

# STR ASSIST JOB AID

Capability to Manage Service Treatment Records (STR) Requests  
in a Centralized Location in VBMS-Core

# Capability to Manage Service Treatment Records (STR) Requests in a Centralized Location in VBMS-Core

## OVERVIEW

### STR Assist Application

Due to various reasons, each Service Treatment Records (STR) repositories may or may not store records related to a Veteran's particular service resulting in the need for a centralized system with assistive technology that can recommend the repository that is most likely to be storing the STR's.

Through a series of recommendations based on the Veteran's military service, the STR Assist application allows users to submit Service Treatment Record (STR) requests to various repositories to obtain the appropriate documentation necessary to process related claims. This guide aims to detail the concepts, functionality, and processes used within this application.

## OVERVIEW OF CONCEPTS/DEFINITIONS

### STR Repository

An external hub responsible for storing records related to a Veteran's medical treatment during their military service(s). The STR Assist application allows users to make requests to the following STR Repositories:

- [Healthcare Artifacts and Images Management Solution \(HAIMS\)](#)
- [Joint Longitudinal Viewer \(JLV\)](#)
- [National Personnel Records Center \(NPRC\)](#)
- [Records Management Center \(RMC\) Source Material Tracking System \(SMTS\) Portal](#)

### Primary STR Repository Recommendation

[Home](#) > [Veteran Details](#) > [Service Information](#) > Recommended Repository

#### Recommended Repository

##### Step 3: Select a recommended repository

Based on the criteria, the recommended repository is National Personnel Records Center (NPRC) - Request O50. You can submit this request through National Personnel Records Center (NPRC) - Request O50 or select another repository.

- Submit request through National Personnel Records Center (NPRC) - Request O50  
 Select a different repository

Select a Claim to associate to the National Personnel Records Center (NPRC) - Request O50 request

Claim (\*Required)

[« Back](#) [Submit Request »](#)

Figure 1: Primary STR Repository Recommendation

Based on military service information entered in various steps of the [Create Record Request](#) process, the system calculates a recommendation of an STR Repository that is most likely to be storing the Veteran's STR's and provides this on the [Recommended Repository](#) page. For more information, please see [Primary STR Repository Recommendation Rules](#)

- **Note:** The user is not obligated to submit a request to the recommended option and instead, has the ability submit the request to another STR Repository of their choosing.

## Secondary STR Repository Recommendation

STR Request from National Personnel Records Center (NPRC) - Request O50

Status: Acknowledged

Response:

If the National Personnel Records Center (NPRC) - Request O50 record request did not return any results, you may request records through the next remaining repository:

**Records Not Found**

Search the next available repository

Healthcare Artifacts and Images Management Solutions (HAIMS) (\*Recommended Repository)

Joint Longitudinal Viewer (JLV)

National Personnel Records Center (NPRC) - Request NG1

Select a Claim to associate to the Healthcare Artifacts and Images Management Solutions (HAIMS) request

Claim (\*Required)

590 - Initial Appointment Field Exam - 12/7/2021

Submit Request >>

Figure 2: Secondary STR Repository Recommendation

In the event that the STR Repository of which a request has been submitted does not contain the Veteran's STR's, the system has the ability to recommend additional STR Repositories. 'Secondary STR Repository Recommendation' is the term used for all subsequent recommendations that are provided after the [Primary STR Repository Recommendation](#) during the [Records Not Found](#) process on the [Homepage](#). For more information, please see [Secondary STR Repository Recommendation Rules](#)

- **Note:** The user is not obligated to submit a request to the recommended option and instead, has the ability submit the request to another STR Repository of their choosing.

## STR Request Bucket

**Military Branch:** Coast Guard  
**RAD Date:** 01/03/1979  
**Service Obligation:** National Guard

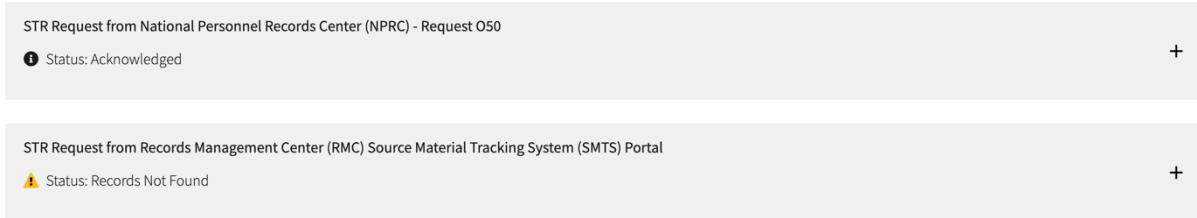


Figure 3: STR Request Bucket

Each time a user completes the [Create Record Request](#) process, a new “bucket” is automatically generated on the [Manual STR Request tab](#) of the STR Assist [Homepage](#). The bucket houses all of the STR Request Tiles related to the Primary STR Repository Recommendation. Within each STR Request Bucket, the system displays key information used in calculating the primary recommendation to assist the user in identifying which period of service is used in this series of primary/secondary recommendations and requests.

- Military Branch
- RAD
- Service Obligation

## STR Request Tile

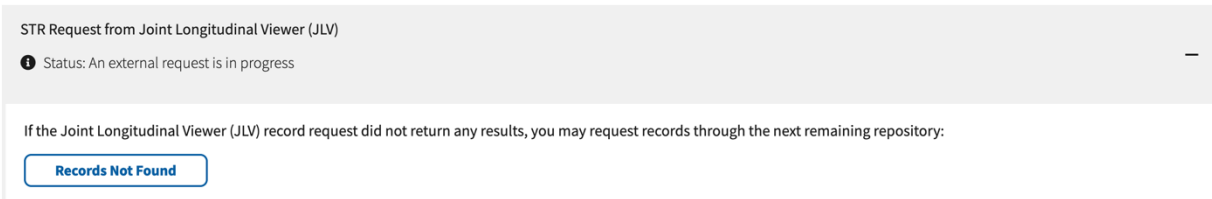


Figure 4: STR Request Tile

When a request is submitted through the application, a tile is created on the [Manual STR Request tab](#) of the STR Assist [Homepage](#) to represent the submitted request, provide additional information, and allow additional actions for the user. The user has the ability to expand and collapse the tile.

When the tile is collapsed, the user is able to view the following information related to the request:

- Name of the STR Repository
- Status
  - HAIMS / NPRC
    - Displays live status updates provided by the repository
  - JLV / RMC-SMTS
    - Displays a static message: “An external request is in progress”

When the tile is expanded, the user is able to view the following information related to the request and complete the following tasks:

- [Records Not Found](#) (button)
  - A button that allows the user to indicate that STR's were not found in the repository
  - Once selected, the system will calculate the next recommended repository to search for records
- Response
  - Displays live response messages provided by the repository
  - Applies only to NPRC requests
- [Delete Request](#) (button)
  - A button that allows the user to cancel the request
  - Applies only to NPRC requests
- [Resubmit Request](#) (button) -
  - A button that allows users to resubmit the request in the event of an error
  - Applies only to HAIMS Requests

### Claim Tile

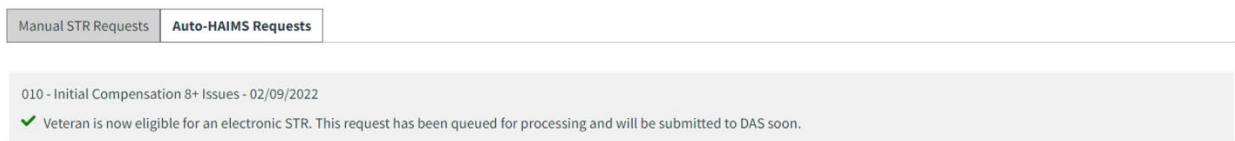


Figure 5: Claim Tile

Each time a claim is established for a veteran, a Claim Tile is added to the [Auto-HAIMS Requests tab](#) of the STR Assist [Homepage](#). The Claim Tile contains the following information:

- EP Code
- Claim Label
- Date of Claim
- Automatic HAIMS Process Status Message

### STR Tracked Item

590 - Initial Appointment Field Exam

Open Claim Check Edit Claim Detail Create DCS Upload Document New Claim SSA Inquiry Manage Evidence

Go to Work Item Days Pending: 23 Date of Claim: 12/07/2021 Status: OPEN Suspense Date: 12/29/2021 Ready to Recall: No Team Assigned to: fid\_division\_team1 Assigned to: testing\_automated

EXPAND CLAIM DETAILS

Contentions Development Letters Tracked Items Exams Claim Notes Record Research Requests

Filter: Add Tracked Item

Item Requested	EP - Claim Label	Sent To	Requested	Suspense Date	Closed Date	Received Date	In Error Date	Follow Up 1	Follow Up 2	Actions
NG1 - National Guard Records Request	590 - Initial Appointment Field Exam		12/29/2021	01/28/2022		12/29/2021				
RV1 - Reserve Records Request	590 - Initial Appointment Field Exam		12/29/2021	01/28/2022			12/29/2021			
PIES Request for OSO	590 - Initial Appointment Field Exam		12/29/2021	01/28/2022	12/29/2021					
HAIMS STR Request	590 - Initial Appointment Field Exam		12/29/2021	01/28/2022	12/29/2021					

Show 25 entries

First Previous 1 Next Last

Tracked Item Table Sorting Note: The tracked items table shows all open individual tracked item and sets first, then sets with open and closed tracked items, and finally closed sets and individual tracked items. If a column is selected for sorting, that column's sort is applied after the aforementioned "open/closed" sorting.

Figure 6: STR Tracked Items. This is test data and does not represent live veteran PII.

When requests are submitted through the STR Assist application to the [HAIMS](#) and/or [NPRC](#) repositories, the system will automatically generate a tracked item in VBMS-Core on a selected open claim.

- HAIMS Repository:
  - HAIMS STR Request
- NPRC Repository
  - PIES Request for O50
    - When PIES Request Code equals "O50"
  - NG1 - National Guard Records Request
    - When PIES Request Code equals "NG1"
  - RV1 - Reserve Records Request
    - When PIES Request Code equals "RV1"

The STR Tracked Items are updated as the request is being processed:

- Requested
  - Populated with the date the STR request is submitted
- Suspense Date
  - Populated 30 days from the date the STR Tracked Item was created
- Received Date
  - Populated with the date the request is completed and STR is uploaded to VBMS-Core
- Closed Date
  - Populated with the date the request is completed and records were not found in the repository
- In Error Date
  - NPRC STR Tracked Items:
    - Populated when the user cancels an NPRC request
  - HAIMS STR Tracked Items:
    - Not Applicable

Breadcrumbs

[Home](#) > [Veteran Details](#) > [Service Information](#) > Recommended Repository

*Figure 7: Breadcrumbs*

Each page of the [Create Record Request](#) process contains links to navigate backwards in the process. The item in the list of breadcrumbs that does not contain a link indicates the page the user is currently viewing.

