EMS User Guide

Table of Contents

EMS User Guide 1
Getting Started 2
Document Annotation 6
Alternate Contention 15
Creating Exam Scheduling Requests (ESRs) 20
Clarification Requests 37
Modifications 43
Rework ESRs 53
Copy Functionality 62
eFolder Functionality 71
Exam Tracked Items 73

VA | U.S. Department of Veterans Affairs

1

Getting Started

CHAPTER CONTENTS

Getting Started: **3**
Veteran Information *3*
End Product (EP) *4*
Contention Information *4*
eFolder Documents Annotations and Bookmarks *5*

Getting Started

Once a claim has been reviewed and it is determined an Exam Scheduling Request (ESR) is required, the user should ensure all necessary steps have been taken to prepare for the input of the ESR. In this section, we will outline the steps needed prior to ordering an ESR. The following will be covered with "Getting Started":

- Veteran Information
- End Product (EP)
- Contentions
  - Alternate Contentions
- EFolder Document Availability
  - Document Annotations and Bookmarks (if required)

The information entered through the **Development-Contentions** tab in the Veterans Benefits Management System (VBMS) is directly linked to the Exam Management System (EMS) within the exam chevron. **Important:** If the information from the contentions or end product (EP) is incorrect, the examination language will be incorrect.

Before ordering an ESR, the user must ensure the following information is correct/available:

Veteran Information

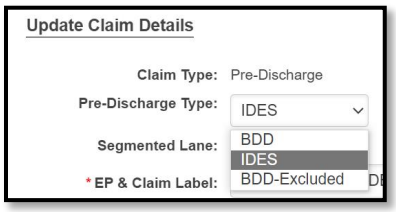
1) Veteran/Service Member Name
   a. Ensure the First, Middle, and Last Name are accurately reflected in VBMS.
2) File Number
   a. Ensure the file number is accurately reflected in VBMS.
      i. File numbers changed after an ESR has been submitted will not update the file number in the Vendor systems.
3) Period(s) of Service
   a. Ensure all periods of service are accurately reflected in VBMS.
4) Veteran/Claimant/Servicemember Contact Information
   a. Users must verify mailing address as ESR's are routed based on zip code to the appropriate vendor.
   b. Users must verify a phone number is provided and correct.
      i. Vendors will contact Veterans/Service Members by phone to determine availability and willingness to attend In-person exams.
5) Power of Attorney
   a. Users must verify the Veteran's Power of Attorney (POA) is correct and accurately reflected in VBMS prior to the submission of the ESR.
6) Corporate Flashes

   a. Corporate flashes are claimant-specific indicators that represent an attribute, fact, or status that may occasionally change (such as former prisoner of war (FPOW), blind Veteran, homeless, etc.).
      i. Veteran Priority issues will be automatically added when the corresponding Veteran Flash/contention special issue exists on the claim.
7) Dependent Information
   a. If ordering a dependent exam or for Compensation and Pension Death (CPD) claims, the dependent must be of record and shown on the dependent page in VBMS.
   b. Users must verify all contact information for the dependent is accurately reflected in VBMS.

End Product (EP)

1) Ensure the correct EP is selected when submitting the ESR.
2) Ensure the EP has been established correctly and contains pertinent information.
   a. If the EP is Pre-Discharge, user will need to ensure the following:
      1) The Pre-discharge option was selected:

      2) Ensure the correct Pre-Discharge Type is selected:



Contention Information

1) Contention name
   a. Should be easy to understand and in the claimant's own words, as appropriate.
2) Alternate Contention Name
   a. Use when the contention name, as stated by the claimant or pre-populated for Caseflow-managed EPs, results in grammatically incorrect or confusing exam request language when the contention is listed in the standardized exam request paragraphs (e.g., the contention name states the prior decision).
3) Confirm Contention Classification
   a. Use appropriate medical verbiage that corresponds to the claimed medical condition, instead of the claimant's original language. The Administrative classification is only for non-rating issues, such as dependency and non-

service-connected burial.

4) Verify the Contention Type (New, Secondary, Increase, Reopen, routine future exam (RFE), Higher Level Review, Supplemental)
    a. Each contention must have the correct claim type associated with it. When multiple claim types apply, base the contention type on the current theory of entitlement being claimed.
5) Select "Yes" Medical field.
    a. Yes, must be selected if the contention may require an examination or medical opinion to make a determination. Otherwise, select *No.*
6) If the examination request requires identification of a previously rated contention:
    a. Add proper previously Rated Issue to applicable contention(s).
    b. If the Rated Issue does not appear, a backfill rating must be completed.
7) Add all applicable Special Issue(s) indicators
    a. Special issue indicators must be applied or updated after a special issue is identified, in order for the Vendor/VHA to expedite the ESR accordingly.

eFolder Documents Annotations and Bookmarks

1) Users should ensure all pertinent evidence (to include service treatment records when their review is relevant to the underlying request), is available in the eFolder **prior** to requesting any examination. This includes any case for which an examiner may complete an acceptable clinical evidence (ACE) examination.
    a. VBMS EMS ***automatically*** sends a complete copy of all documents in the Veteran's eFolder to the Vendor when an exam request is submitted.
        1) The eFolder will **only** be transferred when the Initial Exam Request is submitted.
        2) There will be no additional eFolder documents transferred when a Clarification Request or Rework is sent.
    b. If all documents were not transmitted to the MDE Vendor in the initial exam request, the claims processor ***is NOT*** responsible for identifying or transmitting any missing eFolder documents.
        1) MDEO and MDE vendors will be responsible for identifying missing eFolder documents and downloading/pushing those documents via the current Caseflow eFolder Express process.
    c. After the ESR has been submitted to the MDE Vendor, a new event, the "Manifest Request" event, will be available for review in the EMS Exam History. The Manifest Request event will show how many documents were transmitted to the MDE Vendor.
    d. The claims processor **does not** need to take any action to initiate the eFolder transmission.
2) The claims processor should ensure that each piece of relevant evidence in the eFolder is either bookmarked *or* annotated accordingly.
    a. It is important to ensure all documents are properly annotated and bookmarked for examiner review as those documents will be transmitted to the Vendors.

2

Document Annotation

CHAPTER CONTENTS

Document Annotations and Notes:.....7

Associating Documents to Claims.....7

Adding Document Annotations for Contentions.....8

Viewing Contention Associations within the eFolder.....12

Capturing document notes.....13

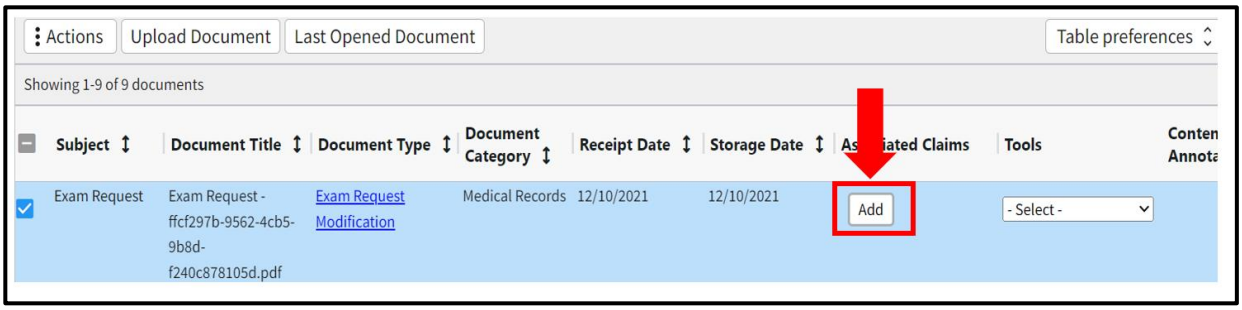
Viewing Document Notes in eFolder.....14

Document Annotations and Notes

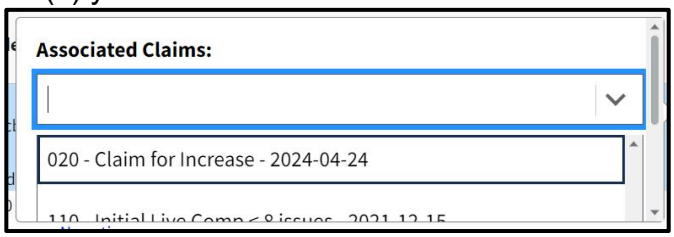
1) To identify the documents that are associated to the contention(s), and prior to requesting an Examination Scheduling Request (ESR) in the Exam Management System (EMS), the document(s) must be correctly identified by annotating them in the VBMS eFolder. It is essential that the user have the correct Claims associated with both the document(s) and with any annotation and that the applicable contention is identified to see the documents available for selection while building the ESR.
2) To capture document notes without changing the subject line of an eFolder document, the information must be added in the notes portion of the document. To view the notes that are provided the notes column must be added to the view in the eFolder.

Associating Documents to Claims

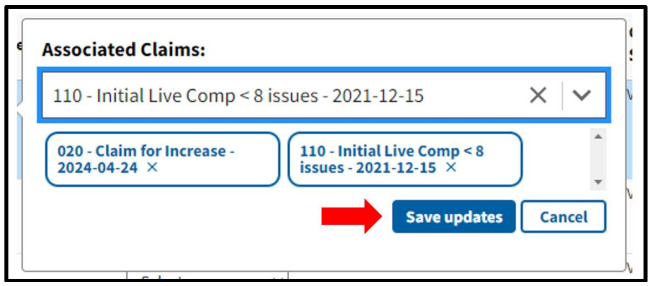
Step 1: Navigate to the claimants eFolder, click the "Add" option in the Associated Claims column next to the document you wish to associate to one or more contention(s). (To identify the claim(s) the document is associated with, view the Tags column.)



Step 2: Select the claim(s) you need to have the document associated.



Step 3: Once all claims have been associated, click save updates.

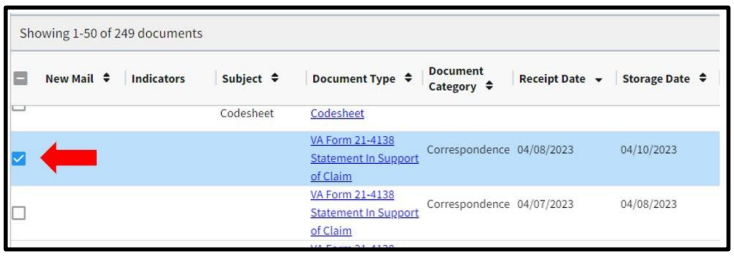


Once the claim(s) have been successfully associated and updates saved, the eFolder will show tags in the Associated Claims column. You can review and edit selections made by clicking on the indicator:

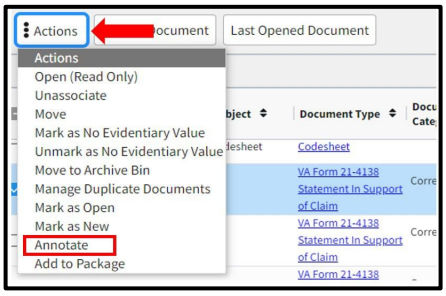
Adding Document Annotations for Contentions

Step 1: To open the document in annotator mode:

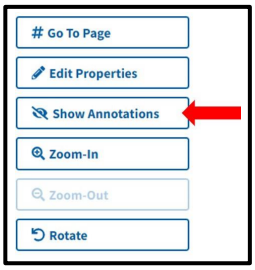
- Click the box next to the document.



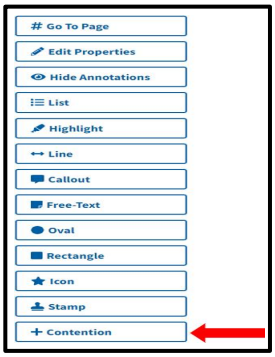
- Select “Actions” then select “Annotate” from the drop down.



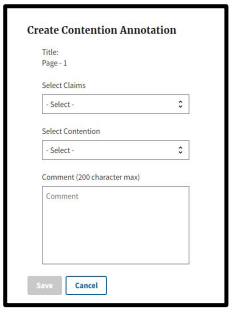
Step 4: Once the document annotator has opened, navigate to the specific page that requires the annotation, click “Show Annotations.”



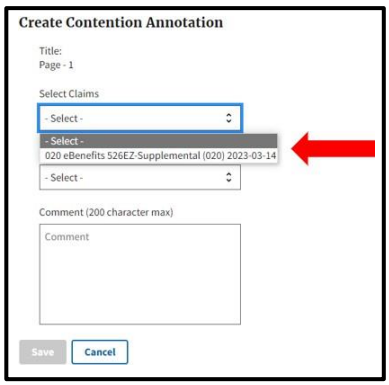
Once all annotation options appear, click “+ Contention”



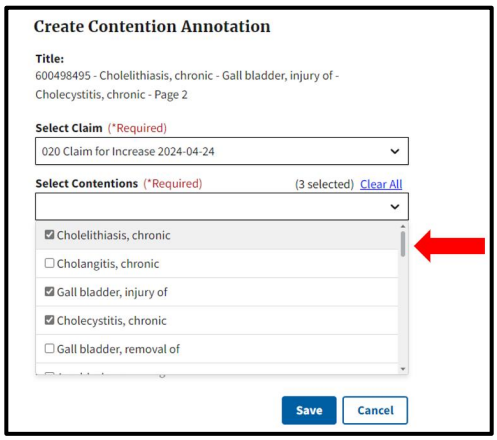
The ‘Create Annotation’ box will appear.



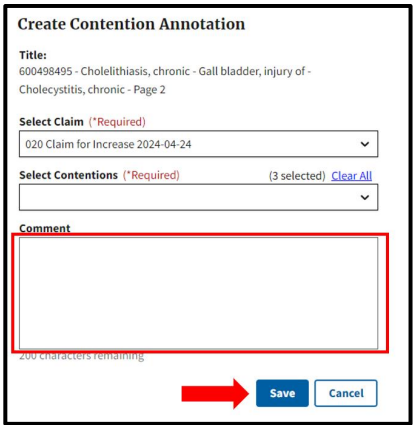
Step 5: Select a Claim. This will provide the contention(s) that are associated with the claim needed for step 6.



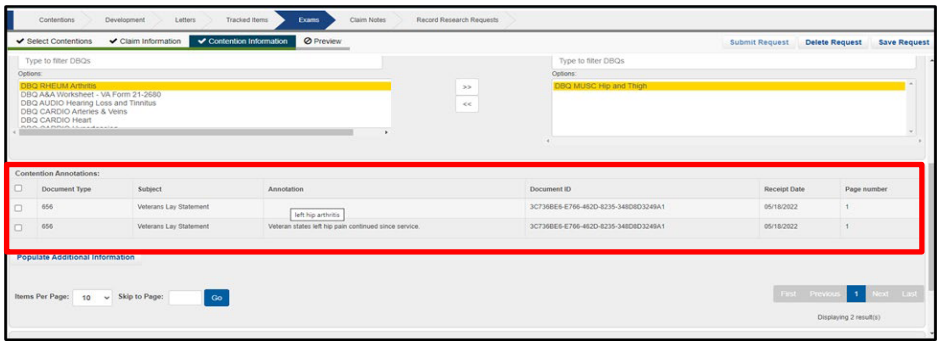
Step 6: Select the required contention(s) from the drop-down list.



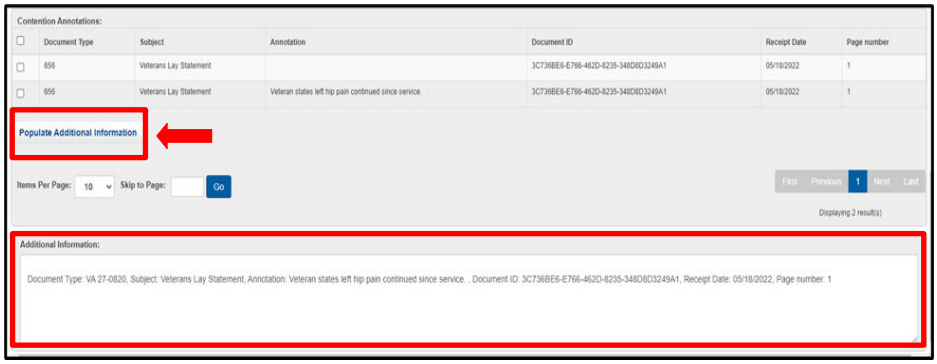
Step 7: Provide detailed information regarding the reason for the annotation in the comment box section. Then click 'Save'.



Step 8: Once all annotations have been made, you will be able to select the document(s) for each contention while building the ESR.

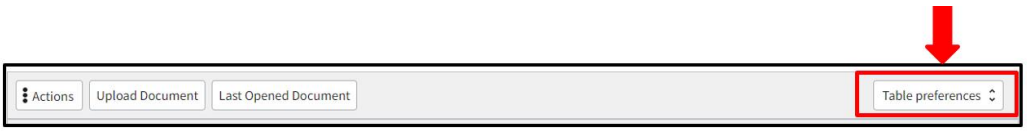


Once the documents have been selected, click 'Populate Additional Information' button. The annotation information will be populated unto the 'Additional Information' section of the ESR:

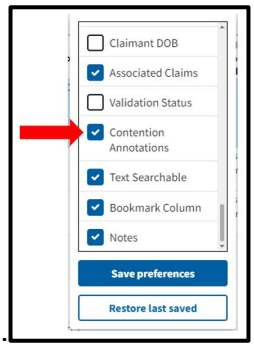


Viewing Contention Annotations within the eFolder

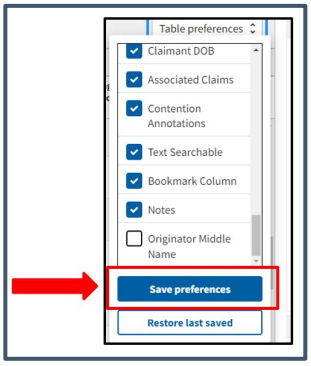
Step 1: Navigate to the claimants eFolder, click “Table Preferences.”



