

# Virtual Lifetime Electronic Record (VLER) Benefits

*Business Requirements Document*



**November 2012**

## Revision History

**NOTE:** The revision history cycle begins once changes or enhancements are requested after the initial Business Requirements Document has been completed.

Date	Version	Description	Author
09/27/2012	0.1	Analyst Draft	AZ
10/03/2012	0.2	Added mapped requirements	AZ
10/19/2012	0.3	Added additional deliverables and requirements	LW/PS
11/6/2012	1.0	Final edits, Signatures	AZ

## **1. Purpose**

This Business Requirements Document (BRD) is authored by the business community for the purpose of capturing and describing 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. This document does not state the development methodology. The intended audience for this document is the Office of Information and Technology (OIT).

## **2. Executive Summary**

Warrior Transition, under the Virtual Lifetime Electronic Record (VLER) program, is a multi-faceted business and information technology services portfolio that supports Department of Veterans Affairs (VA) and Department of Defense (DOD) stakeholders, as well as participates in inter-administration and inter-agency information sharing initiatives focusing on the care and services provided to wounded warriors. The Warrior Transition portfolio includes IT systems such as the Federal Case Management Tool (FCMT), Veterans Tracking Application (VTA), and use of the VLER Data Access Services (DAS) for the sharing of information in support of interagency case management and care coordination task force efforts and their intersection with cross cutting user communities including Integrated Disability Evaluation Process (IDES) stakeholders, the Veterans Health Administration (VHA), and Veterans Benefit Administration (VBA) case management community.

## **3. Functional Background**

As a result of the March 2007 Walter Reed Army Medical Center media report on recovering Service members, several commissions and review groups investigated the challenges that the Department of Defense (DoD) and Veterans Affairs (VA) faced in providing coordinated care to Wounded, Ill, and Injured Service members and Veterans. A common area of concern was case management and the lack of coordination of services by multiple providers and guiding transitions between providers or agencies or back to a civilian community. VA is focused on improving case management of transitioning Service members and Veterans by establishing common business processes, interagency care management teams, reducing information stovepipes and empowering Veterans through implementation of information systems that provide the greatest value to our most important customers – Veterans and their families. These technologies must support Veterans in increasing transparency through self-service capabilities, better enabling warm hand-offs.

The DoD and VA has over 15 systems that contain similar case management data on common patients but that in large part, do not share data. As a result, there are dedicated personnel throughout DoD and VA providing excellent services but in an asynchronous, uncoordinated way. Currently, most VA and DoD case managers are required to document care in multiple

systems. A survey of the case management environment in 2012 (cite survey) concluded that most systems have similar or redundant capabilities in the areas of:

- Automating case management capabilities of intake, referral, and enrollment
- Creating and maintaining individual case records and plans
- Communication across specialist to provide better insight into services provided by other VA case managers and external entities
- Consultation and communication processes with VA's extended network of beneficiaries/caregivers

Given economic constrains, there are limitations on VA's ability to integrate, enhance, and in some cases, sustain multiple systems which provide these capabilities. It is in the best interest of the case management community to consider consolidation to an eCRM technology which can best provide needed capabilities.

#### **4. Constraints**

*Detail specific business rules that may not be intuitive to the development of IT.*

- Use the Federal Individual Recovery Plan (FIRP) for data exchange until the CP is available
- The CP will be exchanged for all category 2 and 3 Service members

## 5. Detailed Listing of Requirements

Deliverable		Related Epic Story	Associated Requirements
Priority	ID		
High	D-1	Modify FCMT user interface to enable users to select and view previous versions of the FIRP/CP v1, what changes were made, by whom, and when (VA/FY-13)	<p>WT1, WT2, WT3, WT4, WT5, WT6, WT8, WT9, WT10, WT11, WT12, WT13, WT14, WT15, WT16, WT17, WT18, WT24, WT25, WT26, WT27,</p> <p>Information Sharing Business Requirements Document  <a href="http://vista.med.va.gov/pasdocs/analysis/20100707%20Information%20Sharing%20Initiative%20BRD.doc">http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc</a>            VA 1.1.11: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan information            VA 1.2.2: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan update information            VA 2.1.11.1: Provide VA case/care management/coordination staff the ability to view and import DoD non-medical care plan information            VA 2.2.3: Provide VA case/care management/coordination staff the ability to view and import DoD Non-medical care plan update information            VA 4.3.4: Medical Care Plan Information (see VA 1.1.11)            DoD 2.1.11: Provide the ability to allow Service Members/Veterans to electronically consent to share their FIRP.            DoD 2.1.11.1: Provide DoD case/care management/coordination staff the ability to view and import VA non-medical care plan information.            DoD 2.2.3: Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Non-medical care plan update information.</p> <p>IDES IT System BRD (<a href="#">link?</a>)            10.2 Provide paperless systems for use by all users (VA/DoD) to establish a virtual claim/case file so that duplicate data entry is reduced/omitted.            10.5 Provide interfaces with Military Department systems, VA and other secondary systems for increased automation.            11.1 Provide a 'virtual' system (i.e. web-based system) that is able to be accessed from anywhere within the DoD or VA networks as appropriate following all guidelines for data exchange of SM/Veteran, medical, administrative, and personnel information.            11.4 Provide a single entry system for all users to the extent possible where IDES data is viewed.            11.5 Provide the ability to view electronically all inputs to the IDES process within a single location (case/claim file elements).</p> <p>Note**            Interagency Comprehensive Plan (CP) Requirements starting Sept 2012            FCMT 2.0 VHA/CHAP63/CAS Migration/FRC Enhancements Requirements Specification Document(RSD) delivered October</p>

