



# **Digits to Digits (D2D)**

**Business Lead: Stan Moran**



# VRM is a VA Enterprise Wide Major Initiative Through FY15

**Mission:** VRM will engage, empower and serve Veterans and other clients with seamless, secure and on-demand access to benefit information and services



## Key Clients:

- ✓ Veterans and Beneficiaries
- ✓ VSOs and others who support Veterans
- ✓ Volunteers and VSOs
- ✓ Business Stakeholders

## Enabling our Clients to:

- ✓ Find uniform information about VA's benefits and services, regardless of access channel
- ✓ Complete self service transactions with VA
- ✓ Be quickly identified by VA, without having to repeat information
- ✓ Seamlessly access multiple VA service lines



# Electronic Claims Submission Pathways

If you are a...

...then use

...and the claim gets processed through





# Digits to Digits (D2D)

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## Overview

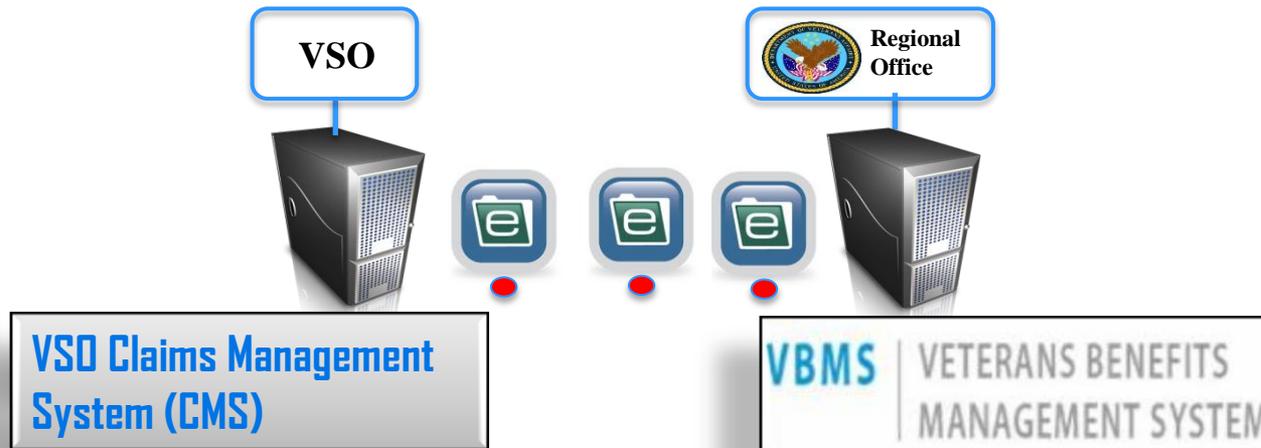
- ❖ D2D is a system created to enable our VSO partners to electronically submit fully developed claims from their claims management systems (CMS) directly to VBMS
- ❖ Benefits will include:
  - Reduced time of submission (instantaneous submission)
  - Better service to Veterans
  - Ability to leverage your investments in your CMS

## Current State

- ❖ D2D is currently being piloted by 5 VSOs, in multiple states
  - As of 6/1/15, over 85 claims have been successfully established in VBMS
- ❖ D2D allows 526 and 21-22 forms to create an electronic folder in VBMS
- ❖ 21-0966 Intent to File (Data Only) has recently been added as a form that can be submitted through D2D



# Increasing and Improving Self Service Access to Partners



- ✓ Direct **machine-to-machine interaction** for a VSOs CMS to **submit claims directly into the Veterans Benefits Management System (VBMS)**
- ✓ **Eliminates the need to print and mail** hard copies to VA to submit claims
- ✓ **Allows partners to leverage their investments** in claims management systems

## **Pilot Production (in progress)**

- ✓ Currently in Pilot Phase
- ✓ Next pilot deployment scheduled for mid July, 2015
- ✓ 85 Total Claims have been established since Pilot began



# Forms Currently Supported by D2D

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- ❖ **VA Form 21-526EZ** – Application for Disability Compensation and Related Compensation Benefits
- ❖ **VA Form 21-22** – Appointment of Veterans service Organization as the claimants representative
- ❖ **VA Form 21-0966** – (Data Only) Intent to File a claim for Compensation



# FAQ's

## VACI Website FAQ Section

### **1. Will D2D permit VSOs to file an incomplete electronic claim in order to protect the date of the claim, allowing the Veteran time to gather medical and other supporting documents?**

A: D2D allows for the submission of an incomplete claim as long as it has the minimum set of identifying information (Veteran found, POA (power of attorney) matches). The Veterans Benefits Management System (VBMS) will accept the submission to the eFolder and send back a Claim ID and the Claim date of when the submission hit the VLER Gateway.

