



ADS 101 Training

In this training, you will learn what **Automated Decision Support (ADS)** is and how it impacts the claims process, understand its benefits to Veterans and VBA employees, and explore how ADS will positively impact your day-to-day.

The training consists of 5 sections, with 15 mini-lessons or modules in total, and is expected to take approximately 45 minutes to complete. Please complete the modules in order. You can refer back to each module once you've completed it. Click on "Start Course" or the first lesson below to begin.

While this content is primarily focused on the development and rating actions within the claim lifecycle, it is helpful for post- teams to be aware of the role that automation plays in the claims process, including ADS tools available for Claims Processors.

For Keyboard-Accessible Navigation, please see [Rise 360 guidance](#).

WHAT IS ADS AND HOW DOES IT IMPACT THE CLAIMS PROCESS?



1. What is Automated Decision Support (ADS)?



2. How is ADS being rolled out across the country?

EXPLORE ADS TOOLS & CAPABILITIES



3. Introduction to ADS tools and capabilities



4. Automated Review Summary Document (ARSD)



5. Health Data Repository (HDR) Document



6. Standards and COTS Integration Platform (SCIP) Document



7. Evidence evaluation capability



8. Exam drafting and ordering capability



9. How do I identify if a claim is processed with ADS?

HOW DOES ADS POSITIVELY IMPACT VETERANS AND EMPLOYEES?



10. How does ADS benefit Veterans?



11. How does ADS benefit VBA employees?



12. How does ADS impact claims processing?

WHAT IS MY ROLE IN THE ADS ROLLOUT?



13. How does the role of the Claims Processor change with ADS?



14. How can I provide feedback on ADS?



15. What comes next?

CONCLUSION

1. What is Automated Decision Support (ADS)?

Instructions:

After watching the video below, please **scroll down to continue the training**. To navigate to the next lesson, click on the "Continue" button at the bottom of each lesson.



Automated Decision Support (ADS)
can enable VBA to carry out its
mission to **deliver more earned
benefits to more Veterans than ever
before**

Since the passing of the PACT Act in August 2022, **VBA claim volume has significantly increased**; in 2023, Veterans applied for benefits at record rates - surpassing the previous all time record by 39%.

Processing a claim today relies on time-consuming manual tasks and **capacity has been stretched** as claim volumes increase.

The rollout of Automated Decision Support (ADS) across 18 Prototype and Pilot Regional Offices has shown how **technology can get benefits to Veterans faster and enhance the employee experience.**

VBA is continually enhancing and thoughtfully scaling ADS across all 56 Regional Offices, resulting in accurate, consistent, and equitable claims decisions for Veterans.



Recap: What is ADS?

What ADS is:

1

Automated Decision Support (ADS) is technology designed to **automate time-consuming manual tasks leading up to the claim decision** that will enable Claims Processors to focus their time on more complex and analytical duties

2

ADS technology **retrieves and consolidates medical records**, provides a **summary document** that indexes information pertinent for making decisions, and **drafts and orders necessary medical exams**

3

ADS is designed to **assist Claims Processors in making accurate, consistent, and equitable decisions for Veterans**

What ADS is not:

1

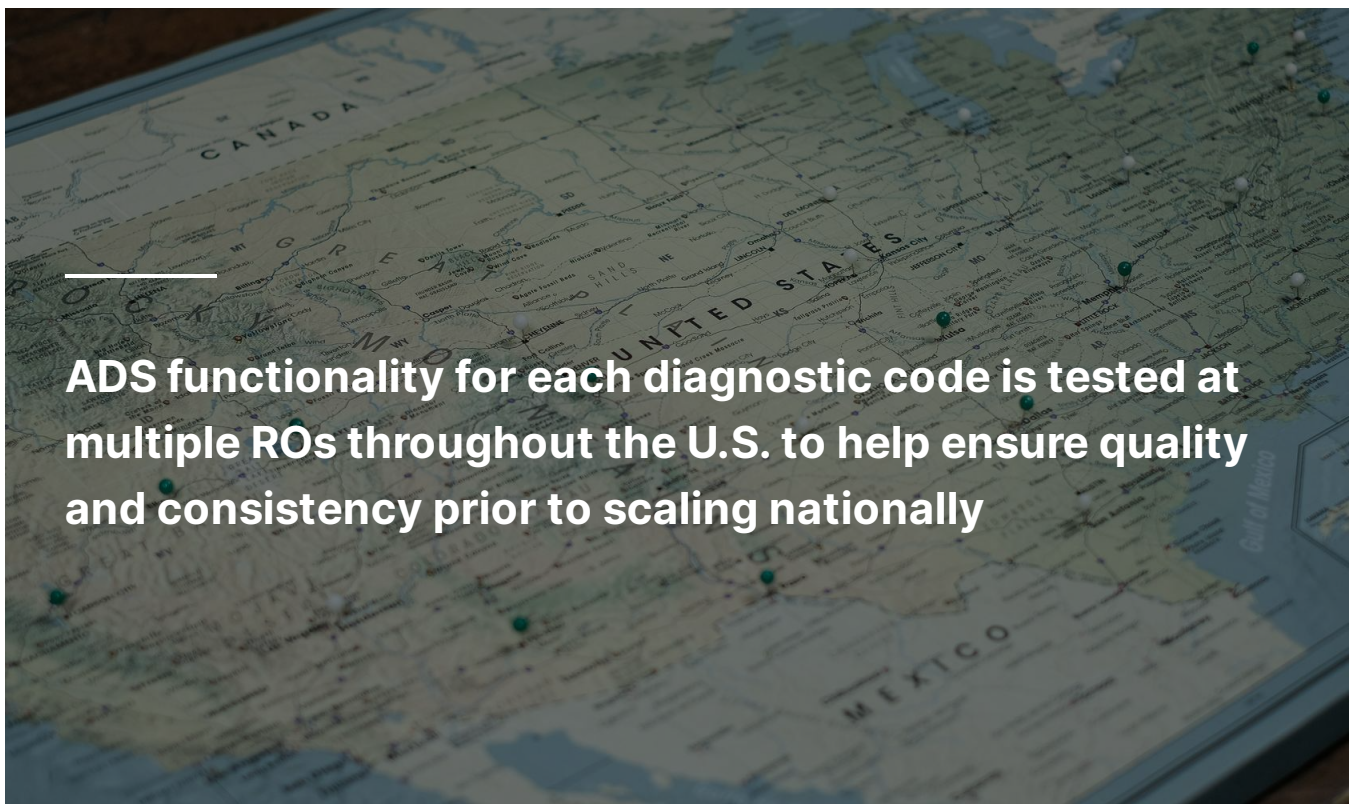
ADS is **not end-to-end automation** – Claims Processors will maintain full adjudicative discretion in making claim decisions

2

ADS does **not replace the need for employee review and validation**

CONTINUE

2. How is ADS being rolled out across the country?



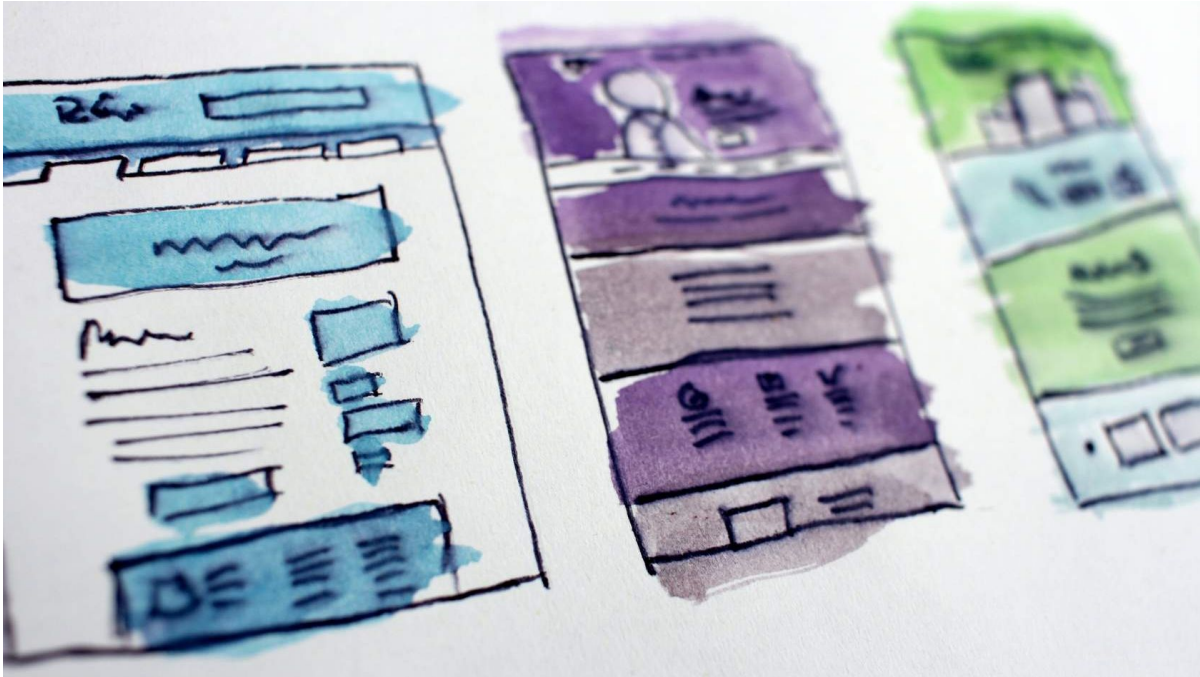
ADS Rollout Process

Each ADS-eligible diagnostic code is tested by Claims Processors at 18 Prototype and Pilot Regional Offices (ROs) to help verify the technology's accuracy before it's rolled out nationally.

Click on the start button to learn more about each step in the process.

Step 1

Verify at Prototype Sites



Prototype sites are first to provide feedback on new diagnostic codes eligible to be processed using ADS. These Claims Processors provide feedback that is used to help refine automation logic.

Prototype sites include: Boise, Des Moines, Detroit, Lincoln, Montgomery, New Orleans, New York, Pittsburgh, Roanoke, and St. Petersburg

Step 2

Validate at Pilot Sites



Claims Processors at **Pilot sites** “test run” **ADS functionality to validate readiness** for national deployment.

Pilot sites include: Denver, Hartford, Huntington, Little Rock, Los Angeles, Portland, Wichita, and Togus

Step 3

Graduate to Remaining Regional Offices (ROs)



After extensive testing and iteration from feedback from Claims Processors at Pilot and Prototype sites, conditions are **“graduated” for ADS processing nationally.**

Summary

ADS functionality for each diagnostic code is first verified at **Prototype sites** to provide feedback and help refine automation logic, then tested at **Pilot sites** to validate readiness for national deployment, and finally "**graduated**" for national routing and processing.

CONTINUE

Check Your Knowledge

We've covered a lot of information about Automated Decision Support (ADS) and the rollout process. Please take a moment to reflect on what you've learned by answering the question below.

What is ADS? Check all that apply.

- Technology that makes the claim intake and development process less manual, faster, more efficient and more consistent

- A tool that assists claims processors with administrative tasks to help in the decision-making process

- End-to-end automated claims processing

- A replacement for employee review

SUBMIT



Please answer the question above before moving on.

3. Introduction to ADS tools and capabilities

Automated Decision Support (ADS) uses a range of capabilities and tools **to reduce manual data-retrieval and review tasks**

Up until now, you've learned about what ADS is and the national rollout process. Now, let's focus on what ADS can do. Click on the flash cards to learn about ADS tools and capabilities.