## OVERVIEW OF REPOSITORIES

### Healthcare Artifacts and Images Management Solution (HAIMS)

- Upon submitting a request to the HAIMS repository, the system will submit a “Notice of Interest” (NOI) to the VLER DAS system which then delivers it to the HAIMS repository where the request is processed. The STR Assist application will provide the user with status updates from the repository as the request is being processed. If the repository contains STR records for the Veteran, the records will be automatically uploaded to the Veteran’s eFolder.
  - For more information, please see: [HAIMS REQUESTS EXPLAINED](#)

### Joint Longitudinal Viewer (JLV)

- At this time, the STR Assist application is not integrated with the JLV repository. When attempting to submit a request to this repository, the user is routed to the JLV repository website (<https://jlv.med.va.gov/JLV/>) where the user can proceed with submitting the STR request. If the repository contains STR records for the Veteran, the user is responsible for uploading the records to the Veteran’s eFolder. Furthermore, the [STR Request Tile](#) associated with this request will not update based on the status of the actual request.

### National Personnel Records Center (NPRC)

- Upon submitting a request to the NPRC repository, the system will submit a request to the ‘Personnel Information Exchange System’ (PIES) where the request will be processed. The STR Assist application will provide the user with status and response updates from the repository as the request is being processed. If the repository contains STR records for the Veteran, the records will be automatically uploaded to the Veteran’s eFolder.
- STR Assist is capable of submitting the following types of PIES requests:
  - PIES Request O50
  - PIES Request NG1
    - If the Veteran has a Service Obligation to the National Guard
  - PIES Request RV1
    - If the Veteran has a Service Obligation to the Reserves

### Records Management Center (RMC) Source Material Tracking System (SMTS) Portal

- At this time, the STR Assist application is not integrated with the RMC-SMTS repository. When attempting to submit a request to this repository, the user is routed to the RMC-SMTS repository website (<https://rmc.csra.com/ro>) where the user can proceed with submitting the STR request. If the repository contains STR records for the Veteran, the user is responsible for uploading the records to the Veteran’s eFolder. Furthermore, the [STR Request Tile](#) associated with this request will not update based on the status of the actual request.

## OVERVIEW PAGES

### Homepage

The screenshot shows the VBMS | STR Requests homepage for a user named William Hamilton. At the top, there is a dark blue header with the text 'VBMS | STR Requests'. Below the header, the user's name 'WILLIAM HAMILTON' is displayed in bold. Underneath the name, three lines of identifying information are listed: 'File Number: 297392303', 'Social Security: 297392303', and 'Service Number: 53'. A prominent blue button labeled 'Create Records Request' is positioned below the identifying information. Below the button, there are two tabs: 'Manual STR Requests' (which is selected) and 'Auto-HAIMS Requests'. Under the 'Manual STR Requests' tab, the section 'Existing Service Treatment Record Requests' is visible. This section includes the following details: 'Military Branch: Navy', 'RAD Date: 08/01/2008', and 'Service Obligation: N/A'. Below these details, a light gray box contains the text 'STR Request from Records Management Center (RMC) Source Material Tracking System (SMTS) Portal' and a warning icon with the message 'Status: Records Not Found'. A plus sign is located in the bottom right corner of this box.

*Figure 8: Homepage. This is test data and does not represent live veteran PII.*

The Homepage of the STR Assist application is the landing page for users when launching the application from VBMS-Core. The application can be launched in the following ways:

- [‘Service Treatment Records’](#) option available within the ‘Veteran’ drop-down menu of a veteran profile
- [‘Request STR’](#) button conditionally available within the ‘Obtain STRs’ section of the ‘Development’ chevron in a claim

The homepage contains the following information related to the veteran profile from which the application was launched:

- First and Last Name
- Social Security Number
- Service Number

The Homepage contains a button to begin the [Create Records Request](#) process. By selecting this button, users are able to enter the necessary service-related information for the veteran and calculate the [Primary STR Repository Recommendation](#) and ultimately submit an STR request to a selected repository.

The Homepage contains the following tabbed pages:

- Manual STR Requests
- Auto-HAIMS Request



## Manual STR Requests:

The screenshot shows the 'Manual STR Requests' tab selected. It displays 'Existing Service Treatment Record Requests' for a member with the following details: Military Branch: Navy, RAD Date: 08/01/2008, and Service Obligation: N/A. There are three request entries, each with a status icon and a plus sign for expansion:

- STR Request from Records Management Center (RMC) Source Material Tracking System (SMTS) Portal. Status: Records Not Found (Warning icon).
- STR Request from Joint Longitudinal Viewer (JLV). Status: An external request is in progress (Info icon).
- STR Request from Records Management Center (RMC) Source Material Tracking System (SMTS) Portal. Status: Records Not Found (Warning icon).

Figure 9: Manual STR Requests Tab

The 'Manual STR Requests' tab of the Homepage contains a history of all manual STR requests submitted through the STR Assist application via the [Create Records Request](#) process

- [STR Request Bucket](#)
- [STR Request Tile](#)

## Auto-HAIMS Requests:

The screenshot shows the 'Auto-HAIMS Requests' tab selected. It displays a list of three automatic requests, each with a green checkmark icon and a plus sign for expansion:

- 110 - IDES Initial Live Comp <8 Issues - 02/08/2022. Status: 020 - New: Electronic STR requested. Request date 02/09/2022. Request to DAS was successful. Suspense date 02/10/2022.
- 010 - Initial Compensation 8+ Issues - 02/09/2022. Status: 020 - New: Electronic STR requested. Request date 02/09/2022. Request to DAS was successful. Suspense date 02/10/2022.
- 020 - New - 01/31/2022. Status: 020 - New: Electronic STR requested. Request date 02/09/2022. Request to DAS was successful. Suspense date 02/10/2022.

Figure 10: Auto-HAIMS Requests Tab

This tab serves as the location for users to view the status of Automatic HAIMS Requests. A [Claim Tile](#) is displayed for each claim associated to the Veteran.

## Veteran Details

### Step 1: Verify Veteran Details

Military Branch (\*Required)

EOD(\*Required)

Month	Day	Year
<input type="text" value="4"/>	<input type="text" value="4"/>	<input type="text" value="1961"/>

RAD(\*Required)

Month	Day	Year
<input type="text" value="12"/>	<input type="text" value="30"/>	<input type="text" value="1972"/>

Service Type (\*Required)

Character of Discharge (\*Required)

[<< Back](#) [Save and Continue >>](#)

Figure 11: Veteran Details page

The Veteran Details page is the first page users will route to when formally starting the [Create Record Request](#) process. The information populated on this page not only contributes to how the [Primary STR Request Recommendation](#) is calculated, but it is also sent in the [NPRC PIES O50](#) request.

On this page, the fields are automatically populated with the Veteran’s most recent period of service (POS). The POS is based on the following factors:

- Most Recent Separation Date (RAD)
- Military Branch

- Excluding:
  - National Oceanic & Atmospheric Administration
  - Other
  - Public Health Services
  - Space Force
  - US Military Academy

The Veteran Details page lists the following information related to the most recent POS. Users have the ability to edit each of these fields if needed. All fields are required to proceed to the next step:

- Military Branch
  - The following options are available:
    - Airforce
    - Airforce Academy
    - Airforce Reserves
    - Air National Guard
    - Army
    - Army Air Corps or Army Air Force
    - Army National Guard
    - Army Reserves
    - Coast Guard
    - Coast Guard Academy
    - Coast Guard Reserves
    - Marine Corps
    - Marine Corps Reserves
    - Merchant Marine
    - Naval Academy
    - Navy
    - Navy Reserves
    - Women's Army Corps
- EOD
  - Cannot enter a future date
- RAD
- Service Type
  - The following options are available:
    - Active Duty
    - Active Duty for Special Work
    - Active Duty for Training

- Annual Training
- Full Time Duty as Reservist
- Inactive Duty for Training
- National Guard Title 10
- National Guard Title 10 Training Only
- National Guard Title 32
- Reserve Duty for FT Operational/Support Services
- Reserve Duty for Training Purposes
- Travel Status
- Character of Discharge
  - The following options are available:
    - Bad Conduct
    - Dishonorable
    - Dishonorable - Ch 17 Eligible
    - Dishonorable - Not Ch 17 Eligible
    - Dishonorable for VA Purposes
    - Dishonorable for VA Purposes - Chapter 17
    - General
    - Honorable
    - Honorable for VA Purposes
    - Other than Honorable
    - Uncharacterized
    - Uncharacterized - Entry Level
    - Under Honorable Conditions
    - Undesirable
    - Unknown
    - Unsuitable
    - Unverified

## Service Information

### Step 2: Verify Veterans Service Information

Does the Veteran have a Service Obligation?

No

Yes

Is the Veteran a member of:

National Guard

Reserves

Enter an Entry and Exit Date for the Veterans Service Obligation

Entry Date(\*Required)

Month      Day      Year

--	--	--

Exit Date

Month      Day      Year

--	--	--

Military Branch

Army

Air Force

Is the Veteran Now a Member of the National Guard / Reserves?

Yes

No

Figure 12a: Service Information page

The screenshot shows a form titled 'Service Information' with a blue vertical bar on the left. The form contains the following elements:

- Character of Discharge:** A dropdown menu with the text 'Select a Character of Discharge' and a downward arrow.
- Last Organizational Assignment(\*Required):** A text input field with a light blue border. Below it, the text '100 characters allowed' is displayed.
- Home of Record:** A text input field with a light blue border. Below it, the text '100 characters allowed' is displayed.
- Did Veteran serve under another name? If so, please list other name.** A question followed by two radio button options:
  - Yes
  - No
- Navigation:** At the bottom, there are two buttons: a light blue button with a left arrow and the text '<< Back', and a dark blue button with the text 'Save and Continue >>'.

Figure 12b: Service Information page

Following the [Veteran Details](#) page, the user is routed to the 'Service Information' page. On this page, the user has the ability to indicate whether the veteran has a service obligation to the 'National Guard' or 'Reserves'. The information populated on this page not only contributes to how the [Primary STR Request Recommendation](#) is calculated, but it is also sent in the [NPRC PIES NG1 / RV1](#) request.

Users have the ability to edit each of the following fields:

- Does the Veteran have a Service Obligation?
  - No
    - This option is selected by default
    - When this option is selected, no other additional fields are displayed on the page

- Yes
  - When this option is selected, the following fields are displayed on the page:
    - Is the Veteran a Member of?
      - National Guard
        - This option is selected by default
      - Reserves
    - Entry Date
      - Required Field
      - Cannot be a future date
    - Exit Date
    - Military Branch
      - Army
        - This option is selected by default
      - Air Force
    - Is the Veteran Now a Member of the National Guard / Reserves?
      - Yes
        - This option is selected by default
      - No
    - Character of Discharge
      - Required Field
      - The following options are available:
        - HON
        - UHC
        - OTH
        - DIS
        - HVA
        - DVA
        - UNC
        - UNK
    - Las Organizational Assignment
      - Required Field
      - 100 Character Limit
    - Home of Record
      - 100 Character Limit
    - Did the Veteran Serve under another name? If so list other name.
      - Yes
        - When this option is selected, the user has the ability to enter a value of up to 100 characters
      - No
        - Selected by default

## Recommended Repository

[Home](#) > [Veteran Details](#) > [Service Information](#) > Recommended Repository

### Recommended Repository

#### Step 3: Select a recommended repository

Based on the criteria, the recommended repository is National Personnel Records Center (NPRC) - Request O50. You can submit this request through National Personnel Records Center (NPRC) - Request O50 or select another repository.

