | R                                   | VA 5.2.1<br>DoD 5.2.1     |
|  | SSA 4.1.2   | <ul style="list-style-type: none"> <li>Medical Information Care Coordination (see SSA 2.1.2)</li> </ul>   | R                                   | VA 5.2.10<br>DoD 5.2.10   |
|  | SSA 4.2     | Provide SSA staff with DoD and VA information needed to provide non-medical service information for care coordination.  | R                                   | VA 5.3<br>DoD 5.3         |
|  | SSA 4.2.1   | <ul style="list-style-type: none"> <li>Non-Medical Information Care Coordination (see SSA 2.1.2)</li> </ul>   | R                                   | VA 5.3.6<br>DoD 5.3.6     |
| SSA BN 5: Support SSA staff information sharing needs to enable VA and DoD to provide medical treatment.                                     |             |   |                                     |                           |
|  | SSA 5.1     | Provide SSA staff with DoD and VA information needed to provide medical service.  | R                                   | VA 6.2<br>DoD 6.2         |
|  | SSA 5.1.1   | <ul style="list-style-type: none"> <li>Non-Medical Information Care Coordination (see SSA 2.1.2)</li> </ul>   | R                                   | VA 6.2.2<br>DoD           |

| Business Need (BN)  | OWNR Number | Owner Requirement (OWNR)  | Ranking<br>R=Required<br>O=Optional | Traces to             |
|---|-------------|---|-------------------------------------|-----------------------|
|   |             |   |                                     | 6.2.2                 |
| SSA BN 6: Support DoD and VA case/care management/coordination staff to enable provision of non-medical treatment.    |             |   |                                     |                       |
|   | SSA 6.1     | Provide VA and DoD case/care management/coordination staff with SSA information needed to determine eligibility for non-medical services. | R                                   | VA 7.1<br>DoD 7.1     |
|   | SSA 6.1.1   | <ul style="list-style-type: none"> <li>Non-Medical Eligibility Profile Information Description (see SSA 4.1.1)</li> </ul>                 | R                                   | VA 7.1.3<br>DoD 7.1.3 |
|   | SSA 6.2     | Provide SSA staff with VA and DoD information needed to provide medical service.  | R                                   | VA 7.2<br>DoD 7.2     |
|   | SSA 6.2.1   | <ul style="list-style-type: none"> <li>Medical Information Care Coordination (see SSA 2.1.2)</li> </ul>                                   | R                                   | VA 7.2.4<br>DoD 7.2.4 |
| SSA BN 7: Allow users to access information from external systems without requiring expertise in the external system. |             |   |                                     |                       |
|   | SSA 7.1     | Provide the ability to guide user to the information needed through questions, cues or prompts.   | R                                   | VA 8.1<br>DoD 8.1     |
|   | SSA 7.2     | Provide the ability to allow individual users to create an integrated, customizable view of the information.                              | R                                   | VA 8.2<br>DoD 8.2     |
|   | SSA 7.3     | Provide the ability to audit user access to information from external systems.  | R                                   | VA 8.3<br>DoD 8.3     |
|   | SSA 7.4     | Provide the ability to create reports of audit information.   | R                                   | VA 8.4<br>DoD 8.4     |
|   | SSA 7.5     | Provide the ability to notify the requesting organization when the ROI request is needed  | R                                   | VA 8.5<br>DoD 8.5     |
|   | SSA 7.6     | Provide the ability to notify the requesting organization when the submitted ROI request is invalid.                                      | R                                   | VA 8.6<br>DoD 8.6     |
| SSA BN 8: Allow users to create reports of information accessed via ISI.  |             |   |                                     |                       |
|   | SSA 8.1     | Provide the ability for users to create ad-hoc reports of individual Service Member/Veteran information accessed from ISI.                | R                                   | VA 9.1<br>DoD 9.1     |
|   | SSA 8.2     | Provide the ability for users to create standard reports of individual Service Member/Veteran information accessed from ISI.              | R                                   | VA 9.2<br>DoD 9.2     |
|   | SSA 8.3     | Provide the ability for users to create ad-hoc reports of aggregate information accessed from ISI.  | R                                   | VA 9.3<br>DoD 9.3     |
|   | SSA 8.4     | Provide the ability for users to create standard reports of aggregate information accessed from ISI.                                      | R                                   | VA 9.4<br>DoD 9.4     |
| SSA 9: Comply with Identity Management requirements   |             |   |                                     |                       |

| Business Need (BN) | OWNR Number | Owner Requirement (OWNR)   | Ranking<br>R=Required<br>O=Optional | Traces to           |
|--------------------|-------------|--|-------------------------------------|---------------------|
|                    | 9.1         | Comply with all identity management requirements related to searching, matching, sharing and updating identity trait information | R                                   | VA 10.1<br>DoD 10.1 |

## 2.4. Related Projects/New Service Requests (NSR)

### ICIB FY09 EHR Interoperability

[20081121](#)

This request addresses three objectives identified by the Interagency Clinical Informatics board (ICIB) to expand sharing of information between VA and DoD clinicians via BHIE to include: (1) the ability to share DoD separation physical examination information, (2) the ability to share DoD social history information, and (3), the ability to provide VA clinicians with all Periodic Health Assessment (PHA) data stored in the DoD EHR.

### Use of Military Service Information to Establish Eligibility

[20070402](#)

Enhancement to ESR to include a Military Service Data Sharing (MSDS) subsystem has been proposed. MSDS will provide VHA with definitive information about Veteran eligibility as well as combat eligibility

## 3. Other Considerations

### 3.1. Alternatives

An alternative would be to develop a single new application that would be used by all case/care management/coordination personnel. This alternative would likely require numerous policy and process changes and would still require electronic information transferred from other systems/applications. It is assumed that the proposed approach will provide the desired functionality sooner than development of a new comprehensive application. Further, each of the participating programs has spent a considerable amount of time customizing existing applications that would likely make future development of one system cost-prohibitive.

An alternative to providing case/care management/coordination personnel with access to each other's care plans would be to develop an aggregated care plan that all staff would use. This alternative would require many process and policy changes, as well as much coordination during the course of case/care management/coordination activities. This approach would provide a benefit to Service Members/Veterans by eliminating duplicate and potentially conflicting goals, plans, and interventions. However, this alternative would also require many policy changes, as well as much coordination during the course of case/care management/coordination activities.

### 3.2. Assumptions

- It is assumed that when enhancements are made to systems included in the ISI project, changes will be made to allow ISI users to continue to access the information that they need.
- It is assumed that when new systems are developed for care/case management/coordination staff, they will be developed in a manner that will allow access via ISI.
- The guidelines relative to copying and pasting information from outside sources will be followed (see VHA Handbook 1907.01 entitled: Health Information Management and Health

Records). If information viewable by clinicians in some other system is unlikely to be available in the future, then summarizing the content in a CPRS progress note or even copying/pasting limited relevant portions, with attribution, is acceptable.

- Agreements will need to be established to allow sharing of information.
- ISI must be compliant with the Identity Management Service

### **3.3. Dependencies**

This enhancement is dependent upon the continued functioning and availability of all of the applications that will contribute to information shared.

### **3.4. Constraints**

The Policy Workgroup analyzed all relevant policies and identified the following broad areas of constraint for this request:

- Medical service law, policy and regulation
- Non-Medical services law, policy and regulation
- Service Member/Veteran profiles, law, policy and regulation

The inventory of policies identified by the Workgroup will need to be taken into consideration as ISI features are being developed. It is the intent of the Policy Workgroup to keep the inventory up to date by modifying existing policies and adding new policies as they are identified.

### **3.5. Business Risks and Mitigation**

The ISI request involves multiple organizations and IT systems operating under different policies and procedures. The complexity of this situation is compounded by the potential for changes occurring during the development and/or implementation processes. The dynamic nature of the underlying systems can result in the development of an IT enhancement that no longer meets the needs of the anticipated users. In order to ensure that the IT solution satisfies identified and potentially changing business requirements, it is essential that the subject matter experts who participated in the original workgroups continue to be engaged in the IT analysis and development processes.

