**(VSR VIP Pre-D)**

**Private Medical Record (PMR) Retrieval Program**

**Instructor Lesson Plan**

**Time Required: 1.75 Hours**

**Table of Contents**

[Lesson Description 2](#_Toc526255636)

[Introduction to (VSR VIP Pre-D) Private Medical Record (PMR) Retrieval Program 4](#_Toc526255637)

[Topic 1: Overview of the PMR Retrieval Program 6](#_Toc526255638)

[Topic 2: Roles and Development 8](#_Toc526255639)

[Practical Exercise 13](#_Toc526255640)

[Lesson Review and Wrap-up 13](#_Toc526255641)

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| **Lesson Description** |
| The information below provides the instructor with an overview of the lesson and the materials that are required to effectively present this instruction. |
| **TMS #** | 4486175 |
| **Prerequisites** | Prior to this lesson, the Veteran Service Representatives (VSRs) should have completed the classes on FDC, Original Claim Development and Non-Original Claims.  |
| **target audience** | The target audience for (VSR VIP Pre-D) PMR ProgramisVSR, Entry Level.Although this lesson is targeted to teach the VSR Entry Level employee, it may be taught to other VA personnel as mandatory or refresher type training. |
| **Time Required** | 1.75 hours |
| **Materials/TRAINING AIDS** | Lesson materials:* (VSR VIP Pre-D) Private Medical Record (PMR) PowerPoint Presentation
* (VSR VIP Pre-D) Private Medical Record Trainee Handout
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| **Training Area/Tools**  | The following are required to ensure the trainees can meet the lesson objectives: * Classroom or private area suitable for participatory discussions
* Seating, writing materials, and writing surfaces for trainee note taking and participation
* Handouts, which include a practical exercise
* Large writing surface (easel pad, chalkboard, dry erase board, overhead projector, etc.) with appropriate writing materials
* Computer with PowerPoint software to present the lesson material