**Automated Review
Summary Document
(ARSD)**

Indexes all medical and service history records into an easily navigable summary

**Health Data Repository
(HDR) document**

Compiles thousands of medical records across VAMC facilities into a standardized searchable document

**Standards and COTS
Integration Platform
(SCIP) document**

Indexes medical images
from VA Medical Center
and Community Care
visits into a single
document

**Evidence evaluation
capability**

Assesses if evidence is
present that may allow
for a rating decision, or if
an exam should be
ordered for expert
medical review

Exam drafting & ordering capability

In some cases, ADS drafts or orders an exam

Explore each tool and capability in depth in the next section.

CONTINUE

4. Automated Review Summary Document (ARSD)

The **Automated Review Summary Document**

(ARSD) indexes medical and service history record into an easily navigable summary

EVIDENCE REVIEW SUMMARY

Veteran's Name:	TEST VETERAN
File Number:	123456789
Date of Evidence Review:	3/28/2024
Claim ID	987654321
Date Of Claim	3/28/2024
ITF	3/1/2024
EP	020

Claims Processors: This document summarizes data in the Veteran's record related to military service and disability evaluation criteria.

ARSD Contention Outcomes			
CONTENTION(S) CLAIMED	CONDITION	PROCESSING TYPE	AUTOMATION OUTCOME
Sinusitis	Sinusitis	Presumptive	RFD
Outcome Reasoning	Private DBQ Found within 7 Days of Claim Creation		
Outcome Reasoning	Rhinitis	Within the Scope	ARSD Generated
Posttraumatic Stress Disorder (PTSD) Increase	PTSD	Increase	Draft Exam
Outcome Reasoning	Schedular Evidence not Found within Review Period		
Obstructive Sleep Apnea Increase	Sleep Apnea	Increase	Draft Exam
Outcome Reasoning	Schedular Evidence not Found within Review Period		

Contentions Not Processed by ADS	
CONTENTION CLAIMED	INELIGIBILITY REASON
Diabetes Increase	ADS does not currently automate this condition.
Bilateral Hearing Loss	This contention is ineligible for ADS processing as service connection was previously denied.
Migraine due to TBI	This contention is ineligible for ADS processing due to related complex co-existing claimed issues and review requirements.

Sample Automated Review Summary Document (ARSD)

About the ARSD

The Automated Review Summary Document (ARSD) provides a summary of evidence collected across systems, which can **serve as a road map for Claims Processors** as they review a claim.

"Before ADS, you would open a claim and start from scratch. These tools **give you a jump start into the claim** to help you know what to look for and how to best approach

it and the specific contentions on the summary documents. **It makes the process faster**, not adding something to your plate."

- CMA

Understanding the ADS Experience

Learn how the **Automated Review Summary Document (ARSD)** changes the Claims Processor experience by clicking on the flashcards below.

Without ADS

Searching through thousands of pages of medical records, on average

With ADS

Reviewing a summary of medical and service information organized into clear categories

Without ADS

Examining records one by one, searching for relevant information

With ADS

Surfacing essential information that is categorized and hyperlinked for easy navigation in one place

Explore select components of the ARSD by **clicking on the circle icons** below.



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ITF:	3/1/2024
EP:	010

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ARSD Contention Outcomes			
CONTENTION(S) CLAIMED	CONDITION	PROCESSING TYPE	AUTOMATION OUTCOME
Sumoets	Sumoets	Presumptive	RFD
Outcome Reasoning	Private DBQ Found within 7 Days of Claim Creation		
	Rhinets	Within the Scope	ARSD Generated
Outcome Reasoning	Within the Scope		
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CONTENTION(S) CLAIMED	CONDITION	PROCESSING TYPE	AUTOMATION OUTCOME
Summons	Summons	Presumptive	RFD
Outcome Reasoning	Private DBQ Found within 7 Days of Claim Creation		
	Rhinitis	Within the Scope	ARSD Generated
Outcome Reasoning	Within the Scope		
Posttraumatic Stress Disorder (PTSD) Increase	PTSD	Increase	Draft Exam
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Claim Information table

Provides key information about the claim at the time of claim establishment and ADS review.

Any adjustments made to the claim after ADS review will not be reflected in the ARSD.

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Date of Evidence Review

Shows the **date the ARSD was generated by ADS**.

Documents submitted to the eFolder on or after this date of review may not be incorporated into the ARSD and may need manual retrieval and analysis for final rating.

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Intent to File (ITF)


ADS will **surface ITFs** submitted in the last year in order to save time having to search for ITFs.



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ARSD Contention Outcomes table

The Contention Outcomes table **“shows the math” behind how ADS reviewed the claimed contentions**, including how the original contention text mapped to an automated condition, what entitlement theory was identified, what the outcome of ADS review was, and the reasoning behind the outcome.

Claims Processors can use the **hyperlinks** within the Contention Outcomes table to quickly move to the condition specific information on the following pages.



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Within the Scope

Due to the complex regulations and similar symptomatology for Rhinitis and Sinusitis diagnostic codes, when one of these conditions is claimed, the other will be reviewed on the ARSD (whether it was explicitly claimed or not and not previously denied).

ADS will only mark RFD or take exam action on the claimed contention(s).



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Contentions Not Processed by ADS table

Lists all **contentions from the original form that were not reviewed by ADS.**

The **ineligibility reason** is included to give insight into why ADS did not review the contention, and does not indicate that the Veteran is ineligible for the claimed benefit.

Some examples of reasons why a contention may not be reviewed by ADS include:

- The logic for the claimed diagnostic code has not yet been developed and deployed for ADS
- The Veteran was previously denied for one of the diagnostic codes associated with this condition
- The claimed diagnostic code is not currently configured within ADS to review as a new or presumptive claim, only increase is enabled

Note: The text is pulled from the 526EZ and may include misspellings or other anomalies when text spreads across multiple fields.

Claim Outcome

CLAIM OUTCOME	OUTCOME REASON
RFD	One or more conditions Ready for Decision

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Schedular Evidence for Rhinits	3
Schedule for Rating Disabilities for Rhinits	4
PTSD	5
Schedular Evidence for PTSD	5
Schedule for Rating Disabilities for PTSD	5
Sleep Apnea	6
Schedule for Rating Disabilities for Sleep Apnea	6
Other Medical Evidence	7
Schedular Evidence for Sinusitis Outside the Review Period	7
Other Medical Evidence for Sinusitis	8
Schedular Evidence for Rhinits Outside the Review Period	9
Other Medical Evidence for Rhinits	10
Schedular Evidence for PTSD Outside the Review Period	12
Other Medical Evidence for PTSD	12
Schedular Evidence for Sleep Apnea Outside the Review Period	12
Other Medical Evidence for Sleep Apnea	12
Relevant Documents Unavailable for Automated Review	13

Relevant Military Service Locations

KEY TERM(S)	VBMS RECEIPT DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Toxic Exposure - Sec. 1119 Covered Veteran	N/A	VBMS Composite Flash	N/A	N/A
Persian Gulf	1/27/2023	VA Memo	1	dcd58205-5085-4893-9782-876510d613b
Afghanistan	1/27/2023	VA Memo	1	dcd58205-5085-4893-9782-876510d613b
Kuwait	1/27/2023	VA Memo	1	dcd58205-5085-4893-9782-876510d613b
Afghanistan	12/3/2022	VA Memo	1	aae5c0ec-7564-4c17-88da-767a65394c8d
Kuwait	12/3/2022	VA Memo	1	aae5c0ec-7564-4c17-88da-767a65394c8d

+
Claim Outcome

CLAIM OUTCOME	OUTCOME REASON
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 - [Diagnosis for Rhinitis](#) 4
 - [Schedular Evidence for Rhinitis](#) 3
 - [Schedule for Rating Disabilities for Rhinitis](#) 4
- [PTSD](#) 5
 - [Schedular Evidence for PTSD](#) 5
 - [Schedule for Rating Disabilities for PTSD](#) 5
- [Sleep Apnea](#) 6
 - [Schedule for Rating Disabilities for Sleep Apnea](#) 6
- [Other Medical Evidence](#) 7
 - [Schedular Evidence for Sinusitis Outside the Review Period](#) 7
 - [Other Medical Evidence for Sinusitis](#) 8
 - [Schedular Evidence for Rhinitis Outside the Review Period](#) 9
 - [Other Medical Evidence for Rhinitis](#) 10
 - [Schedular Evidence for PTSD Outside the Review Period](#) 12
 - [Other Medical Evidence for PTSD](#) 12
 - [Schedular Evidence for Sleep Apnea Outside the Review Period](#) 12
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Afghanistan	12/3/2022	VA Memo	1	aae5c0ec-7564-4c17-886a-767a05394c6d
Kumrar	12/3/2022	VA Memo	1	aae5c0ec-7564-4c17-886a-767a05394c6d

v440
2 of 13

Claim Outcome table

The ADS claim outcome is derived from the combinations of contentions reviewed and their outcomes.

To provide more transparency into the ADS outcomes, the Claim Outcome table **explains what the overall outcome of the claim was at the time of ADS processing** and the reason for that outcome.

In this sample ARSD, because one contention was marked RFD, the whole claim outcome is RFD in order to support routing of the claim for RVSR review and decision-making on the RFD contention.

Note: This table is produced at the time of ADS processing - as the claim moves through processing after the ARSD is uploaded, the claim outcome will continue to evolve, but the ARSD will not be updated.

Claim Outcome	
CLAIM OUTCOME	OUTCOME REASON
RFD	One or more contentions Ready for Decision

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Afghanistan	12/3/2022	VA Memo	1	aae5c0ec-7564-4c17-88da-767a65394c8d
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Table of Contents

Claims Processors can use the **hyperlinked Table of Contents** to easily navigate to the relevant tables within the ARSD.

Based on Claim Processor feedback, ARSDs created after December 2023 prioritize Scheduling Evidence within the Review Period within the first few pages of the ARSD.

Additional contextual evidence is still surfaced to be used as necessary for full review under “Other Medical Evidence”.

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RFD	One or more conditions Ready for Decision

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Afghanistan	1/27/2023	VA Memo	1	dcd58265-5085-4893-9782-876d510da13b
Kumrar	1/27/2023	VA Memo	1	dcd58265-5085-4893-9782-876d510da13b
Afghanistan	12/3/2022	VA Memo	1	aae5c0ec-7564-4c17-88da-767a65394c8d
Kumrar	12/3/2022	VA Memo	1	aae5c0ec-7564-4c17-88da-767a65394c8d

Relevant Military Service Locations table

When a PACT Act presumptive condition is reviewed, ADS will search relevant records within the eFolder for **keywords** associated with PACT Act relevant service locations.

These keywords, such as operations, base names, geographic markers, cities, medals, and definitive service flashes are surfaced in this table.

Note: Qualifying service is not based on the presence of surfaced keywords, instead using structured data (1119/AO corporate flashes).

Document IDs and **page numbers** are included to make full review for identification of service location easier.

Claim Outcome	
CLAIM OUTCOME	OUTCOME REASON
RFD	One or more conditions Ready for Decision

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Relevant Military Service Locations				
KEY TERM(S)	VBMS RECEIPT DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Toxic Exposure - Sec. 1119 Covered Veteran	N/A	VBMS Composite Flash	N/A	N/A
Persian Gulf	1/27/2023	VA Memo	1	dcd58265-5085-4893-9782-876d510da13b
Afghanistan	1/27/2023	VA Memo	1	dcd58265-5085-4893-9782-876d510da13b
Kumrar	1/27/2023	VA Memo	1	dcd58265-5085-4893-9782-876d510da13b
Afghanistan	12/3/2022	VA Memo	1	aae5c0ec-7564-4c17-88da-767a65394c8d
Kumrar	12/3/2022	VA Memo	1	aae5c0ec-7564-4c17-88da-767a65394c8d

Document ID

Based on Claim Processor feedback, ARSDs created after December 2023 include **hyperlinks to the associated document** within the Veteran's eFolder.

By default, the document will open to page 1 and then can be searched by page number in the ARSD or keyword.

