

Post Hearing Questions for Mr. Macies (UNISYS)
Hearing VI on the Department of Veterans' Affairs IT programs
March 17, 2004

Before the
House Committee on Veterans Affairs
Subcommittee on Oversight and Investigations
335 Cannon House Office Building

Question 1:

How does UNISYS intend to differentiate between service and non-service connected care for billing purposes?

Answer 1:

The determination of service and non-service connected care for billing purposes is the sole responsibility of the VA following the then current policies and procedures for that determination. The capture of the service or non-services determination occurs primarily at the time the services is being provided and is captured in the clinical VistA systems. Unisys has not received the time line that OI plans to automate the capture of the service and non-service related transactions in VistA.

Question 2:

The VA Medical Center in Tampa found a solution to this important aspect of billing for services. Does UNISYS intend to visit this facility?

Answer 2:

Unisys is always interested in existing solutions. In co-ordination with the VA, Unisys has contacted the MCCF Coordinator at Tampa to learn how we can benefit from their experience. In a preliminary discussion, we have found that their claims development unit researches all cases regarding service connection. When they come across a service connection which might be ambiguous or unclear they run a HINQ and then contact the Regional Office for clarification on the condition and rating. If they get clarification, they load the new eligibility information. Our understanding is that they have developed and implemented a business process improvement that is complementary to the automation provided by PFSS. It is our plan to visit Tampa and further explore their process and assess how it can best be incorporated into the PFSS environment.