VACO Views IV Script

	VACO Views Edition 4 Music Intro…
	Anchor Introduction Hello! I'm Gerald Williams,) and welcome back to VACO Views, where you'll hear the latest news, highlights and announcements. In today's newscast, you'll hear about the DGIB updates, including changes to the current systems and a few bits of information on what's coming up. So, let's get right into the stories. With our first story, Angela is in the studio with some news to share about DGIB, Angela?
	DGIB Updates Thanks, Gerald. As mentioned, my story revolves around DGIB updates. We recently deployed the Special Edition of the DGIB Team Lineup. This should have given you some insight into the various components of the managed service and a basic timeline of when you will see DGIB system upgrades. As you know, our next system to join the DGIB family is Enrollment Manager. Its arrival should not bring many changes to processing. However, there are a few noteworthy changes you'll notice as you review claims in the future.

	With the ability to certify through Enrollment Manager, VA Once is going away. You may notice a shift in the look and feel of the enrollment certification received from the new Enrollment Manager, but the information and data should be similar. Remember, there is a week during the transition when SCOs will be unable to certify enrollments. This will allow the data transfer from VA Once to Enrollment Manager. There will likely be a noticeable reduction to workload during this transition week, but enrollments should begin to pour in once the system is up and running.

Also, there's a new enrollment verification link available to those required to verify continued chapter 33 enrollment! Beneficiaries will now be able to verify their enrollment through an online portal. For the first iteration, the online verification option will only be available to ch33 beneficiaries who have authenticated their identity using ID.me or login.gov. Additional audiences will be added in phases, providing more options for streamlined benefits delivery.

This has been Angela, reporting on the DGIB modernization front.

Now, back to the news desk. |
| | **Anchor Commercial Intro**

Thanks Angela! Great information!
This is exciting to see more modernization happening AND it's also, good to know those details about the week WITHOUT enrollment certifications.
Even though this new enrollment certification system has little impact on how enrollment certifications are processed, knowing about this upcoming Enrollment Manager deployment helps everyone be prepared.
Now, let's take a short break to hear a few words from our beneficiary biographical information sponsor, the Claimant Service. |

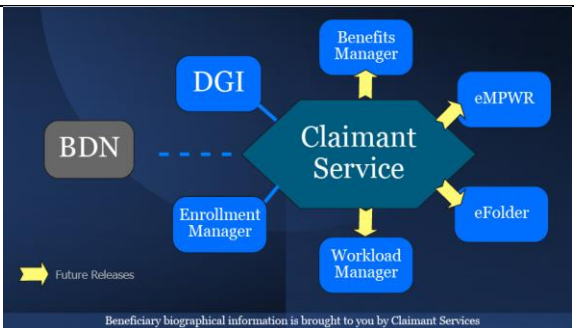|	
	Commercial Break Musical Intro…
	Claimant Service Intro Have you been wondering "How will the new systems know about the beneficiaries of days gone by"? With all these updates, did you ever stop and think – "If BDN is gone, who will keep up with the information provided from beneficiaries of past years"? Well – ask no more! Introducing…Claimant Service! The behind-the-scenes biographical repository. It's been called 'DGIB's single source of truth for claimant information". Claimant Service is the solution which answers these questions. Whenever a record exists in a VA legacy system, the information is being fed into the Claimant Service who in turn, stores and feeds this information to (and currently from) the Enrollment Manager. This service is a 'one stop shop' for beneficiary bios!
	Claimant Service Details As BDN bids us farewell, the information is being brought into the current DGI and Enrollment Manager services. In the future, this storage of information will be used to distribute the information for all managed services which utilize biographical data. It is the beneficiary biographical storage unit, per se.