Note: To open the Document ID in a new tab, hold Ctrl and click on the Document ID.

Claims Processors can also continue to look up the document within the eFolder by document ID.



Condition: Sinusitis

Processing Type: Presumptive

Automation Outcome: RFD



Schedule For Rating Disabilities for Sinusitis: <https://www.ecfr.gov/current/title-38/chapter-I/part-4/subpart-B/subject-group-ECFR14fb8fbee86c2cb/section-4.97>



Diagnosis for Sinusitis



NAME	ICD CODE	DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Chronic sinusitis (SCT 40055000)	40055000	9/5/2023	VAMC Other Output Reports	0000406	56061047-f9b8-6579-9926-6183387c766d



Schedular Evidence for Sinusitis Within the Review Period



EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Disq Ear Sinusitis, Rhinitis And Other Conditions Of The Nose, Throat, Larynx And Pharynx	3/24/2024	VA Examination	1, 2, 3, 4, 5, 6, 7, 8	fb76538c-7ac1-4670-8eac-426616258021
Sinus Surgery	8/22/2023	VAMC Other Output Reports	0000406	56061047-f9b8-6579-9926-6183387c766d
Sinus Surgery	7/25/2023	VAMC Other Output Reports	0000540	56061047-f9b8-6579-9926-6183387c766d

Condition: Sinusitis

Processing Type: Presumptive

Automation Outcome: RFD

Schedule For Rating Disabilities for Sinusitis: <https://www.ecfr.gov/current/title-38/chapter-I/part-4/subpart-B/subject-group-ECFR14086f86c86c2cb/section-4.97>

Diagnosis for Sinusitis					
NAME	ICD CODE	DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Chronic sinusitis (SCT 40055000)	40055000	9/5/2023	VAMC Other Output Reports	0000406	50061047-f98-6579-0098-6183d87c76d

Schedular Evidence for Sinusitis Within the Review Period				
EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Dbq Ear Sinusitis, Rhinitis And Other Conditions Of The Nose, Throat, Larynx And Pharynx	3/24/2024	VA Examination	1, 2, 3, 4, 5, 6, 7, 8	f076538c-7ac1-4670-9eac-520616258621
Sinus Surgery	8/22/2023	VAMC Other Output Reports	0000406	50061047-f98-6579-0098-6183d87c76d
Sinus Surgery	7/25/2023	VAMC Other Output Reports	0000540	50061047-f98-6579-0098-6183d87c76d

Condition-specific information

To avoid needing to flip back and forth between pages of the ARSD, the **contention processing type and automation outcome** is repeated for ease of reference.

Condition: Sinusitis

Processing Type: Presumptive

Automation Outcome: RFD

Schedule For Rating Disabilities for Sinusitis: <https://www.ecfr.gov/current/title-38/chapter-I/part-4/subpart-B/subject-group-ECFR14086bec86c2cb/section-4.97>

Diagnosis for Sinusitis					
NAME	ICD CODE	DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Chronic sinusitis (SCT 40055000)	40055000	9/5/2023	VAMC Other Output Reports	0000406	50061047-698-6579-0098-6183487-76d

Scheduler Evidence for Sinusitis Within the Review Period				
EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Disq Ear Sinusitis, Rhinitis And Other Conditions Of The Nose, Throat, Larynx And Pharynx	3/24/2024	VA Examination	1, 2, 3, 4, 5, 6, 7, 8	f076538c-7ac2-4670-9eac-520616258621
Sinus Surgery	8/22/2023	VAMC Other Output Reports	0000406	50061047-698-6579-0098-6183487-76d
Sinus Surgery	7/25/2023	VAMC Other Output Reports	0000540	50061047-698-6579-0098-6183487-76d

Diagnosis table

This table **surfaces diagnoses entered at a VA Medical Center** as well as the relevant medical data (such as ICD code) for that diagnosis and the event ID to search the HDR document and see the diagnosis information.

Clinical notes from the same time period may also reference the diagnosis, but only the data entered specifically as a diagnosis at a VAMC will be surfaced in this table.

Condition: Sinusitis

Processing Type: Presumptive

Automation Outcome: RFD

Schedule For Rating Disabilities for Sinusitis: <https://www.ecfr.gov/current/title-38/chapter-I/part-4/subpart-B/subject-group-ECFR140866cc86c2cb/section-4.97>

Diagnosis for Sinusitis					
NAME	ICD CODE	DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Chronic sinusitis (SCT 40055000)	40055000	9/5/2023	VAMC Other Output Reports	0000406	50061047-658-6579-0098-6183487-76d

Scheduler Evidence for Sinusitis Within the Review Period				
EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Dbq Ear Sinusitis, Rhinitis And Other Conditions Of The Nose, Throat, Larynx And Pharynx	3/24/2024	VA Examination	1, 2, 3, 4, 5, 6, 7, 8	f076538c-7ac2-4670-9eac-520616258621
Sinus Surgery	8/22/2023	VAMC Other Output Reports	0000406	50061047-658-6579-0098-6183487-76d
Sinus Surgery	7/25/2023	VAMC Other Output Reports	0000540	50061047-658-6579-0098-6183487-76d

Scheduler Evidence for Sinusitis Within the Review Period table

This table lists the **data found within VAMC records as well as private medical records and service treatment records** within the eFolder that is both relevant to the CFR Schedule for Rating Disabilities and was observed within the past 1 year from either date of ITF or date of claim.

Generally, the review period is 1 year from the date of claim. However, some conditions require a unique review period.

Depending on the Schedule criteria for the diagnostic codes(s), this could include procedures, treatments, medications, lab results, etc.

Condition: Sinusitis

Processing Type: Presumptive

Automation Outcome: RFD

Schedule For Rating Disabilities for Sinusitis: <https://www.ecfr.gov/current/title-38/chapter-I/part-4/subpart-B/subject-group-ECFR14fb8f6cc86c2cb/section-4.97>

Diagnosis for Sinusitis					
NAME	ICD CODE	DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Chronic sinusitis (SCT 40055000)	40055000	9/5/2023	VAMC Other Output Reports	0000406	50061047-f98-6579-9998-6183d87c76d

Schedular Evidence for Sinusitis Within the Review Period				
EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Disq Ear Sinusitis, Rhinitis And Other Conditions Of The Nose, Throat, Larynx And Pharynx	3/24/2024	VA Examination	1, 2, 3, 4, 5, 6, 7, 8	fb76538c7ac2-4670-9eac-52b616258621
Sinus Surgery	8/22/2023	VAMC Other Output Reports	0000406	50061047-f98-6579-9998-6183d87c76d
Sinus Surgery	7/25/2023	VAMC Other Output Reports	0000540	50061047-f98-6579-9998-6183d87c76d

Page Number(s) / Event ID(s)

The specific locations of the evidence within the listed document is included as either a **page number** (all documents except for the HDR document) **or an event ID** (for HDR document).

If the number starts with a string of 0s, it is an Event ID and the relevant section of the HDR document can be found by searching for that event ID using a “find” function (Ctrl + F).

Condition: Sinusitis

Processing Type: Presumptive

Automation Outcome: RFD

Schedule For Rating Disabilities for Sinusitis: <https://www.eefr.gov/current/title-38/chapter-I/part-4/subpart-B/subject-group-ECFR14f88f6ec8f6c2cb/section-4.97>

Diagnosis for Sinusitis					
NAME	ICD CODE	DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Chronic sinusitis (SCT 40055000)	40055000	9/5/2023	VAMC Other Output Reports	0000406	50061047-f98-6579-0098-6183d87c76d

Scheduler Evidence for Sinusitis Within the Review Period				
EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Dbq Ear Sinusitis, Rhinitis And Other Conditions Of The Nose, Throat, Larynx And Pharynx	3/24/2024	VA Examination	1, 2, 3, 4, 5, 6, 7, 8	f076538c-7ac1-4670-9eac-520616258621
Sinus Surgery	8/22/2023	VAMC Other Output Reports	0000406	50061047-f98-6579-0098-6183d87c76d
Sinus Surgery	7/25/2023	VAMC Other Output Reports	0000540	50061047-f98-6579-0098-6183d87c76d

DBQ

When a DBQ relevant to the condition is submitted with the 526EZ or 0995 form, or if it has been uploaded to the eFolder in the 7 days prior to the date of claim, ADS will surface the **DBQ name and document ID** to the Scheduler Evidence Within the Review Period table.

ADS reviews the key DBQ data fields to make sure the DBQ was signed and completed; however, detailed review of the provided data is needed to ensure the medical professional was compliant and provided the necessary information for rating and adjudication.

Condition: Sinusitis

Processing Type: Presumptive

Automation Outcome: RFD

Schedule For Rating Disabilities for Sinusitis: <https://www.esfr.gov/current/title-38/chapter-I/part-4/subpart-B/subject-group-ECFR14f88f6ec86c2cb/section-4.97>

Diagnosis for Sinusitis					
NAME	ICD CODE	DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Chronic sinusitis (SCT 40055000)	40055000	9/5/2023	VAMC Other Output Reports	0000406	56061047-f9b-6579-9998-6183d87c76d

Scheduler Evidence for Sinusitis Within the Review Period				
EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Dbq Ear Sinusitis, Rhinitis And Other Conditions Of The Nose, Throat, Larynx And Pharynx	3/24/2024	VA Examination	1, 2, 3, 4, 5, 6, 7, 8	f076538c-7ac1-4670-9eac-52b61e258821
Sinus Surgery	8/22/2023	VAMC Other Output Reports	0000406	56061047-f9b-6579-9998-6183d87c76d
Sinus Surgery	7/25/2023	VAMC Other Output Reports	0000540	56061047-f9b-6579-9998-6183d87c76d

Schedule for Rating Disabilities

To make it as easy as possible to refer directly to the regulations for rating each diagnostic code, the ARSD includes a **link to the relevant CFR Schedule for Rating Disabilities** section.

Other Medical Evidence +

Scheduler Evidence for Sinusitis Outside the Review Period				
EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Dbq Ear Sinusitis, Rhinitis And Other Conditions Of The Nose, Throat, Larynx And Pharynx	5/20/2021	C and P Exam	1, 13	981e0be5-83c5-4c60-3d05-b6517d68463f
Septoplasty	8/23/2016	Medical Treatment Record - Non-Government Facility	16	9538414a-a125-485a-ab04-968b648c1a5f
Functional Endoscopic Sinus Surgery	8/23/2016	Medical Treatment Record - Non-Government Facility	16	9538414a-a125-485a-ab04-968b648c1a5f
Endonasal Ethmoidectomy	8/23/2016	Medical Treatment Record - Non-Government Facility	16, 18	9538414a-a125-485a-ab04-968b648c1a5f
Endonasal Ethmoidectomy	8/23/2016	Medical Treatment Record - Non-Government Facility	16	9538414a-a125-485a-ab04-968b648c1a5f
Polypectomy	8/23/2016	Medical Treatment Record - Non-Government Facility	16	9538414a-a125-485a-ab04-968b648c1a5f
Endoscopic Sinus Surgery	8/23/2016	Medical Treatment Record - Non-Government Facility	17	9538414a-a125-485a-ab04-968b648c1a5f
Excise The Polyp	8/23/2016	Medical Treatment Record - Non-Government Facility	17	9538414a-a125-485a-ab04-968b648c1a5f
Polyp, Excision	8/23/2016	Medical Treatment Record - Non-Government Facility	24	9538414a-a125-485a-ab04-968b648c1a5f

Other Medical Evidence

Schedular Evidence for Sinusitis Outside the Review Period				
EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Diff. Ent. Sinusitis, Rhinitis And Other Conditions Of The Nose, Throat, Larynx And Pharynx	5/20/2021	C and P Exam	1, 13	981c0be5-83c5-4c60-bbf5-b6517b68465f
Septoplasty	8/23/2016	Medical Treatment Record - Non-Government Facility	16	9538414a-a125-485a-ab04-96d8648c1a5f
Functional Endoscopic Sinus Surgery	8/23/2016	Medical Treatment Record - Non-Government Facility	16	9538414a-a125-485a-ab04-96d8648c1a5f
Ethmoidectomy	8/23/2016	Medical Treatment Record - Non-Government Facility	16, 18	9538414a-a125-485a-ab04-96d8648c1a5f
Ethmoidectomy	8/23/2016	Medical Treatment Record - Non-Government Facility	16	9538414a-a125-485a-ab04-96d8648c1a5f
Polypectomy	8/23/2016	Medical Treatment Record - Non-Government Facility	16	9538414a-a125-485a-ab04-96d8648c1a5f
Endoscopic Sinus Surgery	8/23/2016	Medical Treatment Record - Non-Government Facility	17	9538414a-a125-485a-ab04-96d8648c1a5f
Excise The Polyp	8/23/2016	Medical Treatment Record - Non-Government Facility	17	9538414a-a125-485a-ab04-96d8648c1a5f
Polyp, Excision	8/23/2016	Medical Treatment Record - Non-Government Facility	24	9538414a-a125-485a-ab04-96d8648c1a5f

Other Medical Evidence section

This section is also ordered by condition, with two potential tables per condition: Scheduling Evidence Outside of the Review Period and Other Medical Evidence.