Trainees require access to the following tools: * VA TMS to complete the assessment
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| **Pre-Planning**  | □ Become familiar with all training materials by reading the Instructor Lesson Plan while simultaneously reviewing the corresponding PowerPoint slides. This will provide you the opportunity to see the connection between the Lesson Plan and the slides, which will allow for a more structured presentation during the training session. □ Become familiar with the content of the trainee handouts and their association to the Lesson Plan. □ Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between this Lesson Plan, the trainee handouts, and the PowerPoint slides and ensure your timing is on track with the length of the lesson. □ Ensure that there are copies of all handouts before the training session.□ When required, reserve the training room.□ Arrange for equipment such as flip charts, an overhead projector, and any other equipment (as needed).□ Talk to people in your office who are most familiar with this topic to collect experiences that you can include as examples in the lesson. □ This lesson plan belongs to you. Feel free to highlight headings, key phrases, or other information to help the instruction flow smoothly. Feel free to add any notes or information that you need in the margins. |
| **Training Day**  | □ Arrive as early as possible to ensure access to the facility and computers. □ Become familiar with the location of restrooms and other facilities that the trainees will require. □ Test the computer and projector to ensure they are working properly. □ Before class begins, open the PowerPoint presentation to the first slide. This will help to ensure the presentation is functioning properly. □ Make sure that a whiteboard or flip chart and the associated markers are available.□ The instructor completes a roll call attendance sheet or provides a sign-in sheet to the students. The attendance records are forwarded to the Regional Office Training Managers. |
| **Introduction to (VSR VIP Pre-D) Private Medical Record (PMR) Retrieval Program** |
| **INSTRUCTOR INTRODUCTION** | Complete the following:* Introduce yourself
* Orient learners to the facilities
* Ensure that all learners have the required handouts
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| **time required** | 0.25 hours |
| **Purpose of Lesson***Explain the following:* | This lesson is intended to explain the PMR Program procedures while providing responsibilities of the contractor and VA for development. This lesson will contain discussions and exercises that will allow you to gain a better understanding of: * Purpose of the PMR Program
* Forms used with the PMR Program
* Responsibilities of the PMR Contractor
* Medical Releases not processed by the PMR Contractor
* Role as a VSR in the PMR Process
* PMR Super User and PMR Vault
* Tracked item in VBMS Core for PMR
* Rejected Request from Private Health Providers
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| **Lesson Objectives***Discuss the following:**Slide 2* *Handout 2*  | To accomplish the purpose of this lesson, the VSR will be required to accomplish the following lesson objectives.TheVSRwill be able to: * Describe the purpose of the PMR Program
* Recognize important forms related to the PMR Program
* Identify what is required to obtain PMRs
* Define responsibilities of the PMR Contractor
* Recognize the role of the PMR Super User and the PMR Vault
* Explain how PMR items are tracked within VBMS Core
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| *Explain the following:* | Each learning objective is covered in the associated topic. After the lesson, the learning objectives will be reviewed.  |
| **Motivation** | An understanding of this topic will help students undertake proper development action in a timely manner.  |
| **STAR Error code(s)** | Task 4, Task 11 |
| **References***Slide 3**Handout 3* | Explain where these references are located in the workplace.All references will be found in the [Compensation Pension Knowledge Management Portal](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%3FLANGUAGE%3Den%26COUNTRY%3DUS)* [M21-1, Part III, Subpart iii, Chapter 1, Section D - Requesting Evidence From Private Healthcare Providers (PHPs)](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000036530/M21-1-Part-III-Subpart-iii-Chapter-1-Section-D-Requesting-Evidence-From-Private-Healthcare-Providers-PHPs?query=PHP)
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| Topic 1: Overview of the PMR Retrieval Program |
| **Introduction** | This topic will allow the trainee to identify claims are Private Medical Record (PMR) Program.  |
| **Time Required** | 0.25 hours |
| **OBJECTIVES/Teaching Points** | Topic objectives:* Understand the purpose of the Private Medical Record (PMR) Program
* Recognize important forms related to the PMR Program
* Understand what is required to obtain PMRs
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| **Purpose of PMR Retrieval Program***Slide 4**Handout 4* | The PMR Program was created to help obtain private medical records quicker than the traditional development process.Private medical records are now obtained by a private contractor, DOMA Technologies, and uploaded into VBMS Core.This allows VSRs to spend their time completing other phases of development, as DOMA contacts Private Health Providers. Often PMRs or negative responses are received within 12 days. DOMA also provides Quality Review to ensure records are accurate and the release forms that are used are complete and accurate.**Stress** that VA’s obligation to obtain PMRs starts when a claimant submits a VA Form 21-4142 and 21-4142a or an equivalent private medical release form. |
| **PMR Program Forms Required***Slide 5**Handout 4* | Due to privacy issues, PHPs will not release records without proper Health Insurance Portability and Accountability Act (HIPAA) compliant authorization statement signed by the person whose records they hold. The VA Forms used include:* *[VA Form 21-4142 Authorization to Disclose Information to the Department of Veterans Affairs (VA) (gives authorization to PHPs/Vet Centers to disclose information to VA)](http://vbaw.vba.va.gov/bl/20/cio/20s5/forms/VBA-21-4142-ARE.pdf%22%20%5Ct%20%22_blank)*
* [*VA Form 21-4142a, General Release for Medical Provider Information to the Department of Veterans Affairs (VA*](https://vbaw.vba.va.gov/bl/20/cio/20s5/forms/VBA-21-4142a-ARE.pdf)*) (provides the PHP’s/Vet Center’s contact information),* or
* Special authorization form prescribed by the PHP

***Important***: PHPs will not accept photographs taken of completed *VA Forms 21-4142* or *21-4142a* that have been submitted to VA in lieu of the actual document(s). If a photograph has been submitted, the claims processor must request the actual form from the claimant, per instructions in M21-1, Part III, Subpart iii, 1.D.1.d. **Remind** the trainees of the expiration date of the VA Form 21-4142 and 21-4142a: One year from the date the claimant signs it or 180 days from the date the claimant signs a version of the form dated before June 2014.**Stress** to the trainees that both forms must be completed to obtain PMRs. If one or more of the forms are not complete, the VSR will develop to the claimant per M21-1 Part III, Subpart iii, Chapter 1, Section D, 1.d.Examples of PHPs who use their own authorization form are Kaiser Permanente and Mayo Clinic.**Note**: A VA fiduciary may submit a private medical release for the Veteran/claimant, however, the fiduciary cannot sign the private medical release request. The appointment of a VA Fiduciary does not apply to the private sector. The private medical release request should be signed by the patient unless the records are for a minor or there is legal documentation for a guardian which is court ordered. |

