

User Story Number: US007.01

User Story Name: VSO Submit Form

Priority: High

ClearQuest Number: DAS_CR287

Author: Michael Brown / Business Analyst

Function Points:

Story Points:

Story: As a Veteran Service Organization (VSO) Claims Management Service (CMS) I want Virtual Lifetime Electronic Record (VLER) Data Access Services (DAS) to pass an electronically submitted claim form to Digits to Digits (D2D) through Veterans Information / Eligibility Record Services (VIERS) so that Veterans and their beneficiaries receive their claim information and benefits in a timely fashion.

Revision History

Date	Version	Description	Author
10/24/2012	v0.01	Original	Michael Brown
10/31/2012	v0.02	Analyst Review	Michael Brown
11/1/2012	v0.03	Analyst Review	Michael Brown
11/5/2012	v0.04	Analyst Review	Michael Brown
11/15/2012	v0.05	Review with D2D – Updated Background	Michael Brown
11/19/2012	v0.06	Peer Review / Testability	Michael Brown
12/06/2012	v0.07	Technical Writer Review 1	Nancy Burak
12/13/2012	v0.08	DAS PM Review - Approved	Michael Brown
12/13/2012	v1.0	Formal Review - Approved	Michael Brown

Background

Currently, a large number of claims are submitted and managed by VSOs on behalf of the Veterans. All claims submitted are paper-based, incurring additional costs for the physical creation of the claim, mailing of the claim, and other miscellaneous costs associated with the paper submission. Implementing an electronic submission process will decrease the amount of time required for a claim to be processed and filed, and decrease the time for benefits to reach the veteran. The Veteran Relationship Management (VRM) Program Management Office (PMO), in partnership with the Compensation Service of the Veterans Benefits Administration

(VBA), requests the design and development of an enterprise Digits-to-Digits Electronic Claims Submission Service (D2D) that will provide a common access point to standardize, centralize, and integrate the universal collection of Benefits Claim Forms and supporting evidence data to produce a streamlined, paperless Veteran/Service member-centric claims process.

Conversation

1. VSO Claims Management Service (CMS) captures the Veteran's information through a VSO claims management system.
2. VSO CMS generates a structured electronic VA form.
3. VSO CMS electronically submits a Process Form to VLER DAS.
4. VLER DAS receives and forwards the claims form to the D2D service hosted by VIERS with high priority for requests from the VSO.
5. Frequency: VLER DAS expects 5,000 claim submissions each day.

Detailed Listing of Acceptance Criteria

Requirement ID	Description
US007.01.01	VLER DAS sends the form to the D2D application via the VIERS system with high priority for requests from the VSO.

Constraints

None at present.

Assumptions

1. D2D will ensure the VSO CMS is currently accredited by Office of Government Council (OGC) to submit forms on behalf of Veterans.
2. D2D will ensure the VSO CMS has Power of Attorney (POA) in place for submitted Veteran claims.
3. D2D will ensure the VSO CMS has an image of the Veteran's signature.
4. D2D is responsible for form persistence.
5. D2D performs identity management.
6. Validation of all forms is performed by D2D.
7. D2D will ensure the VSO CMS has an active corporate record in order to submit forms on behalf of Veteran.

Approval Signatures

X

Steven Lee Green
FIST Program Manager

X

William G. (Dusty) Jackson
Business Owner Representative

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