## Appendix A. References

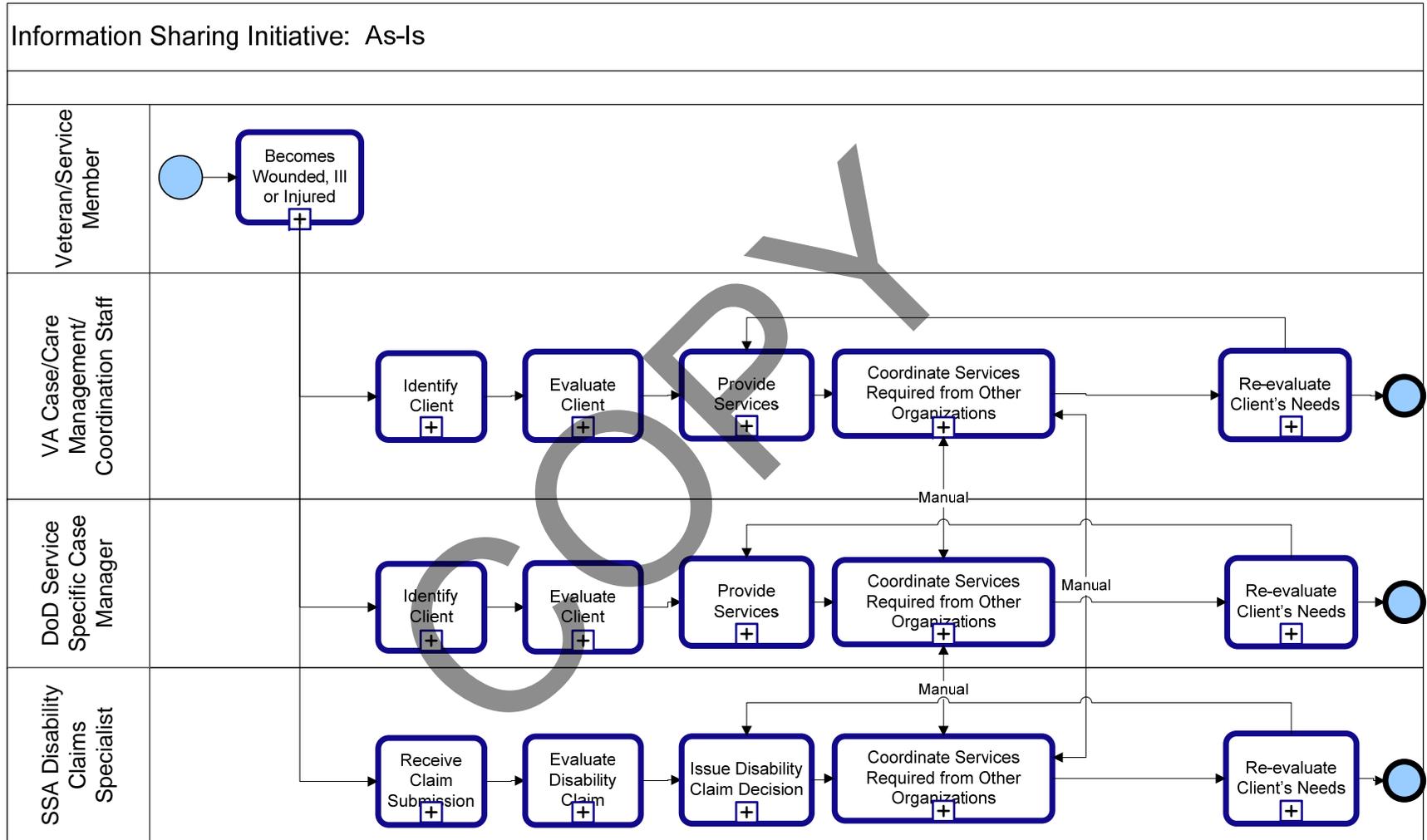
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- Information Sharing Initiative (ISI) NSR. [20100707](#).
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[ISI Data Workgroup](#)
- ISI Policy Workgroup SharePoint Page (requires access to Harmonie to view)  
[ISI Policy Workgroup](#)
- ISI Process Workgroup SharePoint Page (includes data matrix and activity models; requires access to Harmonie to view)  
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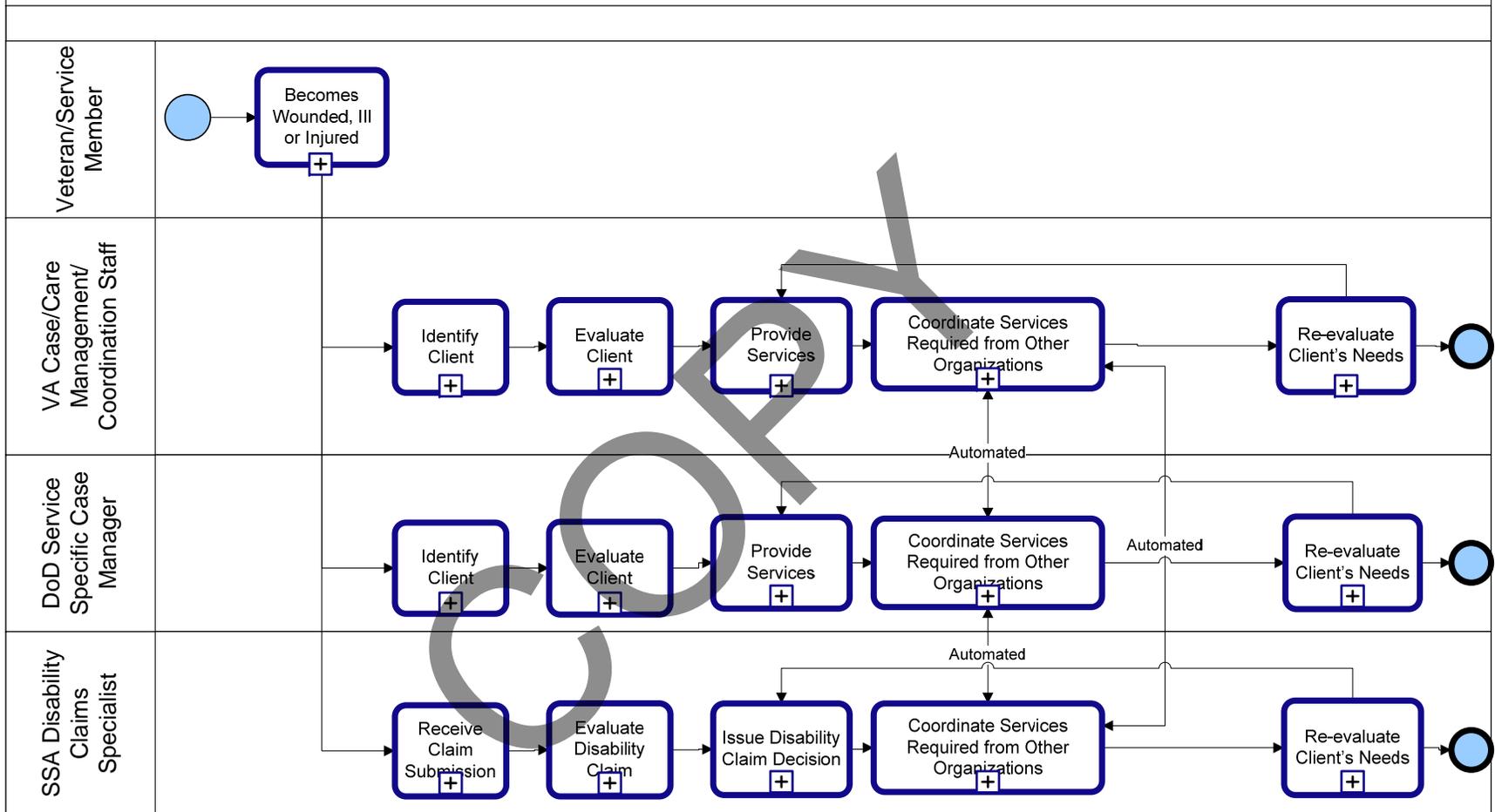
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[http://www.whitehouse.gov/the\\_press\\_office/Remarks-by-the-President-on-Improving-Veterans-Health-Care-4/9/2009](http://www.whitehouse.gov/the_press_office/Remarks-by-the-President-on-Improving-Veterans-Health-Care-4/9/2009)
- Specially Adaptive Housing Program  
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[Veterans Tracking Application \(VTA\)](#)

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# Appendix B. Models



# Information Sharing Initiative: To-Be



## Appendix C. Background

### Background on Care Coordination

The following paragraphs provide an overview of the care coordination programs that will utilize and/or contribute to the ISI. Background information is provided alphabetically by department and by program.

#### Department of Defense

- Air Force Warrior and Survivor Care

Air Force Wounded, Ill, and Injured Service Members (AFW2SM) are identified through Personnel Casualty Reports (PCR) created in the Defense Civilian Intelligence Personnel System (DCIPS). Service Members are self-referred or identified by commanders, primary care managers, and/or medical case managers. Currently these reports are manually reviewed. The Air Force is in the process of developing the Air Force Wounded, Ill, and Injured Care Management System (AFWIICMS); once implemented, casualty reports will be automatically entered into this system.

Treatment of AFW2SM occurs in a variety of locations depending on need, such as Landstuhl Germany, military treatment facilities (MTF) in the United States, VA medical centers (VAMCs) and civilian facilities. AFW2SMs returning from the area of responsibility (AOR) with injuries and/or illnesses are assigned a Family Liaison Officer. If the injury and/or illness is combat-related they are assigned an Air Force Recovery Care Coordinator (AF-RCC) and an Air Force Wounded Warrior Case Manager (AFW2CM). Federal Recovery Coordinators (FRC) are assigned on an as-needed basis to the AFW2SM. The AF-RCC and AFW2CM currently use manual methods and a Microsoft Access database to coordinate the non-medical care plan. Existing manual processes will be automated and new functionality will be provided by the AFWIICMS. AFWIICMS will include demographic and personnel information from the Military Personnel Data System (MILPDS). AFW2CM will use AFWIICMS to accurately account for and manage individual case loads. AFWIICMS will also provide functionality in support of assistance and advocacy for Airmen and their families. Additionally, a future enhancement to AFWIICMS will allow information sharing between AFW2CMs and AF-RCCs. The Wounded Warrior Care and Transition Policy (WWCTP), described later in this section, is implementing Recovery Coordination Program Support Solution (RCP-SS) software to support documentation of comprehensive recovery plans (CRP). Air Force intends to fully integrate AFWIICMS with RCP-SS. Access to AFWIICMS by other personnel will be determined on a case-by-case basis. For example, it may be granted to FRCs if access will improve service to AFW2SM assigned to an FRC. Enhancements to be provided through ISI would enable sharing of information, such as demographic information and case notes, in AFWIICMS with staff outside of the Air Force. ISI will provide AF-RCCs and AFW2CMs access to information from external systems, such as tracking of VA claims processing.

AF-RCC and AFW2 also use manual methods to obtain specific information that they need from DoD electronic record systems (DoD outpatient information is documented in the Armed Forces Health Longitudinal Technology Application (AHLTA), and DoD inpatient information is documented in Essentris)<sup>18</sup> as access is limited to individuals with appropriate clinical credentials. This need for specific clinical information in DoD electronic systems will also be addressed by this ISI request.

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<sup>18</sup> Essentris has not been implemented at all MTFs. Access to an instance of Essentris at one MTF does not grant access to an instance of Essentris at another MTF.