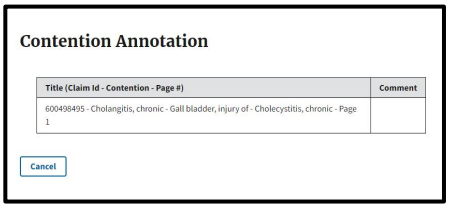
Step 2: Once “Table Preferences” has been selected, add the Contention Annotations portion by selecting the box.



Step 3: Once all desired columns have been added, click save preferences.



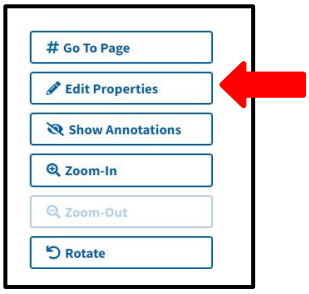
Once contention annotations have been successfully added and saved, the eFolder will show a hyperlink in the Contention Annotations column. You can view contentions and comments.



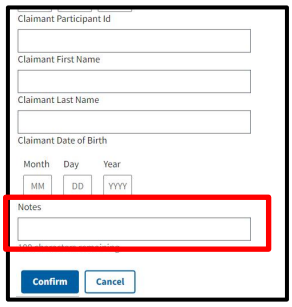
Capturing document notes without changing the subject line of an eFolder document.

Step 1: Navigate to the claimants eFolder, open the document which the notes are needed. Click Edit Properties.

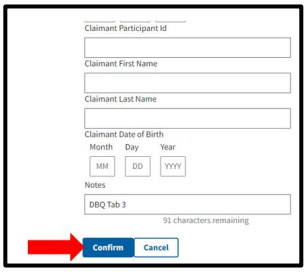
If opened in annotation mode, select Edit Properties as shown below:



Step 2: Navigate to the "Notes" portion of the document properties. Add all necessary document notes.

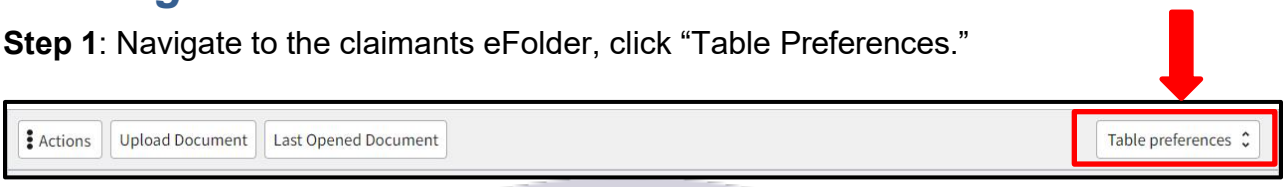


Step 3: Once all necessary document notes have been added, click "Confirm."

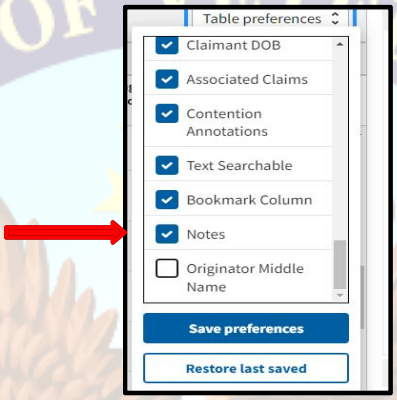


Viewing document notes within the eFolder

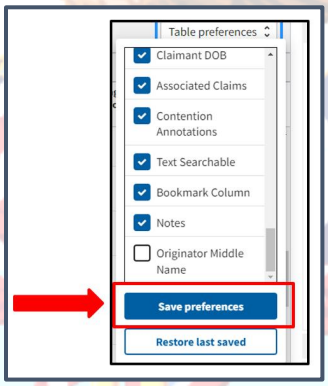
Step 1: Navigate to the claimants eFolder, click “Table Preferences.”



Step 2: Once “Table Preferences” has been selected, add the notes portion by selecting the box.



Step 3: Once all desired columns have been added, click save preferences.



Once notes and eFolder preferences have been successfully added saved, the eFolder will show all notes in the Notes column.

3

Alternate Contention

Chapter Contents

Adding Alternate Contentions *16*
Editing Existing Contentions *20*

Alternate Contention

Prior to requesting an Examination Scheduling Request (ESR) in the Exam Management System (EMS), the user must ensure that a contention is correctly identified in the “contention development” tab. It is essential that the user has the correct options selected in the drop-down menus as this directly affects the ability to request an examination.

Follow these steps when the contention name, as stated by the claimant or required for Caseflow-managed EPs, results in grammatically incorrect or confusing exam request language when the contention is listed in the standardized exam request paragraphs (e.g., the contention name states the prior decision).

Examples:

1. Service connection for lumbosacral strain, to include due to or secondary to service-connected disabilities, is granted.
    a. **Alternate Contention Name:** degenerative arthritis with spinal stenosis
        i. Identifying the service-connected condition as shown in the rated issues portion of the contention screen within VBMS.

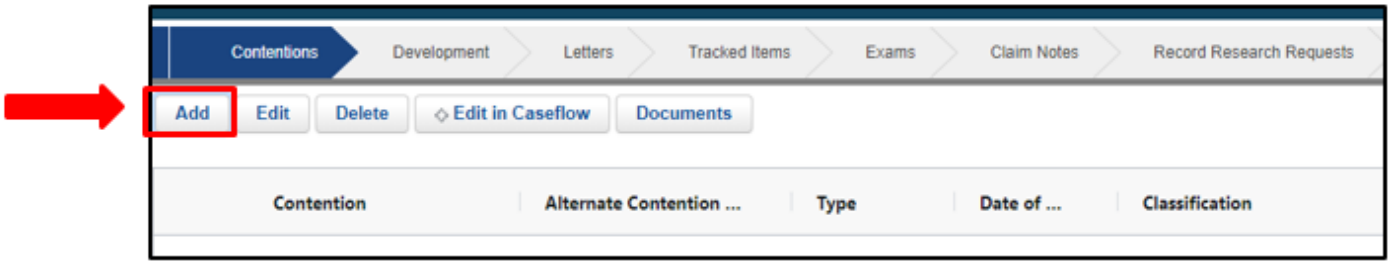
2. Service connection for lumbosacral strain, to include as due as secondary to service-connected disabilities, is denied.
    a. **Alternate Contention Name:** lumbosacral strain
        i. Identifying the specific condition that requires examination.

3. Post-Traumatic Stress Disorder with anxiety, depression, nightmares, flashbacks from falling in foxhole, anger issues and problems sleeping.
    a. **Alternate Contention Name:** PTSD
        i. Identifying the primary specific condition that requires examination.

Notes: Any section marked with a red asterisk is a required field and must be completed to proceed. If an “Alternate Contention” name is displayed, the user will see both the 'Contention Name' and 'Alternate Contention’ name when selecting the contentions to be included on an ESR.

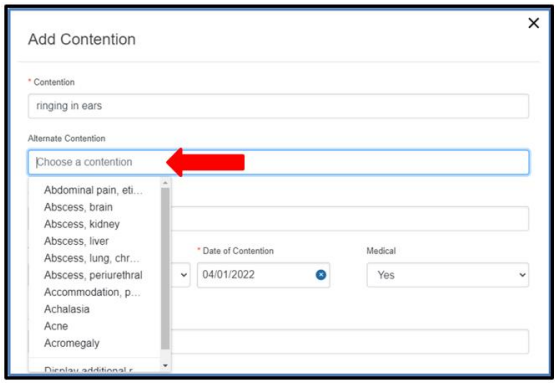
Adding Alternate Contentions

Step 1: Click “Add” Contentions Button

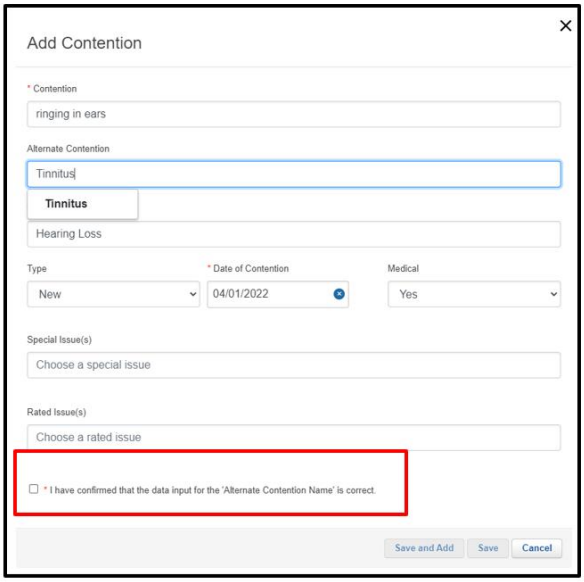


Step 2: Add the contention and select the corresponding contention classification.

Step 3: Add alternate contention from the dropdown list.



Step 4: Once the alternate contention is added, confirm that the data input for the 'Alternate Contention’ Name is correct.



Step 5: Verify “Date of Contention”

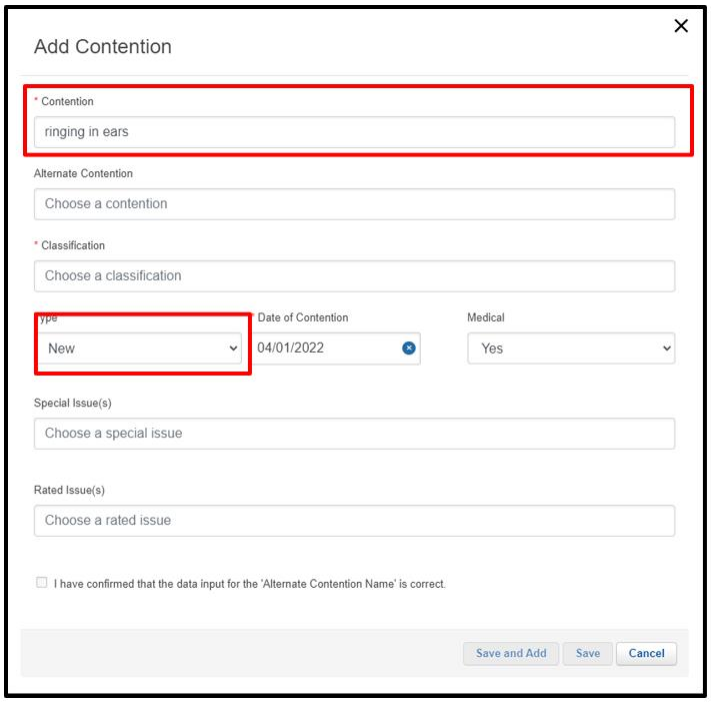
Step 6: Verify the correct “Type” of contention from drop down menu (New, Increase, Reopen, RFE)

The user must select the correct contention classification from the drop-down menu identified in the DBQ search index for EMS to suggest to the appropriate DBQ for examination.

The user must also select the correct contention “Type” to ensure the correct standard language is added to the ESR for the contention selected.

Note: The user can enter an ‘Alternate Contention name’ when entering the contention data. A list of suggested alternate contention names will appear when the user enters an ‘alternate contention’ name.

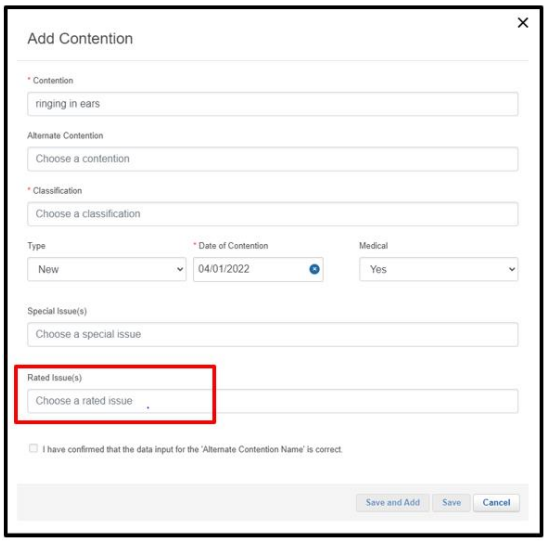
- ***Only Authorized Users can edit the 'Alternate Contention’ name after it has been populated in an ESR.***



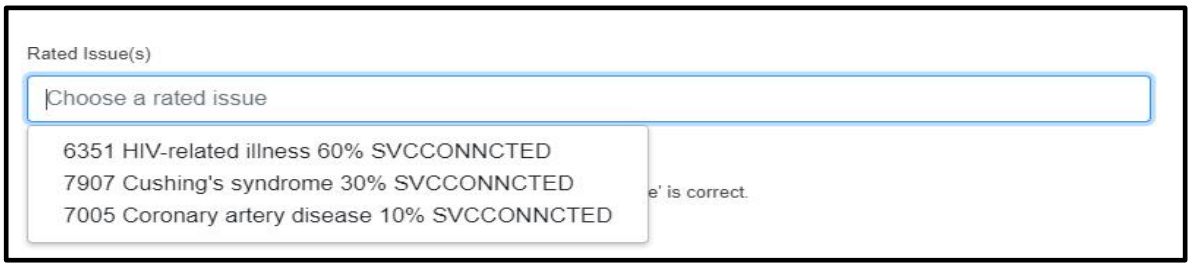
Step 7: If “Increase” is selected as type of contention, the user must associate a rated issue.

Note: If the Veteran is claiming an increase for an extremity that is service-connected (SC) and rated under 2 or more diagnostic codes, (for example Veteran is claiming an increase for his right knee and has 3 rated disabilities for the right knee) then all

associated SC rated disabilities need to be added to the contention.

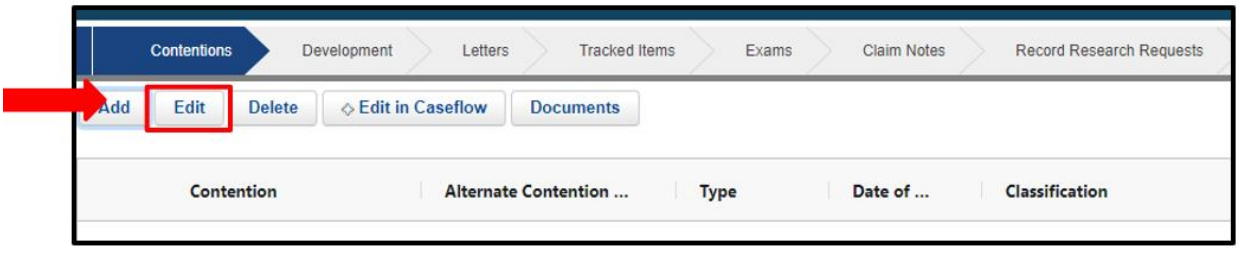


Step 8: The user should select the appropriate rated issue(s).



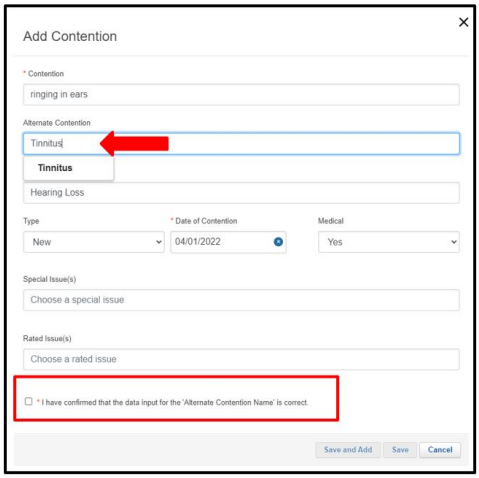
Editing Existing contentions to add Alternate Cont.

Step 1: Click the “Edit” Contentions Button



Step 2: Add alternate contention name.

Step 3: Once the alternate contention name is added, confirm that the information included for the 'Alternate Contention' name' is correct, and check the required block to indicate this information has been confirmed.



Once the alternate contention name has been added and saved, the user will see it when creating an ESR. This will show under the contentions screen within EMS and on the PDF of the ESR submission in the eFolder.