Deliverable			Related Epic Story	Associated Requirements
Priority	ID	Description		
High	D-2	Develop FCMT web services required to enable other systems to use FCMT as the single authoritative data source (SADS) for the CP v1, which is the FIRP (VA/FY-13)	WT1, WT2, WT3, WT7, WT8, WT9, WT10, WT11, WT12, WT13, WT14, WT15, WT16, WT17, WT18, WT24, WT25, WT26, WT27,	<p>Information Sharing Business Requirements Document  <a href="http://vista.med.va.gov/pasdocs/analysis/20100707%20Information%20Sharing%20Initiative%20BRD.doc">http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc</a></p> <p>VA 1.1.11: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan information</p> <p>VA 1.2.2: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan update information</p> <p>VA 2.1.11.1: Provide VA case/care management/coordination staff the ability to view and import DoD non-medical care plan information</p> <p>VA 2.2.3: Provide VA case/care management/coordination staff the ability to view and import DoD Non-medical care plan update information</p> <p>VA 4.3.4: Medical Care Plan Information (see VA 1.1.11)</p> <p>DoD 2.1.11: Provide the ability to allow Service Members/Veterans to electronically consent to share their FIRP.</p> <p>DoD 2.1.11.1: Provide DoD case/care management/coordination staff the ability to view and import VA non-medical care plan information.</p> <p>DoD 2.2.3: Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Non-medical care plan update information.</p> <p>IDES IT System BRD (link?)</p> <p>10.1 Consolidate authoritative source data so that they feed into a single location for easy retrieval, viewing, editing, manipulation, reporting and storage as needed.</p> <p>10.2 Provide paperless systems for use by all users (VA/DoD) to establish a virtual claim/case file so that duplicate data entry is reduced/omitted.</p> <p>10.4 Provide an electronic document repository that is accessible by all IDES and POC users; where in-case processing documents could be generated, shared, edited, and viewed by all authorized IDES and POC users, based on their roles and responsibilities.</p> <p>10.5 Provide interfaces with Military Department systems, VA and other secondary systems for increased automation.</p> <p>11.1 Provide a 'virtual' system (i.e. web-based system) that is able to be accessed from anywhere within the DoD or VA networks as appropriate following all guidelines for data exchange of SM/Veteran, medical, administrative, and personnel information.</p> <p>11.4 Provide a single entry system for all users to the extent possible where IDES data is viewed.</p> <p>11.5 Provide the ability to view electronically all inputs to the IDES process within a single location (case/claim file elements).</p> <p>Note**  Interagency Comprehensive Plan Requirements starting Sept 2012  FCMT 2.0 VHA/CHAP63/CAS Migration/FRC Enhancements Requirements Specification Document(RSD) delivered October</p>

Deliverable			Related Epic Story	Associated Requirements
Priority	ID	Description		
High	D-3	Modify Army Warrior Care Transition System (AWCTS) to use ICP v1 with FCMT as SADS (Army/FY-13)	<p>WT1, WT2, WT3, WT7, WT8, WT9, WT10, WT11, WT12, WT13, WT14, WT15, WT16, WT17, WT18, WT24, WT25, WT26, WT27,</p>	<p>Information Sharing Business Requirements Document  <a href="http://vista.med.va.gov/pasdocs/analysis/20100707%20Information%20Sharing%20Initiative%20BRD.doc">http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc</a>            VA 1.1.11: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan information            VA 1.2.2: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan update information            VA 2.1.11.1: Provide VA case/care management/coordination staff the ability to view and import DoD non-medical care plan information            VA 2.2.3: Provide VA case/care management/coordination staff the ability to view and import DoD Non-medical care plan update information            VA 4.3.4: Medical Care Plan Information (see VA 1.1.11)            DoD 2.1.11: Provide the ability to allow Service Members/Veterans to electronically consent to share their FIRP.            DoD 2.1.11.1: Provide DoD case/care management/coordination staff the ability to view and import VA non-medical care plan information.            DoD 2.2.3: Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Non-medical care plan update information.</p> <p>IDES IT System BRD (link?)            10.1 Consolidate authoritative source data so that they feed into a single location for easy retrieval, viewing, editing, manipulation, reporting and storage as needed.            10.2 Provide paperless systems for use by all users (VA/DoD) to establish a virtual claim/case file so that duplicate data entry is reduced/omitted.            10.4 Provide an electronic document repository that is accessible by all IDES and POC users; where in-case processing documents could be generated, shared, edited, and viewed by all authorized IDES and POC users, based on their roles and responsibilities.            10.5 Provide interfaces with Military Department systems, VA and other secondary systems for increased automation.            11.1 Provide a 'virtual' system (i.e. web-based system) that is able to be accessed from anywhere within the DoD or VA networks as appropriate following all guidelines for data exchange of SM/Veteran, medical, administrative, and personnel information.            11.4 Provide a single entry system for all users to the extent possible where IDES data is viewed.            11.5 Provide the ability to view electronically all inputs to the IDES process within a single location (case/claim file elements).</p> <p>Note**            Interagency Comprehensive Plan Requirements starting Sept 2012            FCMT 2.0 VHA/CHAP63/CAS Migration/FRC Enhancements Requirements Specification Document(RSD) delivered October</p>