Page numbers, event IDs, document IDs, and hyperlinks to the documents are listed for ease of reference.

Other Medical Evidence

Schedular Evidence for Sinusitis Outside the Review Period				
EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Distal Ear Sinusitis, Rhinitis And Other Conditions Of The Nose, Throat, Larynx And Pharynx	5/20/2021	C and P Exam	1, 13	981e0be5-83c5-4c60-3bd5-b65178d8465f
Septoplasty	8/23/2016	Medical Treatment Record - Non-Government Facility	16	9538414a-a125-485a-ab04-96dbb48c1a5f
Functional Endoscopic Sinus Surgery	8/23/2016	Medical Treatment Record - Non-Government Facility	16	9538414a-a125-485a-ab04-96dbb48c1a5f
Ethmoidectomy	8/23/2016	Medical Treatment Record - Non-Government Facility	16, 18	9538414a-a125-485a-ab04-96dbb48c1a5f
Ethmoidectomy	8/23/2016	Medical Treatment Record - Non-Government Facility	16	9538414a-a125-485a-ab04-96dbb48c1a5f
Polypectomy	8/23/2016	Medical Treatment Record - Non-Government Facility	16	9538414a-a125-485a-ab04-96dbb48c1a5f
Endoscopic Sinus Surgery	8/23/2016	Medical Treatment Record - Non-Government Facility	17	9538414a-a125-485a-ab04-96dbb48c1a5f
Excise The Polyp	8/23/2016	Medical Treatment Record - Non-Government Facility	17	9538414a-a125-485a-ab04-96dbb48c1a5f
Polyp, Excision	8/23/2016	Medical Treatment Record - Non-Government Facility	24	9538414a-a125-485a-ab04-96dbb48c1a5f

Schedular Evidence Outside the Review Period table

This table lists data found within VAMC records as well as private medical records and service treatment records within the eFolder that is relevant to the CFR Schedule for Rating Disabilities for the reviewed condition, but was observed outside of the review period.

Other Medical Evidence for Sinusitis				
EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Sinusitis	12/13/2023	VA 21-526EZ, Fully Developed Claim (Compensation)	4	9ab3b848-7987-4844-b7a2-e038f014a5c5
Maxillary Sinus	5/20/2021	C and P Exam	1	6dd7dbee-bd4e-438a-84e9-4b1ba506f948
Maxillary Sinusitis	5/20/2021	C and P Exam	1	6dd7dbee-bd4e-438a-84e9-4b1ba506f948
Sinusitis	5/20/2021	C and P Exam	1	8bc7b5eb-0bce-4c7d-aabc-a3d6d1b009a8
Sinusitis	8/23/2016	Medical Treatment Record - Non-Government Facility	16, 17	9538414a-a125-485a-ab04-96dbb48c1a5f
Maxillary Sinus	8/23/2016	Medical Treatment Record - Non-Government Facility	18, 28	9538414a-a125-485a-ab04-96dbb48c1a5f
Sinusitis	8/11/2016	Medical Treatment Record - Non-Government Facility	23, 24, 25	9538414a-a125-485a-ab04-96dbb48c1a5f
Maxillary Sinus	8/11/2016	Medical Treatment Record - Non-Government Facility	23, 24, 25	9538414a-a125-485a-ab04-96dbb48c1a5f
Sinusitis	8/8/2016	Medical Treatment Record - Non-Government Facility	20, 21	9538414a-a125-485a-ab04-96dbb48c1a5f

Relevant Documents Unavailable for Automated Review		
DOCUMENT	VBMS RECEIPT DATE	DOCUMENT ID
All selected documents completed automated review		

End of Evidence Review Summary

Other Medical Evidence for Sinusitis				
EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Sinusitis	12/13/2023	VA 21-526EZ, Fully Developed Claim (Compensation)	4	8ab3b48-7987-4844-b7a2-e03ff014a5c5
Maxillary Sinus	5/20/2021	C and P Exam	1	6dd7d8ea-bdde-438a-84e9-4b1ba506f448
Maxillary Sinusitis	5/20/2021	C and P Exam	1	6dd7d8ea-bdde-438a-84e9-4b1ba506f448
Sinusitis	5/20/2021	C and P Exam	1	8ba7b5eb-0bce-4c7d-aabe-a3d6d1b009a8
Sinusitis	8/23/2016	Medical Treatment Record - Non-Government Facility	16, 17	9538414a-a125-485a-ab04-96db648c1a5f
Maxillary Sinus	8/23/2016	Medical Treatment Record - Non-Government Facility	18, 28	9538414a-a125-485a-ab04-96db648c1a5f
Sinusitis	8/11/2016	Medical Treatment Record - Non-Government Facility	23, 24, 25	9538414a-a125-485a-ab04-96db648c1a5f
Maxillary Sinus	8/11/2016	Medical Treatment Record - Non-Government Facility	23, 24, 25	9538414a-a125-485a-ab04-96db648c1a5f
Sinusitis	8/8/2016	Medical Treatment Record - Non-Government Facility	20, 21	9538414a-a125-485a-ab04-96db648c1a5f

Relevant Documents Unavailable for Automated Review		
DOCUMENT	VBMS RECEIPT DATE	DOCUMENT ID
All selected documents completed automated review		

End of Evidence Review Summary

Other Medical Evidence table

This table lists **data found relevant to the condition but not specifically referenced in the CFR Schedule for Rating Disabilities**.

This data can include previous 526EZs that listed the condition, references to the condition itself, and general symptomatology.

Other Medical Evidence for Sinusitis				
EVIDENCE	OBSERVATION DATE	DOCUMENT	PAGE NUMBER(S) / EVENT ID(S)	DOCUMENT ID
Sinusitis	12/13/2023	VA 21-526EZ, Fully Developed Claim (Compensation)	4	8ab3b948-7987-4844-b7a2-e03ff014a5c5
Maxillary Sinus	5/20/2021	C and P Exam	1	6dd7dbee-bdde-438a-84e9-4b1ba506f448
Maxillary Sinusitis	5/20/2021	C and P Exam	1	6dd7dbee-bdde-438a-84e9-4b1ba506f448
Sinusitis	5/20/2021	C and P Exam	1	86a7b5eb-0bce-4c7d-aabe-a3d6d1b009a8
Sinusitis	8/23/2016	Medical Treatment Record - Non-Government Facility	16, 17	9538414a-a125-485a-ab04-96db648c1a5f
Maxillary Sinus	8/23/2016	Medical Treatment Record - Non-Government Facility	18, 28	9538414a-a125-485a-ab04-96db648c1a5f
Sinusitis	8/11/2016	Medical Treatment Record - Non-Government Facility	23, 24, 25	9538414a-a125-485a-ab04-96db648c1a5f
Maxillary Sinus	8/11/2016	Medical Treatment Record - Non-Government Facility	23, 24, 25	9538414a-a125-485a-ab04-96db648c1a5f
Sinusitis	8/8/2016	Medical Treatment Record - Non-Government Facility	20, 21	9538414a-a125-485a-ab04-96db648c1a5f

Relevant Documents Unavailable for Automated Review		
DOCUMENT	VBMS RECEIPT DATE	DOCUMENT ID
All selected documents completed automated review		

End of Evidence Review Summary

Relevant Documents Unavailable for Automated Review table

Claims Processors should **always check this table** to see if there is a document that was present in the eFolder at the time of ADS processing that could not be reviewed and included in the ARSD.

One ARSD is generated per End Product (EP) at the time of claims establishment. Any changes to the contentions or EP after initial claim establishment will not be automatically updated on the ARSD.

Note: Check for Keyword Context

ADS interprets when a keyword is found within an eFolder document in a negative (e.g., no, not, no history of, etc.) or non-definitive (e.g., may be, could be, etc.) context.

When the natural language processing technology recognizes either of these contexts from the larger sentence or phrase, ADS will surface the surrounding keywords in the ARSD so the Claim Processor can see the context, and will also not include these keywords in any ADS outcome logic.

However, due to the diverse language patterns possible, ADS may not always determine this context and keywords can be surfaced on the ARSD that are not necessarily indicative of a confirmed diagnosis or symptom. This is why the document ID and page number/event ID are also shown on the ARSD.

5. Health Data Repository (HDR) Document

The **Health Data Repository (HDR) document** compiles thousands of medical records across multiple sources into a standardized searchable document



U.S. Department
of Veterans Affairs

Veterans Health Administration MEDICAL RECORD For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V123567

Report Criteria

Dated From: 05/14/2012 To: 08/21/2023

VHA Facilities with Clinical Notes Included in the Report:

(675) Orlando, FL

(675GF) Clermont, FL

(675GG) Lake Baldwin OPC, FL

(675GD) Deltona Community Based Outpatient Clinic, FL

(460) Wilmington, DE

Created On: 03/28/2024 11:56 AM

Report Summary

Sections	Domain Returned	Record Count
Problem List	Yes	9
Diagnosis	Yes	104
Clinical Notes	Yes	126
Vitals	Yes	79
Medications	Yes	54
CPT Codes	Yes	40
Surgeries	Yes	8

Sample VHA Medical Record document

About the HDR Document

The **Health Data Repository** document compiles information from VAMC visits into a standardized searchable document. The compiled medical records are uploaded to a Veteran's eFolder as a "**VAMC Other Output**" document type. The HDR document **saves time for Claims Processors by reviewing a single document of VA Medical Records** and decreasing duplication of records in the VBMS eFolder.

Benefits of the HDR Document

- **Modernizes the electronic health record return** to include bookmarks and hyperlinks for use by Claims Processors
- **Reduces processing and review time** for Claims Processors, allowing more Veteran claims to be worked
- **Provides users with all VAMC data sets required to complete full records**

development at the time of establishment,
validated by testing prior to implementation

"HDR gives you the **needle in the
haystack.**"

- RVSR

Understanding the ADS Experience

Learn how the **HDR document** changes the Claims
Processor experience by clicking on the flashcard below.

Without ADS

Retrieving, uploading,
and reviewing VA
Medical Center records
via a **time consuming,
manual process**

With ADS

Reviewing a **single
document already
uploaded to eFolder**
that consolidates VA
Medical Center records
from multiple facilities

Explore components of the HDR document by **clicking
on the circle icons** below.