- Submit request through National Personnel Records Center (NPRC) - Request O50  
 Select a different repository

Select a Claim to associate to the National Personnel Records Center (NPRC) - Request O50 request

Claim (\*Required)

[« Back](#) [Submit Request »](#)

Figure 13: Recommended Repository page

Following the [Service Information](#) page, the user is routed to the 'Recommended Repository' page. Based on information captured in the [Veteran Details](#) and [Service Information](#) pages, the system will calculate the [Primary STR Repository Recommendation](#) defined by a set of [pre-determined rules](#). The user has the option to submit a request to the recommended repository or from a list of applicable repositories that were not recommended.

## OVERVIEW OF RECOMMENDATION RULES

### Primary STR Repository Recommendation Rules

Branch of Service	Service Obligation	Separation Date	STR Repository
Army	Yes / No	Prior to 10/16/1992	NPRC - PIES O50
	Yes / No	Between 10/16/1992 & 12/31/2013	RMC SMTS
	Yes / No	On or After 1/01/2014	HAIMS
	Yes	Service Obligation Entry Date is Prior to RAD	JLV
Navy	Yes / No	Prior to 01/31/1994	NPRC - PIES O50
	Yes / No	Between 01/31/1994 & 12/31/2013	RMC SMTS
	Yes / No	On or After 01/01/2014	HAIMS
	Yes	Service Obligation Entry Date is Prior to RAD	JLV
Air Force	Yes / No	Prior to 05/01/1994	NPRC - PIES O50



	Yes / No	Between 05/01/1994 & 12/31/2013	RMC SMTS
	Yes / No	On or After 01/01/2014	HAIMS
	Yes	Service Obligation Entry Date is Prior to RAD	JLV
Marine Corps	Yes / No	Prior to 05/01/1994	NPRC - PIES O50
	Yes / No	Between 05/01/1994 & 12/31/2013	RMC SMTS
	Yes / No	On or After 01/01/2014	HAIMS
	Yes	Service Obligation Entry Date is Prior to RAD	JLV
Coast Guard	Yes / No	Prior to 05/01/1998	NPRC - PIES O50
	Yes / No	Between 05/01/1998 & 08/31/2014	RMC SMTS
	Yes / No	On or After 09/01/2014	HAIMS
	Yes	Service Obligation Entry Date is Prior to RAD	JLV

Figure 14: Primary STR Repository Recommendation Rules Table

The table above indicates how the STR Assist application calculates each [Primary STR Repository Recommendation](#). The table is broken down into the following rule categories:

- Army
- Navy
- Air Force
- Marine Corps
- Coast Guard

ARMY	AIR FORCE	COAST GUARD	MARINE CORPS	NAVY
Army	Air Force	Coast Guard	Marine Corps	Navy
Army Air Corps or Army Air Force	Air Force Academy	Coast Guard Academy	Marine Corps Reserves	Naval Academy
Army National Guard	Air Force Reserves	Coast Guard Reserves		Navy Reserves
Army Reserves	Air National Guard			
Merchant Marine				
Women's Army Corps				

Figure 15: Primary Rules Table Category and Military Branch

The table above indicates which Military Branch value from the [Veteran Details](#) page falls under which rule category when calculating the [Primary STR Repository Recommendation](#)

## Secondary STR Repository Recommendation Rules

Primary Recommendation	Secondary Recommendations				
NPRC PIES O50	RMC SMTS	HAIMS	JLV	NPRC PIES NG1 / RV1	Review Written Policy
RMC SMTS	HAIMS	JLV	NPRC PIES NG1 / RV1	Review Written Policy	
HAIMS	RMC SMTS	JLV	NPRC PIES NG1 / RV1	Review Written Policy	
JLV	HAIMS	RMC SMTS	NPRC PIES NG1 / RV1	Review Written Policy	

Figure 16: Secondary STR Repository Recommendation Rules Table

The table above represents the sequence by which [Secondary STR Repository Recommendations](#) are made each time a user indicates [No Records Found](#).

### Additional Notes:

- NPRC PIES NG1 / RV1 is only recommended in the event the user indicated a service obligation to either the National Guard or Reserves
  - Coast Guard rules category is the exception, however. NPRC PIES NG1 / RV1 is not recommended at all despite the user indicating a service obligation.
- If the user ignores a recommended STR Repository, the system will continue to recommend that repository until a request is submitted. Once submitted, the system will pick back up where it left off in the sequence. Furthermore, the system will not recommend a repository that has already been submitted to.
  - Example:
    1. The system provides a Primary Recommendation of NPRC PIES O50
    2. The user ignores the Primary Recommendation and submits a request to HAIMS
    3. The user indicates [No Records Found](#) for HAIMS
    4. The system recommends NPRC PIES O50
    5. The user submits a request to NPRC PIES O50
    6. The user indicates [No Records Found](#) for NPRC PIES O50
    7. The system recommends RMC SMTS
    8. The user submits a request to RMC SMTS

9. The user indicates [No Records Found](#) for RMC SMTS
10. The system recommends JLV
11. The user submits a request to JLV
12. The user indicates [No Records Found](#) for JLV
13. The system recommends NPRC PIES NG1/RV1
14. The user submits a request to NPRC PIES NG1/RV1
15. The user indicates [No Records Found](#) for NPRC PIES NG1/RV1
16. The system recommends the user “Review Written Policy for Next Procedures”

## OVERVIEW OF PROCESSES

The following sections detail the various processes and workflows utilized in operating the STR Assist application. These sections are designed to walk the user through the following processes:

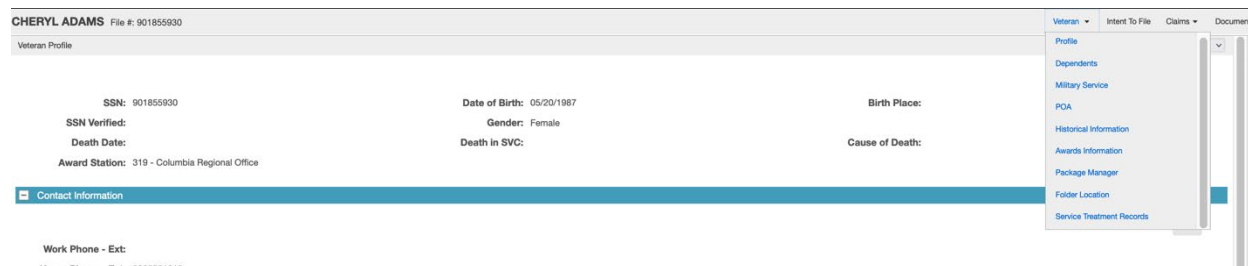
- [Launch the STR Assist Application](#)
- [Create Record Request](#)
- [Manage Record Requests](#)

### Launch the STR Assist Application

The STR Assist application can be launched from the VBMS-Core application in two different ways. This section details those methods in addition to what to expect once the application has launched.

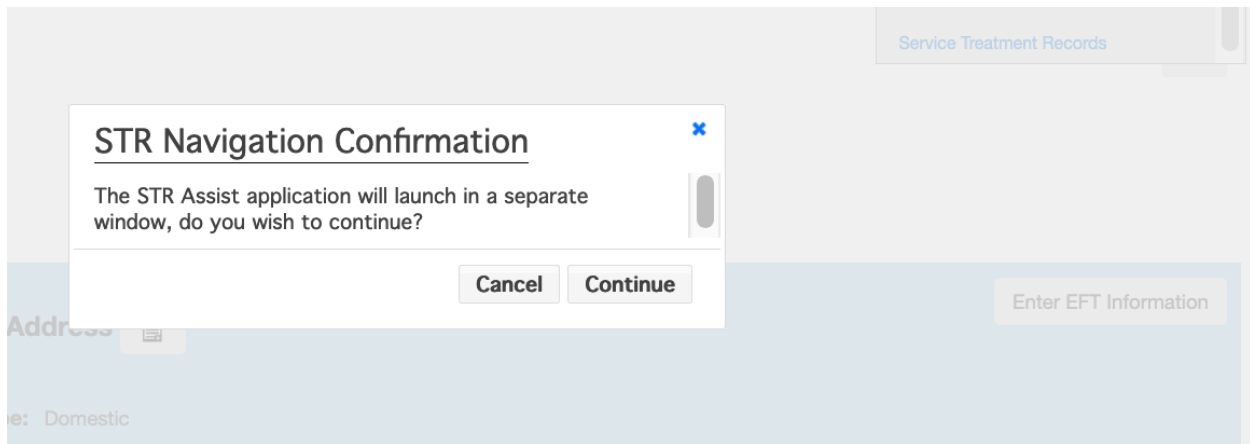
- [‘Veteran’ Drop-Down Menu](#)
- [‘Request STR’ Button](#)
- [Homepage](#)

### ‘Veteran’ Drop-Down Menu



*Figure 17: ‘Service Treatment Record’ Option via ‘Veteran’ Drop-Down Menu. This is test data and does not represent live veteran PII.*

1. From within a veteran profile in VBMS-Core, the user is able to launch the STR Assist application by selecting the ‘Service Treatment Records’ option from the Veteran drop-down menu.



2. Upon selecting the 'Service Treatment Record' option from the Veteran drop-down menu, the system presents a confirmation modal before launching the STR Assist application. The modal contains the following message: "The STR Assist application will launch in a separate window, do you wish to continue?"
  - By selecting "Cancel", the modal closes and STR Assist application does not launch
  - By selecting "Continue", the modal closes and the STR Assist application launches in a separate browser tab/window

### 'Request STR' Button

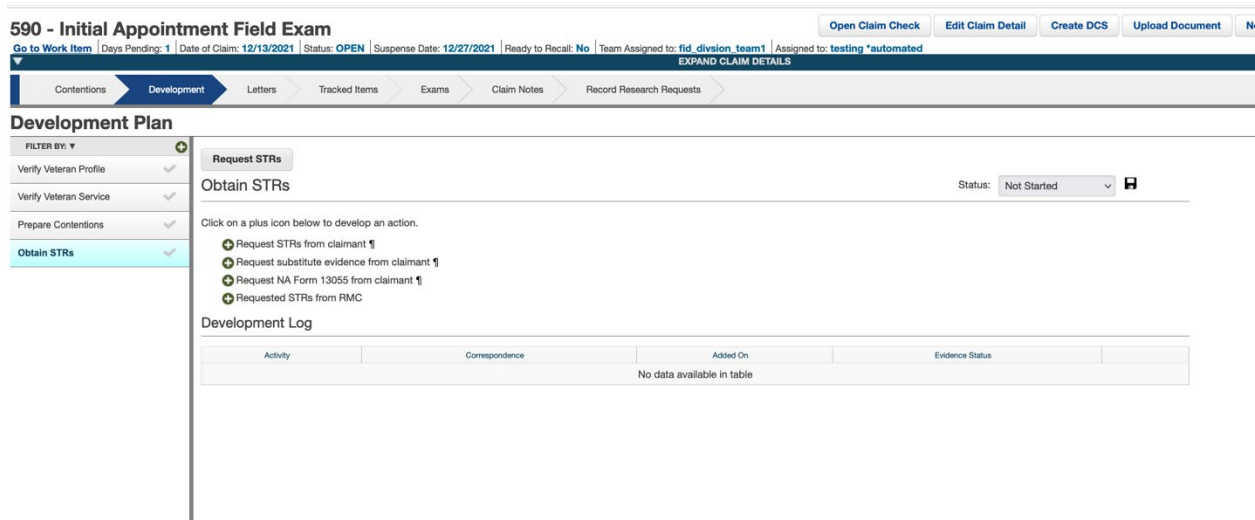


Figure 19: 'Request STR' Button. This is test data and does not represent live veteran PII.