3

Creating Exam Scheduling Request (ESRs)

CHAPTER CONTENTS

Creating Exam Scheduling Request(s) (ESRs) 21

Creating Exam ESRs in EMS ***21***

Determining VHA or Vendor ***28***

Splitting ESRs between VHA and Vendor (when required) ***31***

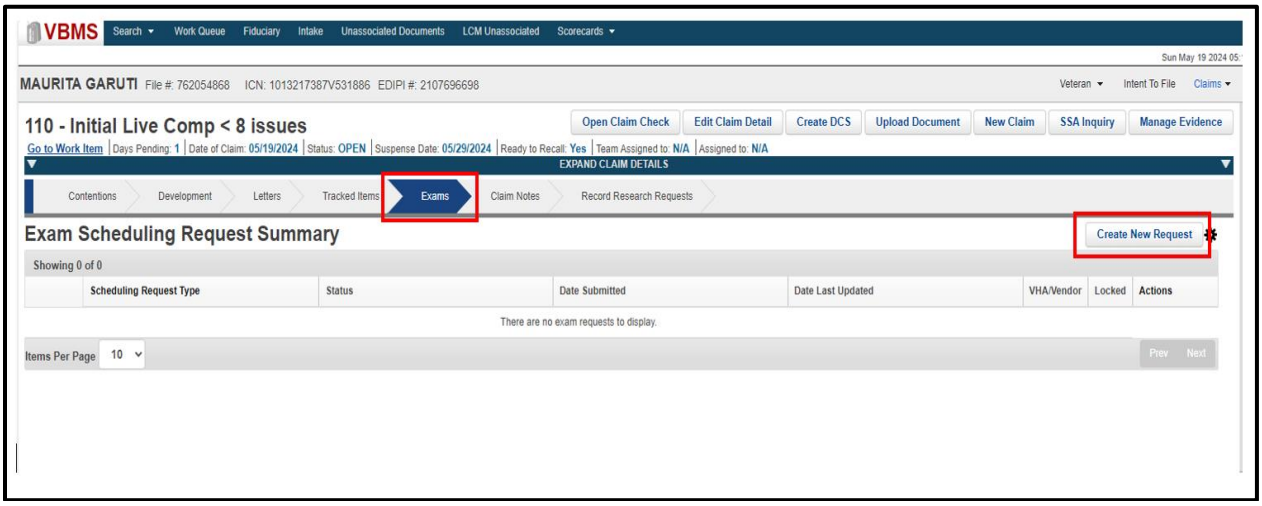
Ordering ESRs for a Dependent ***32***

Creating Exam Scheduling Request(s) (ESRs)

Prior to ordering an examination through the Exam Management System (EMS), the user must ensure that the contention(s) that will be included on the Examination Scheduling Request (ESR) is correctly identified in the contention development tab. It is essential that the user has the correct options selected in the drop downs as this directly affects the ability to create and request an ESR. Please refer to the "Getting Started" section of this user guide for additional steps to be taken before ordering an ESR.

Creating ESRs in EMS

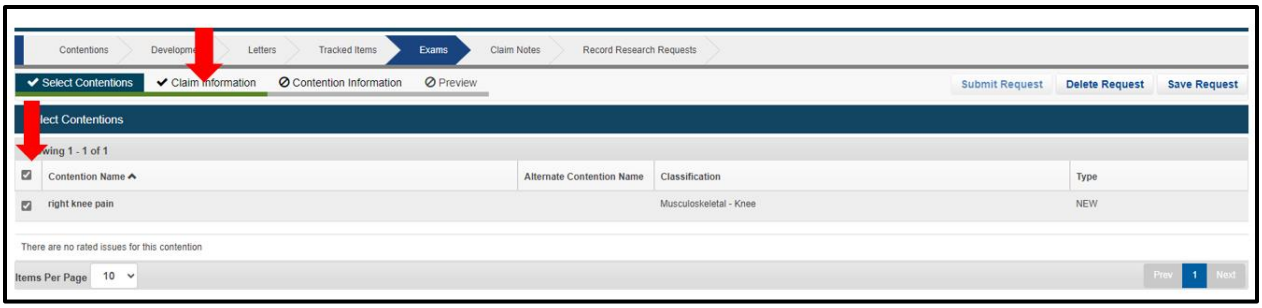
Step 1: Click the exam chevron. Once the exam chevron is selected the "Create New Request" box will appear. Select this box.



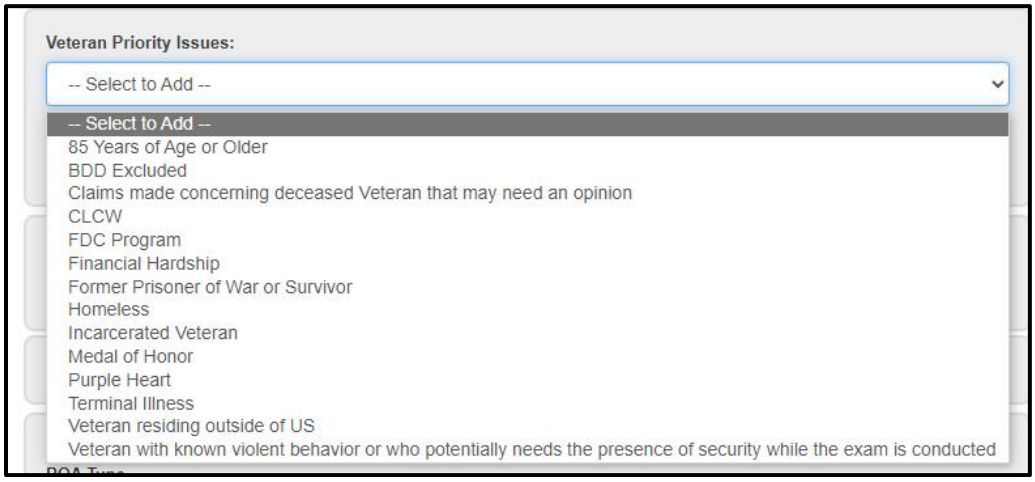
Note: Any section marked with a red asterisk is a required field and must be filled out to move forward with building the ESR.

Step 2: Select the box next to the contention(s) to be included on the ESR. The line under the Claim Information button will turn green, and this will allow the user to click the "Claim Information" tab to proceed.

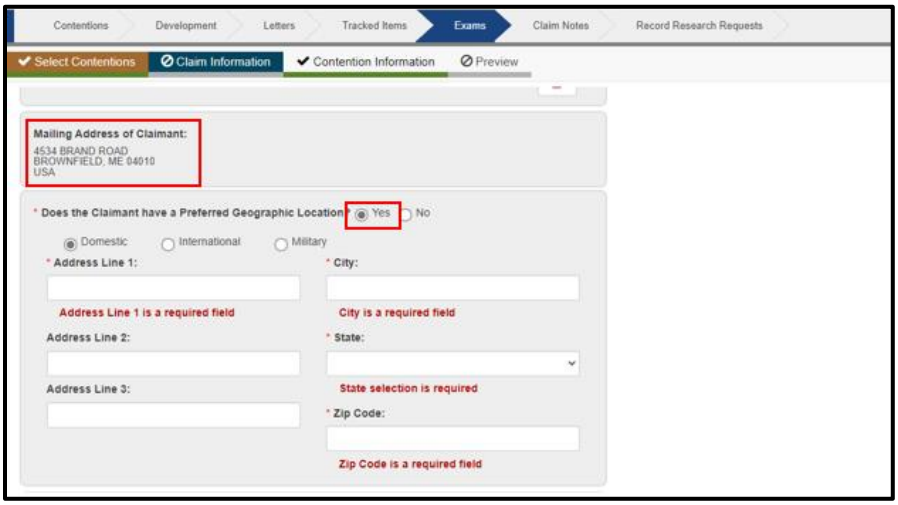
If the system does not allow you to select a contention, this means that there is an error in the way the data or attributes for the contention were entered. The user must return to the contention field within VBMS and revise as needed.



Step 3: Identify, if applicable, any Veteran priority issues. Priority issue(s) can be added manually or will be automatically added when the corresponding contention special issue exists on the claim.



Step 4: Verify the Veteran's address. If an alternate address is needed or the Veteran has temporarily relocated, use the "Preferred Geographic Location", to enter a temporary address.



Step 5: If the Veteran has an alternate phone number, add the alternate phone number in the required field.

Step 6: If the Veteran has a gender of ***Female*** or ***Other***, an additional selection will be added to the "Claim Information" tab.

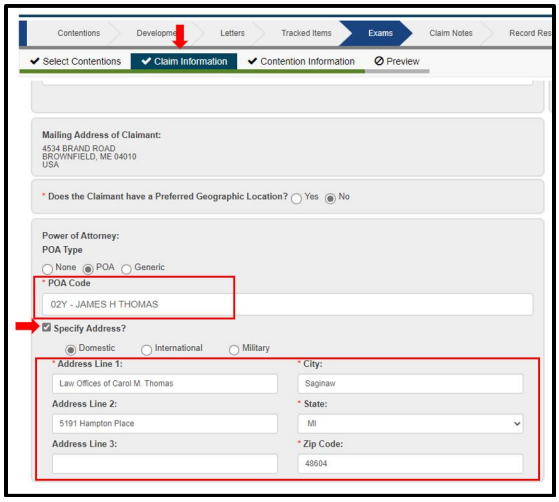
If the evidence of record identifies the Veteran is pregnant, the user should Select the ***Yes*** radio button next to the ***Is Veteran Pregnant*** question.

If the evidence of record shows the Veteran is not pregnant or is unclear/silent on whether the Veteran is pregnant, the user should select the ***No*** radio button next to the ***Is Veteran Pregnant*** question.

Step 7: If the Veteran has a POA ensure the following information is correct:

- POA Type (None, POA, Generic)
- POA Code

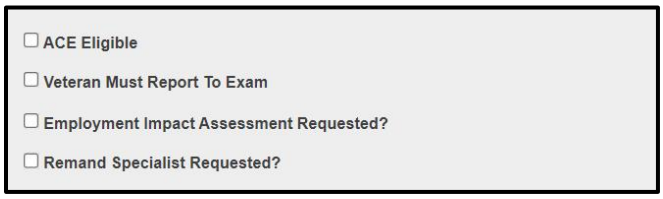
If a specific address is identified for the POA, the user must ensure the address is identified.



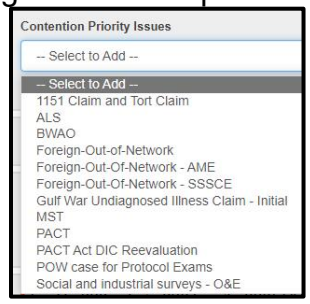
Once all necessary information is provided and reviewed in the Claim Information

section, and the green bar appears, you may click “Contention Information” to proceed. Each contention selected from step one will be shown within the “Contention Information” screen. Under each contention the user will be able to complete the following:

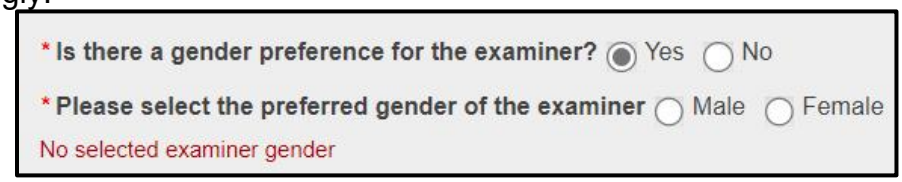
1) Select whether the contention is ACE eligible, Veteran must report to exam, or Employment Impact Assessment is requested.
    a. Veteran Must Report to Exam will be automatically selected for specific types of DBQs which require an in-person examination.
    b. ACE Eligible will be automatically selected when the Veteran is deceased or if the specific DBQ type may allow for ACE.
        i. Acceptable Clinical Evidence (ACE) allows for examiners to complete DBQs based upon medical records and history without the need for the Veteran to attend an in-person clinical examination or testing.
        ii. Users are responsible for changing this selection per policy guidance.
    c. Employment Impact Assessment Requested should be checked if unemployability is claimed for the specific condition. Once checked, a text box will appear for input of the specific impacts caused by the contention on the employability of the claimant.
    d. Remand Specialist Requested will only appear if the EP reflects “Remand.” If BVA has identified a specific specialist is required in the remand, the user will check the **Remand Specialist Requested?** box. Once selected the user will then be prompted to select the specialist type from the “Remand Specialist Selection” drop down.



2) Users must select any appropriate contention level priority issues.
    a. Priority issue(s) can be added manually or will be automatically added when the corresponding contention special issue exists on the claim.



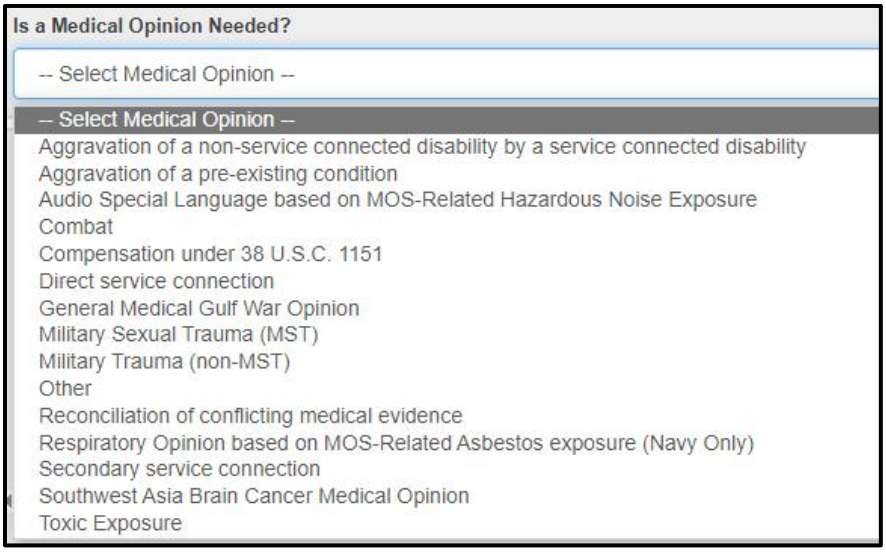
3) User must identify if the Veteran has expressed a gender preference for their examiner. If “Yes” is selected, the user will be required to identify Male or Female accordingly.



If there is a military sexual trauma (MST) contention priority issue on the contention, the user is prompted to confirm if there is a gender preference for the examiner before continuing.

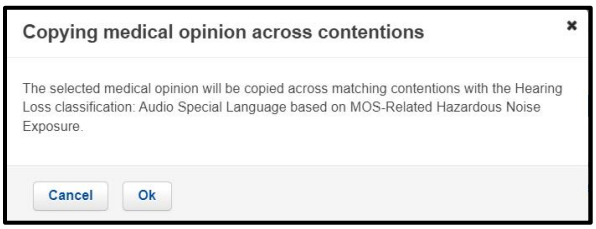
4) If the contention has the “Hearing Loss” classification, an additional selection will be added to the contention information for the contention. The user will be required to answer the **Service Connected for Tinnitus?** question:

5) If a Medical Opinion (MO) is needed, the user must select the appropriate opinion or examination verbiage. If not done, the system automatically populates standard language based on the contention type, contention classification, and DBQ selection.



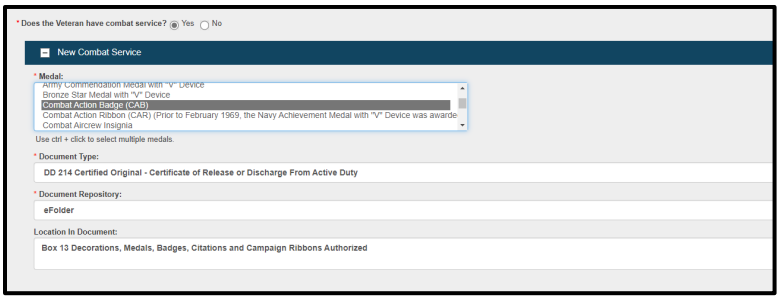
6) Depending on the Medical Opinion chosen users must ensure that all red asterisk fields are populated accordingly, and the tabbed evidence is noted in the “Tabbed Evidence” description field.

a. If the contention has the “Hearing Loss” classification, the user will be prompted to copy the “Audio Special Language based on MOS-Related Hazardous Noise Exposure”
b. If “Ok” is selected, the Medical Opinion with all inputs (tabs, text, etc.) will be copied to all other contentions with the “Hearing Loss” contention classification.



c. If selecting the “Audio Special Language based on MOS-Related Hazardous Noise Exposure” medical opinion, the user will also be required to answer whether the claimant had combat service.

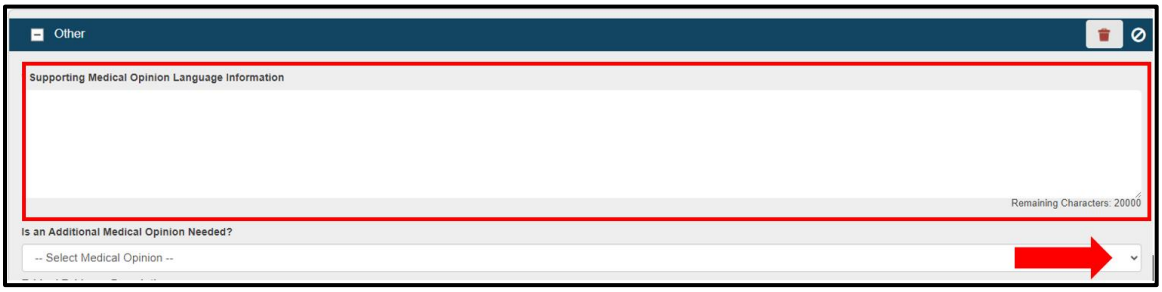
i. If the Veteran has confirmed combat service, the user should:
    1. Select the “***Yes”*** radio button,
    2. Select the medals awarded to the Veteran and indicate where medal documentation can be found in the eFolder using the ***Document Type***, ***Document Repository***, and ***Location in Document*** fields.
ii. If the Veteran was not awarded a medal but combat was confirmed via other documentation, the user should:
    1. Select “***Other”*** from the ***Medal*** drop-down menu, and
    2. Provide an explanation in the ***Specify Other*** field.