Deliverable		Related Epic Story	Associated Requirements
Priority	ID		
Medium	D-4	Modify VA Care Management Tracking and Reporting Application (CMTRA) to use ICP v1 with FCMT as SADS (VA/FY-13)	<p>WT1, WT2, WT3, WT7, WT8, WT9, WT10, WT11, WT12, WT13, WT14, WT15, WT16, WT17, WT18, WT24, WT25, WT26, WT27,</p> <p>Information Sharing Business Requirements Document  <a href="http://vista.med.va.gov/pasdocs/analysis/20100707%20Information%20Sharing%20Initiative%20BRD.doc">http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc</a>            VA 1.1.11: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan information            VA 1.2.2: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan update information            VA 2.1.11.1: Provide VA case/care management/coordination staff the ability to view and import DoD non-medical care plan information            VA 2.2.3: Provide VA case/care management/coordination staff the ability to view and import DoD Non-medical care plan update information            VA 4.3.4: Medical Care Plan Information (see VA 1.1.11)            DoD 2.1.11: Provide the ability to allow Service Members/Veterans to electronically consent to share their FIRP.            DoD 2.1.11.1: Provide DoD case/care management/coordination staff the ability to view and import VA non-medical care plan information.            DoD 2.2.3: Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Non-medical care plan update information.</p> <p>IDES IT System BRD (link?)            10.3 Provide business intelligence functions that allow for forecasting, workload analysis, and other analytics as needed.            10.5 Provide interfaces with Military Department systems, VA and other secondary systems for increased automation.            11.1 Provide a 'virtual' system (i.e. web-based system) that is able to be accessed from anywhere within the DoD or VA networks as appropriate following all guidelines for data exchange of SM/Veteran, medical, administrative, and personnel information.            11.3 Provide automated claim processing work-flow and status information to both DoD and VA leadership as well as to the Veteran and SM to include electronic notifications between agencies and to SM.</p> <p>Note**            Interagency Comprehensive Plan Requirements starting Sept 2012            FCMT 2.0 VHA/CHAP63/CAS Migration/FRC Enhancements Requirements Specification Document(RSD) delivered October</p>
Medium	D-5	Enhance FCMT user interface for ICP v2 (VA/TBD)	<p>WT1, WT2, WT3, WT9, WT10, WT11, WT12, WT13, WT14, WT15, WT16, WT17, WT18</p> <p>Information Sharing Business Requirements Document  <a href="http://vista.med.va.gov/pasdocs/analysis/20100707%20Information%20Sharing%20Initiative%20BRD.doc">http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc</a>            VA 1.1.11: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan information            VA 1.2.2: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan update information</p>

Deliverable			Related Epic Story	Associated Requirements
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			WT21 WT22 WT24 WT25, WT26, WT27, WT28 WT29 WT31,, WT32,	VA 2.1.11.1: Provide VA case/care management/coordination staff the ability to view and import DoD non-medical care plan information VA 2.2.3: Provide VA case/care management/coordination staff the ability to view and import DoD Non-medical care plan update information DoD 2.1.11.1: Provide DoD case/care management/coordination staff the ability to view and import VA non-medical care plan information. DoD 2.2.3: Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Non-medical care plan update information.  IDES IT System BRD (link?) 10.4 Provide an electronic document repository that is accessible by all IDES and POC users; where in-case processing documents could be generated, shared, edited, and viewed by all authorized IDES and POC users, based on their roles and responsibilities. 11.1 Provide a 'virtual' system (i.e. web-based system) that is able to be accessed from anywhere within the DoD or VA networks as appropriate following all guidelines for data exchange of SM/Veteran, medical, administrative, and personnel information. 11.4 Provide a single entry system for all users to the extent possible where IDES data is viewed.  Note** Interagency Comprehensive Plan Requirements starting Sept 2012 FCMT 2.0 VHA/CHAP63/CAS Migration/FRC Enhancements Requirements Specification Document(RSD) delivered October
Medium	D-6	Develop FCMT web services required to enable other systems to use FCMT as the single authoritative data source (SADS) for the ICP v2, (VA/TBD)	WT1, WT2, WT3, WT4, WT5, WT6, WT9, WT10, WT11, WT12,WT13,WT14,WT15, WT16, WT17 WT18, WT24, WT25, WT26, WT27,	Information Sharing Business Requirements Document <a href="http://vista.med.va.gov/pasdocs/analysis/20100707%20Information%20Sharing%20Initiative%20BRD.doc">http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc</a> VA 1.1.11: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan information VA 1.2.2: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan update information VA 2.1.11.1: Provide VA case/care management/coordination staff the ability to view and import DoD non-medical care plan information VA 2.2.3: Provide VA case/care management/coordination staff the ability to view and import DoD Non-medical care plan update information VA 4.3.4: Medical Care Plan Information (see VA 1.1.11) DoD 2.1.11: Provide the ability to allow Service Members/Veterans to electronically consent to share their FIRP. DoD 2.1.11.1: Provide DoD case/care management/coordination staff the ability to view and import VA non-medical care plan information. DoD 2.2.3: Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Non-medical care plan update information.