U.S. Department
of Veterans Affairs



Veterans Health Administration MEDICAL RECORD For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V123567

Report Criteria

Dated From: 05/14/2012 To: 08/21/2023



VHA Facilities with Clinical Notes Included in the Report:

- (675) Orlando, FL
- (675GF) Clermont, FL
- (675GG) Lake Baldwin OPC, FL
- (675GD) Deltona Community Based Outpatient Clinic, FL
- (460) Wilmington, DE

Created On: 03/28/2024 11:56 AM



Report Summary

Sections	Domain Returned	Record Count
Problem List	Yes	9
Diagnosis	Yes	104
Clinical Notes	Yes	126
Vitals	Yes	79
Medications	Yes	54
CPT Codes	Yes	40
Surgeries	Yes	8



U.S. Department
of Veterans Affairs

Veterans Health Administration MEDICAL RECORD For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V123567

Report Criteria

Dated From: 05/14/2012 To: 08/21/2023

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Diagnosis	Yes	104
Clinical Notes	Yes	126
Vitals	Yes	79
Medications	Yes	54
CPT Codes	Yes	40
Surgeries	Yes	8

Document Type in eFolder

The HDR document is a **VAMC Other Output Reports document type** in the eFolder.



U.S. Department
of Veterans Affairs

Veterans Health Administration MEDICAL RECORD For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V123567

Report Criteria

Dated From: 05/14/2012 To: 08/21/2023

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CPT Codes	Yes	40
Surgeries	Yes	8

Report Criteria

Highlights the **dates covered** by the VHA medical records.



U.S. Department
of Veterans Affairs

Veterans Health Administration MEDICAL RECORD For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V123567

Report Criteria

Dated From: 05/14/2012 To: 08/21/2023

VHA Facilities with Clinical Notes Included in the Report:

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Vitals	Yes	79
Medications	Yes	54
CPT Codes	Yes	40
Surgeries	Yes	8

VHA Facilities with Clinical Notes Included in the Report

The HDR document retrieves and indexes information from all relevant VAMC facilities into one document, **making it easier to review the full VAMC medical history**.



U.S. Department
of Veterans Affairs

Veterans Health Administration MEDICAL RECORD For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V123567

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Medications	Yes	54
CPT Codes	Yes	40
Surgeries	Yes	8

Report Summary table

To create the HDR document, ADS retrieves several different data types from VAMC records.

The **Problem List**, **Diagnosis**, **Vitals**, **Medications**, **CPT codes**, and **Surgeries** are authoritative structured data fields each with a specific short data entry.

The **Clinical Notes** are the free-form text summaries from VAMC visits, consultations, tests, etc. Depending on VAMC facility standards, structured data and clinical notes from the same visit may, or may not, complement each other.

Note: If no records were found for these specific endpoints, the Domain Returned would be "No".

6. Standards and COTS Integration Platform (SCIP) Document

The **Standards and COTS Integration Platform (SCIP) document** indexes medical images from VA Medical Center and Community Care visits into a single document



U.S. Department
of Veterans Affairs

Veterans Health Administration SCANNED IMAGES For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V1234567

Report Criteria

Dated From: 5/15/2012 To: 6/1/2023

VHA Facilities with Images Included in the Report:

5895

5896

(589) VA Heartland West (Kansas City MO)

Created On: 09/18/2023 11:48 AM

Report Summary

Sections	Domain Returned	Record Count
5895	Yes	22
5896	Yes	6
589	Yes	1

Sample VHA Scanned Images document

About the SCIP Document

The **Standards and COTS Integration Platform (SCIP) document** compiles VHA and Community Care medical images and scans across a number of sources, including VistA, into a standardized document (similar to the way JLV works). Note: this does not include DoD records. The compiled medical images are uploaded to a Veteran's eFolder as a "**VAMC Other Output**" document type. The SCIP document can **save Claims Processors time and reduce the burden of manually searching for and compiling necessary documentation.**

Understanding the ADS Experience

Learn how the **SCIP document** changes the Claims Processor experience by clicking on the flashcard below.

Without ADS

Retrieve VHA and Community Care medical images via JLV, upload to eFolder, and review images one-by-one

With ADS

Automates the records and retrieval process to eFolder and uses optical character recognition (OCR) to allow **key word searching** of the information contained in images and scans

Explore components of the SCIP document by **clicking on the circle icons** below.



U.S. Department
of Veterans Affairs

Veterans Health Administration SCANNED IMAGES For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V1234567

+ Report Criteria

Dated From: 5/15/2012 To: 6/1/2023

+ VHA Facilities with Images Included in the Report:

5895

5896

(589) VA Heartland West (Kansas City MO)

Created On: 09/18/2023 11:48 AM

Report Summary

Sections	+ Domain Returned	Record Count
5895	Yes	22
5896	Yes	6
589	Yes	1



U.S. Department
of Veterans Affairs

Veterans Health Administration SCANNED IMAGES For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V1234567

Report Criteria

Dated From: 5/15/2012 To: 6/1/2023

VHA Facilities with Images Included in the Report:

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5896

(589) VA Heartland West (Kansas City MO)

Created On: 09/18/2023 11:48 AM

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5895	Yes	22
5896	Yes	6
589	Yes	1

Document Type in eFolder

The SCIP Document is a **VAMC Other Output** document type in the eFolder.



U.S. Department
of Veterans Affairs

Veterans Health Administration SCANNED IMAGES For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V1234567

Report Criteria

Dated From: 5/15/2012 To: 6/1/2023

VHA Facilities with Images Included in the Report:

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(589) VA Heartland West (Kansas City MO)

Created On: 09/18/2023 11:48 AM

Report Summary

Sections	Domain Returned	Record Count
5895	Yes	22
5896	Yes	6
589	Yes	1

SCIP Document

The SCIP document includes **non-DICOM medical images and scans from VAMC visits** to all facilities and Community Care appointments.

DICOM images that would require expert medical opinion review and interpretation, such as x-rays, are not included.



U.S. Department
of Veterans Affairs

Veterans Health Administration SCANNED IMAGES For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V1234567

Report Criteria

Dated From: 5/15/2012 To: 6/1/2023

VHA Facilities with Images Included in the Report:

5895

5896

(589) VA Heartland West (Kansas City MO)

Created On: 09/18/2023 11:48 AM

Report Summary

Sections	Domain Returned	Record Count
5895	Yes	22
5896	Yes	6
589	Yes	1

Report Criteria

Highlights the **dates covered** by the VHA medical records.



U.S. Department
of Veterans Affairs

Veterans Health Administration SCANNED IMAGES For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V1234567

Report Criteria

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(589) VA Heartland West (Kansas City MO)

Created On: 09/18/2023 11:48 AM

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Sections	Domain Returned	Record Count
5895	Yes	22
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VHA Facilities with Images Included

All records from the facilities the Veteran has visited are included.



U.S. Department
of Veterans Affairs

Veterans Health Administration SCANNED IMAGES For:

SMITH, VETERAN | 9/2/1950 | 123456789 | 10987654321V1234567

Report Criteria

Dated From: 5/15/2012 To: 6/1/2023

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Created On: 09/18/2023 11:48 AM

Report Summary

Sections	Domain Returned	Record Count
5895	Yes	22
5896	Yes	6
589	Yes	1

Domain Returned column

If no records were found for these specific endpoints, the **Domain Returned** would be "No".

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12/13/2022 1:00 AM EST COMMUNITY CARE CONSULT RESULT NOTE EK 5896 8

12/9/2022 1:00 AM EST COMMUNITY CARE CONSULT RESULT NOTE EK 5896 10

9/16/2022 9:41 AM EDT CP TO EKG 5895 12

7/6/2022 1:00 AM EDT COMMUNITY CARE CONSULT RESULT NOTE EK 5896 13

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8/31/2018 1:01 AM EDT COMMUNITY CARE CONSULT RESULT NOTE EK 5895 56

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7/9/2012 1:00 AM EDT EK-PFT - PULMONARY FUNCTION TEST 5895 62

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12/13/2022 1:00 AM EST COMMUNITY CARE CONSULT RESULT NOTE EK 5896	8
12/9/2022 1:00 AM EST COMMUNITY CARE CONSULT RESULT NOTE EK 5896	10
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7/6/2022 1:00 AM EDT COMMUNITY CARE CONSULT RESULT NOTE EK 5895	18
6/21/2022 1:00 AM EDT COMMUNITY CARE CONSULT RESULT NOTE EK 5896	22
6/1/2022 1:00 AM EDT EK-SLEEP CPAP FOLLOWUP 5895	25
5/20/2021 1:00 AM EDT COMMUNITY CARE CONSULT RESULT NOTE EK 5896	26
4/23/2021 1:00 AM EDT EK-RADIOLOGY NOTE 5895	31
4/2/2021 11:11 AM EDT CONSENT CLINICAL IMED 589	34
5/29/2020 1:00 AM EDT EK-SLEEP CPAP FOLLOWUP 5895	38
1/29/2020 1:00 AM EST REQUEST FOR MED SERV CHAPTER 31 5895	40
5/28/2019 1:00 AM EDT EK-SLEEP CPAP FOLLOWUP 5895	41
1/16/2019 1:00 AM EST CONSENT 5895	43
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1/16/2019 1:00 AM EST CONSENT 5895	45
1/8/2019 1:00 AM EST RELEASE OF INFORMATION 5895	46
9/14/2018 1:01 AM EDT COMMUNITY CARE CONSULT RESULT NOTE EK 5895	47
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5/15/2012 1:00 AM EDT C&P GENERAL MEDICAL 5895	71

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Claims Processors can use the **hyperlinked Table of Contents** to easily navigate to the relevant images.

Each title includes the date of the image as well as the image title as entered in the original source.

7. Evidence evaluation capability

The **evidence evaluation capability** assesses if enough evidence is present for a decision to be made or if an exam should be ordered for further review

Understanding the ADS Experience

Learn how ADS's **evidence evaluation capability** changes the Claims Processor experience by clicking on the flashcard below.

Without ADS

Manually opening dozens of documents to search for individual data points to identify if an exam is needed or if the contention can be marked Ready for Decision (RFD)

With ADS

ADS identifies data relevant to the CFR rating criteria and organizes it into a table; if evidence meets the thresholds for potential decision making, ADS will mark as **Ready for Decision** for the rater to review

Explore the outcomes of ADS's evidence evaluation capability by **clicking on the circle icons** below.



EVIDENCE REVIEW SUMMARY

Veteran's Name:	TEST VETERAN
File Number:	123456789
Date of Evidence Review:	12/18/2023

Claim ID	987654321
Date Of Claim	12/18/2023
ITF	12/1/2023
EP	20

Claims Processors: This document summarizes data in the Veteran's record related to military service and disability evaluation criteria.

ARSD Contention Outcomes			
CONTENTION CLAIMED	CONDITION	PROCESSING TYPE	AUTOMATION OUTCOME
sinusitis	Sinusitis	Presumptive	RFD
Outcome Reasoning	Private DBQ Found within 7 Days of Claim Creation		
	Rhinitis	Within the Scope	ARSD Generated
Outcome Reasoning			
POSTTRAUMATIC STRESS DISORDER (PTSD), INCREASE	PTSD	Increase	Draft Exam
Outcome Reasoning			
OBSTRUCTIVE SLEEP APNEA INCREASE	Sleep Apnea	Increase	Draft Exam
Outcome Reasoning	Schedular Evidence Requiring Further Review Not Found		

Contentions Not Processed by ADS	
CONTENTION CLAIMED	INELIGIBILITY REASON
DIABETES INCREASE	Automation does not currently automate this condition.
BILATERAL HEARING LOSS	This contention is ineligible for ADS processing as service connection was previously denied.
MIGRAINE DUE TO TBI	This contention is ineligible for ADS processing due to related complex co-existing claimed issues and review requirements.



