VACO Views III - Script

(April 2022)

Anchor (Chelsea Jackson): Good day everyone. I'm Chelsea Jackson. Welcome to another edition of VACO Views, sharing the latest breaking news, highlights, and announcements in VA Education. In today's newscast, we have a special Breaking News story sharing some exciting modernization efforts underway. Let me send you over to our field reporter Gerald Williams, with this breaking news story.

<u>Breaking News Reporter (Gerald Williams):</u> Yes Chelsea, it is exciting news. The latest DGIB focus has been modernizing and replacing our outdated legacy systems. As part of the modernization effort, we previously announced DGI, or the Chapter 33 Processing System has moved to the "managed service." Today I'm excited to be able to share some more details!

After years of hearing BDN is going away, we can say efforts are truly underway to begin the replacement for the processing and payment of non-33 benefits. This means chapter 1606, 35 and 30 are projected to migrate to new systems. I said systems because there will be two systems created; the "Benefits Manager" for processing claims and "eMPWR" to manage the payments.

There are also changes ahead for TIMS. It will be replaced by two systems as well. eFolder will handle the document storage similar to VBMS and Workload Management will manage, well... it will manage workload, of course as well as reporting functions currently available in TIMS.

And in the school certifying world, WEAMS is scheduled to be replaced by a system called the "Institution Manager" and VA-Once will be replaced by a system known as "Enrollment Manager".

These system migrations are part of the DGIB efforts to modernize and improve the experience for all users. As with any changes of this magnitude, it will take some time to for implementation and adjustment but be on the lookout for more information about these system changes in the coming months.

Let me share one more new processing system... and we've saved the best news for last! My Education Benefits is expected to become the beneficiary's one stop shop for all of their education needs. From this site, which is accessed through VA.gov, they will be able to apply for benefits, track the status of an application, and in some cases, receive a decision within minutes. They will also have the ability to view and store notification letters, update their contact information, and even provide their monthly verification online! This is an exciting modern feature being built for our Veterans and Service member applicants!

This concludes our breaking news report covering the system transitions happening now and in the near future. Now, back to the news desk. Chelsea?

Anchor (Chelsea): Thanks for this great information. Looking forward to improved and modernized systems. It's nice to know what's ahead and especially what's happening RIGHT NOW! Next in our highlights and announcements section, our VACO Views reporter Angela Phalen is going to share some information about recent changes to the DGI system.

<u>Highlights & Announcements Reporter (Angela Phalen):</u> Hello everyone and thank you, Chelsea! I'll get right into our list of highlights and announcements. With recent and ongoing efforts to increase supplemental automation, some off-ramps have been disabled. Let's discuss a few of these off-ramps. First, I will discuss a couple of off-ramps making an exit from DGI. If a recent manual award has been detected or if a change in IHL training type has been detected, these claims will now automate and no longer require a review by a VCE.

Another noteworthy off-ramp being disabled, or detoured so-to-speak, is the Change in Facility Code <u>and</u> Program. In some situations, including when a remark is present from the school official on the form, recent graduation or natural progression, the claim will be automated, and no additional review is needed.

And in other news... VET TEC is making its entrance into DGI. Similar to the way STEM claims are processed in DGI, VET TEC claims can now be processed from application through program completion. So be aware be aware these VET TEC work products exist in the DGI system. And on this same topic, if a TOE sponsor has an open VET TEC work product, it will NOT impact any other TOE work products. The TOE claim can be automated or processed without any effect because VET TEC entitlement does not affect any other entitlement.

This has been Angela Phalen with your VACO Views highlights and announcements. Back to you in the newsroom, Chelsea!

Anchor (Chelsea): Thanks for keeping us in the loop.

In our final segment, our DGIBuzz reporter Denise Frazier is going to share some information about the automation efforts underway. Denise, what's the latest?

<u>DGIBuzz News Reporter (Denise Frazier):</u> Thank you, Chelsea.... In today's DGIBuzz, the first original chapter 33 claims are expected to be automated! As Gerald mentioned earlier, My Education Benefits allows a Veteran or Service member to apply for chapter 33, update biographical information, receive a determination, and download an electronic copy of their decision letter, sometimes within minutes. When a claim is fully automated, there will initially be no BDN master record, and no original end product will be established. Applications associated with fully automated claims will be added to TIMS and a copy of the decision letter will be housed in the DGI system. Procedures are forthcoming... so be on the lookout.

And there's more! With this new automation process, fully and partially automated claims will have a new document type. The 1990A will be the chapter 33 document visible in the electronic folder for a fully automated claim. The 1990B will be sent to TIMS when the claim is partially automated and a change in biographical data occurs during the application process. And finally, the 1990G will be sent to TIMS, when **any** issue causes the claim to off-ramp and VCE action is required. Detailed information about chapter 33 original automation is still to come. This has been your DGIBuzz, now back to the news desk.

Anchor (Chelsea): WOW! There are a lot of exciting things happening on the DGIB front. This has been another jam-packed news edition! We want to thank you for joining us today for another edition of VACO Views. I'm Chelsea Jackson, signing off and wishing you all a good day.