Wounded, ill, or injured (WII) Airmen transition to either civilian status or returning to active duty is facilitated by the Air Force Family Readiness Center (AF&FRC). This transition is documented in the Air Force Family Integrated Results Statistical Tracking (AFFIRST) system. Community Readiness Consultants (CRC) use AFFIRST to document visits to track progress of the transition. AFFIRST access is limited to CRCs, Air Force Reserve and Air National Guard CRCs and AFW2CMs who utilize the system to identify individuals who are designated as wounded, ill, and injured in a combat-related event. AF-RCCs do not have access to AFFIRST; they use manual methods to document and track their visits. There are currently no plans to include AFFIRST in ISI or for CRCs to use ISI functionality.

- Army Wounded Warrior

The U.S. Army Warrior Transition Command (WTC) is responsible for the successful transition of WII Army Service Members and their families either back to the Army or to civilian life as a Veteran. This is accomplished through a comprehensive program of medical care, rehabilitation, professional development and personal goals.

The Army Warrior Care and Transition Program consists of Warrior Transition Units (WTUs) and Community Based Warrior Transition Units (CBWTU) located at Army installations and provide support to WII Service Members expected to require at least six months of rehabilitative care and complex nurse case management. These units operate under a triad model consisting of a primary care manager (physician), nurse case manager (NCM) and squad leaders/platoon sergeant (SL/PSG), coordinating the clinical and non-clinical care of the transitioning WII Army Service Member and their Families. The triad, consisting of Licensed Clinical Social Workers (LCSWs), Occupational Therapists (OT), Physical Therapists (PT), and numerous other multidisciplinary clinicians support the Warrior and his/her family adding to their transition resources.

In some instances, Army Service Members receive care at VA facilities, particularly for injuries requiring polytrauma rehabilitation and treatment of Traumatic Brain Injury (TBI). The Army has Army Liaisons at each of the VA Polytrauma Centers who coordinate with the assigned WTU/CBWTU. The clinical triad members (PCM, NCM, OT, and LCSW) document all clinical care in AHLTA. SL/PSGs utilize the automated Comprehensive Transition Plan (CTP) application to document Army Service Member action plans, and the Military Management Tracking System (MMTS), as well as other locally-developed documentation systems.

The Army Wounded Warrior Program (AW2) serves the most severely WII Army Service Members, Veterans and their Families/caregivers. AW2 Advocates work with WTU and VAMC staff to provide the additional case management needed by severely WII Army Service Members, and their families/caregivers, while they are on duty and as Veterans. Some AW2 Advocates located at VAMCs have access to the Veterans Information System Technology Architecture (VistA)/Computerized Patient Record System (CPRS), but most do not. Those who lack access use manual methods (phone, fax and e-mail) to obtain the information that they need. ISI would provide the Army with authoritative non-clinical and clinical information that they need from VistA/CPRS/SSA and other integrated systems.

The principal IT system currently used by AW2 Advocates to track WII Army Service Members is the Wounded Warrior Accountability System (WWAS). The Army is in the process of developing the Army Warrior Care and Transition System (AWCTS) to replace WWAS. AWCTS will be used by both clinical and non-clinical staff to track Army Service Members throughout the wounded warrior lifecycle. It will include WWAS and MMTS

functionality, as well as authoritative data from multiple Army and non-Army sources such as Defense Enrollment Eligibility Reporting System (DEERS), DCIPS, and Defense Finance and Accounting Service (DFAS). A future enhancement will provide the ability to bi-directionally exchange VA and SSA information with AWCTS. This enhancement would enable smooth processing of relevant benefits and services such as Traumatic Service Group Life Insurance (TSGLI) forms. ISI will enable electronic sharing of information in AWCTS with VA case/care management personnel.

- Defense and Veterans Brain Injury Center

The Defense and Veterans Brain Injury Center (DVBIC) is a multi-site medical care, clinical research and education center. Its mission is to provide research, clinical care and education to Service Members and Veterans with TBI. DVBIC Regional Care Coordinators (DVBIC-RCC) provide care coordination and follow-up to all Service Members and Veterans with a diagnosis of TBI. However, once it has been determined that these severe cases of TBI are receiving care from other programs, such as FRCP, they reduce their involvement to providing additional assistance only when requested.

DVBIC-RCCs utilize monthly extracts of information from inpatient, outpatient and civilian databases, such as the Armed Forces Health Surveillance Center and monthly reports of new unique TBI cases, to identify Service Members and Veterans with a diagnosis of TBI. The DVBIC database includes intake information (demographics, information about the location and severity of injury) extracted from external sources. DVBIC-RCCs collect family and social history information. Follow-up occurs on a three, six, twelve, and 24-month basis, when the DVBIC-RCC collects information on 27 domains. When problems are identified during follow-up, the DVBIC-RCC works to connect the Service Member/Veteran with the appropriate resources and programs.

DVBIC care coordination activities involve collaboration with other care/case management/coordination personnel such as the service-specific RCC, the VA OEF/OIF Case Managers, and FRC. Currently DVBIC-RCC interactions with these other personnel are verbal. ISI would facilitate their work through the ability to view notes and care plans to determine what interactions and plans have already been made.

- Marine Wounded Warrior Regiment

The mission of the Wounded Warrior Regiment (WWR) is to provide and facilitate assistance to WII Marines, Sailors attached to, or in support of, Marine units, and their family members throughout recovery, rehabilitation and reintegration processes. The Marine Corps Wounded Ill and Injured Tracking System (MCWIITS) is used to support management of WII cases. At the time of the incident, DCIPS is used to create the PCR, providing information about the Service Member and the incident itself; subsequently MCWIITS is automatically populated with the PCR information. MCWIITS is used by WWR-RCC to document, store, and/or retrieve information about the incident as well as other incidents; personal, unit and family information; contact history; service organizations; notes; history; CTP, and complete TSGLI forms.

For seriously ill and injured Service Members, WWR-RCCs work with the FRC. FRCs develop the Federal Individual Recovery Plan (FIRP), similar to the CTP, as both are used to document non-clinical goals and objectives for areas such as education, housing, and employment. However, the WWR-RCCs and FRCs do not have electronic access to each other's plans. The proposed ISI project will provide for electronic sharing of information between WWR-RCCs and FRCs.

If the Service Member is discharged, the Marines continue to provide reintegration process support through the call center for Purple Heart recipients and through District Injured Support (DIS) staff. The DIS staff work with VA OEF/OIF Case Managers when reintegration problems are identified; however each documents assessments and services in separate systems. Currently these staff use phone calls, e-mail and face-to-face methods to communicate. Use of these manual methods for sharing of information between WWR staff and other participating programs will be reduced or eliminated through the proposed ISI project.

- Navy Bureau of Medicine and Surgery (BUMED) Clinical Case Management

After stabilization in Landstuhl Germany, 95 percent of WII Sailors and Marines are transferred to either the National Naval Medical Center (NNMC) or Naval Medical Center San Diego; the remainder are transferred to the MTF nearest to their home of record or command. Patient Administration identifies the Service Members who will be transferred through a report they generate using TRAC2ES. This report primarily provides demographic information and information about where the Service Member will be receiving follow-up treatment.

All WII Service Members are assessed for case management services. Navy Clinical Case Managers (NCCM)<sup>19</sup> do not have direct access to TRAC2ES; however, they are provided with a paper copy of the report so that they can use the information to prepare for the arrival of the Service Member. If the Service Member is selected for case management services, all case management documentation, including care plans, is developed and entered into AHLTA along with case management notes. AHLTA is not a case management documentation system. However, to capture case management information a “work around” case management template was developed. Essentris is used for inpatient documentation by NCCMs at MTFs where it has been implemented; otherwise NCCMs use paper records. Case notes entered into Essentris are also entered (via cut and paste) into AHLTA, the official case management record.

Seriously ill and very seriously ill and injured Sailors and Marines (Category II or III,<sup>20</sup> respectively) are assigned to Navy Safe Harbor (NSH) Non-Medical Care Managers (NMCMS)<sup>21</sup> and FRC respectively. NCCM, NSH NMCMS, and FRC collaborate in the development of their required comprehensive care plans. Some NSH NMCMS assigned to an MTF have “read only” access to AHLTA for the facility to which they are assigned. If NSH NMCMS do not have access, NCCMs provide information that they need via fax, phone, and/or email. Similarly, NSH NMCMS have their own internal system for documentation and NCCMs do not have direct access to it. NSH NMCMS use fax, phone, and e-mail to share information with NCCMs.

NCCMs located in MTFs on the west coast and who are case managing Service Members with TBI, Post Traumatic Stress Disorder (PTSD), and other behavioral health and combat-related problems use the Care Management Registry (CMR), in addition to documenting information in AHLTA. CMR pulls information from a variety of sources such as DEERS, as well as demographic information and diagnoses from other systems. Information in the CMR cannot be accessed through AHLTA.

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<sup>19</sup> All NNMC are either registered nurses or social workers.

<sup>20</sup> Category I Service Members will return to duty in 180 days, category II are likely to return to duty in 180 days and category III are not likely to return to duty.

<sup>21</sup> Other services refer to these individuals as recovery care coordinators.

In some instances, particularly for rehabilitation and treatment of TBI, Navy and Marine WII Service Members receive care at VA facilities. Patient transfers to the VA are coordinated with the VA Liaison in conjunction with the Case Manager and FRC and/or NSH NCCM. They prepare the admission package to be forwarded to the VA for admission acceptance, forward the package to Medical Management Service Organization (MMSO)<sup>22</sup> to obtain the authorization number, arrange a physician-to-physician conference to obtain the receiving physician's admission approval and prepare for a smooth transfer. VA Liaisons have the ability to view information in AHLTA for the site to which they are assigned; otherwise the NCCM coordinates the transfer with a VA Liaison via phone, fax, and e-mail.