1. From the *Obtain STRs* section of the *Development* chevron within a VBMS-Core claim, the user is able to launch the STR Assist application by selecting the 'Request STR' button (when applicable)

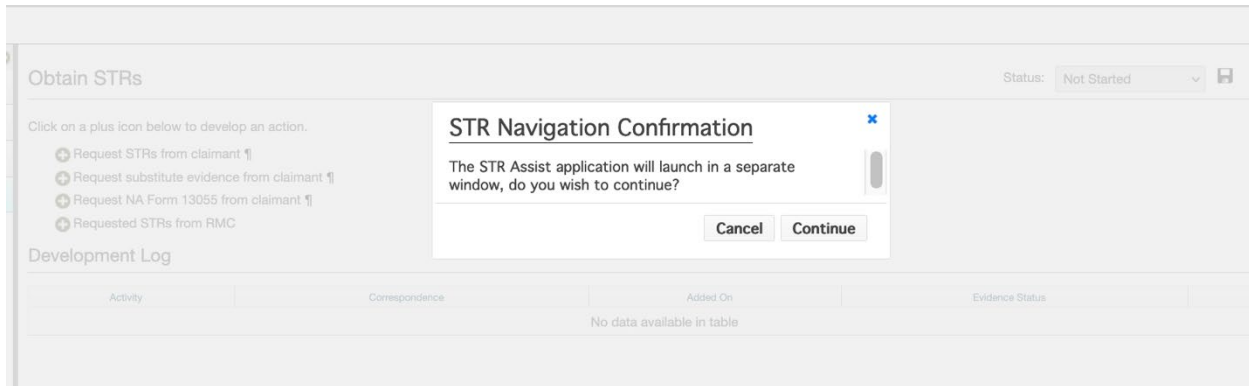


Figure 20: 'STR Navigation Confirmation' Modal

2. Upon selecting the 'STR Request' button, the system presents a confirmation modal before launching the STR Assist application. The modal contains the following message:
  - "The STR Assist application will launch in a separate window, do you wish to continue?"
  - By selecting 'Cancel', the modal closes and STR Assist application does not launch
  - By selecting 'Continue', the modal closes and the STR Assist application launches in a separate browser tab/window

## Homepage

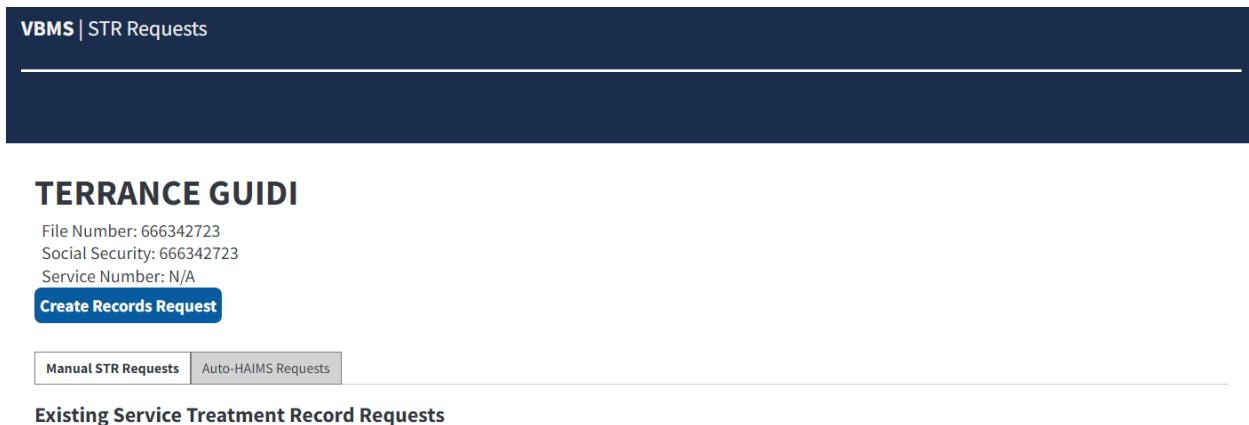


Figure 21: STR Assist Homepage

1. Upon successfully launching the STR Assist application from VBMS-Core, the user is routed to the Homepage of the application.
2. The Homepage of the STR Assist application allows the user to:
  - View Veteran Information:

- First Name and Last Name
- Social Security Number
- Service Number
  - If Applicable
- View the [Manual STR Requests](#) tab
  - [STR Request Buckets](#) and [STR Request Tiles](#) are displayed here to provide the user a history of recommendations and manual requests made via the application as well as provide a means for tracking ongoing requests, indicating when records were not found, and calculating [Secondary STR Repository Recommendations](#).
- View the [Auto-HAIMS Requests](#) tab
  - Each claim associated with the Veteran is displayed in a tile with the status message of the Automatic HAIMS request shown.
- Begin the [Create Records Request](#) process
  - This process is initiated upon selecting the 'Create Records Request' button.

### Create Records Request

The 'Create Record Request' process is initiated when the user needs to manually submit STR requests based on a particular period of military service. The following sections details each step the user will navigate through to generate the Primary STR Repository Recommendation and submit an initial request.

- ['Create Records Request' Button](#)
  - Initiating the 'Create Records Request' process
- [Veteran Details](#)
  - Entering information related to the Veteran's military service
- [Service Information](#)
  - Entering information related to the Veteran's service obligation
- [Recommended Repository](#)
  - Calculating the Primary STR Repository Recommendation and submitting the first STR Request related to the period of service
- [Homepage](#)
  - Generating the STR Request Bucket based on the Primary STR Repository Recommendation and STR Request Tile based on the submitted request

## VBMS | STR Requests

# CHRISTIANA HUNTER

Social Security: 666015720

Service Number: 1

**Create Records Request**

*Figure 22: 'Create Record Request' button. This is test data and does not represent live veteran PII.*

3. By selecting the 'Create Records Request' button from the [Homepage](#) of the STR Assist application, the user has the ability to begin the process to calculate a [Primary STR Repository Recommendation](#) and submit the first manual request. Upon selecting the 'Create Records Request' button, the user is routed to the first step of the process: [Veteran Details](#).

## Veteran Details

### Step 1: Verify Veteran Details

Military Branch (\*Required)

 X | v

EOD(\*Required)

Month	Day	Year
<input type="text" value="4"/>	<input type="text" value="4"/>	<input type="text" value="1961"/>

RAD(\*Required)

Month	Day	Year
<input type="text" value="12"/>	<input type="text" value="30"/>	<input type="text" value="1972"/>

Service Type (\*Required)

 v

Character of Discharge (\*Required)

 X | v

Figure 23: Veteran Details page

1. Upon selecting the 'Create Record Request' button from the [Homepage](#) of the STR Assist application, the user is routed to the [Veteran Details](#) page. Here, the following fields are auto-populated with the most recent period of service listed on the Veteran's profile in VBMS-Core.
2. The user has the ability to manually edit each field as needed. Each field is required to move onto the next step in this Create Records Request process.
  - a. Military Branch
  - b. EOD
  - c. RAD
  - d. Service Type



- e. Character of Discharge
- 3. Once all fields are adequately completed, the user is able to proceed to the Service Information page by selecting the “Save and Continue >>” button.

Service Information

## Service Information

### Step 2: Verify Veterans Service Information

Does the Veteran have a Service Obligation?

- No
- Yes

Is the Veteran a member of:

- National Guard
- Reserves

Enter an Entry and Exit Date for the Veterans Service Obligation

Entry Date(\*Required)

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Exit Date

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Military Branch

- Army
- Air Force

Is the Veteran Now a Member of the National Guard / Reserves?

- Yes
- No

Figure 24a: Service Information page

Character of Discharge

Select a Character of Discharge | v

Last Organizational Assignment(\*Required)

100 characters allowed

Home of Record

100 characters allowed

Did Veteran serve under another name? If so, please list other name.

Yes

No

[<< Back](#) [Save and Continue >>](#)

Figure 24b: Service Information page

1. Upon selecting the “Save and Continue >>” button from the [Veteran Details](#) page of the STR Assist application, the user is routed to the [Service Information](#) page. Here, the user is able to indicate whether the Veteran has a service obligation to the “Reserves” or “National Guard” via the following questions:
  - a. ‘Does this Veteran have a Service Obligation?’
    - i. No
      1. By selecting “No”, the user is indicating that the Veteran does not have a service obligation.
      2. If selected, the user has completed this step and can proceed to the next page.
    - ii. Yes

1. By selecting “Yes”, the user is indicating that the Veteran does not have a service obligation.
2. If selected, the user is presented with the following additional questions to answer prior to proceeding to the next page.
  - a. Is the Veteran a member of:
  - b. Military Branch
  - c. Is the Veteran Now a Member of the National Guard / Reserves?
  - d. Character of Discharge
  - e. Last Organizational Assignment
  - f. Home of Record
  - g. Did the Veteran Serve under another name? If so list other name.
2. Once all fields are adequately completed, the user is able to proceed to the [Recommended Repository](#) page by selecting the “Save and Continue >>” button.

## Recommended Repository

[Home](#) > [Veteran Details](#) > [Service Information](#) > Recommended Repository

### Recommended Repository

#### Step 3: Select a recommended repository

Based on the criteria, the recommended repository is National Personnel Records Center (NPRC) - Request O50. You can submit this request through National Personnel Records Center (NPRC) - Request O50 or select another repository.

- Submit request through National Personnel Records Center (NPRC) - Request O50  
 Select a different repository

Select a Claim to associate to the National Personnel Records Center (NPRC) - Request O50 request

Claim (\*Required)

Figure 25: Recommended Repository page

1. Upon selecting the “Save and Continue >>” button from the [Service Information](#) page of the STR Assist application, the user is routed to the [Recommended Repository](#) page. Here, the system calculates the [Primary STR Repository Recommendation](#) based on the [rules](#) and information captured in the previous steps of this process (i.e. [Veteran Details](#) / [Service Information](#)) and the user is able to submit an STR request to a repository of their choosing.

- To submit an STR request to the [Primary STR Repository Recommendation](#), the user selects the first option: “Submit request through <Insert Primary STR Repository Recommendation >”.

[Home](#) > [Veteran Details](#) > [Service Information](#) > Recommended Repository

## Recommended Repository

### Step 3: Select a recommended repository

Based on the criteria, the recommended repository is National Personnel Records Center (NPRC) - Request O50. You can submit this request through National Personnel Records Center (NPRC) - Request O50 or select another repository.