Note: This field automatically defaults to “No.” Users are responsible for changing this selection, if applicable.

7) The “Other” specialty instruction option provides the user a blank field in case a new medical opinion type is needed that is not currently available in the Medical Opinion drop down. User can also use other to provide any additional required language, such as specific Remand instructions.

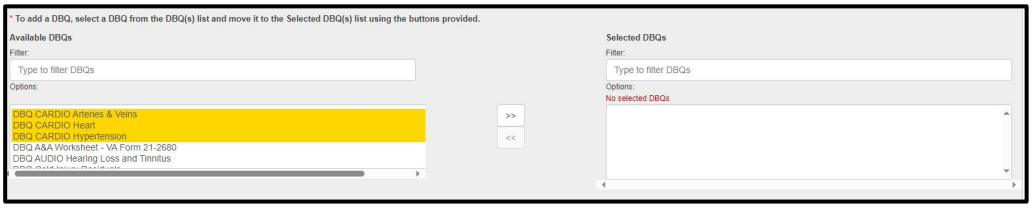
Note: If additional medical opinions are needed, use the drop-down menu.



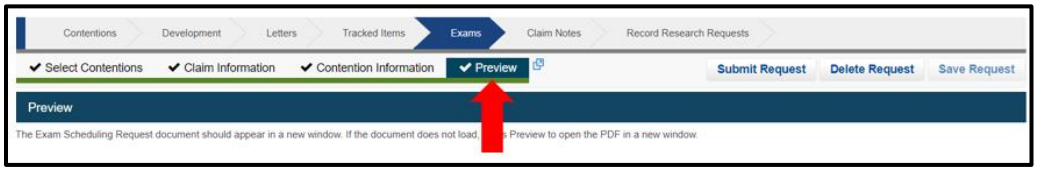
Step 8: Next, the user will select a corresponding Disability Benefits Questionnaire (DBQ) based on the contention(s). The User can select from the full list below, or type in a keyword search based on the DBQ needed. EMS will highlight the recommended DBQ based on the contention classification chosen for that contention. If only one DBQ is suggested, it is automatically added to the Selected DBQs list. However, for Pre-Discharge claims, no DBQs are suggested or automatically added to the Selected DBQs.

After selecting the DBQ in the 'Available DBQs' section, select the arrow to move it into the 'Selected DBQs' section:

Note: If a medical opinion is required and the DBQ does not have the opinion language embedded within it, users **must always** select 'DBQ Medical Opinion' **in addition** to the DBQ selected for the contention. The DBQ Medical Opinion will automatically be selected if a Medical Opinion drop down was selected.



Step 9. Next click 'Preview' from the Exam subcategories list. This will generate a PDF version of the ESR. This PDF contains all the information that will be provided to the vendor/VHA. Review the PDF and ensure that all necessary information is included and that it is correct. Then close the PDF. If any information needs to be amended, you can go back and make any needed corrections, as necessary before finalizing the request.



Step 10. Users will be presented with the recommended destination (VHA CAPRI or a vendor).

Step 11: Click the Preview button again, review the PDF to ensure all necessary information is there. Click “Submit Request.”

Determining VHA or Vendor

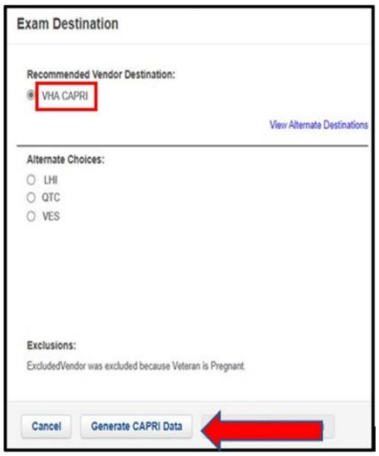
Step 1: Review the Examination Request Routing Assistant (ERRA) to determine if any DBQs can be completed by the VHA facility nearest the Veterans location only. Be sure to review the “Routing Location Comments” and “ExamType Comments” to ensure a needed DBQ has not been disabled by the VAMC.

If VHA is not able to complete any of the needed DBQ’s, using EMS complete the ESR as described above and submit to the recommended vendor populated in EMS.

- Users must select what is recommended by EMS unless circumstances require choosing an alternate vendor or VHA for Contract Exam Exclusions.

Step 2: If VHA can complete all needed DBQ’s, using EMS, build the ESR as described above. Users will preview the ESR, check for accuracy and completeness and then select “Submit”. After selecting “Submit”, the User will be presented with the “Exam Destination” selection.

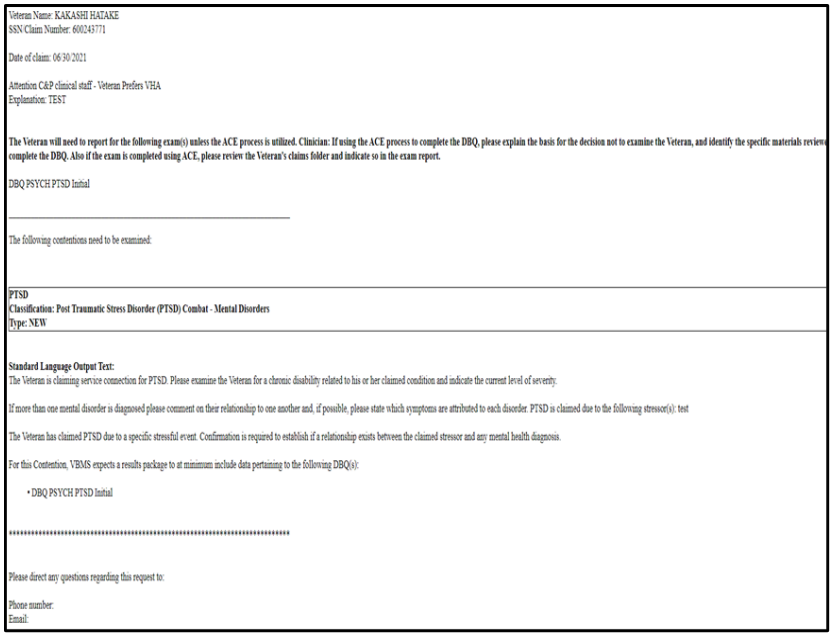
Step 3: If the recommended destination confirms Veterans Health Administration (VHA) Compensation and Pension Record Interchange (CAPRI), select “Generate CAPRI Data”.



If “VHA CAPRI” is not the recommended destination but the examination needs to be completed by VHA, select “View Alternate Destinations” and select “VHA CAPRI: as the alternate destination. The appropriate justification must also be selected prior to continuing.

- Select “Other” if selection is based on ERRA results.
- Enter “*Based on ERRA instructions* for the required free text.

Step 4: After clicking “Generate Capri Data,” a new screen will display the CAPRI worksheet for review.


Veteran Name: KAKASHI HATAKE
SSN Claim Number: 600243771

Date of claim: 06/30/2021

Attention C&P clinical staff - Veteran Prefers VHA
Explanation: TEST

The Veteran will need to report for the following exam(s) unless the ACE process is utilized. Clinician: If using the ACE process to complete the DBQ, please explain the basis for the decision not to examine the Veteran, and identify the specific materials reviewed to complete the DBQ. Also if the exam is completed using ACE, please review the Veteran's claims folder and indicate so in the exam report.

DBQ PSYCH PTSD Initial

The following contentions need to be examined:

PTSD
Classification: Post Traumatic Stress Disorder (PTSD) Combat - Mental Disorders
Type: NEW

Standard Language Output Text:
The Veteran is claiming service connection for PTSD. Please examine the Veteran for a chronic disability related to his or her claimed condition and indicate the current level of severity.

If more than one mental disorder is diagnosed please comment on their relationship to one another and, if possible, please state which symptoms are attributed to each disorder. PTSD is claimed due to the following stressor(s): test

The Veteran has claimed PTSD due to a specific stressful event. Confirmation is required to establish if a relationship exists between the claimed stressor and any mental health diagnosis.

For this Contention, VBMS expects a results package to at minimum include data pertaining to the following DBQ(s):

- DBQ PSYCH PTSD Initial

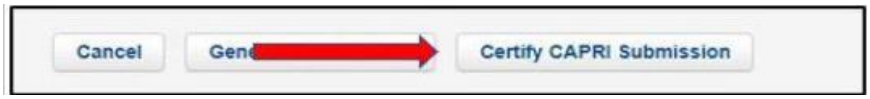
****

Please direct any questions regarding this request to:

Phone number:
Email:

Step 5: Once the worksheet is generated, users must copy the CAPRI worksheet and paste it into the CAPRI system for the VA Medical Center (VAMC) location nearest the Veterans home shown in ERRA.

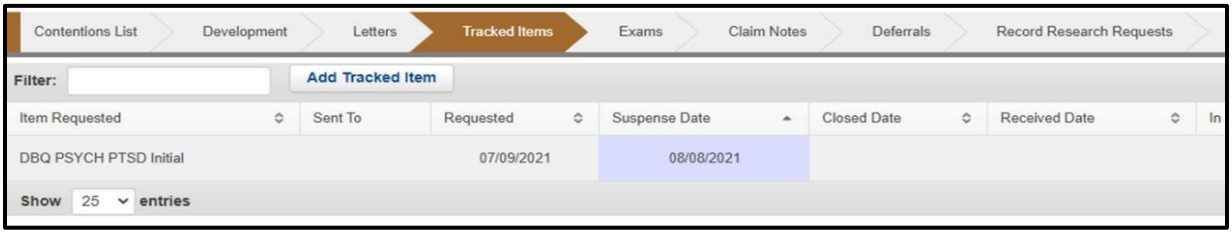
Step 6: After the request has been entered into the CAPRI system, users will select "Certify CAPRI Submission" in EMS. By selecting this, the user certifies they entered the exam request in the CAPRI system. **Important:** Once the user certifies CAPRI submission, changes cannot be made to the ESR.



Note: User must upload a copy of the "2507 Request" created in the CAPRI system to the VBMS efolder.

Important: The CAPRI worksheet generated in EMS is **not** automatically transmitted to VHA or saved in VBMS.

Step 7: Upon certifying CAPRI submission, users should verify that the correct DBQ related 'Tracked Items' were created and that the claim suspense date is updated appropriately. **Please note**: These tracked items must be manually updated.



After the ESR has been certified, the ESR information will display under the exam chevron. The status will indicate "Submitted in CAPRI" and "VHA CAPRI" will be shown as the destination.

Note: Appointment and Exams status for VHA CAPRI exams will be found in the CAPRI system. The ESR status for VHA CAPRI submissions will not change regardless of DBQ upload to the eFolder. VHA ESRs submitted in CAPRI cannot be edited or canceled in EMS. All changes must be done in the CAPRI system.

Splitting ESRs between VHA and Vendor

Step 1: Review the ERRA results.

Step 2: If ERRA indicates VHA can complete one or more DBQ's, but not all the needed DBQ's; follow the steps outlined in "Creating ESRs in EMS" to create and preview the ESR that will be submitted to a vendor. Then follow the steps for submitting the ESR to the recommended vendor shown in "Determining VHA or Vendor".

Important: The vendor ESR must be completed and submitted **first** when splitting examination requests. Doing so locks the contentions on the vendor ESR so they cannot be request on the VHA ESR as well. It also allows VHA CAPRI to populate as the recommended destination when creating and routing the VHA ESR.

Step 3: After the vendor ESR has been submitted, select the contention(s) for VHA CAPRI and create a second ESR as outlined in Creating ESRs in EMS.

Step 4: Follow guidance outlined in Determining VHA or Vendor for submission of the CAPRI worksheet into the CAPRI system.

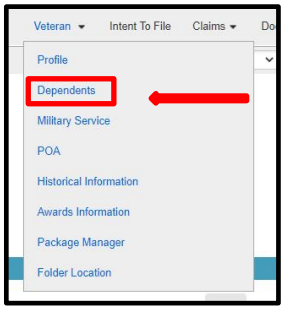
Ordering ESRs for a Dependent

Prior to submitting an Examination Scheduling Request (ESR) in the Exam Management System (EMS) for a dependent, the user must ensure that the dependent (spouse/child) is correctly identified within VBMS as a dependent. The user must also ensure that a contention is correctly identified in the contention development tab. It is essential that the user has the correct options identified in the applicable drop downs as this directly affects the ability to order an exam.

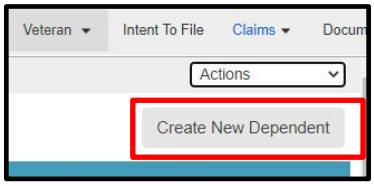
Note: Any section marked with a red asterisk is a required field and must be filled out to move to the next step.

Adding Dependents

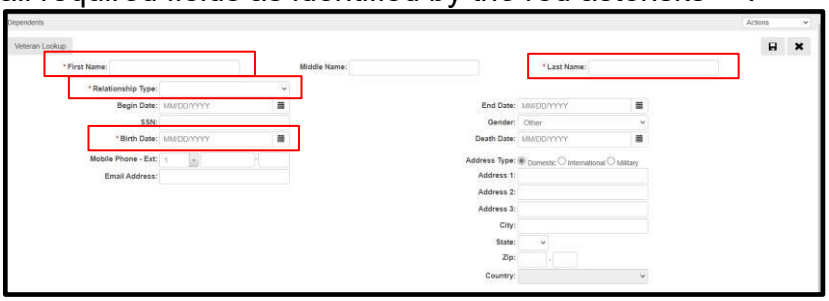
Step 1: Navigate to the dependents screen from the Veteran drop down menu.



Step 2: Click Create New Dependent Button.



Step 3: Input all required fields as identified by the red asterisks "*".



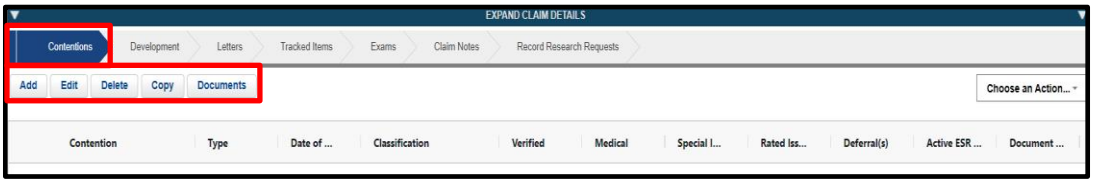
Step 4: Verify the correct dependent type from the drop-down menu (Spouse, Child, or Parent)

Note: If the dependent has a different address or phone number than the Veteran,

this information must be added in this section for the information to be correctly generated in the ESR.

Adding Dependent Contentions

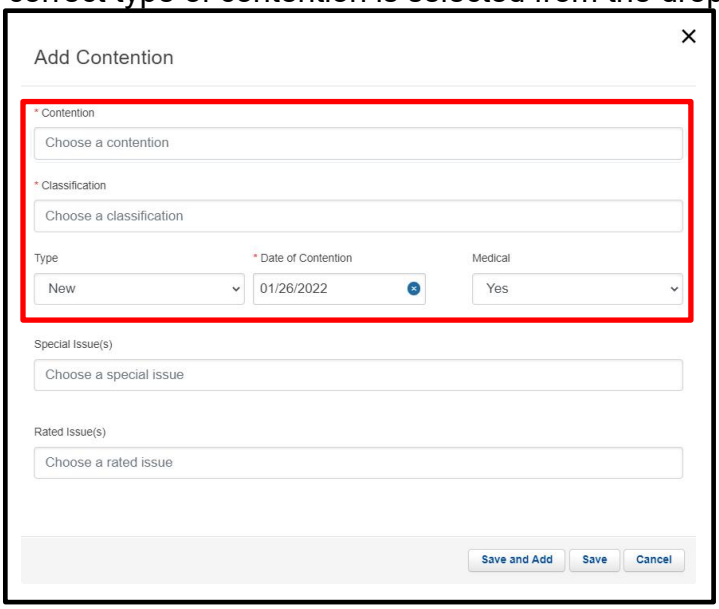
Step 1: Click the Add Button on the Contentions Screen



Step 2: Add contention and select corresponding contention classification (helpless child, spina bifida*, Aid & Attendance Spouse)

Step 3: Verify the date of the contention.

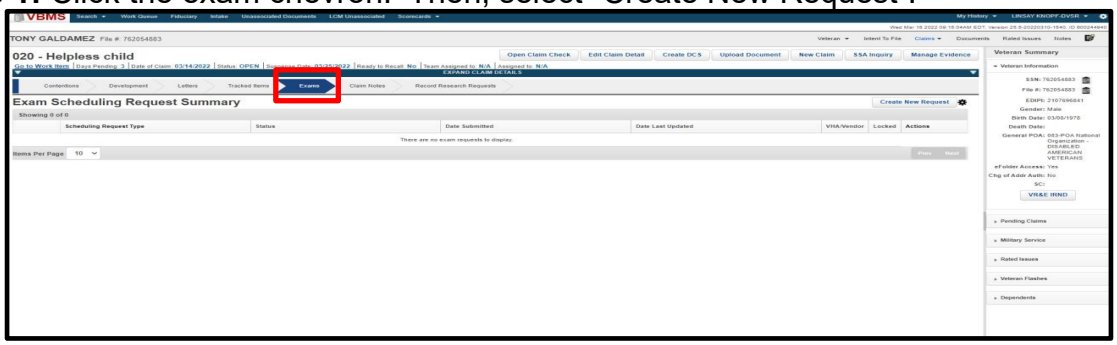
Step 4: Verify the correct type of contention is selected from the drop-down menu.