Please note: The D2D project team strongly encourages VSOs to submit only fully developed claims (FDC). However, D2D will permit a VSO organization to submit an incomplete claim in accordance with existing VA rules and policies.

### **2. How can I send additional Evidence days or weeks after I sent the initial claim?**

A: For non-FDC claims, you can send additional evidence in the prescribed PDF format up to 364 days after the initial Form submission. Note: The longer the wait for additional evidence, the longer it will take to process the claim.

### **3. I sent a paper claim before I connected to D2D, and now I want to send evidence for that claim via D2D.**

A: If you know the Claim ID for the paper claim, then you can send additional evidence through D2D in the provided PDF format.



# FAQ's

## VACI Website FAQ Section

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#### **4. How will D2D accommodate the changing of any of the forms?**

A: If OMB changes any forms, then the XML will not be affected if the change is cosmetic. Only if the data change will there need to be a modification to the XML schema

#### **5. What is the national Roll out Plan?**

A: D2D is being planned for national rollout in Fall 2015. VSO's interested in using D2D services will need to reach out to VBA in order to complete the onboarding process and establish connectivity. VSO's (and vendors) will then be grouped (based on level of completeness of the onboarding process) and on boarded to the upcoming D2D release.

#### **6. Can a County Veteran Service Officer (CVSO) use D2D?**

A: D2D will only work if the CVSO has the same vendor as whichever national VSO they are submitting on behalf of. So if CVSO has vendor A, and the National VSO has vendor B, the claim can't be processed by D2D. If CVSO has vendor C, and National VSO has vendor C, the claim can be processed by D2D, but will require a work queue function that the vendor will provide.



# Additional Information

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Please visit the D2D public facing website for Frequently Asked Questions (FAQs) and for more information: <http://www.innovation.va.gov/program-d2d.html>

## **Your Primary Points of Contact (POCs):**

D2D Business Lead - Stan Moran

D2D Project Support - Deepti Ananthramu and Jude Michel

Mailbox: [D2D.VBACO@va.gov](mailto:D2D.VBACO@va.gov)



# Questions

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# Stakeholder Enterprise Portal

You are here

We are here  
to help you  
achieve  
your goals





# Stakeholder Enterprise Portal

## Agenda

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- ❖ Introduction
- ❖ Overview of SEP
- ❖ Walkthrough of site
  - SEP Homepage
  - Representative Dashboard
  - Representation Requests
  - Work Queue
- ❖ Resources
- ❖ Points of Contact





# Stakeholder Enterprise Portal Training



**Mission:** VRM will engage, empower and serve Veterans and other clients with seamless, secure and on-demand access to benefit information and services



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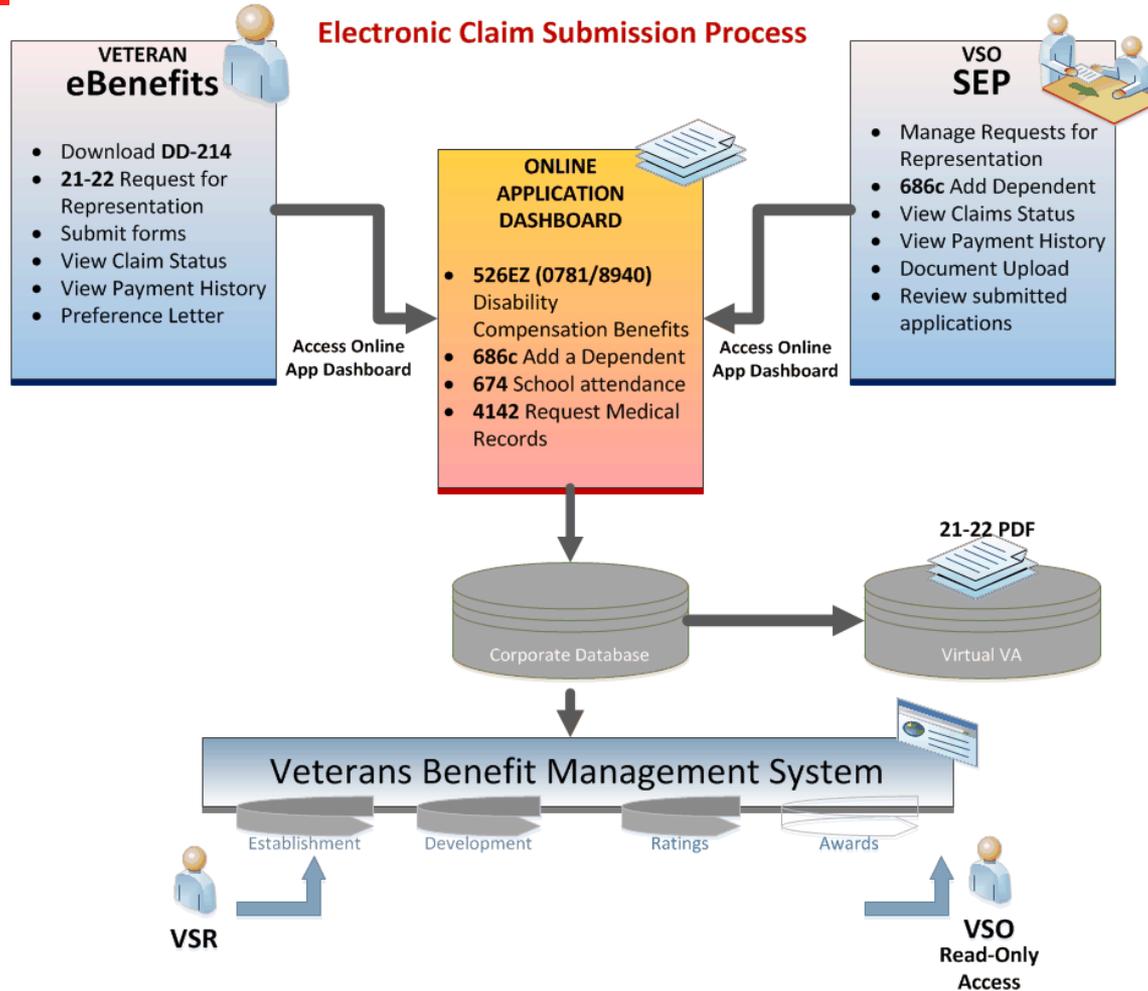
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# Stakeholder Enterprise Portal