- Submit request through National Personnel Records Center (NPRC) - Request O50
- Select a different repository

Select an alternative repository to search for records:

- Healthcare Artifacts and Images Management Solutions (HAIMS)
- Joint Longitudinal Viewer (JLV)
- National Personnel Records Center (NPRC) - Request NG1
- Records Management Center (RMC) Source Material Tracking System (SMTS) Portal

[« Back](#)

[Submit Requests »](#)

Figure 26: Select a Different Repository

- To submit an STR request to a repository other than [the Primary STR Repository Recommendation](#), the user selects the “Select a different repository” option and then selects the preferred repository option.

## Submitting a Request to HAIMS or NPRC

[Home](#) > [Veteran Details](#) > [Service Information](#) > Recommended Repository

## Recommended Repository

### Step 3: Select a recommended repository

Based on the criteria, the recommended repository is National Personnel Records Center (NPRC) - Request O50. You can submit this request through National Personnel Records Center (NPRC) - Request O50 or select another repository.

- Submit request through National Personnel Records Center (NPRC) - Request O50
- Select a different repository

Select a Claim to associate to the National Personnel Records Center (NPRC) - Request O50 request

Claim (\*Required)

Please select a claim

023 - New - 12/16/2021
022 - New - 12/16/2021
021 - New - 12/15/2021
020 - New - 12/13/2021
590 - Initial Appointment Field Exam - 12/13/2021

Recommended Repository

Figure 27: Selecting a Claim

4. Upon selecting either the [HAIMS](#) or [NPRC](#) repository options, the user is required to select a claim from a list of open claims associated to the Veteran.
  - a. The purpose of selecting the claim is as follows:
    - i. Chooses the claim to store the associated [STR Tracked Item](#) that is auto-generated upon submitting a request
    - ii. The EP Code and Date of Claim is sent along with the STR Request to the [NPRC](#) repository
5. Once the preferred claim is selected, the user is able to proceed with submitting a request to the [HAIMS](#) or [NPRC](#) repository by selecting the “Submit Request >>” button

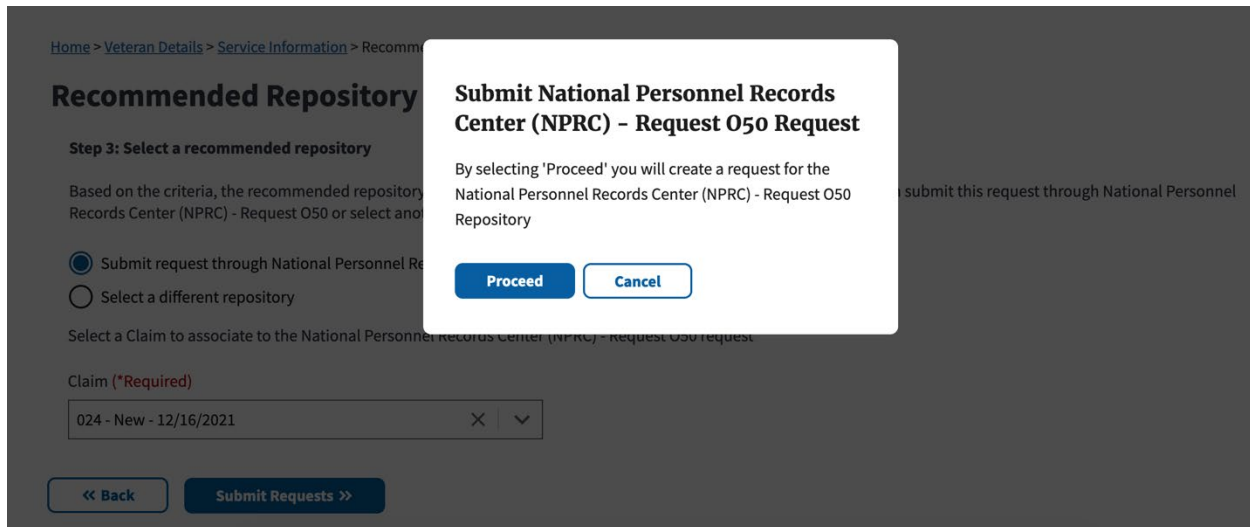


Figure 28: ‘Proceed with Submitting Request’ Modal

6. Prior to sending the request, the system will present the following message: “Submit <Insert STR Repository> Request. By selecting ‘Proceed’ you will create a request for the <Insert STR Repository>
  - a. By selecting “Proceed”, the following occurs:
    - i. A request is submitted to the repository
    - ii. The modal closes and the user is routed back to the STR Assist [Homepage](#)
      1. An [STR Request Bucket](#) is created related to the information used to calculate the [Primary STR Repository Recommendation](#)
      2. An [STR Request Tile](#) is created (within the STR Request Bucket) representing the STR request submission
    - iii. An associated [STR Tracked Item](#) is auto-generated on the selected claim
  - b. By selecting “Cancel”, the following occurs:
    - i. An STR Request is not submitted to the selected repository
    - ii. The modal closes and the user remains on the [Recommended Repository](#) page
      1. An [STR Request Bucket](#) nor [STR Request Tile](#) is created on the STR Assist [Homepage](#)

## Submitting a Request to JLV or RMC-SMTS

7. Upon selecting either the [JLV](#) or [RMC-SMTS](#) repository options, the user is able to proceed with submitting a request to the [JLV](#) or [RMC-SMTS](#) repository by selecting the “Submit Request >>” button

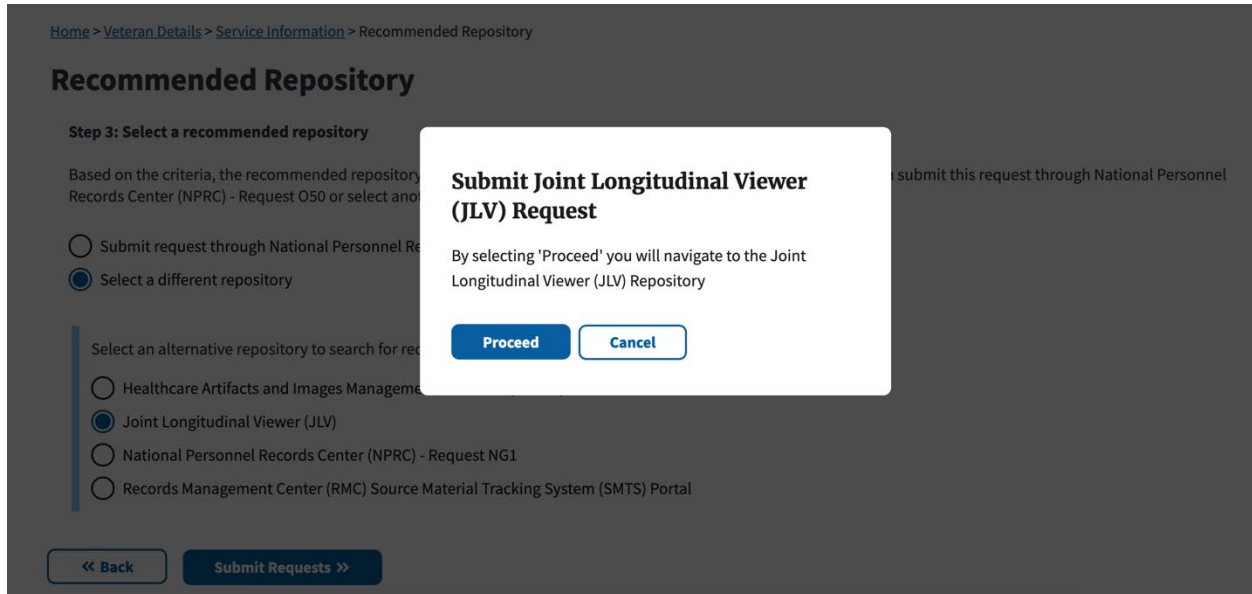


Figure 29: ‘Proceed to the Repository’ Modal

8. Prior to launching the [JLV](#) or [RMC-SMTS](#) repository website, the system will present the following message: “Submit <Insert STR Repository> Request. By selecting ‘Proceed’ you will navigate to the <Insert STR Repository>”
  - a. By selecting “Proceed”, the following occurs:
    - i. The repository’s website opens in a new browser tab/window
    - ii. The modal closes and the user is routed back to the STR Assist [Homepage](#)
      1. An [STR Request Bucket](#) is created related to the information used to calculate the [Primary STR Repository Recommendation](#)
      2. An [STR Request Tile](#) is created (within the STR Request Bucket) representing the STR request submission
  - b. By selecting “Cancel”, the following occurs:
    - i. The repository’s website does not open in a new browser tab/window
    - ii. The modal closes and the user remains on the [Recommended Repository](#) page
      1. An [STR Request Bucket](#) nor [STR Request Tile](#) is created on the STR Assist [Homepage](#)

## Homepage

### ISAAC GARNER

File Number: 793559690  
Social Security: 793559690  
Service Number: N/A

[Create Records Request](#)

Manual STR Requests   Auto-HAIMS Requests

#### Existing Service Treatment Record Requests

Military Branch: Navy  
RAD Date: 08/01/2014  
Service Obligation: N/A

STR Request from Healthcare Artifacts and Images Management Solution (HAIMS)

• Status: Veteran is now eligible for an electronic STR. This request has been queued for processing and will be submitted to DAS soon.

+

*Figure 30: Homepage. This is test data and does not represent live veteran PII.*

1. Upon selecting the 'Submit Request >>' button on the [Recommended Repository](#) page for the selected repository, the user is routed back to the [Homepage](#) of the STR Assist application.
2. Here, the system has generated a new [STR Request Bucket](#) and an [STR Request Tile](#) for users to keep track of the request within the STR Assist application.

## Manage Record Requests

Once the user has submitted a request to the first repository, that request and all subsequent request related to the Primary STR Repository Recommendation are managed on the Homepage. The following sections detail the various ways the user can manage the requests:

- [Records Not Found](#)
- [Delete Request](#)
- [Resubmit Request](#)

## Records Not Found

### Existing Service Treatment Record Requests

**Military Branch:** Navy  
**RAD Date:** 12/30/1972  
**Service Obligation:** National Guard

STR Request from National Personnel Records Center (NPRC) - Request O50

Status: Acknowledged

Response:

If the National Personnel Records Center (NPRC) - Request O50 record request did not return any results, you may request records through the next remaining repository:

**Records Not Found**

Search the next available repository

- Records Management Center (RMC) Source Material Tracking System (SMTS) Portal (**\*Recommended Repository**)
- Healthcare Artifacts and Images Management Solutions (HAIMS)
- Joint Longitudinal Viewer (JLV)
- National Personnel Records Center (NPRC) - Request NG1

[Delete Request](#)

[Submit Request >>](#)

Figure 31: 'Records Not Found' Button

1. Within each [STR Request Tile](#), the user has the ability to indicate that the STR Repository did not return any Service Treatment Records for the Veteran by selecting the 'Records Not Found' button.
  - a. To reveal the 'Records Not Found' button, the user will need to expand the [STR Request Tile](#) by selecting the '+' icon on the right-hand side of the tile.
2. Upon selecting the 'Records Not Found' button, the system will calculate a [Secondary STR Repository Recommendation](#) followed by a list of alternative STR Repositories that have yet to be recommended or requested.
3. The user has the ability to select the desired repository and proceed with submitting the request by selecting the 'Submit Request >>' button

### Existing Service Treatment Record Requests

**Military Branch:** Navy  
**RAD Date:** 12/30/1972  
**Service Obligation:** National Guard

STR Request from Records Management Center (RMC) Source Material Tracking System (SMTS) Portal

Status: An external request is in progress

+

STR Request from National Personnel Records Center (NPRC) - Request O50

Status: Records Not Found

+

Figure 32: STR Request Submission from Homepage



- Once the user has submitted the request to the STR Repository of their choosing, a new [STR Request Tile](#) is created above the previous [STR Request Tile](#) (from which the user indicated no records were found and submitted the new request).
- In the event STR's were not found, the user would repeat this process from the homepage.