Note: Users are required to select the correct contention classification from the drop-down menu, for EMS to suggest to the appropriate DBQ for the examination. The contention type must also be correct to ensure the appropriate standard language is added to the ESR.

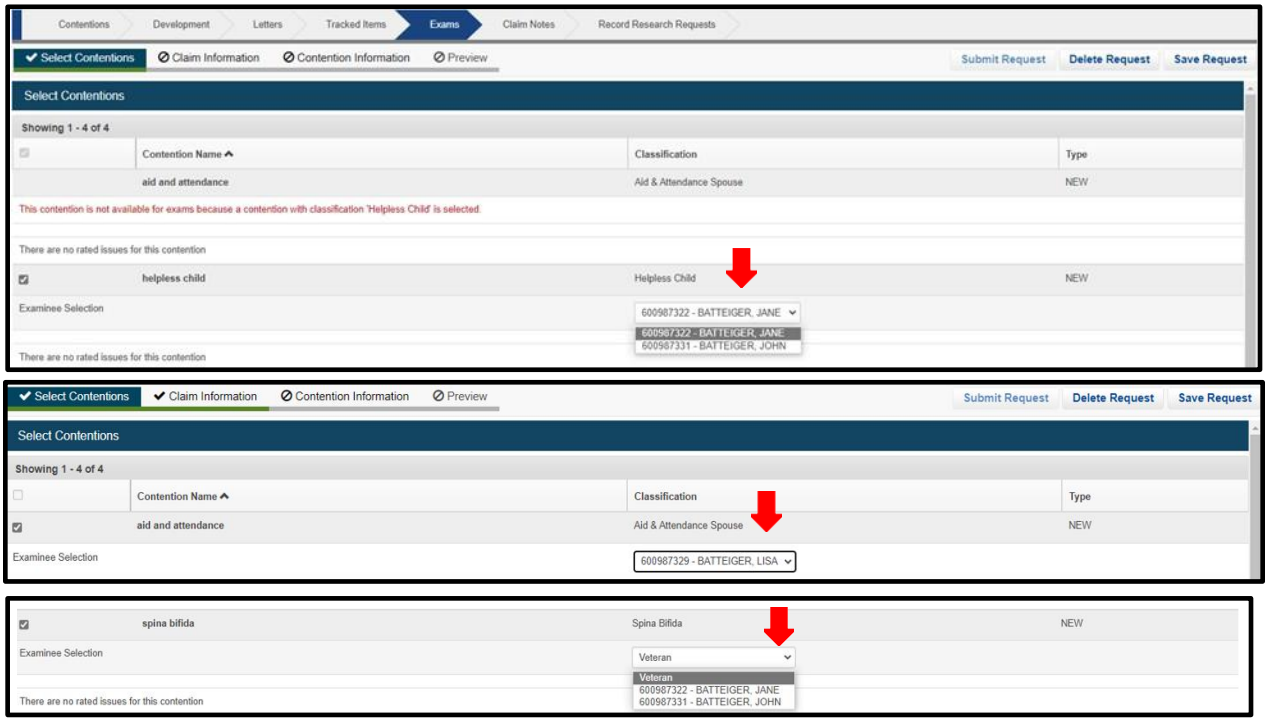
Creating Exam Scheduling Request (ESR) for a Dependent.

Step 1: Click the exam chevron. Then, select "Create New Request".



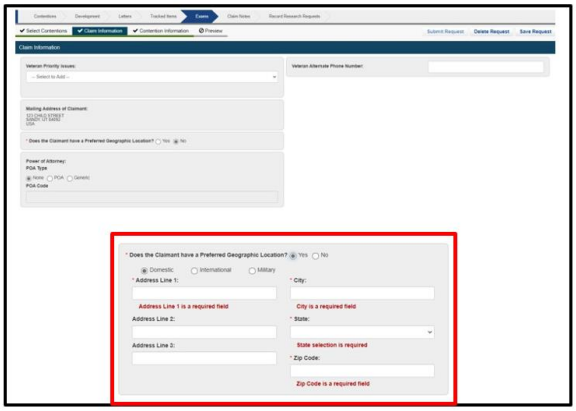
Step 2: Select the box for the appropriate contention(s). Once the dependent contention is selected, a drop-down box will appear. Select the dependent that requires an examination.

The Claim Information button will turn green, and you must click it to proceed. If the system does not allow you to select a contention, there is an error in the way the information or attributes under the contention tab was entered. The user must go back to the contention and revise accordingly.

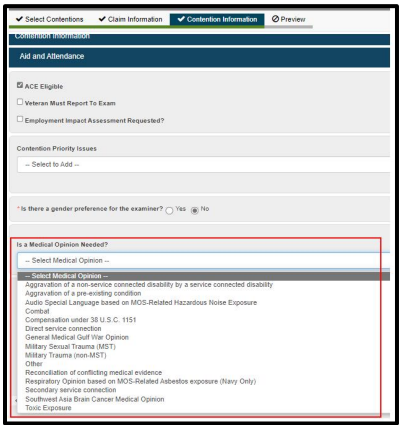


Note: All other contentions on the claim are unavailable for selection. The dependent ESR must be ordered independently.

Step 3: Verify the Dependent's address (provided in "Adding Dependents"). If an alternate address is needed or the Dependent has temporarily relocated, use the Preferred Geographic Location selection, to enter the temporary address.



a. Users have the option to select whether the claim is ACE eligible, or the Claimant must report for an exam.
b. If a Medial Opinion (MO) is needed, the user must select the appropriate opinion or examination verbiage. If not, the system automatically populates standard language based on the contention type, classification, and DBQ selection.



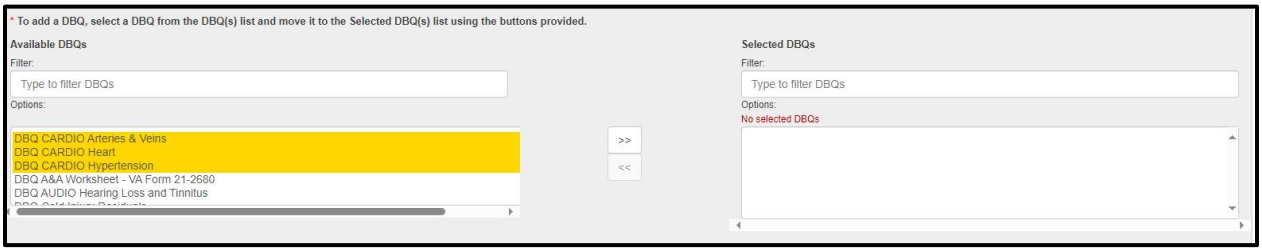
c. Depending on the MO chosen, users must ensure that any red asterisk fields are populated accordingly, and tabbed evidence is noted in the tabbed evidence description field.

d. The "Other" MO option provides a blank field in case a new MO type is needed that is not currently available in the Specialty language drop down.

Note: If additional MOs are needed use the drop-down menu.

Step 5: Next, the user will select a corresponding DBQ based on the contentions. EMS will highlight the recommended DBQ based on the classification chosen for the contention. After selecting the DBQ in the 'Available DBQs' section, click the chevron (with right facing arrows) to move it into the 'Selected DBQs' section:

Note: If a medical opinion is required and the DBQ does not have the opinion language embedded within it, users **must always** select 'DBQ Medical Opinion' **in addition** to the DBQ selected for the contention.



Step 6. Next click 'Preview' from the Exam subcategories list. This will generate a PDF Exam Scheduling Request (ESR) which will contain the information provided to the examiner. Review the PDF and validate that all necessary information is included, then can close out the PDF. If any information needs to be amended, you can go back and update as necessary before finalizing the request.

Step 7. User will be presented with the recommended destination (VHA CAPRI or a vendor).

Step 8: Click the Preview button again, review the PDF to ensure all necessary information is there.

Step 9: Click Submit.

Note: Prior to ordering the exam, if at any point you must close out before submitting the request, users can return to the Exam chevron and if the user has saved their work, this will allow editing of the draft request.

5

Clarification Request

CHAPTER CONTENTS

Identifying Clarification Request (CR) ***38***
Responding to the Clarification Request (CR) *39*
Cancelling an ESR during the Clarification Response Process ***41***

Clarification Request

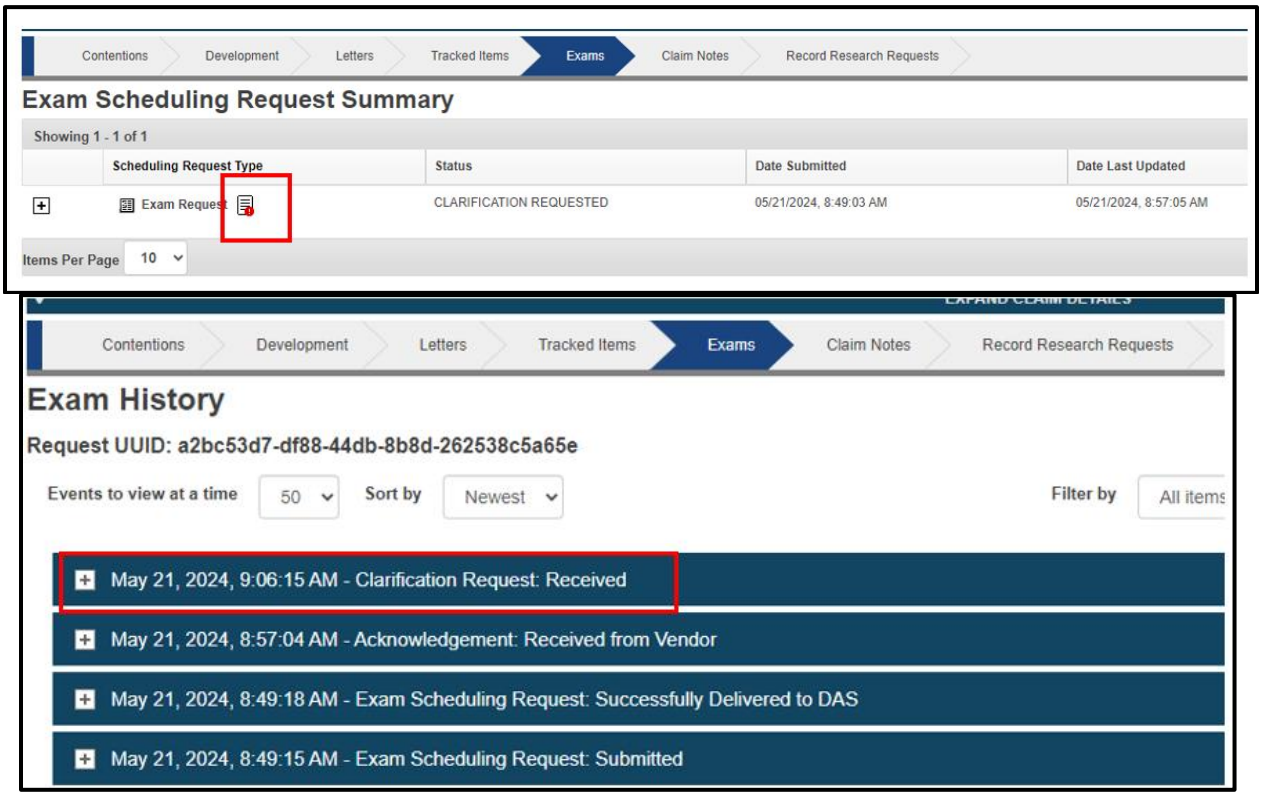
When an MDE vendor requires additional information for an ESR, they will send a request for clarification.

- The ESR level status will reflect “Clarification Requested” (CR), and the contention level status will remain in “Triage”.
- The 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.

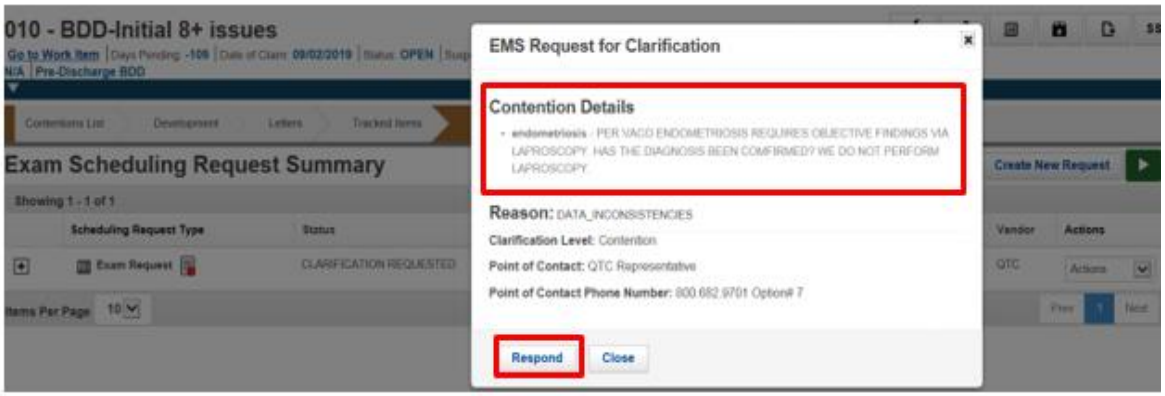
Note: Avoid using VA jargon and personal opinions when providing the clarification response. The MDE Vendors are not employees of the VA. The intention of a clear and concise CR is to prevent the duplication of efforts and ensure efficiency.

Identifying Clarification Request (CR)

The following depicts a CR that has been requested from an MDE vendor:



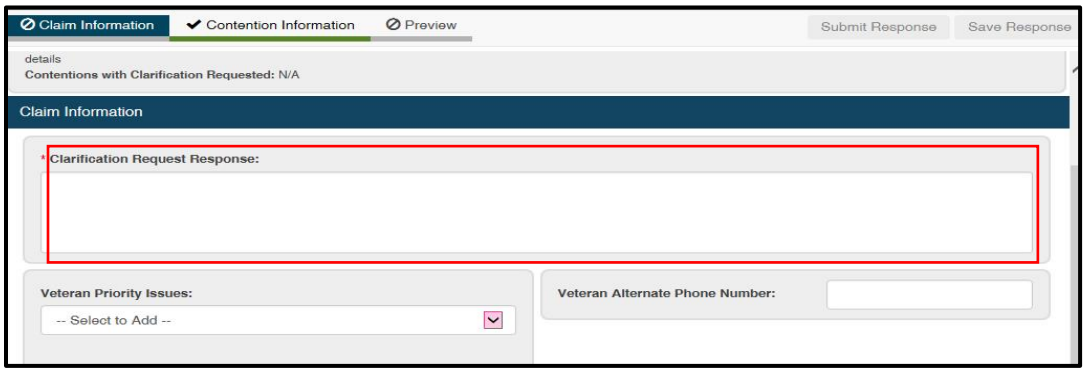
Step 1: Users can view the CR by clicking the red explanation mark above the EMS request for clarification which will populate with the details being requested. The user can respond from this screen.



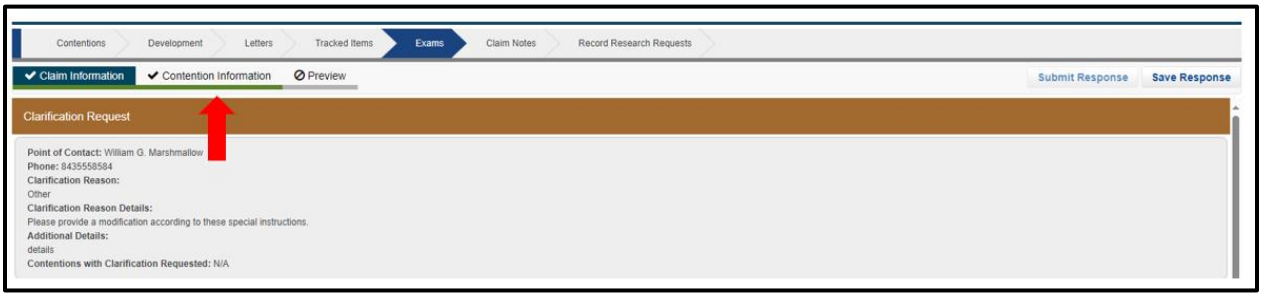
Step 2: Users can also utilize the "*View Details*" from the "*actions*" drop-down to review and respond to the pending CR. The user will choose the "*Edit Clarification*" function.

Responding to the Clarification Request (CR)

Step 1: User will respond to the MDE Vendor with the response actions being taken using the "*Clarification Request Response*" Field.



Step 2: The user will then click on the contention information tab.