EVIDENCE REVIEW SUMMARY

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File Number:	123456789
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Claim ID	987654321
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Outcome Reasoning			
OBSTRUCTIVE SLEEP APNEA INCREASE	Sleep Apnea	Increase	Draft Exam
Outcome Reasoning	Schedular Evidence Requiring Further Review Not Found		

Contentions Not Processed by ADS	
CONTENTION CLAIMED	INELIGIBILITY REASON
DIABETES INCREASE	Automation does not currently automate this condition.
BILATERAL HEARING LOSS	This contention is ineligible for ADS processing as service connection was previously denied.
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Automation Outcome

The Contentions Outcome table in the ARSD surfaces the **ADS outcome**.

Outcomes can include Ready for Decision (RFD), Draft Exam, Exam Ordered, ARSD Generated, and Open.



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Contentions Not Processed by ADS	
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BILATERAL HEARING LOSS	This contention is ineligible for ADS processing as service connection was previously denied.
MIGRAINE DUE TO TBI	This contention is ineligible for ADS processing due to related complex co-existing claimed issues and review requirements.

Within the Scope

Due to the complex regulations and similar symptomatology for Rhinitis and Sinusitis diagnostic codes, when one of these conditions is claimed, the other will be reviewed on the ARSD (whether it was explicitly claimed or not and not previously denied).

ADS will only mark RFD or take exam action on the claimed contention(s).



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POSTTRAUMATIC STRESS DISORDER (PTSD), INCREASE	PTSD	Increase	Draft Exam
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OBSTRUCTIVE SLEEP APNEA INCREASE	Sleep Apnea	Increase	Draft Exam
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Contentions Not Processed by ADS	
CONTENTION CLAIMED	INELIGIBILITY REASON
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BILATERAL HEARING LOSS	This contention is ineligible for ADS processing as service connection was previously denied.
MIGRAINE DUE TO TBI	This contention is ineligible for ADS processing due to related complex co-existing claimed issues and review requirements.

Ready For Decision (RFD)

In general, ADS sets a contention to **Ready for Decision** if it was submitted on a 526EZ and any of the following criteria are met:

There is objective schedular data found within the review period

If a DBQ was submitted in the 7 days prior to the date of claim, or between the date of claim and date of ADS review

If the Veteran is already receiving the maximum rating for the relevant diagnostic code(s)



EVIDENCE REVIEW SUMMARY

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OBSTRUCTIVE SLEEP APNEA INCREASE	Sleep Apnea	Increase	Draft Exam
Outcome Reasoning	Schedular Evidence Requiring Further Review Not Found		

Contentions Not Processed by ADS	
CONTENTION CLAIMED	INELIGIBILITY REASON
DIABETES INCREASE	Automation does not currently automate this condition.
BILATERAL HEARING LOSS	This contention is ineligible for ADS processing as service connection was previously denied.
MIGRAINE DUE TO TBI	This contention is ineligible for ADS processing due to related complex co-existing claimed issues and review requirements.

ARSD Generated

ARSD Generated is the most common outcome when the claim was created from an 0995 form, or when the contention on the 526EZ form had some schedular evidence but not enough for ADS to confidently set the contention RFD.

A Claims Processor needs to review the schedular evidence that was found and decide if it meets the requirement to set RFD, or if an exam is truly needed to gather additional information.

A contention will also result in an ARSD generated outcome without exam or RFD if a 4142/4142a form was submitted in the 7 days prior to date of claim, and/or if ADS sent a 5103 letter to the Veteran.



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Outcome Reasoning	Schedular Evidence Requiring Further Review Not Found		

Contentions Not Processed by ADS	
CONTENTION CLAIMED	INELIGIBILITY REASON
DIABETES INCREASE	Automation does not currently automate this condition.
BILATERAL HEARING LOSS	This contention is ineligible for ADS processing as service connection was previously denied.
MIGRAINE DUE TO TBI	This contention is ineligible for ADS processing due to related complex co-existing claimed issues and review requirements.

Draft Exam

ADS will **draft an exam** if no objective schedular data was found within the review period and if there was a contention on the 526EZ form that was not automated.

ADS drafts but does not order the exam in this case because the non-automated contentions could also require exams, and it is usually more convenient for the Veteran to schedule all needed exams at once, rather than schedule one set of exams for the ADS contentions and then a second set when the non-ADS contentions are reviewed.



EVIDENCE REVIEW SUMMARY

Veteran's Name:	TEST VETERAN
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Claims Processors: This document summarizes data in the Veteran's record related to military service and disability evaluation criteria.

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Outcome Reasoning	Private DBQ Found within 7 Days of Claim Creation		
	Rhinitis	Within the Scope	ARSD Generated
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OBSTRUCTIVE SLEEP APNEA INCREASE	Sleep Apnea	Increase	Draft Exam
Outcome Reasoning	Schedular Evidence Requiring Further Review Not Found		

Contentions Not Processed by ADS	
CONTENTION CLAIMED	INELIGIBILITY REASON
DIABETES INCREASE	Automation does not currently automate this condition.
BILATERAL HEARING LOSS	This contention is ineligible for ADS processing as service connection was previously denied.
MIGRAINE DUE TO TBI	This contention is ineligible for ADS processing due to related complex co-existing claimed issues and review requirements.

Exam Ordered

Note: Not pictured in example.

ADS will **order an exam** if no objective schedular data was found within the review period and if all the contentions on the original 526EZ form were reviewed through automation.

Claim Outcome	
CLAIM OUTCOME	OUTCOME REASON
RFD	One or more contentions Ready for Decision

Claim Outcome	
CLAIM OUTCOME	OUTCOME REASON
RFD	One or more contentions Ready for Decision

Claim Outcome table

The ADS claim outcome will also be included in the Claim Outcome table in the ARSD.

In this example, the claim was marked RFD.

Date	Created By	Note Text	Related To	Note Type	Action Taken
01/26/2024 13:20:47 EST	Background Process	Claim status changed from OPEN to READY_FOR_DECISION outside of VBMS.	020 - New/Increase - 01/25/2024	PERMANENT	Claim state changed to READY_FOR_DECISION
01/26/2024 13:19:13 EST	VBAAutoPlatform	Please note, the automated review summary document (ARSD) has been completed. Read More	020 - New/Increase - 01/25/2024	PERMANENT	
01/26/2024 13:18:51 EST	VBAAutoPlatform	RESPIRATORY-CONDITIONS automated review summary document completed 01/26/2024. Read More	Veteran Level	PERMANENT	
01/26/2024 09:39:15 EST	VBAAutoPlatform	Enterprise	Veteran Level	PERMANENT	
01/26/2024 09:34:40 EST	VBAAutoPlatform	Enterprise	020 - New/Increase - 01/25/2024	PERMANENT	
01/26/2024 05:11:57 EST	Donotdelete Vbmsrobotysacct - 283	Transfer	020 - New/Increase - 01/25/2024	VBMS_PERMANENT	Transferred the claim to RO 390 by NWG Team
01/26/2024 05:11:56 EST	Donotdelete Vbmsrobotysacct - 283	Rapid Re	020 - New/Increase - 01/25/2024	PERMANENT	
01/26/2024 04:46:30 EST	VBAAutoPlatform	Success	Veteran Level	PERMANENT	
01/26/2024 04:46:28 EST	VBAAutoPlatform	Success	Veteran Level	PERMANENT	
01/26/2024 04:46:26 EST	VBAAutoPlatform	Successfully updated unsolicited evidence (CM Packet Num: 47248622). Read More	Veteran Level	PERMANENT	

Note

VBAAutoPlatform 01/26/2024 13:19:13 EST

Please note, the automated review summary document (ARSD) has been completed in full. One or more contentions were determined to be RFD by current rating criteria. Necessary exam(s) were requested or drafted, if applicable.

[Close](#)

Showing 1 - 10 of 178				Show/Hide Columns	Save
Date	Created By	Note Text	Related To	Note Type	Action Taken
01/26/2024 13:20:47 EST	Background Process	Claim status changed from OPEN to READY_FOR_DECISION outside of VBMS	D20 - New/Increase - 01/25/2024	PERMANENT	Claim state changed to READY_FOR_DECISION
01/26/2024 13:19:13 EST	VBAAutoPlatform	Please note, the automated review summary document (ARSD) has been co Read More	D20 - New/Increase - 01/25/2024	PERMANENT	
01/26/2024 13:18:51 EST	VBAAutoPlatform	RESPIRATORY-CONDITIONS automated review summary document uploaded 01/ Read More	Veteran Level	PERMANENT	
01/26/2024 09:39:15 EST	VBAAutoPlatform	Enterpris	Veteran Level	PERMANENT	
01/26/2024 09:34:40 EST	VBAAutoPlatform	Enterpris	D20 - New/Increase - 01/25/2024	PERMANENT	
01/26/2024 05:11:57 EST	Donotdelete Vmorsrobotysacct - 283	Transfer	D20 - New/Increase - 01/25/2024	VBMS_PERMANENT	Transferred the claim to RD 398 by NWG Team
01/26/2024 05:11:58 EST	Donotdelete Vmorsrobotysacct - 283	Rapid Re	D20 - New/Increase - 01/25/2024	PERMANENT	
01/26/2024 04:49:30 EST	VBAAutoPlatform	Success	Veteran Level	PERMANENT	
01/26/2024 04:49:29 EST	VBAAutoPlatform	Successfully updated unsolicited evidence (CM Packet Num: 47248622, R Read More	Veteran Level	PERMANENT	
01/26/2024 04:49:29 EST	VBAAutoPlatform	Successfully updated unsolicited evidence (CM Packet Num: 47248622, R Read More	Veteran Level	PERMANENT	

Note

VBAAutoPlatform 01/26/2024 13:19:13 EST

Please note, the automated review summary document (ARSD) has been completed in full. One or more contentions were determined to be RFD by current rating criteria. Necessary exam(s) were requested or drafted, if applicable.

Close

VBMS Note

The ADS claim outcome will also be included in the **VBMS note** that ADS writes.

In this example, the claim was marked RFD.

8. Exam drafting and ordering capability

Where ADS did not find objective data related to the condition within the review period, ADS will **order or draft an exam** via the VBMS Exam Management System

Generally, the review period is 1 year from the date of claim or ITF. However, some conditions require a unique review period.

Understanding the ADS experience

Learn how ADS's **exam drafting and ordering capability** changes the Claims Processor experience by clicking on the flashcard below.

Without ADS

Manually review medical records to determine if an exam is needed and clicks through the Exam Management System screens to order the necessary exam(s)

With ADS

ADS either orders the exam(s) directly or drafts the needed exam(s), making it easy to quickly review the exam request and submit

Explore components of ADS's exam drafting and ordering capability by **clicking on the circle icons** below.

020 - New/Increase

[Open Claim Check](#) [Edit Claim Detail](#) [Create DCS](#) [Upload Document](#) [New Claim](#) [SSA Inquiry](#) [Manage Evidence](#)

[Go to Work Item](#) | Days Pending: 3 | Date of Claim: 01/24/2024 | Status: OPEN | Suspend Date: 02/04/2024 | Ready to Recal: No | Team Assigned to: N/A | Assigned to: N/A

EXPAND CLAIM DETAILS

[Contentions](#) [Development](#) [Letters](#) [Trackad Items](#) **Exams** [Claim Notes](#) [Record Research Requests](#)

Exam Scheduling Request Summary

[Create New Request](#)

Showing 1 - 1 of 1

Scheduling Request Type	Status	Date Submitted	Date Last Updated	VIA/Vendor	Locked	Actions
Exam Request	DRAFT	N/A	01/29/2024, 1:14:52 PM			Actions
Contention: pbsd	DRAFT					

No medical examinations are currently scheduled for this contention

Items Per Page: 10

Prev 1 Next

020 - New/Increase

Go to Work Item | Days Pending: 3 | Date of Claim: 01/24/2024 | Status: OPEN | Suspense Date: 02/04/2024 | Ready to Recal: No | Team Assigned to: N/A | Assigned to: N/A

EXPAND CLAIM DETAILS

Contentions > Development > Letters > Tracked Items > **Exams** > Claim Notes > Record Research Requests

Exam Scheduling Request Summary Create New Request

Showing 1 - 1 of 1

Scheduling Request Type	Status	Date Submitted	Date Last Updated	VIA/Vendor	Locked	Actions
<input type="checkbox"/> Exam Request	DRAFT	N/A	01/29/2024, 1:14:52 PM			Actions
<input type="checkbox"/> Contention: pbsd	DRAFT					

No medical examinations are currently scheduled for this contention

Items Per Page: 10 Prev 1 Next

Draft Exam Request

If automation determines an examination is needed on a **multi-issue claim**, the **ARSD and draft exam(s) will be generated** for VSR review.