### *Submitting a Request to HAIMS or NPRC*

The screenshot shows a web interface for submitting a request. At the top, it says "STR Request from National Personnel Records Center (NPRC) - Request 050" and "Status: Acknowledged". Below this, there's a section "Search the next available repository" with four radio button options: "Records Management Center (RMC) Source Material Tracking System (SMTS) Portal (\*Recommended Repository)", "Healthcare Artifacts and Images Management Solutions (HAIMS)", "Joint Longitudinal Viewer (JLV)", and "National Personnel Records Center (NPRC) - Request NG1". The "HAIMS" option is selected. To the right of these options is a "Delete Request" button. Below the repository options, it says "Select a Claim to associate to the Healthcare Artifacts and Images Management Solutions (HAIMS) request". There is a "Claim (\*Required)" dropdown menu with the text "Please select a claim" and a list of claims: "023 - New - 12/16/2021", "022 - New - 12/16/2021", "021 - New - 12/15/2021" (which is highlighted), "020 - New - 12/13/2021", and "590 - Initial Appointment Field Exam - 12/13/2021".

- Upon selecting either the [HAIMS](#) or [NPRC](#) repository options, the user is required to select a claim from a list of open claims associated to the Veteran.
  - The selected claim will store the associated STR Tracked Item that is auto-generated upon submitting a request

2. Once the preferred claim is selected, the user is able to proceed with submitting a request to the [HAIMS](#) or [NPRC](#) repository by selecting the “Submit Request >>” button

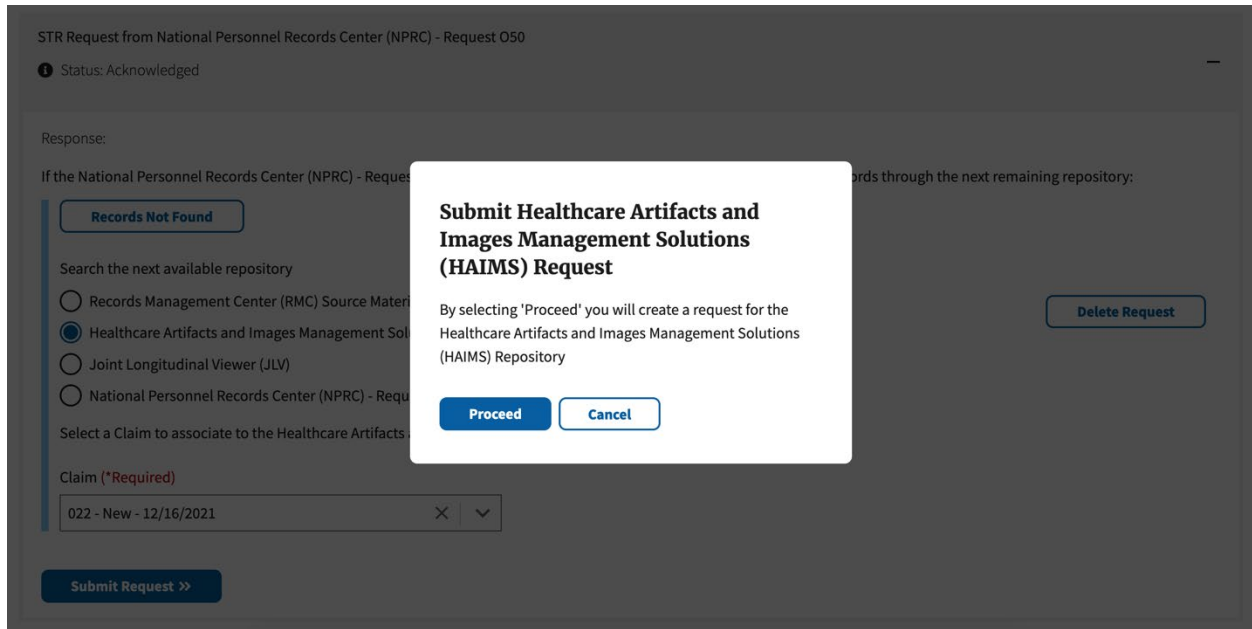


Figure 34: ‘Proceed with Submitting Request’ Modal

3. Prior to sending the request, the system will present the following message: “Submit <Insert STR Repository> Request. By selecting ‘Proceed’ you will create a request for the <Insert STR Repository>
  - a. By selecting “Proceed”, the following occurs:
    - i. A request is submitted to the repository
    - ii. The modal closes and the user returns back to the STR Assist [Homepage](#)
      1. An [STR Request Tile](#) is created (within the [STR Request Bucket](#)) representing the STR request submission above the [STR Request Tile](#) from which the user indicated no records found and submitted a new request
    - iii. An associated [STR Tracked Item](#) is auto-generated on the selected claim
  - b. By selecting “Cancel”, the following occurs:
    - i. An STR Request is not submitted to the selected repository
    - ii. The modal closes and the user remains on the STR Assist [Homepage](#)
      1. An [STR Request Tile](#) is not created above the [STR Request Tile](#) from which the user indicated no records found

#### Submitting a Request to JLV or RMC-SMTS

4. Upon selecting either the [JLV](#) or [RMC-SMTS](#) repository options, the user is able to proceed with submitting a request to the [JLV](#) or [RMC-SMTS](#) repository by selecting the “Submit Request >>” button

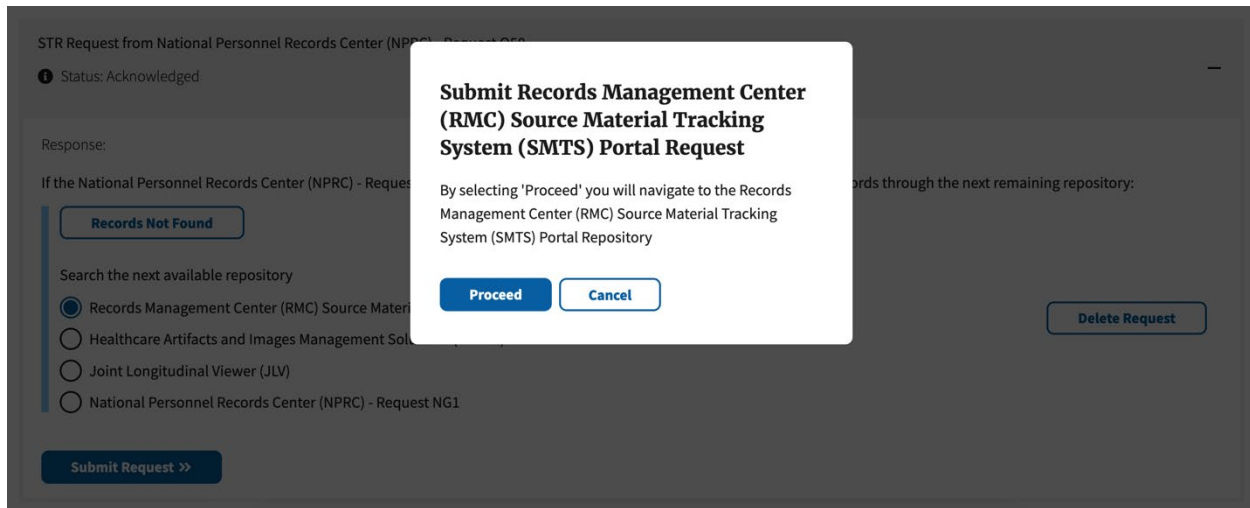


Figure 35: 'Proceed to the Repository' Modal

5. Prior to launching the [JLV](#) or [RMC-SMTS](#) repository website, the system will present the following message: “Submit <Insert STR Repository> Request. By selecting ‘Proceed’ you will navigate to the <Insert STR Repository>
  - a. By selecting “Proceed”, the following occurs:
    - i. The repository’s website opens in a new browser tab/window
    - ii. The modal closes and the user remains on the STR Assist [Homepage](#)
      1. An [STR Request Tile](#) is created (within [the STR Request Bucket](#)) representing the STR request submission above the [STR Request Tile](#) from which the user indicated no records found and submitted a new request
  - b. By selecting “Cancel”, the following occurs:
    - i. The repository’s website does not open in a new browser tab/window
    - ii. The modal closes and the user remains on the STR Assist [Homepage](#)
      1. [An STR Request Tile](#) is not created above the [STR Request Tile](#) from which the user indicated no records found

## Delete Request

### Existing Service Treatment Record Requests

**Military Branch:** Navy  
**RAD Date:** 12/30/1972  
**Service Obligation:** National Guard

STR Request from National Personnel Records Center (NPRC) - Request O50

Status: Acknowledged

Response:

If the National Personnel Records Center (NPRC) - Request O50 record request did not return any results, you may request records through the next remaining repository:

[Records Not Found](#)

[Delete Request](#)

1. If the user has made a request to the [NPRC](#) repository but wishes to delete the request, the user has the ability to do so by selecting the 'Delete Request' button.
  - a. To reveal the 'Delete Request' button, the user will need to expand the [STR Request Tile](#) by selecting the '+' icon on the right-hand side of the tile

**Delete STR Request**

By selecting 'Delete', you will delete the STR Request from National Personnel Records Center (NPRC)

[Proceed](#) [Cancel](#)

2. Prior to deleting the request, the system presents the following message: "By Selecting 'Delete' you will delete the STR Request from the National Personnel Records Center (NPRC)"
  - a. By selecting 'Delete' the following will occur:
    - i. The 'Delete STR Request' modal closes
    - ii. Deletion request is sent to the [NPRC](#) Repository for the associated STR request and [NPRC](#) will process the request to ensure no STR's are returned for the Veteran.
    - iii. The status of the [STR Request Tile](#) is updated once the repository receives the deletion request and processes it.
      1. Marked for Deletion

2. Deleted
  - b. By selecting 'Cancel', the following will occur:
    - i. The 'Delete STR Request' modal closes
    - ii. A deletion request is not sent to the [NPRC](#) Repository

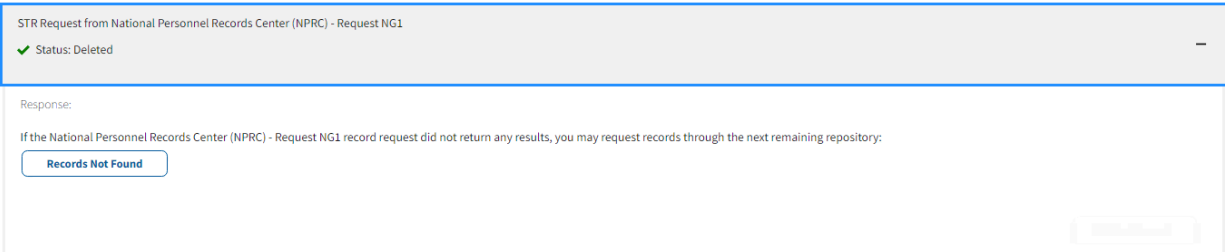


Figure 38: Marked for Deletion

3. Once the user has submitted the deletion request to the [NPRC](#) repository, the user is responsible for selecting the 'Records Not Found' button to calculate a new [Secondary STR Repository Recommendation](#) and submit a new request.