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| Topic 2: Roles and Development |
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| **Introduction** | This topic will allow the trainee to understand which roles belong to which individuals. |
| **Time Required** | 0.5 hours |
| **OBJECTIVES/Teaching Points** | Topic objectives:* Describe the responsibilities the PMR Contractor
* Recognize the role of the PMR Super User and the PMR Vault
* Understand how PMR requests are tracked within VBMS Core
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| **Responsibilities of the PMR Contractor***Slide 6-7**Handout 5-6* | Incoming medical release requests received through the centralized mail (CM) program will be automatically routed to the PMR contractor for processing. DOMA will create and send the initial and follow-up development letters to claimants and PHPs.Please Note: Centralized Mail will send the required release forms to the Contractor for processing. The exception to automatic submission is for any non-standard release requests received, such as from Kaiser Permanente or Mayo Clinic, and for any VA Forms 21-4142 and 21-4142a received through Veterans On-Line Application Direct Connect and eBenefits uploads. Those release forms will require download from VBMS Core and upload to PMR Vault which is covered later in this presentation.Upon receipt, the PMR contractor will review the medical release forms to determine if the forms meet the processing requirements.* The PMR contractor will develop any PMR release forms with sufficient information.
* The PMR contractor will also develop the PMR release form, if they can supplement the form by pulling the missing information from SHARE.
* The PMR contractor ***will not*** notify the Veteran on negative responses received from PHPs. Notification on the negative response from the PHP will be provided by VA in the final rating action completed on the claim.
* Once medical records are received, DOMA will upload these records into VBMS Core.
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| **Medical Releases Not Processed by PMR Contractor***Slide 8-10**Handout 6* | Sometimes the PMR contractor will not be able to process the medical release. The contractor will create a Reject Notice which will be sent to the VBMS Core eFolder through the CM program.Examples of these reject reasons are:* If the medical release is
	+ illegible
	+ a photograph of the completed form
	+ a duplicate medical release (previously submitted)
	+ identifying treatment at a
		- VA medical center (VAMC)
		- Vet Center
		- Military treatment facility (MTF), or
		- Federal facility
	+ improperly signed
	+ missing PHP information that cannot be obtained by PMR contractor
	+ missing a signature and/or signature date
	+ identifying a foreign provider
	+ expired, or
	+ displaying claimant with a foreign address, or
* PHP declines request for private treatment records
* A request is cancelled, or
* A death certificate is needed
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| **Responsibility of the VSR***Slide 11**Handout 7* | Even though DOMA does a majority of the development for VA, VSRs still have responsibilities when it comes to processing PMR requests.**Emphasis** that one of the main responsibilities is that the VSR must review rejected medical releases to ensure the medical release is truly incomplete and does not provide sufficient information that allows the PMR contractor the ability to process the form.VSRs must also complete any subsequent development that is needed when the private medical records are not received by the PMR contractor and further development is warranted. Explain that VSRs must also review uploaded VA Forms 21-4142 and 21-4142a to ensure they have been referred to the PMR program and are being developed. |
| **PMR Super User** *Slide 12**Handout 7* | Explain that each Regional Office will have a PMR Super User that is responsible for items that are required for PMR Vault Processing, such as uploading rejected release forms or uploading release forms that were not sent to DOMA. Once trainees return to their Regional Office, they should contact their management to learn who the PMR Super User is for their station.A list of Super Users can also be found on the Compensation Service Intranet Home Page the Private Medical Record (PMR) Program section under Business Management (215).The ROs will identify PMR Super Users who will support the PMR contractor processing activity by* Serving as their RO's point of contact
* Monitoring the PMR workflow process locally
* Uploading medical release requests which have not been previously submitted to PMR contractor
* Logging in ***daily*** to the PMR Program portal and completing the PMR portal checklist
* Reviewing PMR metrics available in the PMR Portal
* Communicating the provisions of the PMR Program to employees who are designated to develop claims
* Timely communicating any challenges to the PMR PMO staff, and
* Attending PMR conference calls.
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| **PMR Vault** *Slide 13**Handout 7* | The PMR Vault is a secure online website that* Receives incoming medical release requests from the ROs which did not go through the CM automated process (Veterans On-Line Application (VONAPP) and eBenefits), and
* Serves as an electronic method for PHPs to upload PMR requests to the PMR contractor for processing.

