

Digits-to-Digits

User Guide



Revision History

Date	Revision	Description	Author
11/23/2015	1.0	Initial draft	Jude Michel
1/20/2016	2.0	First Version on VACI	Cheryl Brinkley

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1.0 Before you Begin

To request first-time access to D2D, contact the one of the following D2D staff below:

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1.1 Overview

The D2D User Guide instructs D2D VSO stakeholders on D2D services, and describes the business process for Veteran Service Organizations (VSOs) who have a D2D-configured Claims Management System (CMS) to transmit claims and supporting evidence through the D2D services into the U.S. Department of Veteran Affairs (VA) Veterans Benefit Management System (VBMS).

Specifically, D2D provides VSOs the ability to perform the following actions:

- Transmits Veteran claim information securely into VBMS.
- Transmit a fully developed claim (FDC) or standard claim into VBMS.
- Receive verification of the VSO's transmission of a claim submission into VBMS.

VSO users will receive either a "success" or an "error" response message. (VSOs may use the Stakeholder Enterprise Portal (SEP) or VBMS to confirm receipt of the Veteran's information.)

NOTE: D2D can only process one submission at a time. The VSO must wait until they receive either a success or error message prior to attempting to submit another document/claim. If the VSO does not, they may receive a preventable error code.

The D2D user guide's intended audiences are VSOs, state departments and their CMS software administrator, or the staff person acting in that capacity.

Updates to the D2D VSO User Guide can be found on the VA Center for Innovation (VACI) web site. The VACI web site contains business and technical resources on the D2D service, and is the method of information exchange between D2D and its VSO partners. Please bookmark the site as it will be continuously updated: <http://www.innovation.va.gov/program-d2d.html>.

1.2 Forms Supported

The following VA forms are supported by D2D:

- 21-22 (Power of Attorney): Pre-requisite for submitting a 21-526EZ
- 21-526EZ (Application for Disability Compensation and related Compensation Benefits)
- 21-526EZ can support 50 attachments at 25MB per attachment. A VSO can submit multiple 526EZs if necessary to send more than 50 attachments

NOTE: Attachment and size limitations are D2D system limitations, a VSO's claims management system may vary from specified limits.

The following VA forms create an electronic folder (efolder) in VBMS when a VSO acting as the Veteran representative submitted a Fully Developed Claim:

- 21-22 (Power of Attorney): Pre-requisite for submitting a 21-526EZ
- 21-526EZ (Application for Disability Compensation and related Compensation Benefits)

The following VA form **cannot** create an efolder in VBMS when a VSO acting as the Veteran representative submitted a Fully Developed Claim:

- 21-0966 (Intent to File (ITF))

NOTE: If VSO intends on submitting 21-0966 via D2D and the Veteran does not have an efolder, the VSO must submit a 21-22 prior to submission of the 21-0966 or the VSO will receive an error.

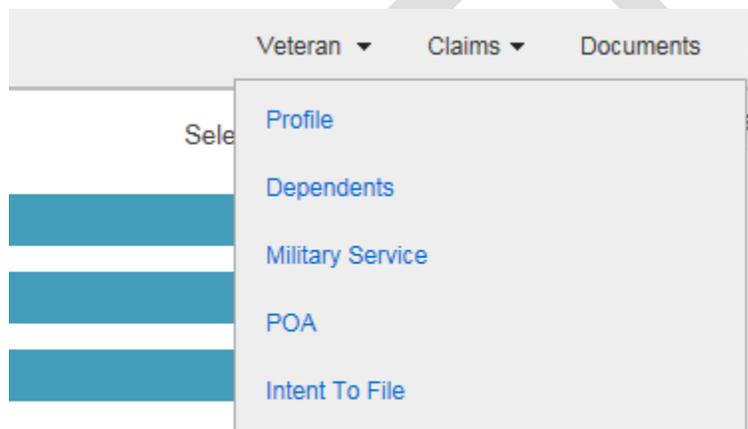
D2D-supported forms have specific considerations:

- 21-22: Fields in the 21-22 are strictly defined. Please confer with your vendor to ensure D2D data field compliance.
- 21-0966: The ITF supports only electronic data, not electronic copies of the form or evidence submitted as PDF attachments.
- 21-526EZ: Data fields in the 21-526EZ is strictly defined. Please confer with your vendor to ensure D2D data field compliance.