When the Service Member returns from receiving treatment at a VA facility, the NCCM requires the admission note, discharge summary, information about consults with specialists, and key progress notes documented in VistA/CPRS. NCCMs do not have direct access to this information in VistA/CPRS and are often unable to obtain this information directly from the Bidirectional Health Information Exchange (BHIE) due to connectivity problems, the specific information needed is not available in BHIE, or the fact that the discharge summary may not have been dictated yet. As a result, NCCMs report that they spend a considerable amount of time obtaining the name and phone number of the appropriate physician to contact. Contributing to the complexity of gaining access to information in VistA/CPRS is the VA facility requirement that patients complete a release of information (ROI) authorization (VA Form 10-5345) before they will share the VA record with the NCCM. Most of these records are provided to the NCCM via fax. If it is determined that this information needs to be part of the Navy electronic health record, the information will be scanned into AHLTA, and a hard copy of the VA record will also be retained. Information sharing through the proposed ISI project will reduce or eliminate the manual methods currently used.

Emergency treatment or specialty care not provided in the MTF will require service members to seek care in network/community based hospitals. These admissions are coordinated by Managed Care Support Contractors (MCSC) through TRICARE.<sup>23</sup> The MCSC Case Manager is the primary point of contact and forwards medical updates via phone or fax to the NCCM. The NCCM manually inputs information provided by the MCSC Case Manager into AHLTA.

- Navy Safe Harbor

NSH is the Navy's lead organization for coordinating the non-medical care of WII Sailors, Coast Guardsmen, and their family members. Navy BUMED provides clinical case management for Sailors and Marines. NMCCMs coordinate support services provided by existing programs to meet WII Sailor and family-specific situations and needs. In most cases, Service Members will not require services beyond pay/personnel support. However, with case complications or unique needs, individually tailored non-medical care management is provided to assist the Service Member and the family through recovery, rehabilitation, and return to duty or reintegration into their community.

Most referrals are identified through a myriad of sources including PCR, Wounded Warrior Resource Center (WWRC), Navy Chaplain Corps, NCCM, by NMCCMs located at DoD MTFs and VA polytrauma centers. Service Members can also self-refer for assistance and services. Those who meet enrollment criteria are provided with a CRP plan and services for life. However, NSH will assist any Service Member who does not meet enrollment criteria.

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<sup>22</sup> Used by DoD in the administration of TRICARE benefits. TRICARE is a health program that provides civilian health benefits to military personnel, their dependents, and some component of the Reserve

<sup>23</sup> TRICARE is a health program that provides civilian health benefits to military personnel, their dependents, and some component of the Reserve.

NCCMs utilize the web-based Navy Non-Medical Care Management System (NNMCMS) to capture and document relevant information about a case such as demographics, key medical problems, services provided and the CRP. Some NMCMS are also RCCs who have the responsibility for overseeing the development of CRPs and assisting other NMCMS when needed.

Most NMCCMs use manual methods to obtain the information that they need to perform care management activities and then manually enter the information into NNMCMS. NSH indicates that they need access to DoD active duty and reserve, Coast Guard, and VA IT systems. Specifically they report the need for information from both the DoD and VHA electronic health records (EHR), DoD, Coast Guard and VA personnel, readiness disability and pay systems, FRCP information, and the Veterans Benefits Administration (VBA) pay and benefits system. A more integrated view (with NNMCMS or any potential future product that replaces NNMCMS) would provide more comprehensive information about the cases, potentially eliminating much of the manual data gathering and input.

- **Wounded Warrior Care and Transition Policy**

The Office of Wounded Warrior Care and Transition Policy (WWCTP) establishes policy, assigns responsibilities, and prescribes uniform guidelines, procedures, and standards for improvement of the care management, and transition of recovering Service Members across Military Departments. While it provides oversight for the service-specific wounded warrior programs, each service establishes its program own mission. Specifically, WWCTP oversees a variety of programs and initiatives for the Office of the Secretary of Defense, including the Recovery Coordination Program (RCP), the Disability Evaluation System (DES), and the Transition Assistance Program (TAP). It also coordinates regulations and guidelines around policy, services, and benefits with VA and other federal agencies and non-governmental organizations as required.

WWCTP provides guidance to RCCs who are employed by each of the Services. RCCs within each Service provide non-medical support to service members and their families during recovery, rehabilitation and reintegration through the development and implementation of a CRP that incorporates key education, employment and life goals. To ensure that recovering Service Members successfully complete goals identified in the CRP, WWCTP recently introduced the RCP-SS software. This web-based case management tool eliminates duplicative, hand-written paperwork and has the capability to interface with other systems already in use across the Military Services, such as DEERS,. RCCs, as well as RCP Program Managers and Wounded Warrior Program leadership, will use the RCP-SS to streamline documentation of non-medical case management and reporting for recovering Service Members across all branches of the Military. ISI would enable sharing of information about non-medical needs found in RCP-SS.

### **Social Security Administration**

SSA directly administers four major programs enacted through the Social Security Act:

- Old age Insurance (Retirement)
- Survivor's Insurance
- Social Security Disability Insurance (SSDI) &
- Supplemental Security Income (SSI)

SSA has two disability programs:

- The [Social Security Disability](#) Insurance program (sometimes referred to as SSDI) pays benefits to an individual and certain family members if he or she worked long enough and paid Social Security taxes.
- The [Supplemental Security Income](#) program pays benefits to disabled adults and [children](#) who have limited income and resources.

SSA expedites the processing of disability claims filed by wounded warriors. The expedited process is used for military service members who become disabled while on active military duty on or after October 1, 2001, regardless of where the disability occurs. Once identified as a wounded warrior case, the claim is given high priority throughout the determination process.

SSA requires non-medical (e.g. compensation and pension benefit information) and medical information from DoD and VA to administer various programs. SSA has bi-lateral data exchange agreements with DoD and VA to provide each agency with the non-medical information it needs, for example, social security numbers (SSN) for verifications purposes and income and death information to determine eligibility for benefits. These exchanges do not apply only to disability claims but may pertain to determining eligibility for SSI, survivor benefits, or Medicare Savings Program.

To make a medical determination on disability claims, SSA requests medical evidence from VA, DoD, and other medical sources identified by the individual. SSA's ultimate goal is to obtain medical evidence promptly to make a comprehensive and expedient disability determination. VA provides SSA with a standard summary extract of information from VistA/CPRS. Once received, SSA uploads this information to the individual's case file. SSA is in the process of negotiating a similar process for DoD. There is also discussion about the possibility of gathering all medical evidence that SSA needs from VA and DoD and providing it via BHIE. SSA also identified the need to obtain medical evidence used in the processing of Traumatic Service Group Life Insurance applications that may aid in expediting disability claims filed by service members.

SSA wants information transmitted electronically (medical and non-medical) from VA and DoD. An electronic exchange of information would improve the agency's ability to provide expedited processing of claims filed by wounded warriors and veterans alike. SSA is planning for future electronic exchange of structured electronic health records via the Nationwide Health Information Network. and VLER.

## **Department of Veterans Affairs**

- Veterans Benefits Administration (VBA)

VBA provides benefits for Veterans and their families through five programs: (1) compensation and pension, (2) education, (3) vocational rehabilitation and employment (VR&E) services, (4) loan guaranty, and (5) life insurance. Additionally, VBA includes the Benefits Assistance Service (BAS) with responsibility for the formulation and execution of outreach strategies. Some active duty Service Members qualify for Specially Adapted Housing/Special Home Adaptation (SAHSHA) VBA benefits.

VBA administers a complex set of programs, including compensation programs that are based on a service-connected disability or death, pension programs that are income-based, burial benefits, survivor benefits that are dependent on circumstances, and loan guarantee program that includes support for special adaptive housing. Generally, VBA administers benefit programs through VBA regional offices in a process that requires a number of steps, depending on the type of claim. For example, when a Veteran submits a compensation claim

to any of the regional offices, a Veterans Service Representative must obtain the relevant evidence to evaluate the claim (such as military service records, medical examinations, and treatment records from VA medical facilities or private medical service providers). In the case of pension claims, income information is also being collected. Once all the necessary evidence has been compiled, a rating specialist evaluates the claim and determines whether the claimant is eligible for benefits. If the Veteran is determined to be eligible for disability compensation, the Rating Veterans Service Representative assigns a percentage rating based on the Veteran's degree of disability. This percentage is used in calculating the amount of payment.

VR&E provides services to Veterans who are determined to be 10 percent disabled or more. VR&E provides employment assistance, when appropriate, and support for independent living when employment is not achievable.

Benefits received by Veterans are subject to change depending on a number of different circumstances, such as modifications to laws, medical condition, and income level as well as death. More than half of VBA's workload consists of adjusting benefits in response to changes. For example, if a Veteran believes that a service-connected condition has worsened, the Veteran may ask for additional benefits by submitting another claim.

VBA staff use a variety of IT systems in the administration of their programs. The Veterans Tracking Application (VTA) is used to support case management of seriously ill and very seriously ill Service Members and Veterans. Information from DoD is downloaded into VTA. While DoD and VHA staff have access to VTA, due to role-based access they can only view limited amounts of information that VBA enters into VTA.

The Veterans Services Network (VETSNET), another system used by VBA, consists of five major applications:

- Share: Used to establish claims as well as record, capture special adaptive housing grant information via an on-line form, and update basic information about Veterans and dependents in the Benefit Delivery Network (BDN), and corporate awards.
- Modern Award Processing-Development (MAP-D): Used to manage the claims development process, including collection of information to support claims and tracking of claims.
- Rating Board Automation (RBA) 2000: Application used to create a rating decision document and push rating information into VETSNET Awards.
- Award Processing (Awards): Used to prepare and calculate the benefit award and authorize the claim for payment.
- Finance and Accounting System (FAS): Used to develop the actual payment record.

SAHSHA software is used to track implementation of housing and home adaptations. It pulls rating information from Share and has an interface with the Philadelphia Insurance Center for retrieval of grant approval information. An interface between SAHSHA and VTA is currently being developed.