This allows the VSR to review the automation-ineligible contentions, complete the development, add additional exams as needed, and review the pending draft exam and finalize at once, to **minimize sending Veterans to more than one exam appointment when unnecessary**.

To avoid issues when attempting to draft an exam request, **check to see if ADS drafted an exam.**

Learn how below.

Instructions: To zoom in on an image in the carousel below, click on the image. To zoom out, click on the image again. You do not have to select the "Back" button in the browser to return to the module. Alternatively, you can use the Tab and Enter keys to zoom in on an image. To zoom out, use the Enter or Esc keys.

How to Tell if ADS Drafted an Exam

There are multiple ways to tell if ADS drafted an exam.

[Click Start to learn more.](#)

Indicator 1

ARSD shows Draft Exam

ARSD Contention Outcomes			
CONTENTION CLAIMED	CONDITION	PROCESSING TYPE	AUTOMATION OUTCOME
sinusitis	Sinusitis	Presumptive	RFD
Outcome Reasoning	Private DBQ Found within 7 Days of Claim Creation		
	Rhinitis	Within the Scope	ARSD Generated
Outcome Reasoning			
POSTTRAUMATIC STRESS DISORDER (PTSD), INCREASE	PTSD	Increase	Draft Exam
Outcome Reasoning			
OBSTRUCTIVE SLEEP APNEA INCREASE	Sleep Apnea	Increase	Draft Exam
Outcome Reasoning	Schedular Evidence Requiring Further Review Not Found		

On the ARSD Contention Outcomes table under the Automation Outcome column, see if Draft Exam is listed.

Indicator 2

Exams Tab shows Draft Exam

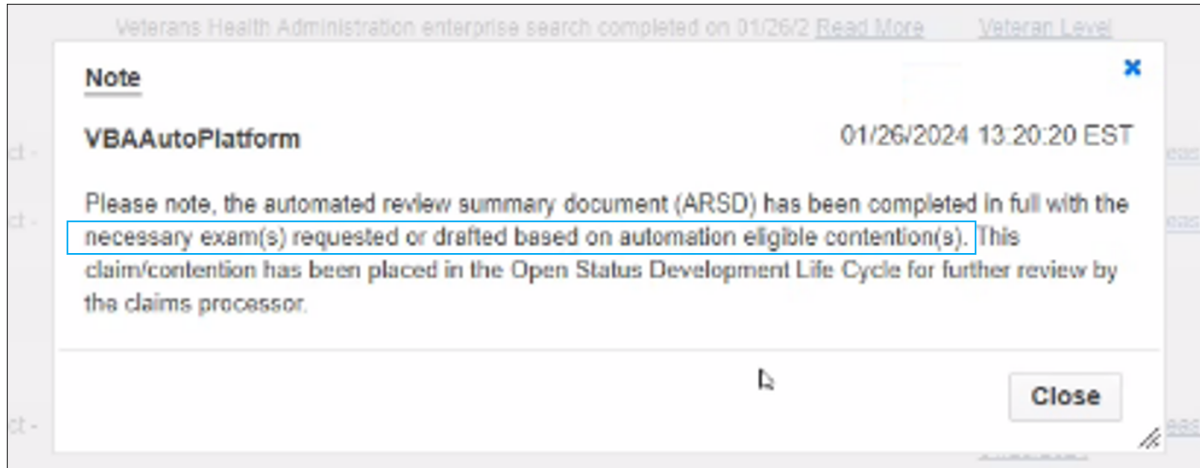
The screenshot displays the 'Exams' tab within a claim management interface. At the top, the claim number '020 - New/Increase' is shown along with various action buttons like 'Open Claim Check', 'Edit Claim Detail', 'Create DCS', 'Upload Document', 'New Claim', 'SSA Inquiry', and 'Manage Evidence'. Below this, a navigation bar includes tabs for 'Contentions', 'Development', 'Letters', 'Trackad Items', 'Exams', 'Claim Notes', and 'Record Research Requests'. The 'Exams' tab is currently selected. The main content area is titled 'Exam Scheduling Request Summary' and features a 'Create New Request' button. A table below shows one entry: an 'Exam Request' with a status of 'DRAFT', 'N/A' for 'Date Submitted', and '01/29/2024, 1:14:52 PM' for 'Date Last Updated'. The table also includes columns for 'VIA/Vendor', 'Locked', and 'Actions'. A message below the table states 'No medical examinations are currently scheduled for this contention'. At the bottom, there is a 'Items Per Page' dropdown set to '10' and a 'Page 1' indicator.

Scheduling Request Type	Status	Date Submitted	Date Last Updated	VIA/Vendor	Locked	Actions
Exam Request	DRAFT	N/A	01/29/2024, 1:14:52 PM			Actions

In VBMS, go to the Exam Tab of the claim to see if Draft Exam is listed.

Indicator 3

VBMS Notes lists Exam Drafted



In VBMS, check the Notes to see if an exam was drafted.

Indicator 4

VBMS Contention History

The screenshot displays the VBMS Contention History interface. At the top, there are navigation tabs: Contentions, Development, Letters, Tracked Items, Exams, Claim Notes, and Record Research Requests. Below these tabs are buttons for Add Contention, Edit, Delete, Copy, Documents, Export, and Contention History. The Contention History tab is selected, showing a table of contention events.

Contention ID	Contention Name	Timestamp	Description	Prior Lifecycle Status	Lifecycle Status	Source	Action Identifier	Action Result
135367893	rhinitis increase	12/30/2022 12:18:15 EDT	Contention was successfully automated	Open	Open	283/VBASVC/MASBOT04	Finished Automation Processes	Successful
135367868	sinusitis increase	12/30/2022 12:18:14 EDT	Contention was successfully automated	Open	Open	283/VBASVC/MASBOT04	Finished Automation Processes	Successful
135367868	sinusitis increase	12/30/2022 12:15:32 EDT	Automation drafted an exam	Open	Open	283/VBASVC/MASBOT04	Drafted Exam for Contention	Successful
135367893	rhinitis increase	12/30/2022 12:15:30 EDT	Automation drafted an exam	Open	Open	283/VBASVC/MASBOT04	Drafted Exam for Contention	Successful
135367904	right ankle increase	12/29/2022 14:06:29 EDT	The initial contention lifecycle status was set to "OPEN" based on the claim's lifecycle status.		Open	283/VBASVC/MASBOT04	Updated Status Contention	Successful

In VBMS within the Contention History tab, check the AIM contention history to see if Automation drafted an exam.

Summary

To see if ADS drafted an exam, check the ARSD Contention Outcomes table, VBMS Exams tab, VBMS Notes, or VBMS Contention History.

When ADS orders or drafts an exam, it cites the ARSD within the exam request. ADS does not cite specific records within the eFolder in the exam request.

Check Your Knowledge

In the previous five lessons, we learned a lot about Automated Decision Support (ADS) tools and capabilities. Please take a moment to reflect on what you've learned in these lessons by answering the question below.

Match each ADS tool or capability with its definition by dragging the term on the left to its definition on the right.

≡ Automated Review Summary Document (ARSD)	Indexes medical and service history records into an easily navigable summary
≡ HDR document	Compiles thousands of medical records in a standardized, text-searchable format
≡ SCIP document	Indexes medical images from VAMC and Community Care visits into a single document
≡ Evidence evaluation capability	Assesses if enough evidence is present for a decision to be made



Exam drafting and ordering capability

Generates a draft exam request or orders an exam



Please answer the question above before moving on.

9. How do I identify if a claim is processed with ADS?

A photograph of a person wearing a yellow sweater, sitting at a desk and working on a laptop. The person's hands are visible on the keyboard. The image is slightly dimmed and has a dark overlay.

There are multiple ways to identify if a claim has been processed using ADS automation

Instructions: To zoom in on an image in the carousel below, click on the image. To zoom out, click on the image again. You do not have to select the "Back" button

in the browser to return to the module. Alternatively, you can use the Tab and Enter keys to zoom in on an image. To zoom out, use the Enter or Esc keys.

How to Identify ADS Claims

Click on the Start button to learn more.

Indicator 1

Automation Indicator is set to True

020 - New/Increase Open Claim Check Edit Claim Detail Create DCS Upload Document New Claim SSA Inquiry Manage Evidence

Go to Work Item | Days Pending: 2 | Date of Claim: 01/25/2024 | Status: RFD | Suspend Date: 02/25/2024 | Ready to Recall: Yes | Team Assigned to: N/A | Assigned to: N/A

EXPAND CLAIM DETAILS

Contentions Development Letters Tracked Items Exams Claim Notes Record Research Requests

Add Contention Edit Delete Copy Documents Export Contention History Choose an Action...

Lifecycle Status	Automation Indicator	Contention Name	Alternate Contention ...	Type	Date of ...	Classification	Verified	Medical	Special Is
<input type="checkbox"/> Ready for Decision	False	anxiety and depression		New	01/25/2024	Mental Disorders	Yes	Yes	
<input type="checkbox"/> Ready for Decision	True	copd - temporary 100 percent		Increase	01/25/2024	Respiratory	Yes	Yes	<ul style="list-style-type: none">AutAPIAutResFDICtsFDIPAIRAIDe
<input type="checkbox"/> Ready for Decision	False	hypothyroidism		New	01/25/2024	Endocrine	Yes	Yes	<ul style="list-style-type: none">PAI
<input type="checkbox"/> Ready for Decision	False	chronic diastolic heart failure		New	01/25/2024	Heart/Veins/Arteries	Yes	Yes	<ul style="list-style-type: none">PAI

In the Contentions Tab, the Automation Indicator will be marked as True for all contentions reviewed by ADS.

Indicator 2

Rapid RFD Special Issue

020 - New/Increase										
Go to Work Item		Days Pending: 2	Date of Claim: 01/25/2024	Status: RFD	Suspense Date: 02/25/2024	Ready to Recall: Yes	Team Assigned to: N/A	Assigned to: N/A		
EXPAND CLAIM DETAILS										
Contentions										
Development Letters Tracked Items Exams Claim Notes Record Research Requests										
Add Contention Edit Delete Copy Documents Export Contention History Choose an Action...										
Contention Name	Alternate Contention ...	Type	Date of ...	Classification	Verified	Medical	Special Issue(s)	Rated Is...	Deferral(s)	Active ESR ...
anxiety and depression		New	01/25/2024	Mental Disorders	Yes	Yes			No	No
apnea - temporary 100 percent		Increase	01/25/2024	Respiratory	Yes	Yes	<ul style="list-style-type: none"> • Automated Claim - AFC • Automation Claim Review • FDC Excluded - Claimant Declined FDC Processing • PACT • Rapid Ready for Decision 	View	No	No
hypothyroidism		New	01/25/2024	Endocrine	Yes	Yes	<ul style="list-style-type: none"> • PACT 		No	No
chronic diastolic heart failure		New	01/25/2024	Heart/Veins/Arteries	Yes	Yes	<ul style="list-style-type: none"> • PACT 		No	No

In the Contentions Tab, the Rapid Ready for Decision special issue will be added to all contentions reviewed by ADS.