1.3 How to Verify ITF Form Submission in VBMS

The VSO must have VBMS access in order to locate a claim submission in VBMS. To locate an ITF submission in VBMS:

1. Log into VBMS.
2. Input the Veterans locator information: Claim File Number, Veteran SSN, or Veteran Name.
3. On the upper right hand corner of the screen, under the Veteran tab, select “Intent to File”.



1.4 Responsibilities

VSO responsibilities:

- Correctly complete the forms associated with a Veteran’s compensation claim, including all required fields specified in the D2D Data Dictionary and by the VSO’s Claims Management System.
- Report any errors or failures in the D2D system to their CMS provider for error handling and processing.
- Work with D2D team on updates, requested features to the D2D system, and on the system’s overall health.

Claim Managers System Provider or Vendor Responsibilities:

- Works with D2D team on system enhancements and releases.
- Communicate changes to the D2D system and work with VSOs on system specific issues.
- Provide assistance to VSO for errors experienced while using D2D.
- Triage errors for appropriate handling by either the CMS provider/vendor or VA.
- Provide updates to the VA NSD Help Desk on errors experienced by VSOs.
- Provide the following required claim information to the NSD Help Desk:
 - Submission ID
 - Claim Id, if applicable
 - XLM schema, if applicable
 - Veterans name and ID, if applicable
 - Time issue was reported

VA responsibilities:

- Research and correct any errors reported on the D2D system.
- Maintain a ticketing system to record errors and issues with the D2D system.
- Address VSO and vendor requests regarding D2D functionality and system performance.
- Inform VSOs and vendors of D2D scheduled / unscheduled outages and other system critical information.

1.5 Special Characters

Future content will cover work around, e.g., escape sequence for ampersand, and detailed explanation of the data dictionary tab.

1.6 Data Validation

Content is pending.

1.7 Reporting System and Service Issues

When to Report System and Service Issues:

- The VSO is requesting maintenance on the D2D service, or is experiencing issues resulting from a prior VA or D2D system maintenance.

- The CMS application is not interfacing correctly with D2D systems.
- The VSO would like to have an enhancement added to an existing D2D feature.
- The Veteran information that the VSO submitted through D2D and into VBMS is incorrect.

How to Report System and Service Issues:

D2D has developed a three-tiered process for VSOs to report system and service issues.

- Tier 1 Support: When VSOs have an issue they must first contact their CMS vendor to verify that their CMS is functioning.
- Tier 2 Support: The CMS vendor reports the issue to the VA's National Service Desk (NSD) which routes the issue to VIERS Tiers 2 support group. The CMS vendor should contact the NSD Help Desk (Toll free 1-855-673-4357), press 3, and request assistance from the D2D VIERS 2 Support Group for the following D2D service issues:
- Tier 3 Support: The VA internal technical teams resolve the issue. The ticket will be investigated and triaged by the Tier 2 team with the appropriate Tier 3 system owners.

For more information on the NSD tier process, refer to see appendix 1.8.3.

1.8 Appendix

- 1.8.1 Acronyms and Abbreviations are standardized and available on [VA Acronym Lookup](#).
- 1.8.2 Glossary [Content is pending]
- 1.8.3 National Service Desk [Content is pending]
- 1.8.4 Schedule Maintenance Calendar

VSOs should transmit claims and supporting documentation only when D2D services and when systems that support D2D are operating. Regular scheduled maintenance for systems that support the D2D services are as follows:

System	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
MVI							Production Every third Saturday starting at 3:00 pm CT until completed
VLER DAS	Production Any time/date When Scheduled	Production Any time/date When Scheduled	Production Any time/date When Scheduled	Production Any time/date When Scheduled	Production Any time/date When Scheduled	Production Any time/date When Scheduled	Production Any time/date When Scheduled
VDC	Production Every Second Sunday, 9:00 am -5:00 pm CT						
VBMS	Production Every Sunday 3:00 pm -7:00 pm CT						



BGS							Production Every Saturday 6:00 pm CT until done
VRS/VDR	Production Every Saturday/Sunday Saturday: 11:00 pm CT Sunday: 6:00 am CT						

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