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				<p>IDES IT System BRD (link?)</p> <p>10.1 Consolidate authoritative source data so that they feed into a single location for easy retrieval, viewing, editing, manipulation, reporting and storage as needed.</p> <p>10.2 Provide paperless systems for use by all users (VA/DoD) to establish a virtual claim/case file so that duplicate data entry is reduced/omitted.</p> <p>10.5 Provide interfaces with Military Department systems, VA and other secondary systems for increased automation.</p> <p>11.4 Provide a single entry system for all users to the extent possible where IDES data is viewed.</p> <p>11.5 Provide the ability to view electronically all inputs to the IDES process within a single location (case/claim file elements).</p> <p>Note**  Interagency Comprehensive Plan Requirements starting Sept 2012  FCMT 2.0 VHA/CHAP63/CAS Migration/FRC Enhancements Requirements Specification Document(RSD) delivered October</p>
Medium	D-7	Modify other V Care Coordinator systems to Implement CP v2 leverage FCMT as SADS.	<p>WT1, WT2, WT3, WT9, WT10, WT11, WT12, WT13, WT14, WT15, WT16, WT17, WT18 ES (17), WT22, WT23, WT24, WT25, WT26, WT27, WT28, WT29, WT31, WT32,</p>	<p>Information Sharing Business Requirements Document  <a href="http://vista.med.va.gov/pasdocs/analysis/20100707%20Information%20Sharing%20Initiative%20BRD.doc">http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc</a></p> <p>VA 1.1.11: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan information</p> <p>VA 1.2.2: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan update information</p> <p>VA 2.1.11.1: Provide VA case/care management/coordination staff the ability to view and import DoD non-medical care plan information</p> <p>VA 2.2.3: Provide VA case/care management/coordination staff the ability to view and import DoD Non-medical care plan update information</p> <p>VA 4.3.4: Medical Care Plan Information (see VA 1.1.11)</p> <p>DoD 2.1.11: Provide the ability to allow Service Members/Veterans to electronically consent to share their FIRP.</p> <p>DoD 2.1.11.1: Provide DoD case/care management/coordination staff the ability to view and import VA non-medical care plan information.</p> <p>DoD 2.2.3: Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Non-medical care plan update information.</p> <p>IDES IT System BRD (link?)</p> <p>10.1 Consolidate authoritative source data so that they feed into a single location for easy retrieval, viewing, editing, manipulation, reporting and storage as needed.</p> <p>10.2 Provide paperless systems for use by all users (VA/DoD) to establish a virtual claim/case file so that duplicate data entry is reduced/omitted.</p> <p>10.3 Provide business intelligence functions that allow for forecasting, workload analysis, and other</p>

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				<p>analytics as needed.</p> <p>10.4 Provide an electronic document repository that is accessible by all IDES and POC users; where in-case processing documents could be generated, shared, edited, and viewed by all authorized IDES and POC users, based on their roles and responsibilities.</p> <p>10.5 Provide interfaces with Military Department systems, VA and other secondary systems for increased automation.</p> <p>11.1 Provide a 'virtual' system (i.e. web-based system) that is able to be accessed from anywhere within the DoD or VA networks as appropriate following all guidelines for data exchange of SM/Veteran, medical, administrative, and personnel information.</p> <p>11.3 Provide automated claim processing work-flow and status information to both DoD and VA leadership as well as to the Veteran and SM to include electronic notifications between agencies and to SM.</p> <p>11.4 Provide a single entry system for all users to the extent possible where IDES data is viewed.</p> <p>11.5 Provide the ability to view electronically all inputs to the IDES process within a single location (case/claim file elements).</p> <p>Note**  Interagency Comprehensive Plan Requirements starting Sept 2012  FCMT 2.0 VHA/CHAP63/CAS Migration/FRC Enhancements Requirements Specification Document(RSD) delivered October</p>
Medium	D-7.5	Onboard DoD Care Coordination systems	<p>WT1,WT2,WT3, WT7,WT8,WT9, WT10,WT11,WT12,WT13,WT14,WT15,WT16,WT17, WT18,WT19,WT20,WT21,WT22,WT23,WT24,WT25, WT26,WT27,WT28,WT29,WT31,WT32</p>	<p>Information Sharing Business Requirements Document  <a href="http://vista.med.va.gov/pasdocs/analysis/20100707%20Information%20Sharing%20Initiative%20BRD.doc">http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc</a></p> <p>VA 1.1.11: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan information</p> <p>VA 1.2.2: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan update information</p> <p>VA 2.1.11.1: Provide VA case/care management/coordination staff the ability to view and import DoD non-medical care plan information</p> <p>VA 2.2.3: Provide VA case/care management/coordination staff the ability to view and import DoD Non-medical care plan update information</p> <p>VA 4.3.4: Medical Care Plan Information (see VA 1.1.11)</p> <p>DoD 2.1.11: Provide the ability to allow Service Members/Veterans to electronically consent to share their FIRP.</p> <p>DoD 2.1.11.1: Provide DoD case/care management/coordination staff the ability to view and import VA non-medical care plan information.</p> <p>DoD 2.2.3: Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Non-medical care plan update information.</p> <p>IDES IT System BRD (link?)</p>