Corporate WINRS (C-Washington, Indianapolis, Newark, Roanoke, and Seattle (WINRS)) is used by VR&E staff to support case management activities. VR&E staff continue to use BDN, a legacy system, for payment of stipends. Once that functionality is included in C-

WINRS, BDN can be retired. Currently, VR&E case managers make duplicate entries in C-WINRS and FAS as there is currently no interface between these systems.

The Compensation and Pension Record Interchange (CAPRI) application provides VBA staff with functionality to support Compensation and Pension (C&P) processes, such as the ability to add a new exam request and to generate VA regional office reports. CAPRI also provides view-only access to portions of the VHA electronic health record information such as appointment lists, progress notes, and discharge summaries.

VBA staff would like to improve the sharing of information across VA administrations by providing staff access to information from individual tracking systems (e.g., Care Management and Reporting Tracking Application (CMTRA)). Further, VHA and DoD case/care management/coordination staff report the need for direct access to information about the status and progress of VBA claims. VBA needs administrative pension information from SSA, as well as medical evidence included in the SSA claim. SSA reports that they need electronic access to VBA compensation, pension and benefits information.

### **Veterans Health Administration**

- Care Coordination Home Telehealth (CCHIT)

The goal of the CCHIT Program is to assist Veterans with the management of complex health problems in the least restrictive environment. Veterans participating in CCHIT have complex health problems that require consistent, systematic and organized data sets to provide accurate assessments and interventions. CCHIT Care Coordinators (CCs) act as case managers for a defined population. Specifically, they serve as advocates for Veterans enrolled in CCHIT through their work with care/case managers as well as teams of clinicians that are involved in care. Veterans are frequently referred to CCHIT from other VHA clinical programs. Information is needed from these other programs in order to fully assess and provide support to the Veteran. CCHIT CC use informatics and telehealth technologies to extend both primary care and specialty care relationships with Veterans into the home environment. There is a need for CCHIT CCs to access information from DoD about chronic clinical issues that still may be managed by DoD.

- Chief Business Office - Health Eligibility Center (HEC)

Veterans apply for enrollment by completing a VA Form 10-10EZ (Application for Health Benefits) in person, online, or by mail to the health care facility. VAMC staff complete preliminary verification of eligibility for benefits and enter the data into VistA. VAMC staff use a variety of sources to confirm qualifying military experience and disability status starting with the VBA Hospital Inquiry (HINQ) application. They also utilize the Veterans Information Solution (VIS), a web application that allows staff to access both the VA/DoD Identity Repository (VADIR), a real-time replication of DEERS enrollment information, and the VBA Beneficiary Identification and Records Locator Subsystem (BIRLS) that includes information about service connection, file claim, service connection, pension, and diagnostic code as well as eligibility information from older Veterans who are not included in DEERS. Lastly, staff may review discharge papers (DD 214) provided by the Veteran to confirm eligibility.

Enrollment information is transmitted to the Health Eligibility Case Management System (also known as the Enrollment System Redesign (ESR)), the authoritative source of registration information for VHA. The HEC verifies the information entered by staff at the

VAMC. Certain information, such as Purple Heart and Medal of Honor status cannot be confirmed by the local VAMC, but must be completed by the HEC.

VHA does not currently have real-time access to trusted sources of military service information. The number of OEF/OIF combat Veterans seeking access to VHA benefits and services is expected to increase. Veterans who served in a combat location during active military service after November 11, 1998, are eligible for priority enrollment and free healthcare for conditions potentially related to combat service. This eligibility extends five years following separation from active duty. As a result, VHA is not able to efficiently or validly determine eligibility for health benefits based on military service information. Enhancement of ESR to include a Military Service Data Sharing (MSDS) sub-system has been proposed. MSDS will provide information to assist with the verification of Veteran eligibility as well as combat eligibility, but will not cover every aspect.<sup>24</sup> For example, MSDS will not be providing information about eligibility for Vocational Rehabilitation Benefits. HEC is working on identifying future enhancements to MSDS to provide this additional information.

- Federal Recovery Coordinator Program (FRCP)

FRCP is a joint DoD/VA program that provides support for the recovery, rehabilitation and reintegration of severely WII Service Members and Veterans as well as their families. FRCs, located at a variety of MTFs and VAMCs, coordinate care and benefits for these individuals.

Service Members and Veterans are referred to the FRCP via a variety of sources such as VA polytrauma centers, VA OEF/OIF Case Managers, WTU referrals, and non-profit service organizations, as well as through calls made to a toll free phone number. A referral form is used to collect demographic data, branch of service, active duty status, current address, location, primary contact, and referral source. The form is completed by the referral source and then faxed to VA Central Office (VACO) or given to an FRC. Referral forms are then scanned into VTA.

FRCs are responsible for providing oversight and coordination with Agencies on behalf of the wounded warrior. In the performance of their duties, they collaborate with other DoD and VA care/case management coordination staff such as RCC, WTU, and OEF/OIF Case Managers. They use the VTA to document their work. The FRC works with the Service Member/Veteran and their family to develop a FIRP. The FIRP, documented in VTA, is used to identify personal and professional goals, resources needed to accomplish those goals, and the individuals responsible for assisting in the achievement of these goals. The FIRP belongs to the Service Member/Veteran; therefore permission from the Service Member/Veteran is required before the FIRP can be shared with members of the Service Member's/Veteran's treatment team.

Care coordination by FRCs requires information from a variety of sources. Because all members of the Service Member's/Veteran's treatment team use different applications to document their work, FRCs spend a lot of time contacting other providers by telephone and e-mail to discuss the status of current issues and goals. FRCs located at MTFs have access to DoD EHRs (Essentris and AHLTA) via DoD desktop computers, as well as access to the VA's CAPRI application via VA issued laptop computers. FRCs located at VAMCs have access to CAPRI, but not to DoD EHR systems. FRCs with electronic access to electronic DoD EHRs can sometimes cut and paste information into VTA; otherwise they manually input the information. FRCs who do not have electronic access to DoD EHRs use manual

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<sup>24</sup> See new service request [20070402](#).

methods (phone, e-mail, and fax) to contact the appropriate individuals to access information and manually input it into VTA.

FRCs also need information about the status of claims made to VBA, which also requires personnel data from DoD. Currently, they have electronic access to final status information through Virtual VA. Phone contact with the VBA supervisor is made to obtain additional information about a claim as it is being processed. Enhancements are being made to VBA software that will enable FRCs to track the progress of claims. For example, an interface is being developed between SAHSHA and VTA for tracking of specially adapted housing. FRCs are developing requirements that would make the FIRP electronically available to Service Members/Veterans via eBenefits, an online resource for tools and benefits-related information for Wounded Warriors, Veterans, Active Duty Service Members, their families, and those who care for them. FRC would benefit from direct access to the status of SSA claims information as currently they must contact SSA staff to receive any information or track issues regarding Social Security and Medicare benefits.

- Master Veteran Index

The Master Veteran Index (MVI) is located at the Austin Information Technology Center (AITC). It is composed of a unique list of persons and an associated list of VAMCs and other systems of interest where each person is known. This enables the sharing of person data between operationally diverse systems. Each person record (or index entry) on the MVI contains multiple demographic fields which are updated to the Primary View of the MVI.

When a person first contacts VA for benefits, they are entered into a VA system and then into the MVI for an Integration Control Number (ICN) assignment. That person's identifying information (i.e., name, SSN, date of birth, gender, mother's maiden name, multiple birth indicator, place of birth city and state) is passed to the MVI. The MVI checks to see if a match on Name (first and last), SSN, date of birth, and gender is found. A check is also made to see if the patient's internal entry number (DFN) from the querying site is already known to the MVI. If so, this is also considered an exact match. If an exact match is found, the ICN, and ICN Checksum are returned to the requesting site. The requesting site is added to the list of treating facilities in which this patient has been seen and the updated list is broadcasted to all systems of interest, including any VAMCs. If an exact match is not found, the MVI returns a message indicating this. The patient entry is then added to the MVI. If a potential match is found, a potential match exception is logged for the Health Care Identity Management (HC IdM) group to review, the patient is still added to the MVI.

- Office of Legislative, Regulatory and Intergovernmental Affairs

This office works on coordinating efforts between VA and DoD. While the office does not have any requirements for ISI, they recognize the need for VHA case/care management/coordination staff to have access to view VBA records, specifically DES information. This office is able to facilitate such information sharing by assisting with a Memorandum of Understanding (MOU) between the VHA Chief Business Office (CBO) and DoD.

- Patient Care Services – Office of Care Management and Social Work Services

VA's Care Management and Social Work Service provide transition assistance and care management for WII Service Members and Veterans. VA Liaisons for Healthcare are either social workers or nurses, who are strategically located at MTFs with concentrations of recovering Service Members returning from Iraq and Afghanistan, and who work to transition

ill and injured Service Members from DoD to the VA facility closest to their home or most appropriate for their medical condition. VA Liaisons receive referrals from DoD Case Managers via an official VA referral form that is sent as hard copy, scanned, or completed electronically and emailed to the VA Liaison.

Each VAMC has an OEF/OIF Care Management team<sup>25</sup> to coordinate patient care activities and ensure that Service Members and Veterans receive patient-centered, integrated care and benefits. VA case managers maintain regular contact with Veterans and their families to provide support and assistance to address health care and psychosocial needs. All OEF/OIF Veterans are screened to determine their need for case management. Referrals to the OEF/OIF Care Management Program occur in a variety of ways such as phone, fax, or e-mail. VA Liaisons stationed at MTFs complete a referral in VTA. In addition, the VA Liaison faxes the referral form and health records to the OEF/OIF Case Manager who either scans the faxed form into VistA Imaging or manually keys the information into a CPRS text integrated utility (TIU) progress note. Completion of a referral in VTA triggers an e-mail message to the OEF/OIF Care Management team alerting them of the transfer.

