**Exam Scheduling Request Submission Statuses and Exam Activity (Part 3)**

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Welcome to the Compensation Service’s review of Exam Scheduling Request Submission Statuses and Exam Activity.

**Slide 2**

Utilizing the training materials, VBMS Core User Guide, and available references, claim processors will be able to identify exam scheduling request submission statuses and exam activity within Exam Management in VBMS, and complete the post-assessment with a minimum of 80% accuracy.

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You may refer to the listed references for more information on Exam Management feature in VBMS.

You may access a copy of the VBMS Core User Guide from the Compensation Service Intranet Homepage, by selecting the Veteran Benefits Management System (VBMS) on the left-hand side menu, then going to Resources and finally selecting Release Information and User Guides.

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At this time, I will discuss when a submission of an exam scheduling request is successful and when there is a failure.

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Upon submission of an initial scheduling request, the following actions take place.

The scheduling request document is generated and uploaded to the Veteran’s eFolder with a document type of ‘Exam Request’ and the subject will identify if document is an ‘exam request’, ‘exam rework’, ‘clarification response’, etc.

VBMS will attempt to submit the scheduling request to Data Access Services (DAS) to prepare for communication with the appropriate Exam Management System (for VBMS Release 14.1 this will be a VBA Contract Examiner).

A contention tracked item is created for each contention included on the scheduling request in the format ‘Exam Request – [Contention Name]’.

The initial suspense duration for the contention tracked item is 30 days from the date of submission.

This tracked item cannot be closed by a user until all appointments associated with the contention are Completed or Canceled.

When a new request has been submitted successfully, the following will occur:

The Exam Scheduling Request level status is updated to Open

The Contention level statuses are updated to Triage. During Triage status, the Exam Management System (EMS) (VBA Exam Contractor) is reviewing the data package.

During this time, EMS may send a Request for Clarification, is contacting the Veteran to schedule the appointment, or downloading documents from eFolder.

The View History page records the acknowledgement as ‘Scheduling Request Received’.

An exam request (or exam rework) tracked item is created with a 30 days suspense date.

Claim suspense date is set to 30 days.

Claim suspense reason remains *VA/Contract exam requested, awaiting results*, until exam results are received.

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If there is an initial point of failure within VBMS, after selecting Submit Request, the claim processor will receive a red banner indicating that an internal VBMS error has occurred.

The claim processor has the ability to retry the submission.

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If there is a submission failure in the outbound communication between VBMS and Data Access Services (DAS), the following will occur:

The Request Level Status is updated to ‘ERROR’.

The ‘Exam Request Processing’ tracked item suspense date, and therefore claim level suspense date, is updated to current date.

Note: the expectation is that the National Work Queue (NWQ) will push the claim to a Regional office (RO) for review based upon the suspense date and existence of this tracked item.

An error icon is visible next to this scheduling request on the Exam Scheduling Request Summary page; the claim processor has the ability to see detailed error messaging by clicking on this icon.

For an *exam scheduling request* or *rework request*, use the *retry submission* option in the Actions menu on the Summary page.

For a modification request or clarification request response, use the *retry modification submission* or *retry clarification response* option from the Actions menu on the Summary page.

I will discuss more on request for clarification, modification request and rework request in a separate training segment.

Upon clicking “Retry”, the ‘Exam Request Processing’ tracked item suspense date is set to the current date +1.

If the retry is successful and Data Access Services (DAS) processes the message successfully, the ‘Exam Request Processing’ tracked item is deleted, and the exam scheduling request level status is set to Processing.

If the retry is unsuccessful and Data Access Services (DAS) still cannot process the message, the ‘Exam Request Processing’ tracked item’ remains and the suspense date is once again set to the current date, and the exam scheduling request level status remains set to Error.

An audit of the submission event and message deliver event is captured and visible on the Exam Scheduling Request’s View History page.

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Exam activity refers to receiving status messages about canceled contentions, scheduled, changed, or completed appointments, and receiving exam results.

Receipt of this information automatically updates request status, along with associated contentions, appointments and tracked items.

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When a contention canceled message is received:

An information icon is added to the request. **You can click the icon to view a message about the cancellation.**

The contention status is updated to *canceled*.

If all contentions on a request are canceled, the request status is also updated to canceled.

The tracked item for the canceled contention is updated with a received date.

And an EMS Contention Cancellation document is added to the eFolder.

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When a contention associated with an exam scheduling request is deleted in an application outside of VBMS, an error icon is added to the request, and contention deleted is shown next to the contention in the Exam Scheduling Request Summary and Details view.

You can create a modification request to cancel the deleted contentions.

I will discuss modification request in a separate training segment.

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When a medical examination appointment is scheduled:

The contention status is updated to scheduled and an appointment is added with a status of *scheduled* or *ACE assigned* below the contention.

A claim suspense date is set to the date of the appointment, plus five days (default value).

If scheduled appointments are changed, the appointment date and time is automatically updated, and the claim suspense date is set to the new appointment date, plus five days.

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When a scheduled appointment is completed, then the appointment and contention statuses are updated to *completed*.

If all other exams and contentions on the request are completed or canceled, then the request status is also updated to *completed*.

When a scheduled appointment is cancelled, then the appointment and contention statuses are updated to *canceled*.

If all other exams and contentions on the request are canceled, then the request status is also updated to *canceled*.

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The Contention status is updated when an appointment is completed or cancelled.

When the exam results are received and no appointment exists, the contention status updates to complete.

An Information Indicator icon is placed on the Exam Scheduling Request Summary page.

When the claim processor selects on the icon, they can see a summary of how many documents were successfully resolved.

If two documents are in the Complete Results Available event and 2 DBQs were successfully uploaded to the eFolder for that contention, the claim processor will see “2 out of 2 documents resolved.”

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The View History section of the scheduling request will record the status of the ‘Exam Results Available Received’.

The results link is added to the Details view. You can click this link to open the exam results package.

A date received is added to the Details view.

The tracked item for the contention associated with the results is updated with a received date.

An exam request document containing the results is added to the eFolder.

When the last open request on a claim is cancelled or completed, the tracked items created by the request are updated and the claim status is set to *ready for decision*, if there is no other pending development.

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If one or more documents is unresolved due to an upload error, the DBQs should be corrected, claim processors will submit a National Service Desk (NSD) ticket to retrieve the document(s) and re-upload.

Then the claim processor can click the “Resolve Documents” button to manually resolve the documents.

Once all documents are successfully resolved, the contention tracked item associated with the contention for which results were received is closed by placing the current date in the Received Date field.

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This concludes the Compensation Service’s review of Exam Scheduling Request Submission Statuses and Exam Activity.

If you have further questions regarding Exam Management in VBMS you may contact the following corporate email addresses.