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Low	D-8	Develop web services enabling CIIF to be SADS for case management health data (IPO/TBD)	<p>WT1, WT2, WT3, WT12, WT13, WT14, WT15, WT16, WT17, WT18, WT19, WT20, WT21, WT22</p>	<p>Information Sharing Business Requirements Document  <a href="http://vista.med.va.gov/pasdocs/analysis/20100707%20Information%20Sharing%20Initiative%20BRD.doc">http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc</a></p> <p>VA 1.1.11: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan information</p> <p>VA 1.2.2: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan update information</p> <p>VA 4.3.4: Medical Care Plan Information (see VA 1.1.11)</p> <p>DoD 2.1.11: Provide the ability to allow Service Members/Veterans to electronically consent to share their FIRP.</p> <p>DoD 2.1.11.1: Provide DoD case/care management/coordination staff the ability to view and import VA non-medical care plan information.</p> <p>DoD 2.2.3: Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Non-medical care plan update information.</p> <p>IDES IT System BRD (link?)</p> <p>10.1 Consolidate authoritative source data so that they feed into a single location for easy retrieval, viewing, editing, manipulation, reporting and storage as needed.</p> <p>10.2 Provide paperless systems for use by all users (VA/DoD) to establish a virtual claim/case file so that duplicate data entry is reduced/omitted.</p> <p>10.4 Provide an electronic document repository that is accessible by all IDES and POC users; where in-case processing documents could be generated, shared, edited, and viewed by all authorized IDES and POC users, based on their roles and responsibilities.</p> <p>10.5 Provide interfaces with Military Department systems, VA and other secondary systems for increased automation.</p>

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				<p>11.1 Provide a 'virtual' system (i.e. web-based system) that is able to be accessed from anywhere within the DoD or VA networks as appropriate following all guidelines for data exchange of SM/Veteran, medical, administrative, and personnel information.</p> <p>11.4 Provide a single entry system for all users to the extent possible where IDES data is viewed.</p> <p>11.5 Provide the ability to view electronically all inputs to the IDES process within a single location (case/claim file elements).</p> <p>Note** Interagency Comprehensive Plan Requirements starting Sept 2012 FCMT 2.0 VHA/CHAP63/CAS Migration/FRC Enhancements Requirements Specification Document(RSD) delivered October</p>
High	D-9	Migrate other VA Care Coordination(CC) system users to the FCMT platform for Care Coordination	<p>WT1,WT2,WT3, WT7,WT8,WT9, WT10,WT11,WT12,WT13,WT14,WT15,WT16,WT17, WT18,WT19,WT20,WT21,WT22,WT23,WT24,WT25, WT26,WT27,WT28,WT29,WT31,WT32</p>	<p>[Information Sharing Business Requirements Document <a href="http://vista.med.va.gov/pasdocs/analysis/20100707%20Information%20Sharing%20Initiative%20BRD.doc">http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc</a></p> <p>VA 1.1.11: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan information</p> <p>VA 1.2.2: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan update information</p> <p>VA 2.1.11.1: Provide VA case/care management/coordination staff the ability to view and import DoD non-medical care plan information</p> <p>VA 2.2.3: Provide VA case/care management/coordination staff the ability to view and import DoD Non-medical care plan update information</p> <p>VA 4.3.4: Medical Care Plan Information (see VA 1.1.11)</p> <p>DoD 2.1.11: Provide the ability to allow Service Members/Veterans to electronically consent to share their FIRP.</p> <p>DoD 2.1.11.1: Provide DoD case/care management/coordination staff the ability to view and import VA non-medical care plan information.</p> <p>DoD 2.2.3: Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Non-medical care plan update information.</p> <p>IDES IT System BRD (link?)</p> <p>10.1 Consolidate authoritative source data so that they feed into a single location for easy retrieval, viewing, editing, manipulation, reporting and storage as needed.</p> <p>10.2 Provide paperless systems for use by all users (VA/DoD) to establish a virtual claim/case file so that duplicate data entry is reduced/omitted.</p> <p>10.4 Provide an electronic document repository that is accessible by all IDES and POC users; where in-case processing documents could be generated, shared, edited, and viewed by all authorized IDES and POC users, based on their roles and responsibilities.</p> <p>10.5 Provide interfaces with Military Department systems, VA and other secondary systems for increased automation.</p>

