Enhanced Post ESR Submission Training

Instructor Lesson Plan

Time Required: 1.75 Hour

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| Lesson Description |
| The information below provides the instructor with an overview of the lesson and the materials that are required to effectively present this instruction. |
| TMS # | 4520649 |
| Prerequisites | Prior to this lesson, the Veteran Service Representatives (VSRs), Rating Veteran Service Representatives (RVSRs) should have completed Challenge or WARTAC Training.  |
| target audience | The target audience for Enhanced Exam Management System (EMS) Training is VSR/RVSR, Entry, Intermediate and Journey Level.Although this lesson is targeted to teach the VSR/RVSR, Entry, Intermediate or Journey Level employees, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 1.75 hours |
| Materials/TRAINING AIDS | Lesson materials:* Enhanced Post ESR Submission TrainingTraining PowerPoint
* EMS Trainee Job instruction Sheets
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| Training Area/Tools  | The following are required to ensure the trainees are able to meet the lesson objectives: * Classroom or private area suitable for participatory discussions
* Seating, writing materials, and writing surfaces for trainee note taking and participation
* Handouts, which include a practical exercise
* Large writing surface (easel pad, chalkboard, dry erase board, overhead projector, etc.) with appropriate writing materials
* Computer with PowerPoint software to present the lesson material

Trainees require access to the following tools: * VA TMS to complete the assessment
* Live Manual Website
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| Pre-Planning  | * Become familiar with all training materials by reading the Instructor Lesson Plan while simultaneously reviewing the corresponding PowerPoint slides. This will provide you the opportunity to see the connection between the Lesson Plan and the slides, which will allow for a more structured presentation during the training session.
* Become familiar with the content of the trainee handouts and their association to the Lesson Plan.
* Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between this Lesson Plan, the trainee handouts, and the PowerPoint slides and ensure your timing is on track with the length of the lesson.
* Ensure that there are copies of all handouts before the training session.
* When required, reserve the training room.
* Arrange for equipment such as flip charts, an overhead projector, and any other equipment (as needed).
* Talk to people in your office who are most familiar with this topic to collect experiences that you can include as examples in the lesson.
* This lesson plan belongs to you. Feel free to highlight headings, key phrases, or other information to help the instruction flow smoothly. Feel free to add any notes or information that you need in the margins.
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| Training Day  | * Arrive as early as possible to ensure access to the facility and computers.
* Become familiar with the location of restrooms and other facilities that the trainees will require.
* Test the computer and projector to ensure they are working properly.
* Before class begins, open the PowerPoint presentation to the first slide. This will help to ensure the presentation is functioning properly.
* Make sure that a whiteboard or flip chart and the associated markers are available.
* The instructor completes a roll call attendance sheet or provides a sign-in sheet to the students. The attendance records are forwarded to the Regional Office Training Managers.
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| Introduction to Enhanced Exam Management System (EMS) Training |
| INSTRUCTOR INTRODUCTION | Complete the following:* Introduce yourself
* Orient learners to the facilities
* Ensure that all learners have the required handouts
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| time required | 0.25 hours |
| Purpose of LessonExplain the following: | This lesson is intended to help the rating and development claims processor understand the different statuses in the VBMS Exam Management System (EMS), EMS known issues, and provide guidance on when it is appropriate to open an IT trouble ticket, after an exam request has been submitted. * The current state of the EMS program
* Post submission ESR messaging
* The issues affecting ESR(s)
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| Lesson ObjectivesDiscuss the following:Slide 2 | The objective of this training is to enhance the users understanding of different statuses and how they affect the claim suspense in the VBMS Exam Management System (EMS). This course will also address EMS known issues, and provide guidance when to open an IT trouble ticket. * Understand the current functionality of the ESR process (post submission)
* Recognize and respond to known issues affecting ESR(s) (post submission)
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| Explain the following: | Each learning objective is covered in the associated topic. At the conclusion of the lesson, the learning objectives will be reviewed.  |