Once eligibility and interest is confirmed, the OEF/OIF Care Management Team is assigned to the Veteran via the non-primary care team function in the primary care management module (PCMM). Information entered into PCMM is sent for reporting purposes to the Austin National Patient Care Database (NPCD) and accessed by the Veterans Integrated Service Network (VISN) Support Service Center (VSSC). PCMM information is also transmitted to the Care Management Tracking Application System (CMTRA), specifically the names of the OEF/OIF Care Management team members assigned to the Veteran are sent. The OEF/OIF Case Manager also enters the Veteran in CMTRA where they designate a Lead Case Manager, a contact plan, and ongoing contact with the Veteran. While CMTRA does allow the OEF/OIF Case Manager to enter notes, duplicate entries also need to be made in CPRS.

During the course of care management, OEF/OIF Case Managers report the need for direct access to electronic information documented by FRCs, as well as information in VBA and SSA systems that will enable them to track the progress of claims. FRCs use specific modules developed for them in VTA for their documentation. Through role-based access OEF/OIF Case Managers do not have access to the FRC modules.

OEF/OIF Case Managers report similar access problems working with military case managers. While some military case managers can view information in CPRS through BHIE, OEF/OIF Case Managers do not have any access to DoD systems. When the OEF/OIF Case Manager needs DoD information, that information is obtained via phone contact. Providing the ability to view the information electronically would facilitate more efficient care coordination.

OEF/OIF Case Managers need information from SSA in order to help the Veteran with claims processing. Providing the OEF/OIF Case Managers with on-line access to claim status information would help them to better assist Veterans.

- Patient Care Services - Rehabilitation Services

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<sup>25</sup> Team members include OEF/OIF Program Manager (masters prepared social worker (MSW) or registered nurse (RN)), OEF/OIF Case Manager (MSW or RN), and OEF/OIF Transition Patient Advocate.

VA's Office of Rehabilitation Services oversees the VA Polytrauma System of Care, an integrated, tiered system that provides specialized, interdisciplinary care for active duty Service Members and Veterans with polytrauma injuries and TBI. Veterans and Service Members with complex and severe polytrauma injuries are referred to regional Polytrauma Rehabilitation Centers (PRCs) for the most intensive specialized care and comprehensive rehabilitation.

VA Polytrauma Nurse Liaisons, strategically located at Walter Reed Army Medical Center and National Naval Medical Center, facilitate interactions between these DoD facilities and the VA PRC. As soon as the medical pre-requisites for stability are met, the DoD physician and the VA admitting physician at one of VA's centers begin discussion on the patient's medical status and coordination of transportation and admission to the VA facility. Before the Service Member is transferred, video teleconferencing is utilized between VA and DoD health care providers and the patient and family in order to help facilitate the transition of care. The VA Nurse Liaison completes a referral in VTA, triggering an e-mail message to the appropriate VA Polytrauma case manager. VA Polytrauma Nurse Liaisons continue to engage as necessary to help ensure smooth transition from the MTF to the PRC, sending medical documentation from the DoD facility to the PRCs via secure e-mail or fax.

Once at the PRC, VA Polytrauma staff use CPRS to document Service Member assessments, care provided and care plans. While Service Members are patients at the PRC, VA continues to communicate information regarding the patient to the referring DoD MTF via secure e-mail, provision of a hard copy of the medical record, video teleconferencing and image transfer process.

When Service Members are medically cleared for discharge they are provided with hard copies of their discharge summary, and have access to the full medical record upon request. They are also provided with an individualized rehabilitation plan designed to assist with recovery, patient-centered goals, and maximal functional independence.

If the Service Member continues to require ongoing medical care after rehabilitation at VA, the PRC case managers and the military case managers coordinate transfer of the Service Member from the PRC back to a DoD MTF. Methods used to communicate information from the PRC to the MTF include secure e-mail, provision of a hard copy of the medical record and video teleconferencing. Severely injured Service Members are medically discharged and transition to Veteran status through the assistance of OEF/OIF Case Managers and FRCs. ISI will help to eliminate many of the instances in which manual methods are used to share information between the VA Polytrauma System of Care and DoD. It will also provide DoD with electronic access to VA clinical and non-clinical information.

## Appendix D. Stakeholders and Primary/Secondary Users

| Type of Stakeholder                  | Description  | Responsibilities  |
|--------------------------------------|--|---|
| Requester                            | <ul style="list-style-type: none"> <li>• Deborah Amdur<br/>Chief Consultant,<br/>Veterans Health<br/>Administration (VHA),<br/>Care Management and<br/>Social Work Service<br/>(CMSWS), Office of<br/>Patient Care Services<br/>(PCS)</li> </ul>   | Submitted request. Submit business requirements. Monitor progress of request. Contribute to BRD development.  |
| Endorser                             | <ul style="list-style-type: none"> <li>• Dr. Karen Guice<br/>Executive Director,<br/>Department of Veterans<br/>Affairs (VA), Federal<br/>Recovery Coordination<br/>Program (FRCP)</li> </ul>  | Endorsed this request   |
| Business Subject Matter Expert (SME) | <ul style="list-style-type: none"> <li>• Dr. Karen Guice<br/>Executive Director, VA,<br/>FRCP</li> <li>• Deborah Amdur<br/>Chief Consultant, VHA,<br/>CMSWS, PCS</li> <li>• Lisa Arnold<br/>Federal Recovery<br/>Coordinator (FRC), VA<br/>FRCP</li> <li>• Kim Aslen<br/>Senior Consultant, VA<br/>Program Support</li> <li>• Brandy Barnette<br/>Department of Defense<br/>(DoD) Navy Bureau of<br/>Medicine and Surgery<br/>(BUMED)</li> <li>• Janet Belisle<br/>Health System<br/>Specialist, VHA,<br/>CMSWS, PCS</li> <li>• Brian Bixler<br/>Chief, Specially Adapted<br/>Housing, Veterans<br/>Benefits Administration<br/>(VBA), Loan Guarantee<br/>Service</li> <li>• LtCol Susan Black<br/>DoD Office of the<br/>Assistant Secretary of<br/>Defense (Health Affairs)<br/>(OASD)</li> </ul> | Provide background on current system and processes. Describe features of current systems, including known problems. Identify features of enhancement. |

| Type of Stakeholder | Description   | Responsibilities |
|---------------------|---|------------------|
|                     | <p>(HA))/TRICARE Management Activity, Wounded Warrior Information Management</p> <ul style="list-style-type: none"> <li>• Andrew Bodyk<br/>VBA Compensation and Pension (C&amp;P) Service</li> <li>• Jean Bromley<br/>Program Manager, VISN 12, VHA, Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF)</li> <li>• Barry Brown<br/>FRC, VA FRCP</li> <li>• Ellwood (Scott) Burdsall<br/>Operations Management Specialist, DoD Army Warrior Transition Command</li> <li>• Ismael Cardenas<br/>DoD Office of Wounded Warrior Care and Transition Policy (WWCTP)</li> <li>• Mike Carr<br/>Management and Program Analyst, VBA Office of Policy and Program Management</li> <li>• Alice Cave<br/>Program Analyst, VHA, OHI, Data Quality/Management Group</li> <li>• Ed Chan<br/>Senior Health Policy Analyst, DoD OASD(HA) Clinical Programs &amp; Policy</li> <li>• David Chandler<br/>Deputy Chief Consultant, PCS, Office of Rehabilitation Services (ORS)</li> <li>• Beverly Clemsen<br/>Program Specialist, VHA Chief Business Office (CBO)</li> <li>• Michelle Collins<br/>Program Analyst, VBA C&amp;P Service</li> </ul> |                  |

| Type of Stakeholder | Description   | Responsibilities |
|---------------------|---|------------------|
|                     | <ul style="list-style-type: none"> <li>• Mary Corrigan, DoD Management Analyst, Policy Integration and Analysis, Personnel &amp; Readiness Information Management (P&amp;RIM)</li> <li>• Robert Crawford Business Architecture Software Analyst, VHA Office of Health Information (OHI), Enterprise Systems Management (ESM)</li> <li>• Tim Cromwell Director, Standards and Interoperability, VHA OHI</li> <li>• CAPT Ann Daleter DoD Marine Wounded Warrior Regiment</li> <li>• Randolph de Steuben VHA OHI, VA/DoD Information Sharing Office</li> <li>• Lori Dickerson-Odoms DoD Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury (DVBIC)</li> <li>• Terry Dodson Office Director, Social Security Administration (SSA)</li> <li>• Linda Drummond Business Information Architecture Program Lead/Analyst, VHA OHI ESM</li> <li>• Dean Dwight Social Insurance Specialist, SSA</li> <li>• Carmen Flores DoD Business Transformation Agency (BTA)</li> <li>• Karyn George DoD DVBIC</li> <li>• Matthew Greene Health Standards Architect, VA Chief Health Informatics Office (CHIO)</li> </ul> |                  |

| Type of Stakeholder | Description   | Responsibilities |
|---------------------|---|------------------|
|                     | <ul style="list-style-type: none"> <li>• Rosa Hamilton<br/>FRC, VA FRCP</li> <li>• Bob Hastings<br/>Social Insurance<br/>Specialist, SSA</li> <li>• Ed Heinbaugh<br/>Air Force Wounded<br/>Warrior Case Manager,<br/>DoD Air Force<br/>Personnel Center</li> <li>• Travis Hoffmann<br/>Health Provider Systems<br/>(HPS) Portfolio Analyst,<br/>VHA OHI ESM</li> <li>• Justin Holloway<br/>VBA Office of Business<br/>Process Integration</li> <li>• Maj John Housand<br/>DoD Wounded Warrior<br/>Regiment (WWR)</li> <li>• Christina Hrynio<br/>Health Information<br/>Management (HIM)<br/>Specialist, VHA OHI,<br/>HIM</li> <li>• CAPT Mary Jacobson<br/>DoD Navy Safe Harbor</li> <li>• Evelyn Jenkins<br/>DoD BTA</li> <li>• Howard Jones<br/>DoD Personnel<br/>Readiness</li> <li>• Margaret Kabat<br/>FRC, VA FRCP</li> <li>• CAPT Sarah Kass<br/>DoD Navy BUMED</li> <li>• Katie Koehler<br/>DoD, WWCTP</li> <li>• Sherri Krause<br/>Program Analyst, VHA<br/>OHI, Data Stewardship</li> <li>• Felicia Lecce<br/>Lead Program Specialist,<br/>VHA CBO</li> <li>• Jennifer Legler<br/>Clinical Deputy Director<br/>OEF/OIF, VHA Office<br/>of Legislative,<br/>Regulatory and<br/>Intergovernmental<br/>Affairs (OLRIA)</li> <li>• Lena Matternas</li> </ul> |                  |