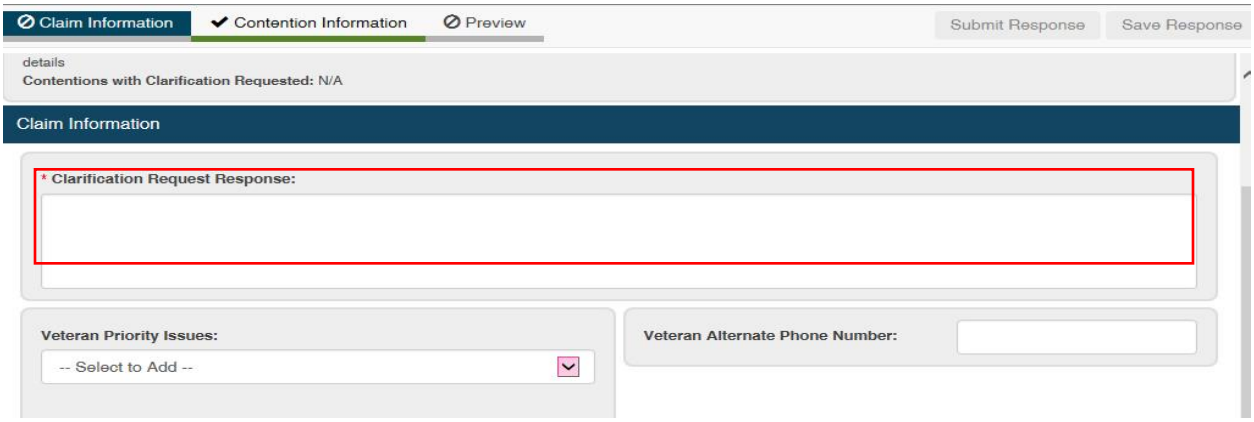
Step 3: If necessary, the user will make any changes to the DBQ(s) in the original ESR. The user should only make changes based on the questions (if necessary) from the clarification request. Only the question that is asked by the inquiry should be answered.

Step 5: Users will then click preview and then submit the response.
Note: Users should review the response to ensure accuracy.

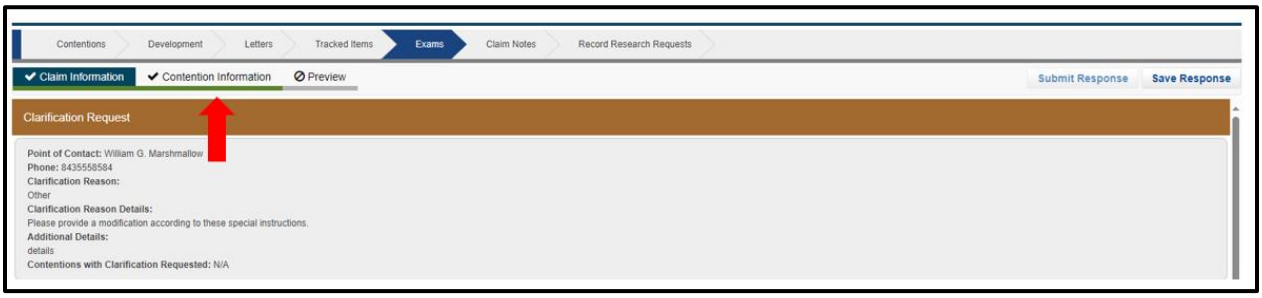
Step 6: After submission of the CR, the MDE vendor will review the CR response and will continue the scheduling process.

Canceling an ESR during the Clarification Response Process

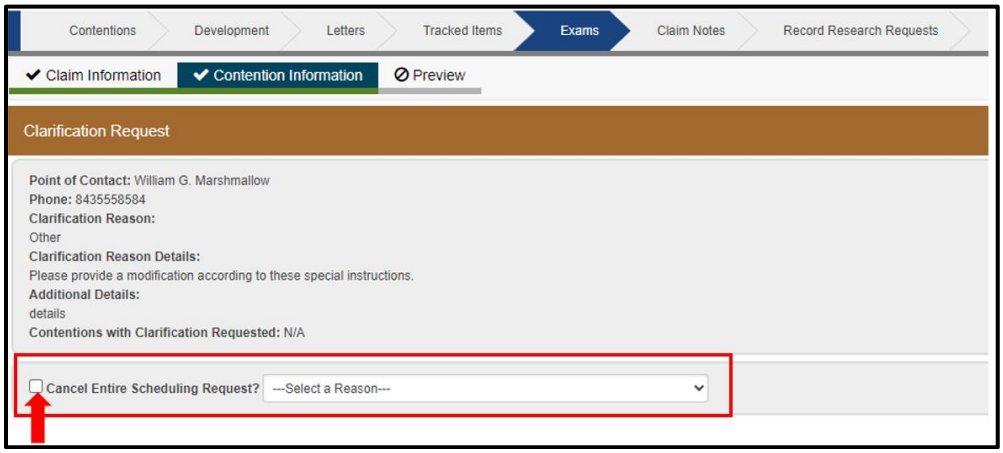
Step 1: Users will respond to the MDE Vendor with the response actions being taken using the "*Clarification Request Response*" Field.



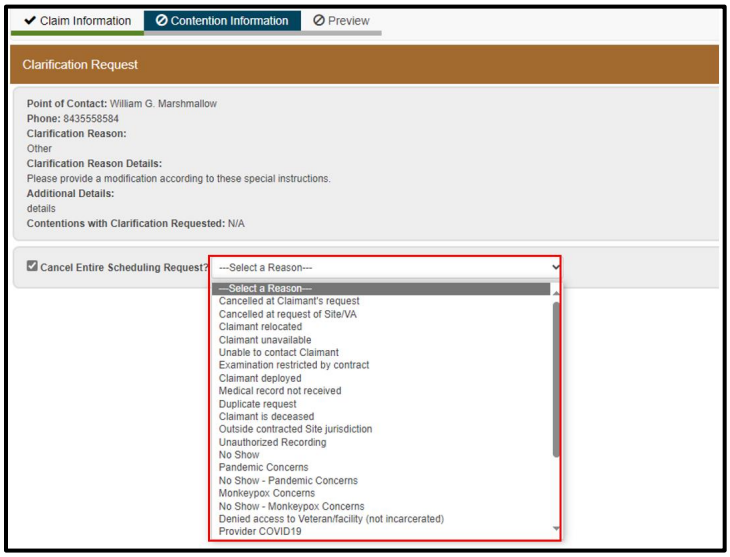
Step 2: The user will then click on the contention information tab.



Step 3: Users will then select "Cancel Entire Scheduling Request."

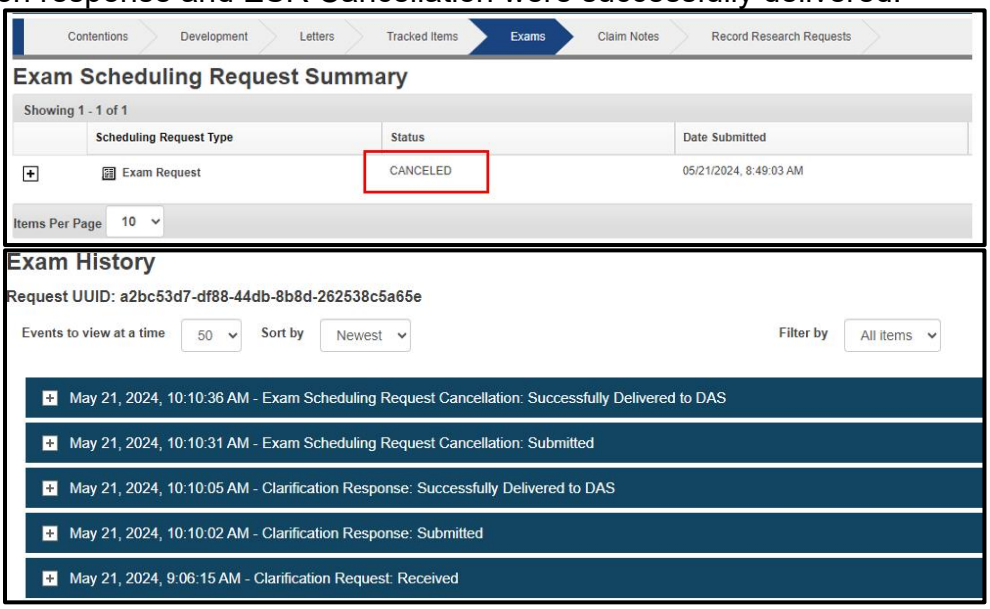


Step 4: The user will select a reason from the drop-down menu that accurately reflects the reason for cancelation.



Step 5: User will then click preview and then submit the response.

Step 6: After submission of the CR, the MDE vendor will receive the CR response and the cancelation. The ESR Status will show “Canceled” and the history tab will show a clarification response and ESR Cancellation were successfully delivered.



6

Modifications

Chapter Contents

Canceling Contentions 45
Cancel Entire Scheduling Request 46
Change Address 47
Modifying Appointments 49
Provide Additional Information 51

Modifications

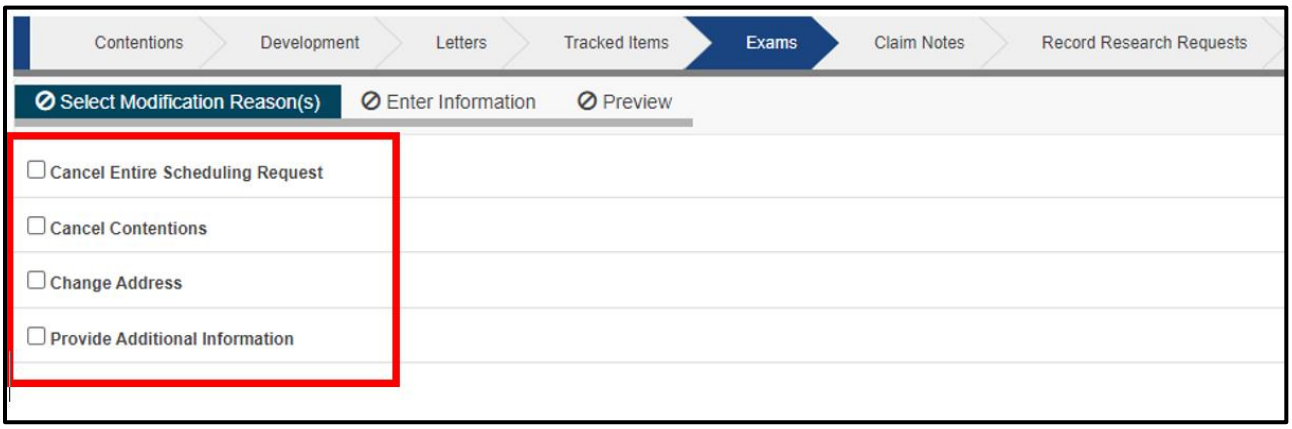
A modification request is created to change the exam request once an Examination Scheduling Reqeust (ESR) has been submitted. Modifications allow users to have flexibility to ensure that the exam process is successfully completed.

- Modification requests are **only** available when an ESR is in either a Triage or Open status.

Note: There are limitations as to when a ESR can be modified based on completed contentions.

Users may modify an existing ESR for the following reasons:

- Cancel a Contention
- Cancel Entire Scheduling Request
- Change Address
- Modify Appointments
- Provide Additional Information



Note: The ability to modify the ESR is dependent on the status of the ESR and status of each contention.

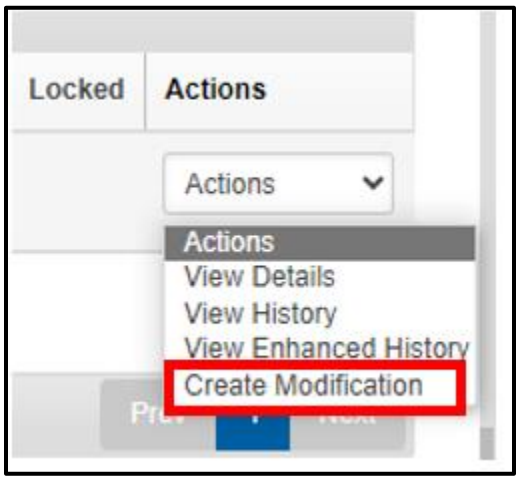
Canceling Contentions

The user needs to verify that the contention being canceled meets the following conditions:

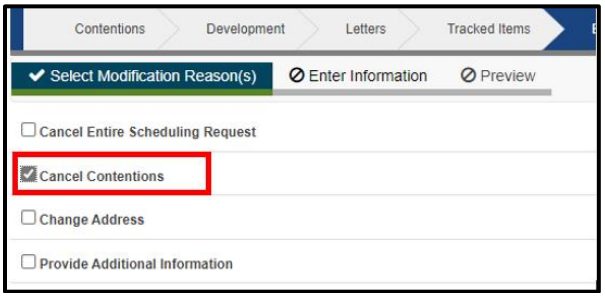
- Appointment Date has not passed for the contention being cancelled.
- The scheduled appointment is greater than two days from the cancellation.
- ESR level status is in “Triage” or “Open.”

Step 1: User will select “Create Modification” from the “Actions” drop down.

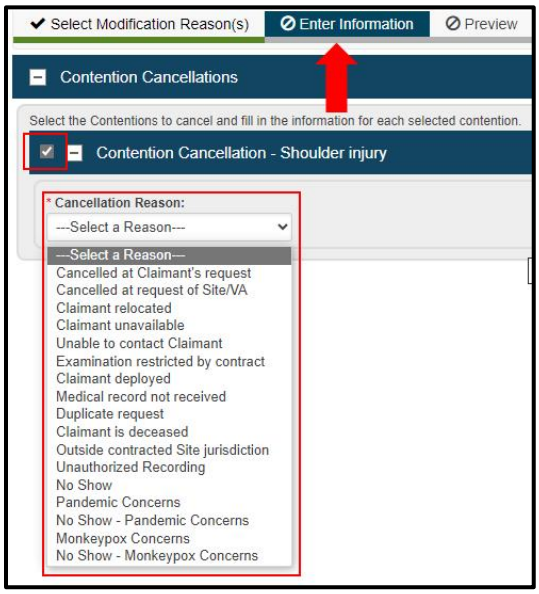
Step 2: Users will select the “Create Modification” function.



Step 3: The user will select “Cancel Contentions”.



Step 4: Users will then select the Enter Information Tab and select Contention(s) requiring cancellation. The appropriate reason for cancellation will need to be selected.



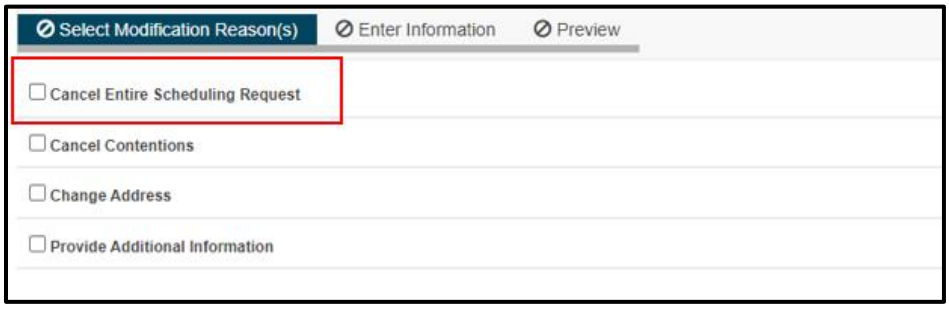
Step 5: Users will then select the "Preview" tab and the PDF will generate showing contentions to be cancelled. Click "Submit" to finalize the cancelation. There is also the option to "Cancel" the Modification.

Cancel Entire Scheduling Request

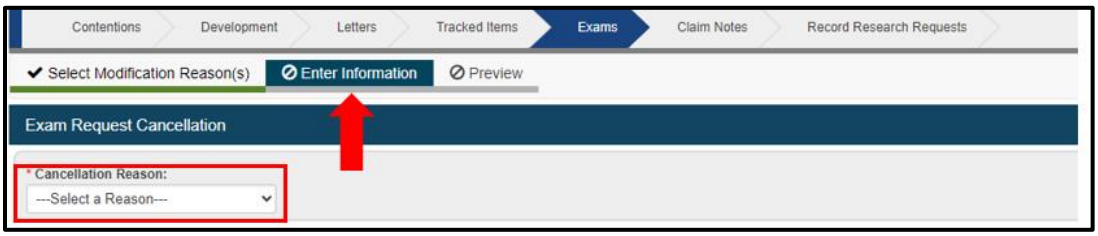
The user needs to verify that the ESR has the following conditions:

- No appointments are scheduled for the contention.
- ESR status is in "Triage."

Step 1: Users will select "Create Modification" from the "Actions" drop down, as shown above in "Canceling Contention(s)" and select "Create Modification". Then select "Cancel Entire Scheduling Request".



Step 2: Users will select the “Enter Information” tab and select the reason for canceling the entire ESR request..