# Stakeholder Enterprise Portal Overview



- Secure web-based (Internet) portal
- URL: [www.sep.va.gov](http://www.sep.va.gov)
- Electronic way of doing business with the VA
- Users are external business partners who support Veterans
  - Veterans Service

The screenshot shows the homepage of the Stakeholder Enterprise Portal (SEP). The header features the SEP logo and the text "Stakeholder Enterprise Portal" with a "Log in to SEP" button. A navigation menu includes "SEP Home", "Compensation Service", "Education Service", "PC@HAC", "VR&E", and "VSO". The main content area is titled "Welcome VSO Representatives" and includes a sub-header "Representatives of Veteran Service Organizations can now log in to SEP to support Veterans." Below this is a section for "Our VA Business Partners" with a brief description. Three columns of services are listed: "COMPENSATION SERVICE", "EDUCATION SERVICE", and "PC@HAC". A right-hand sidebar contains sections for "Tools", "Frequently Asked Questions", "KnowVA", "FAST Letters (1996-Present)", and "Announcements".



# Stakeholder Enterprise Portal Overview



## Current Features:

- *Prepare and SUBMIT the integrated VA Form 21-526EZ*
- *Notify Veteran of 21-22 Accept and Decline decision*
- *Master Veteran Index (MVI) integration*
- *Manage VA Form 21-22, Request for Representation (Power of Attorney)*
- *Submit the VA forms 686c and 674*
- *SEP Representative Work Queue*
- *Claim Status to include Intent to File*
- *Upload supporting evidence*



# Stakeholder Enterprise Portal Overview



## Current Features (cont.):

- *View*
  - *Payment History*
  - *eBenefits Profile*
  - *Veteran's Representative*
  - *Benefits Summary (current benefits)*
  - *Disability Summary (rated and pending disabilities)*
- *Unauthenticated Chat with a VA Representative for Registration and Log In Difficulties*
- *Authenticated Chat*



# Stakeholder Enterprise Stakeholder Enterprise Portal

## Features with next release:

- *Added to Veteran Profile:*
  - *Payment History*
  - *Dependent Information*
  - *Ancillary Benefits*
- *Increase to 10 MB Size Limit for Documents Uploaded Using Claims Status*



## Dependents Application – Things that may cause a reject requiring manual processing:

- *No SSN*
- *Document(s) uploaded*
- *Military Pay Involved (retired, severance, separation, drill pay)*
- *For school child, school is not in the WEAMS database*
- *Veteran married to a Veteran*



# Stakeholder Enterprise Stakeholder Enterprise Portal

## Resources:

- *SEP FAQs*

<https://www.sep.va.gov/sep/web/guest/faq>

- *SEP User Guide*

[https://www.sep.va.gov/sep/ecms-proxy/document/ebenefits-liferay/dynamic-content/sep/assets/downloads/SEP\\_User-Guide.pdf](https://www.sep.va.gov/sep/ecms-proxy/document/ebenefits-liferay/dynamic-content/sep/assets/downloads/SEP_User-Guide.pdf)



# Stakeholder Enterprise Portal

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Questions? Feel free to reach out to us!

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