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| Motivation | The Exam Management System allows users to initiate and manage exam scheduling requests solely from within the application. This enables integration with the various systems, which include VHA and multiple VBA Exam Contractors. As a result there is an increase in: * **Efficiency** – Users have the ability to conduct all contract exam management activities within VBMS; prior to this feature, users entered and viewed exam management information in CAPRI for VHA exams and CAATS for VBA Contractor exams.
* **Quality** – A majority of the data provided in the exam scheduling request is auto-populated from the Veteran profile and the claim data. Business rules are systematically enforced.
* **Transparency** – By receiving information from the EMS directly into VBMS, all authorized users can view the state of the scheduling request. This audience includes users beyond the VSRs and Raters, to those that don’t have access to CAPRI or CAATS today.
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| Topic 1: Introduction, Helpful Tips, and EMS Current State |
| Introduction | This topic will provide an introduction with an overview of what to expect once an Exam Scheduling Request (ESR) has been submitted. It will provide users with helpful tips on key elements of EMS. The users will be given an update on the current current EMS state and system functionality.  |
| Time Required | 0.25 hours |
| OBJECTIVES/Teaching Points | Topic objectives:* VBMS EMS Current State
* Introduction
* EMS/Vendor functionality
* Contracted Exams
* OIT and VBMS EMS Issue Resolution
* MDE Vendors and ESR issues affecting production
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| HELPFUL REMINDER*Slide 3* | Significant transition from CAATS to the EMS share several common terms, however many of these terms have different meanings associated with the overall exam ordering process. * + It is important to note that ESR references the entire examination package, whereas contention level references are for individual DBQs that have been requested
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| VBMS EMS CURRENT STATE*Slide 4* | As lessons are learned and feedback is received from stakeholders the EMS system will change.* Office of Information and Technology (OIT) is still actively working on issues known to be affecting VBMS EMS.
* Continuously working with MDE Vendors to identify defects or issues affecting the Exam Scheduling Request (ESR) and responses.
* Since release of VBMS/EMS, a continuous effort has successfully addressed claims that were in an “unhealthy” status to make them actionable.
* Current focus is to enhance users ability to keep claims moving and avoid opening unnecessary IT trouble tickets.
* Trouble ticket claims are inputted via Sharepoint and routed to work queue 383.
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|  Topic 2: ESR Status and Packages |
| Introduction | This topic will provide system processors an overview of the statuses, packages, and messaging that exist after an ESR submission.  |
| Time Required | 1 hour |
| OBJECTIVES/Teaching Points | Topic objectives:The following topic teaching points support the topic objectives: * Statuses
* Messaging
* Packages
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| EMS STATUSES Slide 5 | EMS provides different levels of details to users at various points of the examination process. It is important to differentiate between statuses at the ESR level and the individual contention level. Each level of detail will provide users distinct pieces of information pertaining to each specific examination.* EMS Level statuses exist on both the ESR and the Contention level.
* ESR Level Status-reflect the status of the overall exam request
* Contention Status-reflect the status of the individual examination/DBQ
* Appointment Level Status**-**reflectsthe status of each appointment associated with contentions

**Note:** The ability of the user to understand each of the levels of detail will make them more effective in determining the next action needed or understanding what actions have been taken in the exam process.**Note:** History and details are available at the ESR level whereas contentions only display the history for a specific contention. |

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| ESR LEVEL STATUS*Slide 6-9**Further detail on ESR Level Status information (Processing and Open Status)-Instructor Clarification of these specific statuses.* | The status of the ESR will change as the process continues from VBA to the MDE Vendor. (The desired message flow is depicted in slide 10).* **Draft**: The request has been saved but not submitted. You can edit and delete draft requests using the *edit request* option from the Actions menu.
* **Processing**: The request has been sent for submission. You cannot edit processing requests.
* **Triage:** Occurs after the vendor acknowledgement and prior to the first appointment scheduled
* **Error:** A transmission error occurred when attempting to deliver an exam scheduling request, rework request, modification request, or clarification request response to EMS.
* **Clarification Requested:** A request for clarification has been received for the contention. A request for clarification indicator will also show next to the request in the Summary table view. Once you submit a response, the contention status returns to what it was before the request for clarification.
* **Open:** The request has been successfully submitted. You can cancel or modify an open using the create modification option from the Actions menu.
* **Completed:** At least one contention has been completed, and all contentions are either completed or cancelled. If results have been received for all exams, you can request more detail regarding a completed exam using the rework option from the Actions menu.
* **Cancelled**: The entire request has been cancelled, or all contentions have been cancelled.

*Discussion:* Further detail should be provided for the ESR level status pertaining to “Processing”and “Open” Status.**Processing Status*** An “Exam Request-Processing” tracked item with a 2 days suspense is created.
* An “Exam Request – contention” tracked item is created with a 30 day suspense at the time of the ESR submission.
* If VBMS does not receive acknowledgement from the Vendor the ESR will remain in “Processing” status.
* If an ESR remains in “Processing Status” it can not be modified. Contact MDE Vendor and verify if the ESR was received. If the ESR was not received a IT trouble ticket must be completed.