## Resubmit Request

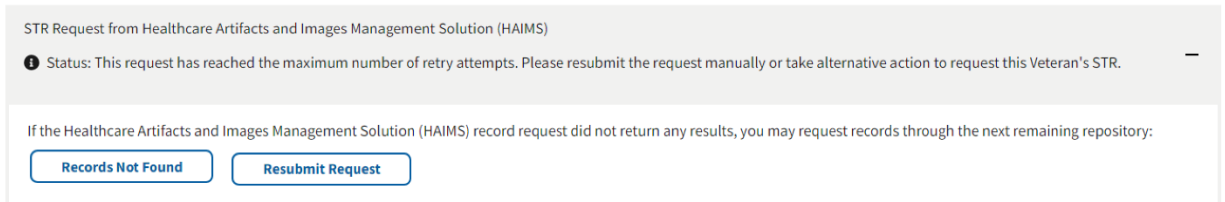


Figure 39: Resubmit Request Button

1. If the HAIMS Request results in an error (for more information, please see [System Error and Retry Attempts](#)), the user has the opportunity to resubmit the manual request by expanding the [STR Request Tile](#) and selecting the 'Resubmit' button

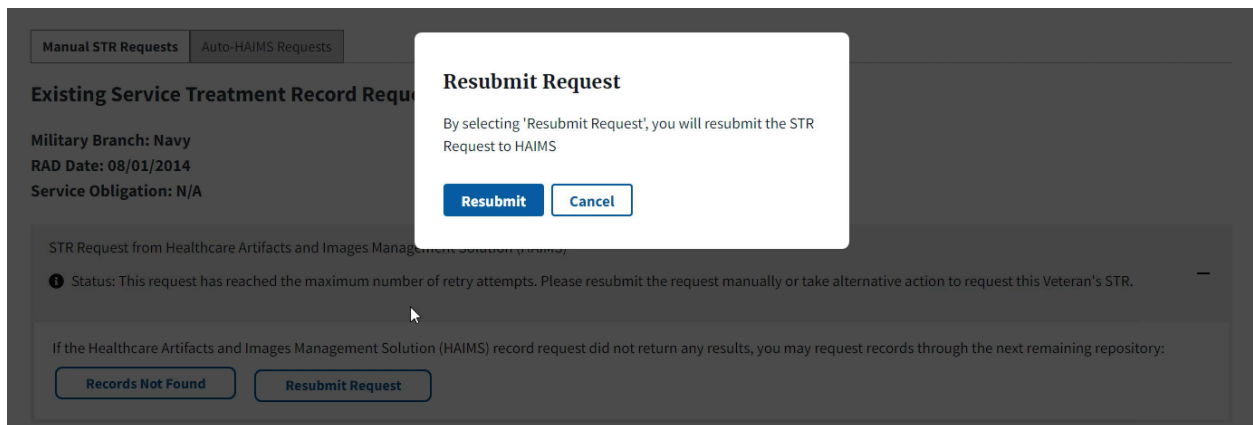


Figure 40: Resubmit Request modal

2. Prior to resubmitting the request, the system presents the following message: “By Selecting ‘Resubmit Request’ you will resubmit the STR Request to HAIMS
  - a. By selecting ‘Resubmit’ the following will occur:
    - i. The ‘Resubmit Request’ modal closes
    - ii. A new request is sent to the [HAIMS](#) Repository
    - iii. The status of the [STR Request Tile](#) is updated to reflect the new status of the [HAIMS](#) request
  - b. By selecting ‘Cancel’, the following will occur:
    - i. The ‘Resubmit Request’ modal closes
    - ii. A request is not sent to the [HAIMS](#) Repository

## HAIMS REQUESTS EXPLAINED

VBMS-CORE has longstanding functionality built into the Development Plan of a claim to automatically request HAIMS STR’s. The implementation of the STR Assist application has not only moved but incorporated this functionality to the centralized location. The following section seeks to detail how HAIMS requests function within the context of STR Assist.

- [Overview](#)
- [Establishing a Claim](#)
- [Eligibility Check](#)
- [Notification of Interest](#)
- [Manifest and Documents](#)
- [System Error and Retry Attempts](#)
- [Manual Submission](#)
- [How to Resolve Eligibility Errors](#)
- [UAT Preparation](#)

## Overview

Figure 41: Legacy Automatic HAIMS Functionality – Development Plan. *This is test data and does not represent live veteran PII.*

1. Prior to the existence of the STR Assist application, VBMS-Core contained functionality for Automatic HAIMS STR Requests. Each time a new claim was established for the Veteran, a series of eligibility criteria was reviewed and if eligible, a request was sent to HAIMS to open a subscription in perpetuity for the Veteran. Users could see a banner within each claim associated with veteran that displayed status messages including eligibility check failures, error handling, and success messages indicating the progress of the request. In the event of eligibility errors, system errors, etc., the user was able to manually re-trigger the Automatic HAIMS STR Request

## Establishing a Claim

### CHERYL HUGHES

File Number: 669395682  
 Social Security: 669395682  
 Service Number: N/A

[Create Records Request](#)

Manual STR Requests **Auto-HAIMS Requests**

010 - Initial Compensation 8+ Issues - 02/09/2022

✓ Veteran is now eligible for an electronic STR. This request has been queued for processing and will be submitted to DAS soon.

590 - Due Process for Incompetency - 02/01/2022

✓ Veteran is now eligible for an electronic STR. This request has been queued for processing and will be submitted to DAS soon.

Figure 42: Auto-HAIMS Requests Tab. *This is test data and does not represent live veteran PII.*

1. Each time a claim is established for a Veteran, the Automatic HAIMS Request process is triggered in the STR Assist application.

2. A [Claim Tile](#) is added to the Auto-HAIMS Request tab with a status message related to the Automatic HAIMS process for that Veteran.

## Eligibility Check

### TODD POLLARD

File Number: 895201812  
 Social Security: 895201812  
 Service Number: N/A

[Create Records Request](#)

Manual STR Requests    **Auto-HAIMS Requests**

110 - IDES Initial Live Comp <8 Issues - 02/08/2022

⚠️ 110 - IDES Initial Live Comp <8 Issues: This Veteran is not eligible for an Electronic STR Request. Eligibility Checked on 02/09/2022 at 9:19 PM. The RAD Date does not meet the eligibility criteria.

010 - Initial Compensation <8+ Issues - 02/09/2022

⚠️ 110 - Initial Compensation <8+ Issues: This Veteran is not eligible for an Electronic STR Request. Eligibility Checked on 02/09/2022 at 9:19 PM. The RAD Date does not meet the eligibility criteria.

020 - New - 01/31/2022

⚠️ 110 - New: This Veteran is not eligible for an Electronic STR Request. Eligibility Checked on 02/09/2022 at 9:19 PM. The RAD Date does not meet the eligibility criteria.

*Figure 43: Eligibility Error. This is test data and does not represent live veteran PII.*

1. Upon claim establishment, a series of eligibility checks occur to determine if a HAIMS request can be automatically submitted for the Veteran. All the eligibility criteria must pass for an Automatic HAIMS request to be sent.
2. The eligibility checks are as follows:
  - a. The veteran cannot have an open subscription or pending NOI
    - i. “STR Request exists or pending request exists for <File Number>. Duplicate STR Requests are not permitted for a Veteran.”
  - b. RAD date must be 9/1/2013 or greater
    - i. “This Veteran is not eligible for an Electronic STR Request. Eligibility Checked on <MM/DD/YYYY> at <HH:MM>. The RAD Date does not meet the eligibility criteria.”
  - c. Date of Claim must be 1/1/2014 or greater
    - i. “This Veteran is not eligible for an Electronic STR Request. Eligibility Checked on <MM/DD/YYYY> at <HH:MM>. The Date of Claim does not meet the eligibility criteria.”
  - d. EP Code must be one of the following:
    - i. 010 (Modifiers = 1 - 9)
    - ii. 095
    - iii. 110 (Modifiers = 1 - 9)
    - iv. 020 (Modifiers = 1 - 9)
    - v. 140 (Modifiers = 1 - 9)
    - vi. 290
    - vii. 297
    - viii. 310 (Modifiers = 1 - 9)
    - ix. 320 (Modifiers = 1 - 9)
    - x. 680 (Modifier = 1)



- xi. 680 (Modifier = 7)
- xii. 400 (Modifier =5 or 9)
- xiii. 930
  - 1. “This Veteran is not eligible for an Electronic STR Request. Eligibility Checked on <MM/DD/YYYY> at <HH:MM>. The EP Code <EP Code> does not meet the eligibility criteria.”

## Notification of Interest

### TODD POLLARD

File Number: 895201812  
 Social Security: 895201812  
 Service Number: N/A

[Create Records Request](#)

Manual STR Requests    **Auto-HAIMS Requests**

110 - IDES Initial Live Comp <8 Issues - 02/08/2022
✓ 020 - New: Electronic STR requested. Request date 02/09/2022. Request to DAS was successful. Suspense date 02/10/2022.
010 - Initial Compensation 8+ Issues - 02/09/2022
✓ 020 - New: Electronic STR requested. Request date 02/09/2022. Request to DAS was successful. Suspense date 02/10/2022.
020 - New - 01/31/2022
✓ 020 - New: Electronic STR requested. Request date 02/09/2022. Request to DAS was successful. Suspense date 02/10/2022.

*Figure 44: NOI Sent to VLER-DAS Message. This is test data and does not represent live veteran PII.*

1. If all eligibility checks pass upon claims establishment, a Notification of Interest (NOI) containing necessary data to request the STR is sent to VLER DAS (VA System) and then to [HAIMS](#) (DoD System). The request is processed and a manifest of records is uploaded into the Veteran’s eFolder
  - i. Pre-Discharge Claims
    1. The NOI will be marked as ‘Pre-Discharge’ if the pre-discharge indicator is true upon claims establishment.
      - a. The Pre-Discharge radio button is selected in the VBMS-Core user interface during claim establishment
      - b. Captured as metadata for claims established outside of the VBMS-Core user interface.
        - i. In BGS, the database table should contain a value of “Y”.
  - ii. Post-Discharge
    1. The NOI will be marked as ‘Post-Discharge’ if the Post-Discharge indicator is true upon claims establishment.
      - a. The Pre-Discharge radio button is not selected in the VBMS-Core user interface during claim establishment
      - b. Captured as metadata for claims established outside of the VBMS-Core user interface.
        - i. In BGS, the database table should contain a value of “N”.