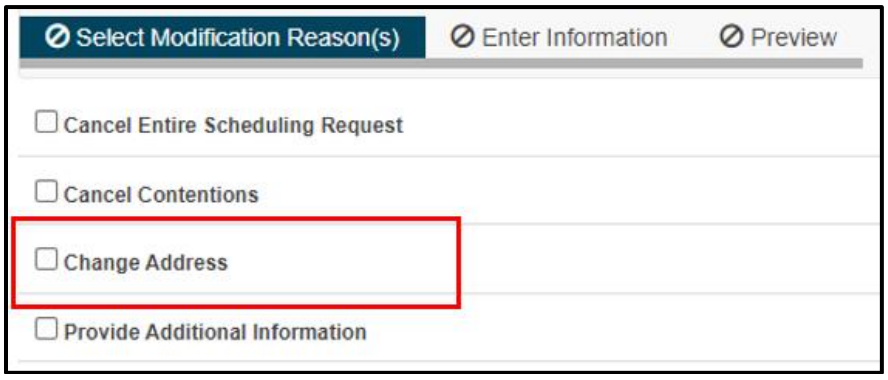
Step 3: Users will then select the “Preview” tab and the PDF will generate showing the ESR is being cancelled. Click “Submit” to finalize the cancelation. There is also the option to “Cancel” the Modification.

Change Address

The user needs to verify that the contention(s) that need an address to be updated meet the following conditions:

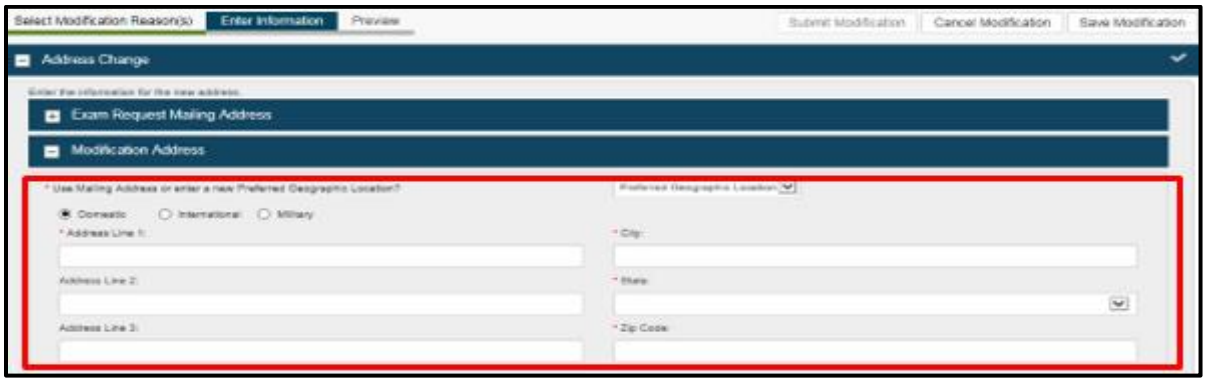
- Appointments have not been scheduled
- ESR status is in “Open” or “Triage”

Step 1: Users will select “Create Modification” from the “*actions*” drop down menu, as shown above in Canceling Contention(s)”and select “Create Modification”. Then select “Change Address”.



Step 2: Users will select the “Enter Information” tab and select either the “Preferred Geographic Location” or “Mailing Address.” If mailing address is selected, the mailing address from the Veteran Profile screen in VBMS will be populated automatically.

Step 3: If “Preferred Geographic Location is selected, the user can enter where the Veteran currently resides (for exam purposes if different from mailing address). The user has the option to input Domestic, International, or a Military address.



Step 4: Users will then select the “Preview” tab and the PDF will generate showing the change of address. Click “Submit” to finalize the update. There is also the option to “Cancel” the Modification.

Modifying Appointments

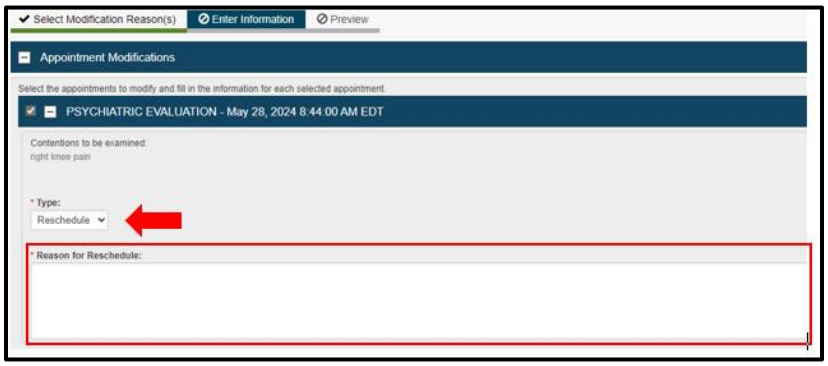
The user will **not** be given the option to modify the appointment if the following conditions exist:

- Appointment date has passed for the contention being modified.
- The scheduled appointment is less than one full calendar day from the date the user desires to cancel.
- ESR status is not in an "Open" State.

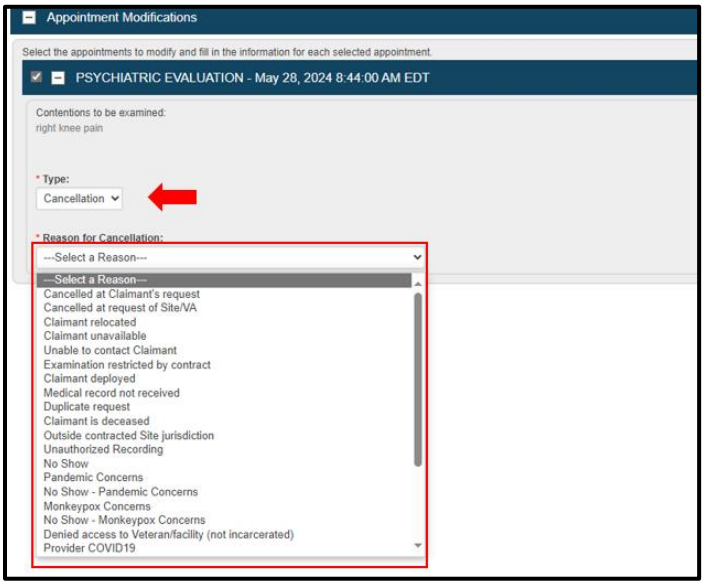
Note: When an Appointments Modification is submitted, the appointments are **not** modified in VBMS. The Modification submitted is a *request* for the VHA/vendor to modify appointments.

Step 1: Users will select "Create Modification" from the "Actions" drop down, as shown above in Canceling Contention(s)" and select "Create Modification". Then select "Modify Appointments".

Step 2: Users will select the "Enter Information" tab and select the appointment(s) needing modification. Once the appointment is selected, use the drop down to select reschedule or cancel appointment using the "Type" drop down. Then enter the reason for the modification.



If the user is requesting to cancel the appointment, the “Reason for Cancelation” will also need to be selected.



Step 3: The user will then select the “Preview” tab and the PDF will generate showing the modification of the appointment(s). Click “Submit” to finalize the action. There is also the option to “Cancel” the Modification.

Provide Additional Information

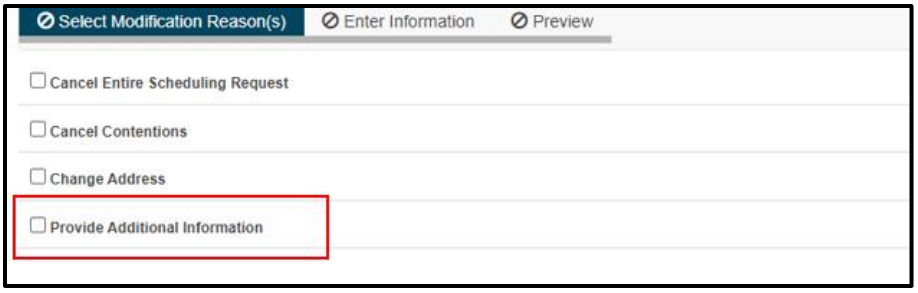
Additional Information allows a user to send additional pertinent information that may have been left off an ESR to the MDE Vendor. Providing Special Instructions should **only** provide information that does not require any changes to the ESR. (i.e., Veteran is now homeless, Veteran is now Terminally Ill, etc.) The user needs to verify when providing special instructions, the following conditions exist:

- Appointments are in the future (appointments are **not** within 1 full calendar day of the date of the modification).
- ESR level status is in “Open” or “Triage.

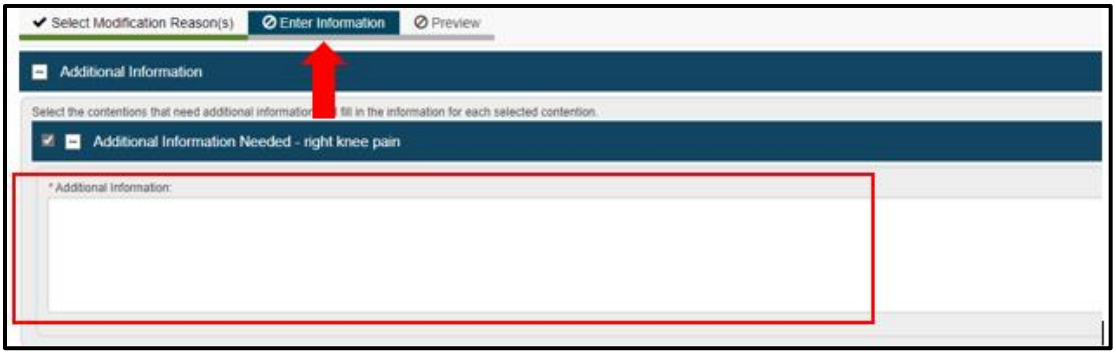
Important: This functionality cannot be used to add new DBQs, medical opinions, or to change or alter previously submitted exam related language. Vendors cannot take any action or respond to any changes or requests on an ESR submitted through modification for special instructions.

Note: The Special Instructions option will only list contentions with future appointments. If the Special Instructions block has no listed contentions, all of the appointments have passed, and this is not a defect.

Step 1: Users will select “Create Modification” from the “Actions” drop-down, as shown above Canceling Contention(s)” and select “Create Modification”. Then select “Provide Additional Information”.



Step 2: Users will select the “Enter Information” tab and select the contention(s) needing additional information. The user will then provide the additional information in the field provided.



Step 3: Users will then select the “Preview” tab and the PDF will generate showing the special instruction(s). Click “Submit” to finalize this action. There is also the option to “Cancel” the Modification.

7

Rework ESRs

CHAPTER CONTENTS

Rework Definition ***54***
Rework vs New ESR ***54***
Creating Rework ESRs in EMS ***55***
Creating Rework ESRs for CAPRI in EMS ***58***

Rework

Prior to ordering a Rework exam request, the user must ensure that the ESR is in a "Completed" status. Additionally, the following messaging must be reflected in the history:

- ESR acknowledgement.
- appointment completed.
- results available package for each contention(s) requiring the rework.

Rework Definition

Rework - is required when a previous completed examination is missing required information that was requested on the initial ESR and/or information provided in the completed examination requires further clarification from the provider.

Important: A user **must not request an ESR Rework** for any requirement that was not previously requested from the MDE Vendor (i.e., opinion needed but not previously requested or examination for a contention not previously requested).
Rework has two categories in EMS:

- EMS Insufficient
- EMS Clarification

For each contention the User must select which type of rework category:

- EMS insufficient - Missing information on the DBQ requested; needed for rating purposes.
- EMS clarification - Information provided on the DBQ needs additional information for rating purposes.

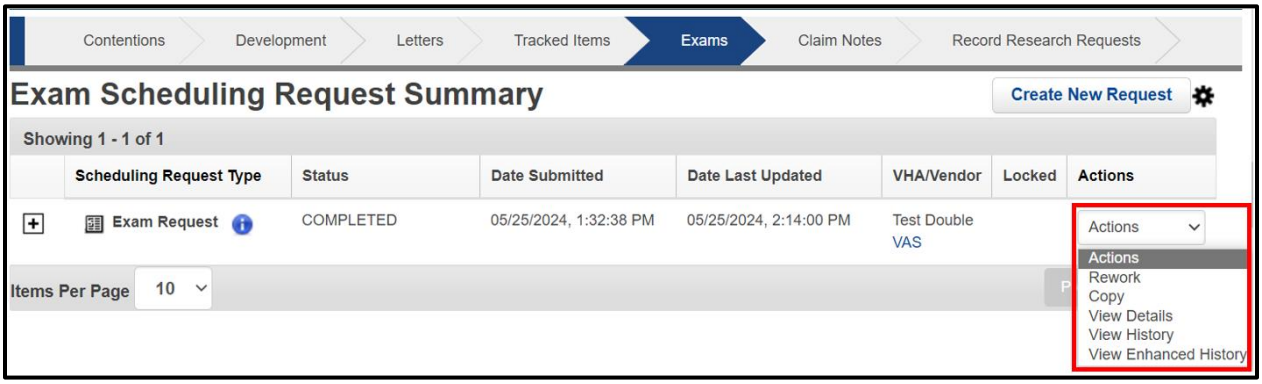
Rework vs New ESR

Rework Example:
Original ESR requested a direct medical opinion (MO) for the right knee as related to knee pain in service. The completed ESR did not provide the requested direct MO for the right knee. *A rework ESR would be warranted.*

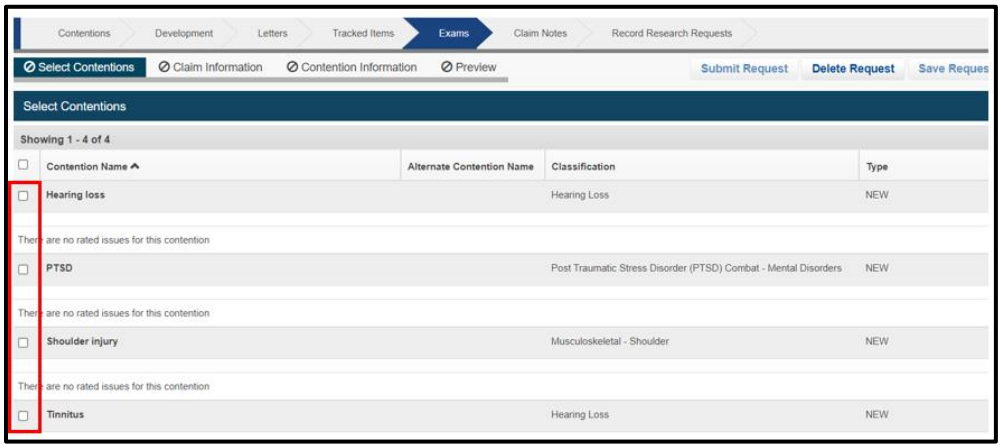
New ESR Example:
Original ESR requested a direct MO for the right knee as related to knee pain in service. The completed ESR provided the requested direct MO. A secondary MO is now required. *A new ESR is needed as the information was not requested in the original ESR.*

Creating Rework ESRs in EMS

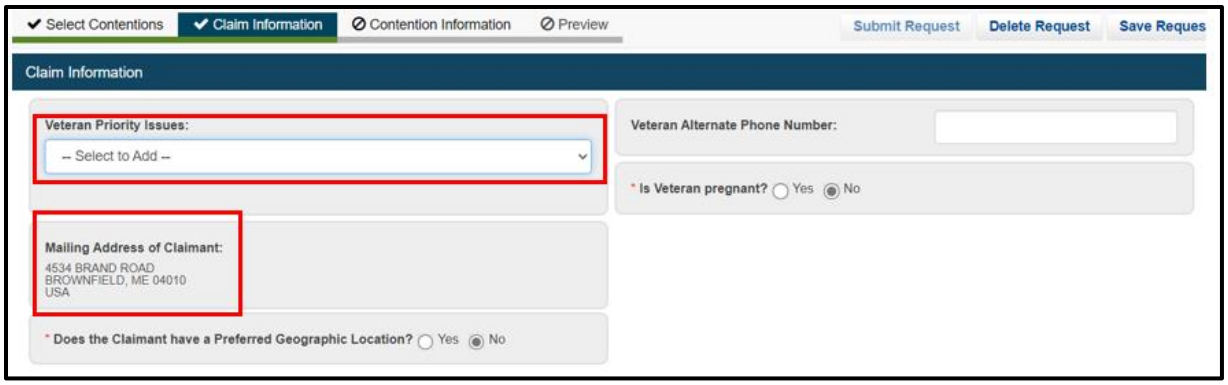
Step 1: Click Rework from the "*actions*" drop down menu next to the ESR in a "Completed" status requiring a rework.



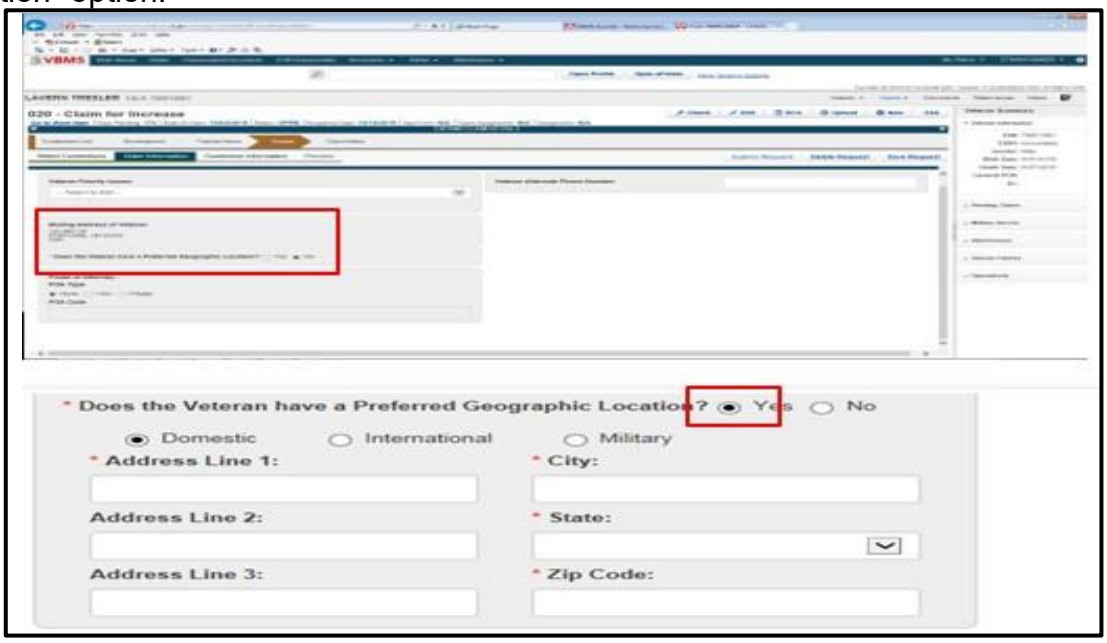
Step 2: Check the box for each contention that requires rework.