Only PMR Super Users will have access to the PMR Vault. Remind the trainees that as indicated earlier, if a medical release form didn’t go through the Centralized Mail Process it would have to be downloaded from VBMS Core and then uploaded into the PMR Vault for action to be taken by the contractor. |
| **PMR VBMS Core Tracked Item***Slide 14-15**Handout 8-9* | Another important task VSRs complete when reviewing PMR requests is to manually create a tracked item in VBMS Core when a PMR request is pending. Explain to the trainees that one of the responsibilities of VSRs is to review medical request forms in VBMS Core to make sure they were sent and are pending in the PMR Program and these requests need to be tracked in VBMS Core, like any other development task.Important: Have the class pay special attention to the example of the PMR Program Referred Watermark. Discuss the 3-step process for Tracking the Medical Release Request as provided in III.iii.1.D.2.g. PMR VBMS Core Tracked Item. Demonstrate where to find the proper tracked item in VBMS Core.Instructions: From the Tracked Items chevron on the Claim Details screen, click Add Tracked Item. Select “*Custom Tracked Item”* from the Choose a Category drop-down menu, then click Add to List. Enter “*DOMA pending – [provider name]*” in the ITEM REQUESTED field and enter the amount of days remaining from the 15-day suspense period following the initial PMR request.***Notes***: * If 15 days have passed since the initial request, enter the amount of days remaining from the 30-day response period.
* In the event the PHP does not respond, the PMR contractor will start the close-out process 31 days after the initial request by completing *VA Form 27-0820*, documenting attempts made to receive the records.

***Example***: If establishing the tracked item * 4 days after the PMR request, input *11* in the TRACKED ITEM SUSPENSE field, or
* 18 days after the PMR request, input *12* in the TRACKED ITEM SUSPENSE field
 |
| **Rejected Requests from PHP***Slide 16**Handout 9-10* | Sometimes, the private medical provider rejects our release form. This will require additional development actions. A Private Health Provider (PHP) who provides a service in a private setting may impose various protections with respect to their health information, including important controls over how their health information is released to requesting parties. Note: VA cannot pay a fee for release of medical records.Inform the trainees that if the PMR contractor creates a Reject Notice because the PHP declines to give VA a copy of the claimant’s private treatment records, the VSR will develop to the claimant for the information required. This may be an original signature or the completion of a special authorization form. More specific instructions can be found in M21-1 Part III, Subpart iii, Chapter 1, Section D, 2.h.  |
| **Questions?***Slide 17* | Ask if there are any questions about the information presented in the exercise, and then proceed to the review. |
| **Practical Exercise** |
| **Time Required** | 0.5 hours |
| **EXERCISE** | Using the information in the Handout and the M21-1 reference for this topic, have the trainees complete the Practical Exercise in the Trainee Handout.  |
| Lesson Review And Wrap-up |
| **Introduction***Discuss the following:* | (VSR VIP Pre-D) Private Medical Record (PMR) Retrieval Program is complete. Review each lesson objective and ask the trainees for any questions or comments. |
| **Time Required** | 0.25 hours  |
| **Lesson Objectives** | You have completed the (VSR VIP Pre-D) PMR Retrieval Program lesson. The trainee should be able to: * Describe the purpose of the PMR Program
* Recognize important forms related to the PMR Program
* Identify what is required to obtain PMRs
* Define responsibilities of the PMR Contractor
* Recognize the role of the PMR Super User and the PMR Vault
* Explain how PMR items are tracked within VBMS Core
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