**Open Status*** Allows users to modify ESR.
* Cancel or modify, ESR or individual contentions up to 24 hours prior to scheduled appointment.

**Note:** In cases where the ESR remains in “Open” status: The user can close any tracked items related to the ESR and review the case for RFD. |
| CONTENTION LEVEL STATUS*Slide 10-13*EMS STATUS SNAPSHOT*Slide14* | Just as the ESR has different status levels, so do contentions. Explain the definitions of each and then present the slide with the desired flow. It is important to emphasize the different levels of the ESR and the contention in order to prevent confusion between the two.* **Draft**: The contention is included in a draft request.
* **Queued**: The contention is included in a request that has been sent for submission (in *processing* status).
* **Triage**: The contention is included in a request that has been successfully submitted (in *open* status).
* **Completed:** All actions by the MDE Vendor has been completed and corresponding Results Available Package is available.
* **Scheduled**: An appointment for a medical examination has been scheduled, or DBQs will be completed through the ACE process.
* **Pending Results:** Medical examination appointments have been completed, or at least one examination for the contention was completed and all others were either completed or cancelled.
* **Cancelled:** The contention has been cancelled by EMS or via a modification request. When all contentions are cancelled, the request will also be cancelled.
* **Removed:** The contention can be removed during the clarification response process

**Note:** Refer to defnitions on the Powerpoint and the flow chart in order to assist the trainee better understand the overall process.Discuss the specific Contention level statuses that the user should be aware of, as they may indicate desired results, require additional efforts, or indicate a status where the user may take action.* **Triage Status**
	+ If the claim is in “Triage” status and the exam tracked item is past due, check the appropriate **vendor portal** for exam status information. If not found, update the tracked item to 5 days past the appointment date.
	+ If the vendor portal is absent of any information, **please contact the vendor to ensure no ESR was received.** The User will need to cancel ESR and resubmit.

**Pending Results Status*** Recently updated to reflect when MDE Vendor has completed the examination but is still finalizing the results.

**Completed Status*** Indicates MDE Vendor has finished all necessary elements of the examination and DBQ results are available.
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| **ESR PACKAGES***Slide 15* | By selecting history in event drop down from either the ESR or contention level EMS will display all packages that have been Submitted, Received, or Delivered..* The ESR package is a history of the messaging between EMS and the MDE Vendor.

**Note:** It is imporant that when an ESR has been completed that all messaging, both from the VBA and MDE Vendor, is part of the record. Emphasize that each component, ESR and Contentions must have corrresonding messaging to indicate the state that the ESR is in. |
| **ESR PACKAGE FAULT MESSAGING***Slide 16* | Each ESR package will contain messaging that permits the user to verify whether VBMS-EMS has received and processed the package. These actions are automated and require no action by the user.**Example** – Contention cancellation received prior to appointment cancellation. The “Fault” message is an automatic response to the MDE vendor from EMS.**Note:** These messages replay automatically if there has been a transmission error. The user should allow time for the messages to update if they have not done immediately. At times the Queue may be receiving many requests at once and it may present a funneling effect which will slow down the process and require more time. |
| **ESR PACKAGE EXPANSION***Slide 17* | At both the ESR and Contention level, each package can be expanded to provide additional details regarding each specific message type.**Note**: When users review the results available package, it is important to ensure that all documents have been uploaded into the VBMS E-Document folder. |

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| **CLARIFICATION REQUEST RESPONSES***Slide 18* | When an MDE vendor requires additional information for an ESR, they will send a request for clarification.* The ESR level status will reflect “Clarification Requested” (CR), and the contention level status will remain in “Triage”.
	+ The CR function is only available prior to the first scheduled appointment.
* The user must respond to the CR in order for the MDE Vendor to continue the scheduling process.
* If a user is unable to respond to a CR via the EMS system, an IT ticket will need to be opened.

**Note:** Remind the student to avoid using VA jargon and personal opinions when providing the CR. The MDE Vendors are not employees of the VA. The intention of a clear and concises CR is to prevent the duplication of efforts and ensure efficiency.**Note to instructor**: Present the CR Job Aid. |
| **APPOINTMENT PACKAGES***Slide 19-20* | The details portion of the ESR package will show the place, time and location of the scheduled examination. * The appointment package can be found by selecting “History” under the Action drop down for the ESR.
* The appointment package provides all the details regarding the claimant’s appointment: status, location, time, and provider for each contention.
* A user can request a modification of the appointment up to 2 full calendar day prior to the examination.
* Once the claimant reports for the appointment the status will indicate “Pending Results”.

