

September 27, 2024

**RESCISSION OF VHA DIRECTIVE 1910, PATIENT INFORMATION COLLECTION
MANAGEMENT PROGRAM**

1. By direction of the Office of the Under Secretary for Health, Veterans Health Administration (VHA), VHA Directive 1910, Patient Information Collection Management Program dated July 10, 2018, is rescinded.

2. Obtaining complete and accurate administrative and demographic information is a key component of establishing and managing a patient's record and supporting VHA business functions. VHA Directive 1910 provides guidance for using standardized Patient Information Collection Management (PICM) processes to obtain necessary information for clinical and administrative staff to coordinate care and other activities including capturing Veterans' insurance information for revenue collection. The VHA Office of Finance, Revenue Operations uses this insurance information to bill for non-service-connected conditions. Information regarding capture previously located in VHA Directive 1910 can be found at the following locations:

a. Information regarding demographic information collection is located in VHA Directive 1604, Data Entry Requirements for Administrative Data, dated December 18, 2023.

b. Information regarding the Consolidated Patient Account Center (CPAC) Department is located at: <http://vaww.cfo.med.va.gov/Revops/default.asp>. **NOTE:** This is an internal Department of Veterans Affairs (VA) website that is not available to the public.

c. Information regarding Insurance Verification/Outpatient Pharmacy (OPECC) Department is located at: <http://vaww.cfo.med.va.gov/Revops/Operations/insurverifopecdept.asp>. **NOTE:** This is an internal VA website that is not available to the public.

d. The CPAC Insurance Verification Guidebook, Insurance Verification Framework, Chapter 2, File Entry Function is located at: https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/55440000001029/content/554400000040550/Insurance-Verification-Guidebook-Table-of-Contents. **NOTE:** This is an internal VA website that is not available to the public.

e. Insurance Capture Buffer Web (ICBWeb) Administrative Role instructions are located at: <https://dvagov.sharepoint.com/sites/VHAeRevenueResources/Pages/Insurance%20Intake.aspx>. **NOTE:** This is an internal VA website that is not available to the public.

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3. All inquiries regarding insurance capture must be addressed to the VHA Office of Finance (104) at VHA104ROAction@va.gov. All inquiries concerning this notice must be addressed to the Office of Member Services (15MEM) at VHAMSBusinessPolicyOffice@va.gov.

4. This VHA notice will expire and be archived on September 30, 2025. However, the rescission information will remain in effect.

**BY DIRECTION OF THE OFFICE OF
THE UNDER SECRETARY FOR HEALTH:**

/s/ RimaAnn O. Nelson
Assistant Under Secretary for Health
for Operations

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