| Type of Stakeholder | Description   | Responsibilities |
|---------------------|---|------------------|
|                     | <p>Program Analyst, VHA OHI, ESM</p> <ul style="list-style-type: none"> <li>• Michaela Lemen<br/>Management Analyst, VHA PCS, ORS</li> <li>• Larry Long<br/>Director Recreational Therapy, VHA PCS, ORS</li> <li>• Daniel Luttrell<br/>Senior Financial Analyst, DoD VA Intragency Program Office (IPO)</li> <li>• Karen Malebranche<br/>Executive Director, VHA OLRIA</li> <li>• Edith Marquez<br/>SSA</li> <li>• Nick Martin<br/>SSA</li> <li>• Pam McClelland<br/>Senior Policy Analyst, DoD Office of WWCTP</li> <li>• Fred McLain<br/>Management and Program Analyst, VHA OHI VA/DoD Health Information Sharing Office</li> <li>• Atash Mehta<br/>DoD WWCTP</li> <li>• Jonathan Morris<br/>DoD WWCTP</li> <li>• Galen Mulrooney<br/>VHA OHI CHIO Standards and Interoperability</li> <li>• COL Kara Murray<br/>DoD Army Warrior Transition Command</li> <li>• Sarah Nurse<br/>VA OI&amp;T Veterans Relationship Management PMO</li> <li>• Virginia Paganelli<br/>DoD Navy BUMED</li> <li>• Carrie Parr<br/>Program Analyst, VHA OHI Data Quality/Management Group</li> </ul> |                  |

| Type of Stakeholder | Description  | Responsibilities |
|---------------------|--|------------------|
|                     | <ul style="list-style-type: none"> <li>• Karen Perlstein<br/>SSA</li> <li>• Kenneth Price<br/>Engagement Manager,<br/>VHA OHI ESM</li> <li>• Sonja Pyle<br/>DoD Navy BUMED</li> <li>• COL James Rice<br/>Director, DoD Army<br/>Wounded Warrior<br/>Program</li> <li>• Patricia Ryan<br/>Program Director, VHA<br/>Office of Telehealth<br/>Services</li> <li>• Robin Schoeleman<br/>Chief Business Process<br/>Development Staff,<br/>VBA C&amp;P Services</li> <li>• Amy Schusheim<br/>FRC, VA FRCP</li> <li>• CDR David Shapiro<br/>Navy Safe Harbor<br/>Medical Officer, DoD<br/>Navy Safe Harbor</li> <li>• Deborah Shell<br/>DoD Navy BUMED</li> <li>• Cheryl Sklar<br/>Requirements Analysis<br/>and Engineering<br/>Management (RAEM),<br/>VHA, OHI, ESM</li> <li>• Dennis Snyder<br/>Program Analyst, VBA<br/>Vocational<br/>Rehabilitation and<br/>Employment</li> <li>• Tammy Talley<br/>Business Architecture<br/>Process Program<br/>Lead/Analyst, VHA<br/>OHI, ESM</li> <li>• Jennifer Teal<br/>HIM Specialist, VHA<br/>OHI</li> <li>• Sara Temnitz<br/>Business Product<br/>Manager, VHA/OHI<br/>Data<br/>Quality/Management<br/>Group</li> <li>• Dat Tran</li> </ul> |                  |

| Type of Stakeholder | Description  | Responsibilities  |
|---------------------|--|---|
|                     | <p>Supervisory Management Analyst, VA Office of Policy and Planning</p> <ul style="list-style-type: none"> <li>• LtCol Michael Wall<br/>Operations Officer, DoD Marine WWR</li> <li>• CAPT Key Watkins<br/>Commanding Officer, Navy Safe Harbor</li> <li>• Patricia Watts<br/>Health Eligibility Center (HEC), VHA Chief Business Office</li> <li>• Kathleen White<br/>FRC, VA FRCP</li> <li>• CDR Moise Willis<br/>DoD Navy BUMED</li> <li>• Andrew Wolkstein<br/>Health Systems Specialist, VACO</li> <li>• Patrick Woodworth<br/>Air Force Personnel Center</li> <li>• Michael Kilmer<br/>Network Program Coordinator, VHA PCS OCMSW, Veterans Integrated Service Network (VISN) Program Coordinator</li> </ul> |   |
| Technical SME       | <ul style="list-style-type: none"> <li>• Kojo Addai-Mensah<br/>DoD P&amp;RIM</li> <li>• David Alvey<br/>VA Office of Information and Technology (OI&amp;T)</li> <li>• William Busby<br/>VA OI&amp;T Virtual Lifetime Electronic Record (VLER) Portfolio Management Organization (PMO)</li> <li>• Troy Deisinger<br/>VA OI&amp;T VLER PMO</li> <li>• Prathibha Gattadahalli<br/>Senior Enterprise Architect, VA OI&amp;T Data Architecture</li> <li>• Travis Hildebrandt<br/>VA OI&amp;T VLER PMO</li> <li>• Mary Jarquin</li> </ul>  | Provide technical background information about the current software and requested enhancements. |

| Type of Stakeholder | Description  | Responsibilities   |
|---------------------|--|--|
|                     | VA OI&T <ul style="list-style-type: none"> <li>• Denise Kitts<br/>Director<br/>Registration/Eligibility,<br/>VA OI&amp;T Veteran<br/>Relationship<br/>Management, PMO</li> <li>• Anjail Kulkarni<br/>VA OI&amp;T Data<br/>Architecture</li> <li>• Anthony Mallia<br/>VA OI&amp;T, VLER PMO</li> <li>• Greg Paige<br/>Program Manager, VA<br/>OI&amp;T VLER PMO</li> <li>• Nancy Pellone<br/>Program Analyst, VBA<br/>Office of Business<br/>Process Integration</li> <li>• Louise Rodebush<br/>Project Manager, VA<br/>OI&amp;T Veteran<br/>Relationship<br/>Management PMO</li> <li>• Steve Riffel<br/>VLER IT Director, VA<br/>OI&amp;T VLER PMO</li> <li>• Nareej Saraf<br/>VLER IT Risk Manager,<br/>VA OI&amp;T VLER PMO</li> <li>• Larry Shaughnesy<br/>DoD Tricare<br/>Management Activity<br/>(TMA) Information<br/>Management</li> <li>• Kamalini Vaidya<br/>VA OI&amp;T</li> </ul> |  |
| User SME            | <ul style="list-style-type: none"> <li>• Lisa Arnold<br/>FRC, VA FRCP</li> <li>• Jean Bromley<br/>OEF/OIF Program<br/>Manager, VHA PCS,<br/>OCMSWS</li> <li>• Barry Brown<br/>FRC, VA FRCP</li> <li>• Rosa Hamilton<br/>FRC, VA FRCP</li> <li>• Margaret Kabat<br/>FRC, VA FRCP</li> <li>• Janine Purcell<br/>Cognitive Engineer,<br/>VHA OHI Patient Safety</li> </ul>  | Ensure that the enhancements will account for current business processes and existing software capabilities. |

| Type of Stakeholder | Description  | Responsibilities |
|---------------------|--|------------------|
|                     | <ul style="list-style-type: none"> <li>• Amy Schusheim<br/>FRC, VA FRCP</li> <li>• Jennifer Teal<br/>HIM Specialist, VHA<br/>OHI</li> <li>• Kathleen White<br/>FRC, VA FRCP</li> </ul> |                  |

### Primary and Secondary Users

| Name            | Description  | Responsibilities   |
|-----------------|--|--|
| Primary Users   | Case/care management/coordination personnel  | <ul style="list-style-type: none"> <li>• Utilize information obtained from multiple sources (electronic and non-electronic) to assess Service Members and Veterans</li> <li>• Develop and document care plans</li> <li>• Provide ongoing follow-up to Service Members and Veterans at regular intervals</li> <li>• Generate local reports</li> </ul> |
| Secondary Users | DoD, VA, VHA, VBA and SSA case/care management/coordination administrative personnel | <ul style="list-style-type: none"> <li>• Generate aggregate reports</li> <li>• Utilize aggregate data to make decisions about policies and procedures</li> </ul>   |

## Appendix E. Enterprise Requirements

### **Health\_eVet Requirements Management**

To view Enterprise-level requirements, access the web site for VHA Health Information Technology, Software Engineering and Integration, Enterprise Requirements Management located at [http://vhaishwebr1:81/ReqWeb/Login\\_Page.jsp](http://vhaishwebr1:81/ReqWeb/Login_Page.jsp). For information and guidance on accessing the database, contact the VHA 19 ESM RAEM Management mailgroup.

### **Security Requirements**

All VA and VHA security requirements will be adhered to. Cross-cutting security requirements are contained in the VA Enterprise Requirements Repository (ERR).

### **Privacy Requirements**

All VA and VHA Privacy requirements will be adhered to. Efforts that involve the collection and maintenance of individually identifiable information must be covered by a Privacy Act system of records notice.

### **508 Compliance Requirements**

All Section 508 requirements will be adhered to. VHA recognizes that these are Enterprise cross-cutting legal requirements for all developed Electronic & Information Technology. To ensure that these requirements are met, they are addressed through the Enterprise-level requirements maintained by VHA Health Information Technology, Software Engineering and Integration, and Enterprise Requirements Management.