	For now, you may notice biographical information auto-populating in DGI for some original claims, without a first name or last name. But once associated with VADIR – the VCE will be able to fill in the missing information and continue processing. And finally - once the DGIB Managed Service is fully integrated, Claimant Service will continue to store and feed biographical information to and from all of these services. Claimant Service, the provider of Beneficiary Biographical Information.
	Back to the Newsroom Music Intro…
	Anchor H&A Segment Great information about Claimant Service – now we know where this partially auto-filled biographical information may be coming from and what to do with it – associate with it! Good to know! In our next segment, we'll cover the highlights and announcements from the VACO Views news team. Highlighting some of the changes you'll see in this round of enhancements, we have a report from our very own Giovanna... Gio, what's happening?

Processors & Phone Agents

Thanks Gerald.

My report focuses on the processors and phone agents… what can they expect to see with this release?

DGI will have a few noticeable improvements, including a new email search feature on the search landing page.

Within the system itself, you'll notice a new TOE family entitlement banner which displays the aggregate amount of used entitlement and remaining entitlement for all beneficiaries in the TOE family. This allows the user to see the cumulative amounts for each claimant assigned to the TOE sponsor.

In addition, verbiage was added to the TOE sponsor letter explaining reduced entitlement due to transferred entitlement, which provides a more accurate snapshot of their benefits.

And finally, on the TOE front – Carr vs. Wilkie extensions are now properly calculated for the final use of entitlement within the TOE family, providing the end-of-term extension for the family member exhausting all available entitlement.

DGI also has a new feature within the enrollment tab. Vacation days within an enrollment will now be entered as a date range instead of just the number of days. With more on this story, I'm going to pitch it to our VACO Views reporter, Denise.

	Special Report Audio Intro…
	Vacation & DGI Yes, thank you, Gio! My report focuses on vacations reported through Enrollment Manager and some changes you will see in DGI. Recently, guidance was provided with changes to how we view and process vacation days. This change was a result of an Office of Inspector General report which showed numerous reporting issues with how vacation periods during non-standard IHL terms were reported. The notable change to DGI includes the requirement to input the begin date and end date into the enrollment, instead of the number of days. The chapter 33 processing system will use the date ranges provided to properly calculate and display the correct number of days. It is important to know – the date range field must be filled out in order for the system to properly calculate payments and entitlement. Simply entering the number of days will no longer work and will not be saved if the date range is not entered into the system. The name of the break is not a field which will impact payment or entitlement. It is not mandatory. If used, the name entered should best describe the break. Use a name which

	appropriately summarizes the break to the best of your ability. Remember – development may be required if there is a conflict or additional information is needed. As with any new process, it may take a bit to get used to this new requirement. This has been Denise for VACO Views, now back to Gerald at the news desk. Gerald?
	## Anchor Automation Intro In our final segment, we will hear about the latest in automation news from our VACO Views reporter, Juliana. Let's go to Juliana now and see what's happening in automation…
	## Automation Thank you, Gerald! It's been an exciting time for VA with the automation of the first original claims. With our next update, DGI will begin accepting TOE original applications. Although it may not be able to fully automate on the first iteration, continued progress is being made to enable future versions of DGI to provide immediate decisions to the transfer of entitlement dependents very soon. Automation continues to impress us with enhancements like these! We are excited to add a new audience and see those first automated TOE originals soon. In the meantime, be on the lookout for new doc types being added to TIMS. These new doc types will mirror the current 1990A and 1990G for chapter 33 originals with the TOE addition labeled as 1990EA and 1990EG. Now, as I mentioned – the full automation

	may not take place for a few more months, but you may begin to see partial automation with the 1990EG document types, as preparation for full automation begins. So, as we look forward to the future state, let's remember why we're here – the Veteran and their family! Thank a Veteran today! This has been Juliana reporting for VACO Views. Back to you in the newsroom, Gerald.
	VACO Views News Team What a great reminder! We here at VACO Views love doing what we do and serving such a deserving group of freedom fighters. Thank you to all who have served. We truly appreciate the sacrifice and to those out there actively fighting – come home safe! Well, this has been another edition of VACO Views. From all of us to all of you…Thanks for listening – until next time.
	VACO Views Edition 4 Music Outro…