**Note:** The user can only request a modification of the appointment until one day prior to the scheduled date.**Discussion Point:** ESR’s ordered prior to VBMS EMS 17.0 release will not display the “Pending Results Status” they will default to “Complete” status. |
| **MODIFICATIONS***Slide 21* | A modification request is created to change the Address or submit additional instructions on an exam request, once an ESR has been submitted; or it can be used to submit cancellations.* Modifications allow users to have flexibility to ensure that the exam process is successfully completed.
* Modification requests are only available when an ESR is an open status.

**Note:** There are limitations as to when a ESR can be modified based on completed contentions. (Refer to Job Instruction Sheet-Modifications).**Note to instructor:** Introduce the Modification Job Aid. |
| **CANCELLATIONS**Slide 22 | Users should select “Exam Details” under the *action* drop down to review vendor message for additional information regarding the *cancellation* request.* Vendors cannot cancel ESR.
* Vendors will initiate an ESR *cancellation* and a user must “Create a Modification” to cancel the contention(s).
* Vendors can request contention cancellations that the EMS system will automatically do.
* Vendors can modify or cancel appointments.
* An EMS User can initiate a Contention Cancellation modification as long as there are no appointments scheduled, or the User submits an Appointment Cancellation modification for all scheduled appointments.

**Note**: Users should select “View Details” under the “*Actions”* drop down menu to review vendor message for additional information regarding the *cancellation* request.**Important:** MDE Vendors may request a cancellation of an ESR or a contention at which time the user will then respond by informing the MDE Vendor that ESR or contention will be cancelled. The user will then send a modification for the ESR or contention to the MDE Vendor. If there are no open tracked items, the claim will automatically advance to Ready for Decision (RFD). |
| **CANCELLATIONS DUE TO A NO SHOW***Slide 23* | The MDE Vendor will send a request to cancel contentions that the Veteran does not appear for. The system will automatically send a response and simultaneously cancels the contention. User should verify the vendor has sent an appointment cancellation(s) prior to requesting the contention cancellation.**Note:** If Veteran fails to appear for all contentions, the ESR level status will show “Cancel”. If the Veteran shows for at least one examination the ESR level status will show “Completed” and user will have to review individual contentions to review detail screen in order to find the reason the Veteran did not appear. |

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| **EXAM RESULTS RECEIVED PACKAGE***Slide 24***HELPFUL TIPS***Slide 25* | User must ensure in the “History” that all results packages for each contention have been received. * Users should not expect examination results until at least five days after the last scheduled appointment has been completed.
* If the "Results Available Received" package is not available after five days, or the corresponding DBQ(s) are missing, extend the tracked items accordingl.
* Please contact the vendor to ensure all DBQ(s) have been completed. The vendor should be asked to resend the results available package if it is missing in the history of the ESR. The results available package is the MDE Vendor’s certification that they have completed all actions on a contention and no further appointments are being scheduled.
* DO NOT OPEN AN IT TICKET for missing DBQ’s.

**Note:** If there is an instance an ESR remains in “Open” status and all available results are in the VBMS E-Folder a user can manually close all tracked items and make the case Ready for Decision (RFD).* Review the History and Details screens for each Contention.
* Use the vendor portal when expected results are not found and contact the vendor directly to ensure all DBQ’s have been finalized.
* Review the Documents file in VBMS completely as DBQ(s) could be mislabeled.
* Close corresponding tracked items when applicable. EMS creates all necessary tracked items for the ESR’s. EMS will open or close these tracked items accordingly.
* NWQ reroutes Clarification Requests to stay within same PMC.
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| Lesson Review, Assessment, and Wrap-up |
| IntroductionDiscuss the following: | The Enhanced Exam Management System (EMS) Training lesson is complete. Review each lesson objective and ask the trainees for any questions or comments. |
| Time Required | 0.25 hours  |
| Lesson Objectives | You have completed the Enhanced EMS Training lesson. It is important that you review the job instruction sheets for this topic to get a better understanding of the overall process.The trainees should be able to: * Understand the current functionality of the ESR process for Post-Submission
* Recognize and respond to the known issues affecting ESR(s) for Post-Submission.
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| survey  | Remind the trainees to complete the on-line survey in TMS to receive credit for completion of the course. |