Deliverable			Related Epic Story	Associated Requirements
Priority	ID	Description		
				<p>11.1 Provide a 'virtual' system (i.e. web-based system) that is able to be accessed from anywhere within the DoD or VA networks as appropriate following all guidelines for data exchange of SM/Veteran, medical, administrative, and personnel information.</p> <p>11.4 Provide a single entry system for all users to the extent possible where IDES data is viewed.</p> <p>11.5 Provide the ability to view electronically all inputs to the IDES process within a single location (case/claim file elements).</p> <p>Information Sharing Business Requirements Document  <a href="http://vista.med.va.gov/pasdocs/analysis/20100707%20Information%20Sharing%20Initiative%20BRD.doc">http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc</a>  -OiF/OEF shall migrate other VA CC system users to the FCMT platform for Care Coordination  -Ch 63 shall migrate other VA CC system users to the FCMT platform for Care Coordination  -BAS shall migrate other VA CC system users to the FCMT platform for Care Coordination</p>
Low	D-10	Enable CRM sharing of non-CP IDES data between FCMT & DoD systems	<p>WT1,WT2,WT3, WT7,WT8,WT9, WT10,WT11,WT12,WT13,WT14,WT15,WT16,WT17, WT18,WT19,WT20,WT21,WT22,WT23,WT24,WT25, WT26,WT27,WT28,WT29,WT31,WT32</p>	<p>Information Sharing Business Requirements Document  <a href="http://vista.med.va.gov/pasdocs/analysis/20100707%20Information%20Sharing%20Initiative%20BRD.doc">http://vista.med.va.gov/pasdocs/analysis/20100707 Information Sharing Initiative BRD.doc</a>  VA 1.1.11: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan information  VA 1.2.2: Provide VA case/care management/coordination staff the ability to view and import DoD medical care plan update information  VA 2.1.11.1: Provide VA case/care management/coordination staff the ability to view and import DoD non-medical care plan information  VA 2.2.3: Provide VA case/care management/coordination staff the ability to view and import DoD Non-medical care plan update information  VA 4.3.4: Medical Care Plan Information (see VA 1.1.11)  DoD 2.1.11: Provide the ability to allow Service Members/Veterans to electronically consent to share their FIRP.  DoD 2.1.11.1: Provide DoD case/care management/coordination staff the ability to view and import VA non-medical care plan information.  DoD 2.2.3: Provide DoD case/care management/coordination staff the ability to view and import DoD and VA Non-medical care plan update information.</p>
Low	D-11	Enable a query and view of select FCMT IDES data from DoD systems	<p>WT1,,WT3, WT4, WT6,WT7,WT8, WT9,WT10, WT22,WT24,WT25,WT26</p>	<p>IDES IT System BRD (link?)  10.1 Consolidate authoritative source data so that they feed into a single location for easy retrieval, viewing, editing, manipulation, reporting and storage as needed.  10.2 Provide paperless systems for use by all users (VA/DoD) to establish a virtual claim/case file so that duplicate data entry is reduced/omitted.  10.4 Provide an electronic document repository that is accessible by all IDES and POC users; where in-case processing documents could be generated, shared, edited, and viewed by all authorized IDES and POC users, based on their roles and responsibilities.  10.5 Provide interfaces with Military Department systems, VA and other secondary systems for</p>

Deliverable			Related Epic Story	Associated Requirements
Priority	ID	Description		
				<p>increased automation.</p> <p>11.1 Provide a 'virtual' system (i.e. web-based system) that is able to be accessed from anywhere within the DoD or VA networks as appropriate following all guidelines for data exchange of SM/Veteran, medical, administrative, and personnel information.</p> <p>11.4 Provide a single entry system for all users to the extent possible where IDES data is viewed.</p> <p>11.5 Provide the ability to view electronically all inputs to the IDES process within a single location (case/claim file elements).</p>

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## Attachment A. Referenced Epic Stories

WT Ref	Epic Story
WT1	As a VHA/VBA user, I need to be notified of a pending separation by a service member's unique identifier.
WT2	As a VHA/VBA user, I need to schedule exams and outreach efforts for service members.
WT3	As the VA (VHA and VBA), we need to be notified of pending separations by service member unique identifier (discharge from active duty) so that we can schedule examinations and outreach efforts as needed before they separate.
WT4	As a VSR I need to be able to access the entire OMPF so that I may adjudicate a claim.
WT5	As a VSR I need to be able to archive the OMPF so that I may review it at a later date.
WT6	As a VSR I need access to the entire OMPF in order to adjudicate a claim and be able to store the relevant portions of the OMPF as a record for possible review or appeal.
WT7	As a case manager in IDES (MSC, Peblo), I want to know where a identified service member is in the claims development processes.
WT8	As a case manager in IDES (MSC, Peblo), I want to know the status of individual case.
WT9	As a case coordinator/manager, I need to be able to view a service member or veteran's comprehensive plan, showing medical services and benefits provided, so that I may provide care coordination.
WT10	As a case coordinator/manager, I need to be able to view all personnel providing care to my client.
WT11	As a case coordinator/manager, I need to be able to see a comprehensive plan that provides a holistic view of medical services and benefits provided and all the other people who are providing it and have that view be consistent with everyone that is working with my client, so that I can access the information to provide care coordination for servicemembers and veterans.
WT12	As DoD care manager, I want to share a care plan with a VA care manager.
WT13	As a VA care manager, I want to share a care plan with a DoD care manager.
WT14	As a care management team, we want to share care plans within VA and DoD.
WT15	As a case manager supporting DoD/VA patients, I want to have role-based access to read/write a service member or veteran's comprehensive care plan.
WT16	As a case manager supporting DoD/VA patients, I need to be able to view or make changes to the comprehensive care plan in real-time.
WT17	As a Case Manager (likely need to define who these folks are based on the inventory, but would expect they include but are not limited to VA and DoD Clinical nurse and social work case managers, OIF/OEF/OND case managers and coordinators, SCI CMs, polytrauma CMs, etc.) supporting DoD/VA patients, I want to have read/write access to the comprehensive plan for each of my patients so that I can maintain real time visibility of what all case managers and care coordinators supporting each of my patients are doing and they can see what I am doing.

