

Case Study

Data
Governance,
Process
Automation,
& Technology

Implementing Data Governance & Architecture Strategies to Accelerate Claims Processing

Using Robotic Process Automation (RPA), Artificial Intelligence (AI), and enhanced data governance to accelerate the processing of the more than 14 million documents Veterans submit to the US Department of Veterans Affairs (VA) every year

The Challenge

In response to an ever-growing backlog and new legislative mandates leading to a surge in Veteran benefit claims, the Veterans Benefits Administration (VBA) has partnered with National Consulting Partners (NCP) and IBM to develop the Mail Automation Service (MAS) and Additional Presumptive Capacity Automation Services (APCAS) within the VA Veterans Intake, Conversion, and Communications Services (VICCS) program framework. Leveraging state-of-the-art technologies such as Optical Character Recognition (OCR) and Robotic Processing Automation (RPA), the VICCS program has embarked on automating claims processing, exam scheduling, and other claim-related mail processes. The primary objectives are to reduce claim processing times, increase accuracy, and minimize manual intervention for Ratings and Claims adjudicators within VBA. This initiative continues to broaden its scope, facilitating the automation of numerous contentions and presumptive conditions outlined in the 2022 PACT Act, ultimately accelerating the process for Veterans to receive their compensation and benefits.

Approach

NCP plays a pivotal role in providing data governance and management on the program, particularly in structuring the extensive volumes of data generated through VBA's incoming paper and electronic claim submission through MAS and APCAS processes. Leveraging our expertise with VA data, our team has spearheaded the development of Conceptual Data Models, Ontology, and Data Catalogs, aiming to streamline data organization and accessibility.

Additionally, we established comprehensive data governance policies and a meticulously crafted data management plan, ensuring the efficient handling and utilization of data assets across the program. Our experienced VA data experts also provide comprehensive support to multiple requirement teams with capturing and refining data-related requirements. We facilitate collaborative discussions with both clients and internal requirements leads to ensure our data requirements accurately reflect the needs and goals of the business.

Results

Through the implementation of a robust data ontology structure and comprehensive cataloging effort, our team has successfully cataloged over 30 VA forms and more than 800 business terms. Leveraging our expertise in the IBM Watson Knowledge Catalog (WKC) tool, we efficiently managed and organized associated metadata, ensuring clarity and accessibility. Furthermore, we established seamless data connections from WKC to Databricks, orchestrating the smooth ingestion of VA Forms and Process flows from Blueworks Live. This integration ensured coherence across diverse datasets, ultimately enhancing data integrity and usability for our stakeholders.

Additionally, our team supported the Business Transformation Platform (BTP) Surge team, working directly with requirements leads and participating in requirements elicitation sessions. We were able to assist in the successful development of 10 new APCAS-related features, providing data-related requirements and data sets for functional testing.

NCP Available Contract Vehicles

GSA MAS

541611
54151HEAL
54151S

Subcontractor to Vendors with Prime access to:

Alliant 2
VETS 2
VECTOR
IHT
T4NG / T4NG2

SDVOSB SOLE SOURCE

An acquisition can be established as a sole source award for an SDVOSB by the Department of Veterans Affairs and other Agencies through VAAR Part 819.7008 Sole source awards to a verified service-disabled Veteran-owned small business.



Contact Information

GEOFFREY AMES

Co-Founder & Vice President

Geoffrey.Ames@ncp-llc.com

(717) 903-6718