### **Executive Order Requirements**

In keeping with the President's Executive Order: *Promoting Quality and Efficient Health Care in Federal Government Administered or Sponsored Health Care Programs*, the VHA Office of Health Information (OHI) must promote quality and efficient delivery of health care through the use of health information technology, transparency regarding health care quality and price, and incentives to promote the widespread adoption of health information technology and quality of care. To support this mission, to the greatest extent possible, any new IT system development or acquisition of commercial system shall:

- Use interoperability standards recognized by the Secretary of Health and Human Services, or the appropriate designated body at the time of the system update, acquisition, or implementation, in all relevant information technology systems.
- Ensure interoperability with the Nationwide Health Information Network (NHIN).
- Comply with certification standards released through the Certification Commission of Health Information Technology (CCHIT).

### **Identity Management Requirements**

All Enterprise Identity Management requirements will be adhered to. VHA recognizes that these are Enterprise requirements for all developed Electronic & Information Technology. These requirements are applicable to any application that adds, edits, or performs lookups on persons (patients, practitioners, employees, IT Users) to systems within the VHA. To ensure that these requirements are met, they are addressed through the Enterprise-level requirements maintained by VHA Health Information Technology, Software Engineering and Integration, and Enterprise Requirements Management.

## Appendix F. Acronyms and Abbreviations

| <b>Term</b> | <b>Description</b>   |
|-------------|--|
| AF&FRC      | Air Force Family Readiness Center                                |
| AFFIRST     | Air Force Family Integrated Results Statistical Tracking         |
| AFW2SM      | Air Force Wounded, Ill and Injured Service Members               |
| AFWIICMS    | Air Force Wounded Ill Injured Care Management System             |
| AHLTA       | Armed Forces Health Longitudinal Technology Application          |
| AITC        | Austin Information Technology Center                             |
| AOR         | Area of Responsibility   |
| AW2         | Army Wounded Warrior   |
| AWTC        | Army Warrior Transition Command                                  |
| AWTCS       | Army Warrior Care and Transition System                          |
| BAS         | Benefits Assistance Service                                      |
| BDN         | Benefit Delivery Network   |
| BHIE        | Bidirectional Health Information Exchange                        |
| BIRLS       | Beneficiary Identification and Records Locator Subsystem         |
| BN          | Business Need  |
| BRD         | Business Requirements Document                                   |
| BUMED       | Bureau of Medicine and Surgery                                   |
| CAPRI       | Compensation and Pension Record Interchange                      |
| CBO         | Chief Business Office  |
| CC          | Care Coordinator   |
| CCHT        | Care Coordination Home Telehealth                                |
| CCHIT       | Certification Commission of Health Information Technology        |
| C-WINRS     | Corporate-Washington, Indianapolis, Newark, Roanoke, and Seattle |
| CMTRA       | Care Management Tracking and Reporting Application               |
| C&P         | Compensation and Pension   |
| CPRS        | Computerized Patient Record System                               |
| CRC         | Community Readiness Consultants                                  |
| CRP         | comprehensive recovery plan                                      |
| CTP         | Comprehensive Transition Plan                                    |
| DCIPS       | Defense Civilian Intelligence Personnel System                   |
| DEERS       | Defense Enrollment Eligibility Reporting System                  |
| DES         | Disability Evaluation System                                     |
| DDS         | Disability Determination Services                                |
| DFAS        | Defense Finance and Accounting Service                           |
| DoD         | Department of Defense  |
| DVBIC       | Defense and Veterans Brain Injury Center                         |

| <b>Term</b> | <b>Description</b>  |
|-------------|---|
| DIS         | District Injured Support  |
| ERR         | Enterprise Requirements Repository                              |
| ESR         | Enrollment System Redesign                                      |
| FAS         | Finance and Accounting System                                   |
| FRAGO       | Fragmented Order  |
| FRC         | Federal Recovery Coordinator                                    |
| FRCP        | Federal Recovery Coordination Program                           |
| FIRP        | Federal Individual Recovery Plan                                |
| HC IdM      | Health Care Identity Management                                 |
| HINQ        | Hospital Inquiry  |
| HIPAA       | Health Insurance Portability and Accountability                 |
| ICN         | Integration Control Number                                      |
| ISI         | Information Sharing Initiative                                  |
| IT          | Information Technology  |
| LSCW        | Licensed Clinical Social Worker                                 |
| M (MUMPS)   | Massachusetts General Hospital Utility Multi-Programming System |
| MAP-D       | Modern Award Processing-Development                             |
| MCSC        | Manage Care Support Contractors                                 |
| MCWIITS     | Marine Wounded Ill and Injured Tracking System                  |
| MILPDS      | Military Personnel Data System                                  |
| MMTS        | Military Management Tracking System                             |
| MOU         | Memorandum of Understanding                                     |
| MSDS        | Military Service Data Sharing                                   |
| MTF         | Military Treatment Facility                                     |
| MVI         | Master Veteran Index  |
| NCA         | National Cemetary Administration                                |
| NCCM        | Navy Clinical Case Managers                                     |
| NHIN        | Nationwide Health Information Network                           |
| NMCCM       | Non-Medical Care Managers                                       |
| NMCCMS      | Non-Medical Care Management System                              |
| NPCD        | National Patient Care Database                                  |
| NSH         | Navy Safe Harbor  |
| NSR         | New Service Request   |
| O           | Optional  |
| OEF/OIF     | Operation Enduring Freedom/Operation Iraqi Freedom              |
| OHI         | Office of Health Information                                    |
| OT          | Occupational Therapist  |
| OWNER       | Owner Requirement   |

| <b>Term</b> | <b>Description</b>  |
|-------------|---|
| PCMM        | primary care management module                                  |
| PCR         | Personnel Casualty Reports                                      |
| PHA         | Periodic Health Assessment                                      |
| PT          | Physical Therapist  |
| PTSD        | Post Traumatic Stress Disorder                                  |
| R           | Required  |
| RAEM        | Requirements Analysis and Engineering Management                |
| RBA         | Rating Board Automation   |
| RCC         | Recovery Care Coordinator                                       |
| RCP         | Recovery Coordination Program                                   |
| RCP-SS      | Recovery Coordination Program Support Solution                  |
| ROI         | Release of Information  |
| SAHSHA      | Specially Adapted Housing/Special Home Adaptation               |
| SCI         | Spinal Cord Injury  |
| SL/PSG      | Squad Leader/Platoon Sergeant                                   |
| SME         | Subject Matter Expert   |
| SSA         | Social Security Administration                                  |
| SSDI        | Social Security Disability Insurance                            |
| SSI         | Supplemental Security Income                                    |
| TAP         | Transition Assistance Program                                   |
| TBI         | Traumatic Brain Injury  |
| TIU         | Text Integrated Utilities                                       |
| TRAC2ES     | TRANSCOM Regulating And Command & Control Evaluation System     |
| TRANSCOM    | US Transportation Command                                       |
| TSGLI       | Traumatic Service Group Life Insurance                          |
| VA          | Department of Veterans Affairs                                  |
| VADIR       | VA/DoD Identity Repository                                      |
| VAMC        | VA Medical Center   |
| VBA         | Veterans Benefits Administration                                |
| VETSNET     | Veterans Services Network                                       |
| VHA         | Veterans Health Administration                                  |
| VIS         | Veterans Information Solution                                   |
| VISN        | Veterans Integrated Service Network                             |
| VistA       | Veterans Health Information Systems and Technology Architecture |
| VR&E        | vocational rehabilitation and employment                        |
| VSSC        | VISN Support Service Center                                     |
| VTA         | Veterans Tracking Application                                   |
| WII         | Wounded, Ill, or Injured  |

| <b>Term</b> | <b>Description</b>                         |
|-------------|--|
| WTU         | Warrior Transition Unit                    |
| WWAS        | Wounded Warrior Accountability System      |
| WWCTP       | Wounded Warrior Care and Transition Policy |
| WWR         | Wounded Warrior Regiment                   |
| WWRC        | Wounded Warrior Resource Center            |

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## Appendix G. Approval Signatures

The requirements defined in this document are the high level business requirements necessary to meet the strategic goals and operational plans of the FRCP, Wounded Warrior Care and Transition Policy, and Office of Retirement and Disability Policy. Any change or further elaboration to these requirements will be done in more detailed artifacts.

### **Business Owners**

Signifies that the customer approves the documented requirements, that they adequately represent the customers desired needs, and that the customer agrees with the defined scope.

[Redacted signature block]

[Redacted]

[Redacted]

**Business Liaison**

Signifies appropriate identification and engagement of necessary stakeholders and the confirmation and commitment to quality assurance and communication of business requirements to meet stakeholder expectations.

[Redacted]

[Redacted]

[Redacted]

**Office of Information & Technology (OI&T)**

Indicates agreement that the requirements have been received, are clear, understandable, and are actionable as documented.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

## Appendix H. Post Sign-Off Additions

The following additional requirements were identified subsequent to the approval of this document. These requirements were not included in the project scope estimates when this request was considered for approval.

| Business Need (BN)                   | OWNR Number | Owner Requirement (OWNR) | Ranking<br>R=Required<br>O=Optional |
|--------------------------------------|-------------|--------------------------|-------------------------------------|
| BN #: Enter business need text here. |             |                          |                                     |
|                                      | n.1         | Style = Table Text       |                                     |
|                                      | n.2         |                          |                                     |
|                                      | n.3         |                          |                                     |
| BN #:                                |             |                          |                                     |
|                                      |             |                          |                                     |
|                                      |             |                          |                                     |
|                                      |             |                          |                                     |
| BN #:                                |             |                          |                                     |
|                                      |             |                          |                                     |
|                                      |             |                          |                                     |
|                                      |             |                          |                                     |

Additional Explanation HERE

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
 <<Business Owner Name and Title>>

Include approval message attachments HERE

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
 Enterprise System Manager

Include approval message attachments HERE