

ND CVSO SPRING CONFERENCE

3-24-2014

Topics:

- VHIC Cards
- Beneficiary Travel changes
- D/C Means Testing
- Appeals: new and relevant information

Veterans Health Identification Cards

Webcams have arrived

In the stages of testing one PC & getting staff access.

Will roll out to one CBOC, and then others

Level 2 proofing is required. See handouts.

Beneficiary Travel Changes

New software installed January 15, 2014 requires VA to use BING to determine mileage amounts. Some veterans will get more or less reimbursement now due to this software change. Historically BT mileage calculations were based upon use of VA's "zip-to-zip code" methodology or one of the many online mileage tools; however, VA has now established the "BT Dashboard" as the standard for mileage calculations. The Dashboard uses "Bing Maps" embedded door-to-door technology to determine distances and is required for use by VA facilities. Deviations from the BT Dashboard results are allowable when an identified route is impassable or documented as clinically inappropriate.

Means Test changes: discontinuing MT

- May 29, 2012: Executive Decision Memorandum was approved by Under Secretary for Health to d/c Veteran's MT
- PL 112-154 (8-6-13) provides VA the authority to use the most recent available income for benefit determination.
- Start: 1-1-14
- Changes have been made to 10-10EZ to emphasize that Veteran's income is subject to matching from initial submission forward & changes made to 10-10EZR to reflect optional completion

D/C MT :

Locally we will no longer ask veterans to complete an annual MT. Letters will not be sent.

However: enrollment staff should advise veterans that at anytime they can voluntarily provide changes to their financial and demographic information.
(on-line or in person)

D/C MT:

In lieu of annual reporting, VA will simply confirm the Veterans' continued ability to pay applicable copayments for healthcare and medication and eligibility for travel benefits using information obtained from the IRS and SSA.

Veterans will be contacted only if the financial information VA receives indicates a change in their VA Health benefits

NOTE: Other veterans (0-40% SC Vets, PG4 CD) who provide their financial information to determine eligibility for medication copays and beneficiary travel are not yet included in this process.

D/C MT:

Veterans in PG 5-7 who have a current MT on file will no longer be required to submit one

Benefits: (Veterans: improve Veterans experience: increases accuracy of enrollment decisions, reduces Veterans' frustration, decreases timeframe with billing of copays, reduces burden of time for completing the form, allows Veterans to submit updated info at anytime.

Benefits: (VA: reduces opportunity for reporting errors, streamlines the Income Verification process, saves costs on mailing letters \$28M over 10 years)

Appeals

New and Relevant

38CFR 17.133(b):

“The request (appeal) must state why it is concluded that the decision is in error and must include any new and relevant information not previously considered. Any request for reconsideration that does not identify the reason for the dispute will be returned to the sender without further consideration.”

Questions????

One last note: I have taken a new position with CBO as a program analyst. I want to thank everyone here for their support and assistance with our veterans. I will miss working with you!!!!