WT Ref	Epic Story
WT18	As a care coordinator (likely need to define who these folks are based on the inventory, but would expect they include but are not limited to VA and DoD coordinators such as RCCs, AW2 Advocates, Vocational Rehab Case Managers, USMC Regional Support Team Coordinators, etc.) supporting DoD/VA patients/clients, I want to have read/write access to the comprehensive plan for each of my patients so that I can maintain real time visibility of what all case managers and care coordinators supporting each of my patients are doing and they can see what I am doing.
WT19	As a care coordinator, I need a way for people to send me referrals electronically so they can send the necessary PII/PHI.
WT20	As a care coordinator, I need a way to send referrals.
WT21	As a VA care coordinator, I need to be able to seamlessly assume the duties of Lead Coordinator and hand off the duty to other coordinators and get the Lead Coordinator role back without any impact to the veteran.
WT22	As a VA care coordinator, I need to be able to view the status (dollar amounts, rating codes, etc) of my client's benefits and health care services so that I have more holistic view of my client's situation and can coordinate their care and benefits.
WT23	As a VHA liason, I want to know (?all service members who are/ if a service member is?) receiving SCAADL services from DoD, so that I may refer them to our VA Caregivers program.
WT24	As a member of the Care and Coordination Community of Practice (case mangers and care coordinators), I want to identify all current fellow members of this community by location and program so that I can contact specific members to support evolving needs of my patients/clients where (geographic and facility based) and when (date/timeline) those needs are identified.
WT25	As a member of the Care and Coordination Community of Practice (case mangers and care coordinators), I want to identify all current fellow members of this community by location and program so that I can contact specific members who share responsibility for serving my patients/clients so that I can effectively coordinate with them on care.
WT26	As a person who works directly with Veterans/ Servicemembers on behalf of VA/DoD, including all members of the Care and Coordination Community of Practice (case mangers and care coordinators), I want to be able to identify all Service members/Veterans assigned/enrolled into a comprehensive plan so that I can ensure that I can effectively coordinate support to any of my patients/clients who already have a comprehensive plan.
WT27	As a person who works directly with Veterans/ Servicemembers on behalf of VA/DoD, including all members of the Care and Coordination Community of Practice (case mangers and care coordinators), I want to be able to identify all Service members/Veterans assigned/enrolled into a comprehensive plan so that I can ensure that I can initiate a comprehensive plan to effectively coordinate support to any of my patients/clients who do not already have a comprehensive plan.
WT28	As a member in CoP, I need the ability to generate adhoc reports that allow me to track the execution of a plan of an individual patient so that I can manage the case management process.
WT29	As a manager, I need the ability to generate reports that aggregate to all patients assigned to me, so that I can schedule work.
<del>WT30</del>	<del>Access and how do we make sure that duty, health care and benefits have a singular view. One mission one policy one plan. Talking about the same individual. Our requirements are to have veterans receive all the benefits they have earned.</del>
WT31	As a VA care coordinator, I need to be able to seamlessly assume the duties of Lead Coordinator and hand off the duty to other coordinators and get the Lead Coordinator role back without any impact to the veteran.
WT32	As a member in CoP, I need the ability to generate adhoc reports that allow me to track the execution of a plan of an individual patient so that I can manage the case management process.

WT Ref	Epic Story
WT33	As a VA partner, I need to be able to direct the veterans with whom I work to a single place where they can tell the VA that I'm authorized to receive info about them, so that the VA does not have to process paper authorizations and requests from all their partners.
WT34	As a VA business system IT developer, I need a set of standard services which I can reuse to facilitate web service based information sharing with any other system within the VA so that the VA can stop building expensive and complicated INTERNAL point to point interfaces.
WT35	As a VA business system IT developer, I need a set of standard services which I can reuse to facilitate web service based information sharing with any third party so that the VA can stop building expensive and complicated EXTERNAL point to point interfaces.
WT36	As a Veteran/SM, I want a central location where I can take online training courses so that I can learn about my VA benefits.
WT37	As a VSR I want the authorized adjudicated award uploaded to the corporate database, so that the Financial Account System (FAS) can distribute the financial benefit to the claimant
WT38	As a Disability Examiner, I want the ability to tailor output reports from the clinical document that is specific to rating criteria or the needs of specific stakeholder, so that the clinical information can be used not only by VBA for rating purposes, but also for the benefit of additional end users such as for IDES and Separation Health Assessments.