- iii. Separation of Health Assessment (SHA)
  - 1. When a Pre-Discharge claim is established or imported into VBMS, the EP Code is evaluated to determine if the claim is SHA eligible.
  - 2. If the claim contains one of the following EP codes, then the SHA indicator within the NOI is set to TRUE.
    - i. DAS uses the NOI to determine if the DoD needs a copy of the SHA exam results.
    - ii. HAIMS sends a confirmation notification once they have successfully received exam results and we create a permanent claim note in VBMS.
    - iii. The following EP Codes are SHA eligible:
      - 1. EP 011
      - 2. EP 020
      - 3. EP 021
      - 4. EP 110
      - 5. EP 111
      - 6. EP 290
      - 7. EP 017
      - 8. EP 689
      - 9. EP 027
      - 10. EP 930
      - 11. EP 017
      - 12. EP 297
      - 13. EP 027
      - 14. EP 095
      - 15. EP 117
      - 16. EP 400
      - 17. EP 010
- 2. Users will see one of the following status messages in the [Claim Tile](#) once all eligibility checks have passed and can be or is sent for processing.
  - a. RAD Date in the future:
    - i. “Veteran is now eligible for an electronic STR. This request has been queued for processing and will be submitted to DAS on MM/DD/YYYY.”
  - b. RAD Date is today:
    - i. “Veteran is now eligible for an electronic STR. This request has been queued for processing and will be submitted to DAS soon.”

## GERRY FOBBS

File Number: 700059921  
Social Security: 700059921  
Service Number: N/A

Create Records Request

Manual STR Requests Auto-HAIMS Requests

110 - Initial Live Comp < 8 issues - 02/10/2022

✓ Electronic STR received. Date received 02/10/2022. 6 of 10 documents have been uploaded to the Veteran's eFolder and 0 document(s) in a state of error.

699 - Reviews - Authorization Only - 10/27/2021

✓ Electronic STR received. Date received 02/10/2022. 6 of 10 documents have been uploaded to the Veteran's eFolder and 0 document(s) in a state of error.

110 - Initial Live Comp < 8 issues - 09/14/2021

✓ Electronic STR received. Date received 02/10/2022. 6 of 10 documents have been uploaded to the Veteran's eFolder and 0 document(s) in a state of error.

*Figure 45: STR Manifest Message. This is test data and does not represent live veteran PII.*

3. Once [HAIMS](#) successfully receives the NOI, an STR Manifest is returned and displayed in the status message related to the HAIMS request
4. This allows VBMS to reconcile received documents in the eFolder against the manifest to determine which expected documents have been uploaded and which ones are still outstanding.
5. Once STR documents are received, they are uploaded to the eFolder for review in order to process their claim(s).
6. Users will see one of the following status messages in the Claim Tile:
  - a. Pre-Manifest:
    - i. "EP Code – Claim Label: Electronic STR received. Date received MM/DD/YYYY. Document uploaded to Veteran's eFolder. Please note - additional STR documents may still be in the process of uploading to the eFolder."
  - b. Manifest:
    - i. "EP Code – Claim Label: Electronic STR received. Date received MM/DD/YYYY. X of Y documents have been uploaded to the Veteran's eFolder and Z document(s) in a state of error."

System Errors and Retry Attempts:

## RANDY TURNER

File Number: 423452985  
Social Security: 423452985  
Service Number: N/A

Create Records Request

Manual STR Requests Auto-HAIMS Requests

010 - Initial Compensation 8+ Issues - 02/08/2022

010 - Initial Compensation 8+ Issues: Electronic STR requested. Request date 02/11/2022, 07:51 AM. Request to DoD (HAIMS) was incomplete. Note - During this request an external system error was encountered preventing it from completing.

130 - Dependency 686c - 02/07/2022

010 - Initial Compensation 8+ Issues: Electronic STR requested. Request date 02/11/2022, 07:51 AM. Request to DoD (HAIMS) was incomplete. Note - During this request an external system error was encountered preventing it from completing.

110 - Initial Live Comp < 8 issues - 02/01/2022

010 - Initial Compensation 8+ Issues: Electronic STR requested. Request date 02/11/2022, 07:51 AM. Request to DoD (HAIMS) was incomplete. Note - During this request an external system error was encountered preventing it from completing.

Figure 46: System Error Message. This is test data and does not represent live veteran PII.

1. It is possible during the processing of the NOI for issues to occur. When this happens, the status message will display an error message to the user. In the event that the Automatic HAIMS STR process results in error, users can proceed to manually request the HAIMS STR through the Create Records Request process.
  - a. The following messages may be received after a successful request has been sent to VLER-DAS or HAIMS and the suspense date has expired before VBMS has received STR PDFs:
    - i. Success to DAS:
      1. “EP Code – Claim Label: Electronic STR requested. Request date MM/DD/YYYY. Request to DAS was successful. Suspense date MM/DD/YYYY has expired.”
    - ii. Success to HAIMS:
      1. “EP Code – Claim Label: Electronic STR requested. Request date MM/DD/YYYY. Request to HAIMS (DoD) was successful. Suspense date MM/DD/YYYY has expired.”
  - b. The following messages may be received when a request is sent to VLER-DAS and fails due to various reasons (Veteran Not Found, Multiple Veterans Found, etc.):
    - i. Request to DAS:
      1. “Electronic STR requested. Request date MM/DD/YYYY. Request to DAS was unsuccessful. (Unsuccessful reason inserted here)”
    - ii. Request to HAIMS:
      1. “Electronic STR requested. Request date MM/DD/YYYY. Request to HAIMS (DoD) was unsuccessful. (Unsuccessful reason inserted here)”
  - c. The following messages may be received when VLER-DAS encounters any kind of server error. VBMS will automatically retry the request 24 hours later:
    - i. Initial System Error:
      1. “Electronic STR requested. Request date MM/DD/YYYY. Request incomplete. Note - During this request an external system error was encountered preventing it from completing. An automated retry will be attempted on MM/DD/YYYY at HH:MM AM/PM.”

- ii. Current Retry Attempt:
  1. “Electronic STR requested. Request date MM/DD/YYYY. Request incomplete. Note - During this request an external system error was encountered preventing it from completing. Retry attempt X of Y. Next retry attempt MM/DD/YYYY at HH:MM AM/PM.”
- iii. Max Retry Occurs:
  1. “Electronic STR requested. Request date MM/DD/YYYY. This request has reached the maximum number of retry attempts. Please resubmit the request manually or take alternative action to request this Veteran’s STR.”

## Manual Submission

✔ **Request Successfully Created**  
 The following Tracked Item is created on Claim ID 600288000: HAIMS STR Request

### BRIDGET GARRETT

File Number: 410439504  
 Social Security: 410439504  
 Service Number: N/A

[Create Records Request](#)

Manual STR Requests    Auto-HAIMS Requests

#### Existing Service Treatment Record Requests

Military Branch: Navy  
 RAD Date: 08/01/2013  
 Service Obligation: N/A

STR Request from Healthcare Artifacts and Images Management Solution (HAIMS)

i Status: 020 - New: Electronic STR requested. Request date 02/09/2022. Request to DAS was successful. Suspend date 03/26/2022. +

*Figure 47: Manual HAIMS Request. This is test data and does not represent live veteran PII.*

1. In the event that the Automatic HAIMS Process fails for any reason (i.e. eligibility error, system failure, etc.), users have the option to manually request the STR from [HAIMS](#) via the [Create Records Request](#) process.
2. By manually requesting the STR from [HAIMS](#), users are essentially re-triggering the Automatic HAIMS Process manually. As a result, a new STR Request Tile is generated on the Manual STR Requests tab containing the status message of the HAIMS request (including those mentioned in the [Notification of Interest](#), [Manifests and Documents](#), & [System Errors and Retry Attempts](#) sections).
3. Furthermore, because the manual request re-triggers the Automatic HAIMS Process, users will notice that the [Claim Tiles](#)’ status message on the Auto-HAIMS Requests tab is updated accordingly to reflect the new status of the process (i.e. it will match the status message contained in the STR Request Tile).
4. Additional Information:
  - a. Only users that are able to establish claims or are CO Reps can manually request the STR from HAIMS

- b. If the manual request results in error (as described in the [System Errors and Retry Attempts](#) section), the system will present the resubmit button so that the user can manually re-submit the request rather than having to complete the [Create Records Request](#) process again and generate a new [STR Request Tile](#)
- c. In order to manually request the HAIMS STR, all eligibility criteria must pass still. For more information, please see the next section [How to Resolve Eligibility Errors](#)

#### How to Resolve Eligibility Errors:

1. The following section details what users can do to resolve eligibility errors that may be preventing the system from automatically requesting the HAIMS STR or the user from manually doing so. Please note that all eligibility criteria must be met in order for a HAMS Request to be submitted.
  - a. RAD
    - i. By updating the RAD on an existing Period of Service or by adding a new Period of Service with an eligible RAD value (i.e. 9/1/2013), the Automatic HAIMS Process is retriggered. Therefore, the user does not need to manually request the STR once the RAD eligibility criteria is met.
      1. The RAD change should be made in BIRLS in order for the Corp DB to be updated.
      2. When NWQ sync runs and pulls in data from the Corp DB, any changes to a Veteran's RAD date is identified and triggers the check. This initiates the same eligibility and request process that is used during claim establishment.
    - ii. Bypass RAD Eligibility as a CO Rep
      1. CO Rep users can manually request the HAIMS STR despite the RAD being ineligible.
  - b. Date of Claim
    - i. To pass this eligibility criteria, the user can update the Date of Claim to an eligible value of 1/1/2014. Unlike RAD, the Automatic HAIMS Process is not re-triggered and the user will need to manually request the STR.
      1. If the user is a CO Rep, the Date of Claim can be 1/1/2013 to be eligible for manual request.
  - c. EP Code
    - i. If the Veteran is ineligible for the HAIMS STR due to EP Code, the user must establish a new claim with an eligible EP Code. Once established, the Automatic HAIMS Process is retriggered. Therefore, the user does not need to manually request the STR once the RAD eligibility criteria is met.

## UAT Preparation

### COLBY RATZLAFF

File Number: 700056928  
Social Security: 700056928  
Service Number: N/A

[Create Records Request](#)

Manual STR Requests	Auto-HAIMS Requests
590 - Initial Appointment Field Exam - 02/01/2021	✓
290 - FID-Accounting Court - 08/20/2020	✓
596 - Initial Appointment Field Exam - 07/27/2020	✓
595 - Successor Initial Appointment Field Exam - 07/27/2020	✓

*Figure 48: Cleared STR Data in UAT Environment. This is test data and does not represent live veteran PII.*

1. In preparation for UAT each release, a data clean-up or “truncation” script is run against the UAT testing environments. This clears out all the STR data for every Veteran.
  - a. This includes data pertaining to STR requests (NOIs), STR manifests, STR documents, and any STR messaging (success or failures)
2. This will have an impact on any UAT test script data that has been staged prior to the truncation script being run. If UAT STR data is staged before the clean-up script is run, it will be purged or wiped clean. The data will no longer exist.