Indicator 3

VBMS Note left by ADS System

The screenshot displays a table of notes in the VBMS system. The table has columns for Date, Created By, Note Text, Related To, Note Type, and Action Taken. A pop-up window titled 'Note' is overlaid on the table, showing a note from 'VBAAutoPlatform' dated '01/26/2024 13:19:13 EST'. The note text reads: 'Please note, the automated review summary document (ARSD) has been completed in full. One or more contentions were determined to be RFD by current rating criteria. Necessary exam(s) were requested or drafted, if applicable.' The pop-up window includes a 'Close' button.

Date	Created By	Note Text	Related To	Note Type	Action Taken
01/25/2024 13:20:47 EST	Background Process	Claim status changed from OPEN to READY_FOR_DECISION outside of VBMS!	020 - New/Reopen - 01/25/2024	PERMANENT	Claim status changed to READY_FOR_DECISION
01/25/2024 13:19:13 EST	VBAAutoPlatform	Please note, the automated review summary document (ARSD) has been Read More	020 - New/Reopen - 01/25/2024	PERMANENT	
01/25/2024 13:18:51 EST	VBAAutoPlatform	RESPIRATORY CONDITIONS automated review summary document completed 01/ Read More	Veteran Level	PERMANENT	
01/25/2024 08:38:15 EST	VBAAutoPlatform	Entirely	Veteran Level	PERMANENT	
01/25/2024 08:34:48 EST	VBAAutoPlatform	Entirely	020 - New/Reopen - 01/25/2024	PERMANENT	
01/25/2024 05:11:57 EST	Doncilanea Vmmsobey@aco - 283	Transfer	020 - New/Reopen - 01/25/2024	VBMS_PERMANENT	Transferred the claim to RO 283 by NRO Team
01/25/2024 04:45:30 EST	VBAAutoPlatform	Success	020 - New/Reopen - 01/25/2024	PERMANENT	
01/25/2024 04:45:28 EST	VBAAutoPlatform	Success	Veteran Level	PERMANENT	
01/25/2024 04:45:26 EST	VBAAutoPlatform	Successfully updated unsubmitted evidence (CM Packet Num: 47248623 - R Read More	Veteran Level	PERMANENT	

In VBMS, look for notes left by the ADS system (VBA Auto Platform) that indicate if a claim was processed using automation. The note will confirm the ARSD was completed and provide a short statement of the ADS evidence evaluation outcome (in this case RFD).

Indicator 4

Claim-related ARSD in eFolder

<input type="checkbox"/>	New Mail ↑	Indicators	Subject ↓	Content Source ↓	Document Title ↑	Document Type ↓	Document Category ↓	Receipt Date ↓	Storage Date ↑	System Source ↓	Source Comment	U
<input type="checkbox"/>	New Mail		Automated Review Summary Document	VBMS	Automated Review Summary Document 6604 01_26_2024_13_18_...		Medical Records	01/26/2024	01/26/2024	MAS		U Jc

In the Veteran's eFolder, check if there is an Automated Review Summary Document (ARSD) available for the related claim.

Indicator 5

Contention History

020 - New/Increase

Request Open Claim Check

Go to Work Item | Days Pending: 10 | Date of Claim: 12/28/2022 | Status: OPEN | Suspense Date: 01/07/2023 | Ready to Recall: No | Team Assigned to: N/A | Assigned to: N/A

EXPAND CLAIM DETAILS

Contentions Development Letters Tracked Items Exams Claim Notes Record Research Requests

Add Contention Edit Delete Copy Documents Export Contention History

020 - New/Increase

Request Open Claim Check Edit Claim Detail Create DCS Upload Document New Claim SSA Inquiry Main

Go to Work Item | Days Pending: 10 | Date of Claim: 12/28/2022 | Status: OPEN | Suspense Date: 01/07/2023 | Ready to Recall: No | Team Assigned to: N/A | Assigned to: N/A

EXPAND CLAIM DETAILS

Contentions Development Letters Tracked Items Exams Claim Notes Record Research Requests

Export Refresh Last refreshed: Fri Jan 6 2023 13:25:55

Contentions - Contentions History

Contention ID	Contention Name	Timestamp ↓	Description	Prior Lifecycle Status	Lifecycle Status	Source	Action Identifier	Action Result
135367893	rhinitis increase	12/30/2022 12:19:15 EDT	Contention was successfully automated	Open	Open	281/VBASVC/MASBOT04	Finished Automation Processes	Successful
135367868	sinusitis increase	12/30/2022 12:19:14 EDT	Contention was successfully automated	Open	Open	281/VBASVC/MASBOT04	Finished Automation Processes	Successful
135367868	sinusitis increase	12/30/2022 12:19:32 EDT	Automation drafted an exam	Open	Open	281/VBASVC/MASBOT04	Drafted Exam for Contention	Successful
135367893	rhinitis increase	12/30/2022 12:19:30 EDT	Automation drafted an exam	Open	Open	281/VBASVC/MASBOT04	Drafted Exam for Contention	Successful
135367904	right ankle increase	12/29/2022 14:06:29 EDT	The initial contention lifecycle status was set to "OPEN" based on the claim's lifecycle status.	Open	Open	281/VBASVC/MASBOT04	Updated Status Contention	Successful

In the Contentions History tab, review the AIM contention history notes to see any actions that Automation took to develop the contentions (in this case, drafted an exam).

Summary

To determine if a claim has been processed by ADS automation, check in **VBMS** for the Automation Indicator set to True, Rapid RFD Special Issue, Contention History, or a note left by ADS System. Alternatively, check the Veteran's **eFolder** for a claim-related ASRD.

Check Your Knowledge

We've reviewed how ADS will impact ways of working for Claims Processors and how to identify if a claim has been processed using ADS automation. Please take a moment

to reflect on what you've learned by answering the question below.

How do I identify if a claim has been processed using ADS automation? Check all that apply.

- Rapid RFD Special Issue
- The contention text will identify if it is ADS
- The PACT Special Issue
- Claim-related ARSD in eFolder
- Automation Indicator is set to True



Please answer the question above before moving on.

10. How does ADS benefit Veterans?



Supports **faster first decisions**

By **reducing manual tasks** and identifying contentions that are ready for decision within days of the claim being filed, the **claims process becomes shorter** and Veterans can access earned benefits faster

“As a Veteran who did my own benefits years ago and before this [job], **this process is 100% better.**”

- VSR

Lowers the burden on Veterans

ADS **empowers employees** to make decisions based on evidence of record, which **reduces the burden on Veterans** to take time off and travel to potentially unnecessary exams

Drives consistent approach and outcomes

Defining and applying consistent automation logic helps **standardize approach and outcomes** for Veterans nationwide

“More Veterans will be served and quality and consistency will remain high.”

- Regional Office Leader

Next, let's understand how ADS can benefit all VBA employees, specifically Claims Processors.

11. How does ADS benefit VBA employees?



Automated Decision Support (ADS) provides immediate impact for our employees

Reduces the time spent on manual tasks so Claims Processors

have more time to **focus on critical decision-making** for our Veterans

Benefits of ADS:

Makes the claims process more efficient, helping VBA to tackle the claims backlog and help reduce time-consuming manual work for Claims Processors

Streamlines claims development by retrieving and compiling records across sources, saving time and deduplicating documents within VBMS eFolder

Provides a road map to surface essential information in one place to support Claims Processors in their review, resulting in more accurate, consistent, and equitable claims decisions for Veterans

ARSDs **compile on average thousands of pages of medical records** into a single summary document

In testing with Claims Processors and real claims, the VHA Summary documents (HDR, SCIP) **saved more than 1 hour on average per claim**, compared to needing to retrieve and upload the medical records manually

“All the records are in one place and I don’t have to upload them or chase them down. BRILLIANT, I love it!”

- VSR

“ADS **gives VSRs a roadmap to validate evidence** and move the claim on, and **helps RVSRs rate quicker and**

more accurately and efficiently.”

- QRS

“ADS eliminates a major time-consuming development action from a vast majority of claims. I find this extremely beneficial.”

- VSR

“This is a tool to help me make a decision and give it to a Veteran.”

- RVSR

12. How does ADS impact claims processing?



Changes to how we work

Flip each of the flashcards below to explore how the day-to-day for Claims Processors will change to support the use of ADS.

Without ADS

Upload CAPRI records and search through overlapping records uploaded into eFolder

With ADS

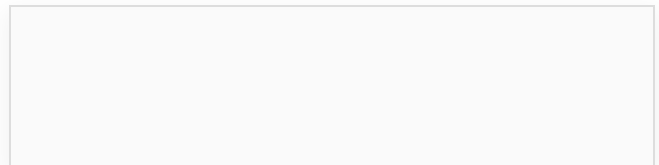
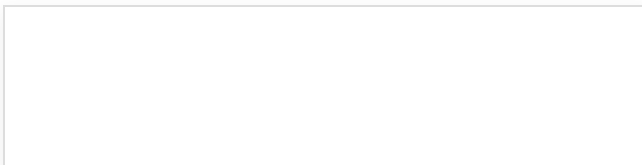
Review a **standardized, searchable HDR document** that organizes thousands of medical records across VAMC facilities

Without ADS

Individually select, retrieve, and upload medical images and scans manually

With ADS

Review a **single SCIP document to understand medical images and scans** from VAMC and Community Care facilities



Without ADS

Assess if enough evidence may be present for decision to be made; manually draft and submit an exam request

With ADS

ADS assesses if enough evidence may be present for a decision to be made for ADS-eligible contentions, and if an exam is necessary, **ADS drafts and sometimes orders an exam request**

13. How does the role of the Claims Processor change with ADS?



ADS can help reduce burden for Claims Processors

How ADS will change claims processing:

Reduces time spent on administrative tasks

Provides an **evidence outline of key information** required for decision-making

Enhances the ability to make **accurate, consistent, and equitable claims decisions** for Veterans and their beneficiaries

How ADS will not change claims processing:

Does **not provide end-to-end automation** –
Claims Processors will maintain full
adjudicative discretion in making claim
decisions

Does **not replace the need for employee review** and decision-making

Does not diminish Claims Processors'
responsibility to develop or rate each claim

14. How can I provide feedback on ADS?



Your feedback is essential to help ABD improve ADS functionality

Feedback from Claims Processors is critical to ADS because it:

- **Helps to ensure that the technology is making claims processing easier for users**

while serving Veterans

- Guides VBA on how to **update and refine ADS functionality**
- Informs **future system enhancements and improvements**

Examples of ADS changes implemented based on your feedback from Human Centered Design sessions:

- Included **explanations** to show why ADS generated the outcome it did
- Prioritized **key decision-making information** in the front of the ARSD document
- Added **hyperlinks to the ARSD** to easily reference documents to verify information
- Added additional information to **clarify multi-issue claims**

- Added additional **keyword synonyms and phrases**
- Refined the **notes left on ADS claims**

You can **provide feedback for ABD to improve ADS functionality** using two primary channels

Fill out the **ADS Feedback Form**

Email feedback to ABD at **oba.vbaco@va.gov**

Reach out to your **RO's Change
Management Agents (CMAs)**
or designee

15. What comes next?

In addition to ADS 101, there are **additional opportunities to better understand how ADS will impact your role** and day-to-day work

ADS Refresher Training

Contact your RO Leadership to attend an optional **Automated Decision Support (ADS) Reinforcement Engagement Session.**

ADS Resources

Visit the **Office of Automated Benefits Delivery**

(ABD)'s [Intranet Site](#) for more resources and information about ADS.