## Attachment B. References

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- CAPRI for Veterans Service Organizations (VSOs): <http://www.ehealth.va.gov/docs/CAPRIforVSOsWeb.pdf>
- Changes in Compensation and Pension Examination Reports VHA Directive 2010-024, June 2, 2010: [http://vaww1.va.gov/vhapublications/ViewPublication.asp?pub\\_ID=2248](http://vaww1.va.gov/vhapublications/ViewPublication.asp?pub_ID=2248)
- Dialog Medical iMED Consent: <http://www.dialogmedical.com/>
- Disability Benefits Questionnaires: <http://benefits.va.gov/TRANSFORMATION/disbiltyexams/>
- Disability Examination Management Pre-Solicitation Announcement: [https://www.fbo.gov/?s=opportunity&mode=form&id=a065abe49616bea8b11e1836d94cfaba&tab=core&\\_cview=1](https://www.fbo.gov/?s=opportunity&mode=form&id=a065abe49616bea8b11e1836d94cfaba&tab=core&_cview=1)
- DSS ROI: <http://www.dssinc.com/dss-roi.htm?id=him>
- eBenefits: [https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal;EBEN\\_JSESSIONID=GrS8P8yD9dvvJjG5hWqmbW9HM1N2sPV9qPbNbqq3w9sYhGrV292v!93981986!-753823040?nfpb=true&nfxr=false&pageLabel=AboutMain](https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal;EBEN_JSESSIONID=GrS8P8yD9dvvJjG5hWqmbW9HM1N2sPV9qPbNbqq3w9sYhGrV292v!93981986!-753823040?nfpb=true&nfxr=false&pageLabel=AboutMain)
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- Health Information Technology in Clinical Practice: <http://www.aaas.org/spp/PM/ppts/Fischetti.ppt>
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- Master Patient Index (MPI): [http://www.ehealth.va.gov/EHEALTH/docs/080630\\_Dqtrifoldbrchre\\_WebV.pdf](http://www.ehealth.va.gov/EHEALTH/docs/080630_Dqtrifoldbrchre_WebV.pdf)
- NSR #20100102 NwHIN Enhancements: [http://vista.med.va.gov/nsrdmgmt/Tab\\_GeneralInfo.asp?RequestID=20100102](http://vista.med.va.gov/nsrdmgmt/Tab_GeneralInfo.asp?RequestID=20100102)
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- NSR 20111209 Disability Benefits Questionnaires (DBQ) Services: [http://vista.med.va.gov/nsrd/Tab\\_GeneralInfoView.asp?RequestID=20111209](http://vista.med.va.gov/nsrd/Tab_GeneralInfoView.asp?RequestID=20111209)

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- Privacy Act, 5 U.S.C. 552a. THE PRIVACY ACT OF 1974, 5 U.S.C. § 552a – As Amended <http://www.justice.gov/opcl/privstat.htm>
- Security Service: [http://en.wikipedia.org/wiki/Security\\_service\\_\(telecommunication\)](http://en.wikipedia.org/wiki/Security_service_(telecommunication))
- United States committee on Veterans SAffairs Hearing on VA Contracts for Health Services: [http://veterans.senate.gov/hearings.cfm?action=release.display&release\\_id=c2fd1ba3-a503-4a7a-8402-29a77e41ff74](http://veterans.senate.gov/hearings.cfm?action=release.display&release_id=c2fd1ba3-a503-4a7a-8402-29a77e41ff74)
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- VA NwHIN Adapter <http://tspr.vista.med.va.gov/warboard/anotebk.asp?proj=1307>
- VAi2 Innovation Initiative: [http://www.va.gov/vai2/About\\_Home.asp](http://www.va.gov/vai2/About_Home.asp)
- Veterans Online Application (VONAPP) II: <http://tspr.vista.med.va.gov/warboard/anotebk.asp?proj=1454&Type=Active>
- VHA DIRECTIVE 2010-045 Introduction of Disability Benefits Questionnaires (DBQs) to support the compensation and Pension (CP) Process: [http://www.va.gov/vhapublications/View/Publication.asp?pub\\_ID=2298](http://www.va.gov/vhapublications/View/Publication.asp?pub_ID=2298)
- VHA Handbook 1605.1 – Privacy and Release of Information [http://vaww1.va.gov/vhapublications/ViewPublication.asp?pub\\_ID=1423](http://vaww1.va.gov/vhapublications/ViewPublication.asp?pub_ID=1423)
- Virtual Lifetime Electronic Health Record (VLER) Fact Sheet: <https://www.voa.va.gov/DocumentView.aspx?DocumentID=326>

## **Attachment C. 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 VLER Executive Program Management Office. Any change or further elaboration to these requirements will be done in more detailed artifacts.

### **Business Owner**

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

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Joe Paiva, Executive Director, VLER EPMO