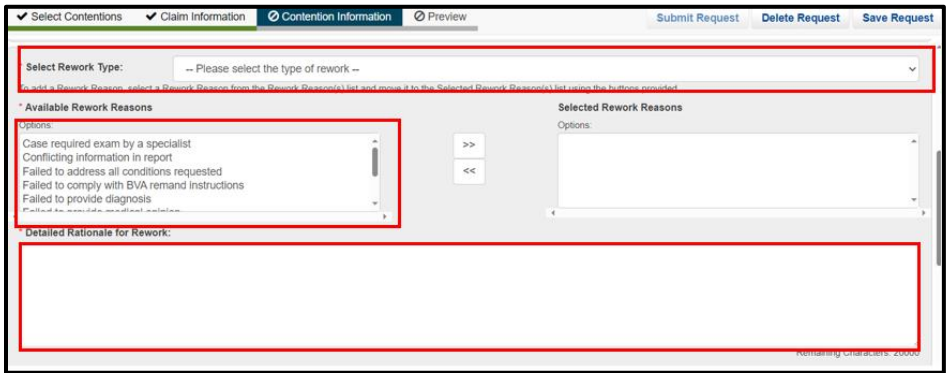
Step 3: Verify the mailing address of the Veteran and the Veteran Priority. For additional information see steps 3 and 4 in "Creating ESRs in EMS".



Step 4: If the Veteran is residing in a temporary address use the “Preferred Geographic Location” option.



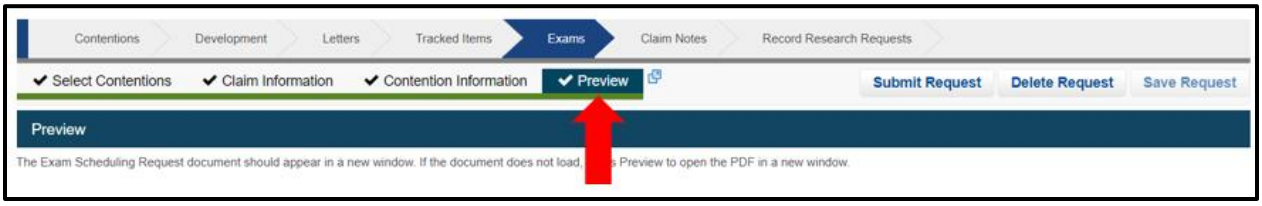
Step 5: Users must provide a Rework Type by using the drop-down arrow and then choosing insufficiency or clarification. Users must then select the “Rework Reasons” and provide a detailed rationale for the rework.



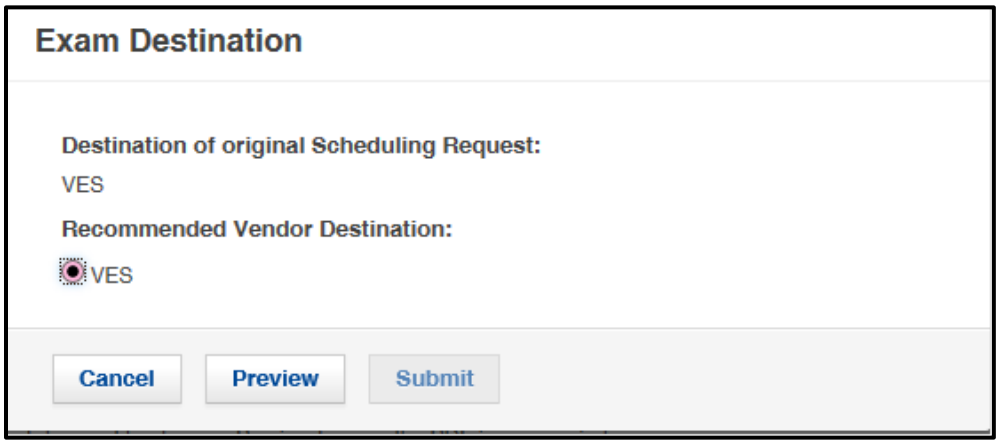
Step 6: Users will notice the DBQ(s) will automatically be selected matching the original ESR. User may need to adjust the DBQ(s) as appropriate and provide any additional information if necessary.

Step 7: Next click ‘Preview’ from the Exam subcategories list. This will generate a PDF of the rework ESR, which will contain the information to be provided to the examiner.

Review the PDF and validate that all necessary information is included, then can close out the PDF. If any information needs to be amended, you can go back and update as necessary before finalizing this request.



Step 8: EMS will automatically select the vendor that previously completed the original examination(s).

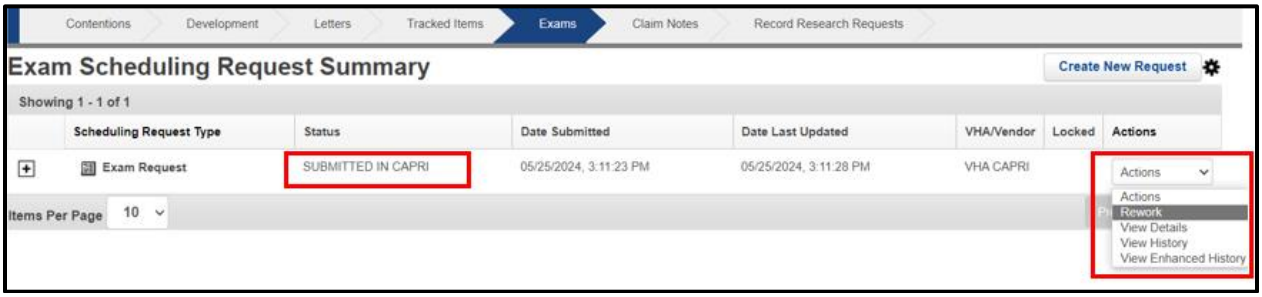


Step 9: After clicking 'Preview' and again reviewing the Rework ESR, you can now click 'Submit'. Once submitted, users cannot make changes to the ESR. You can only modify the ESR once the submission is in "*open*" or "*triage*" status. (For additional information on modifications to an ESR, refer to the "Modifications" section of this user guide.

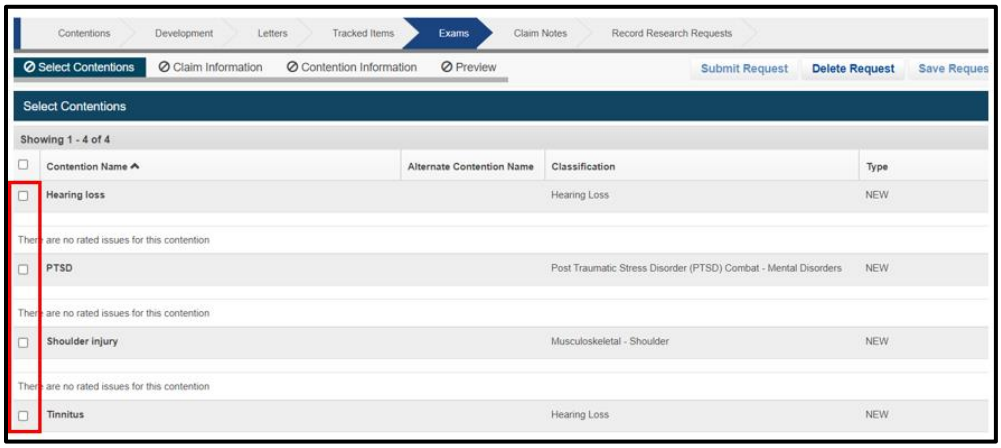
Step 10: Prior to ordering the Rework exam, if at any point users must close out before submitting the request, users can return to the Exam chevron and if the user has saved their work, this will allow editing of the draft request.

Creating Rework ESRs for CAPRI in EMS

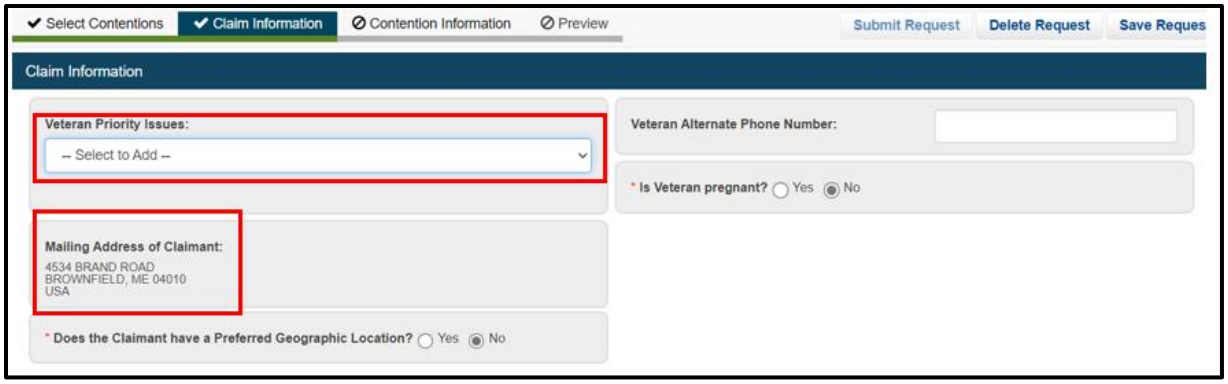
Step 1: Click Rework from the "*actions*" drop down menu, next to the ESR with a status of "Submitted in CAPRI."



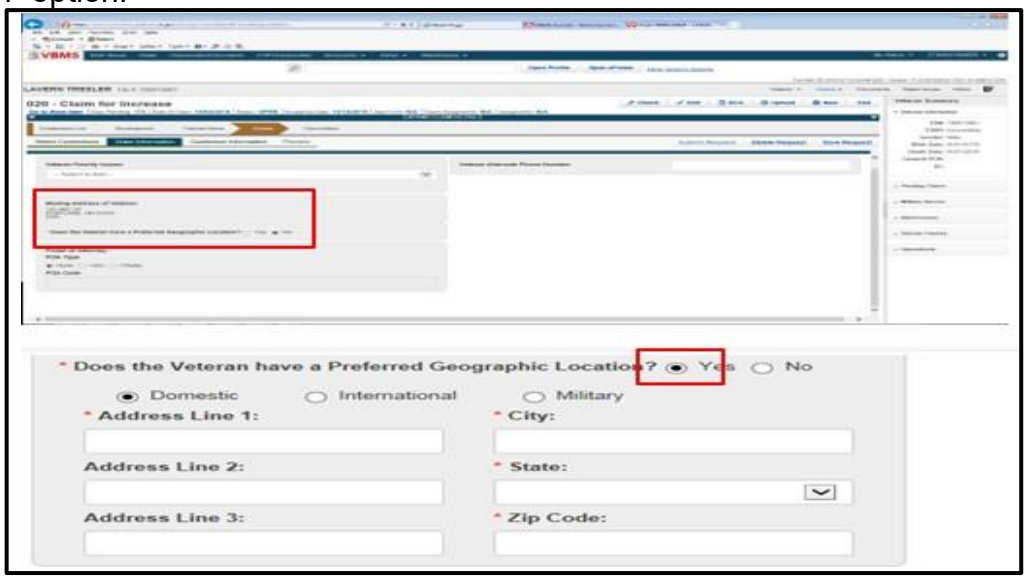
Step 2: Check the box for each contention that requires rework.



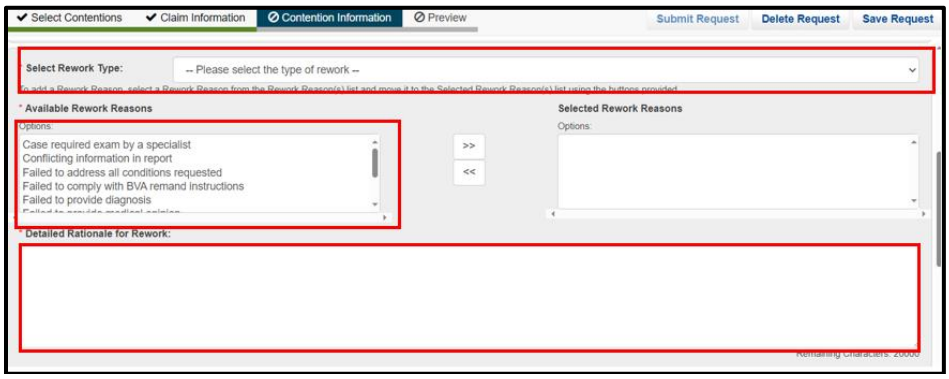
Step 3: Verify the mailing address of the Veteran and the Veteran Priority. For additional information see steps 3 and 4 in "Creating ESRs in EMS".



Step 4: If the Veteran is residing in a temporary address use the “Preferred Geographic Location” option.

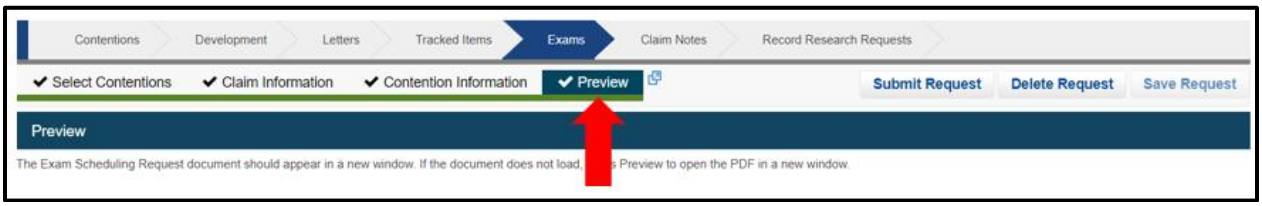


Step 5: Users must provide a Rework Type by using the drop-down arrow and then choosing insufficiency or clarification. Users must then select the “Rework Reasons” and provide a detailed rationale for the rework.

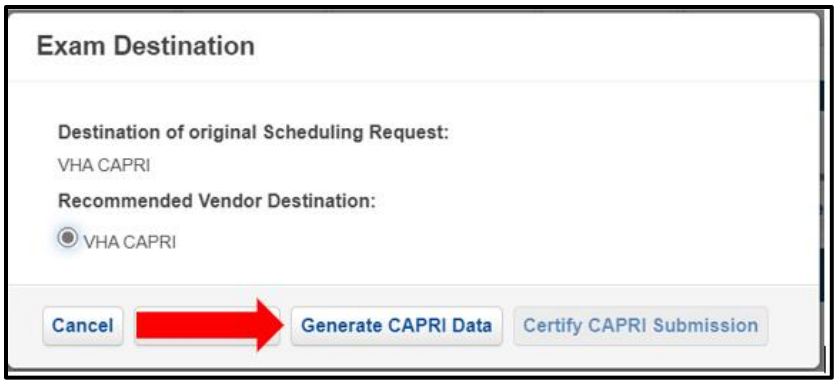


Step 6: Users will notice the DBQ(s) will automatically be selected matching the original ESR. Users may need to adjust the DBQ(s) as appropriate and provide any additional information if necessary.

Step 7: Next click 'Preview' from the Exam subcategories list. This will generate a PDF of the rework Exam Scheduling Request (ESR), which will contain the information to be provided to the examiner. Review the PDF and validate that all necessary information is included, then can close out the PDF. If any information needs to be amended, users can go back and update as necessary before finalizing the request.



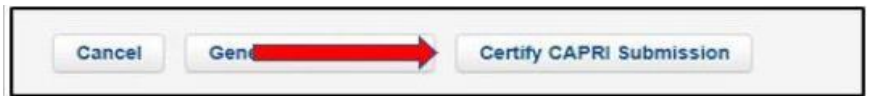
Step 8: EMS will automatically select VHA CAPRI since they previously completed the original examination(s). Select "Generate CAPRI Data.



Step 9: After clicking "Generate Capri Data," a new screen will display the CAPRI worksheet for review.

Step 10: Once the worksheet is generated, users must copy the CAPRI worksheet and paste it into the CAPRI system for the VAMC location nearest the Veterans home shown in ERRA.

Step 11: After the request has been entered into the CAPRI system, users will select "Certify CAPRI Submission" in EMS. By selecting this, the user certifies they entered the exam request in the CAPRI system. Once the user certifies CAPRI submission, changes cannot be made to the ESR.

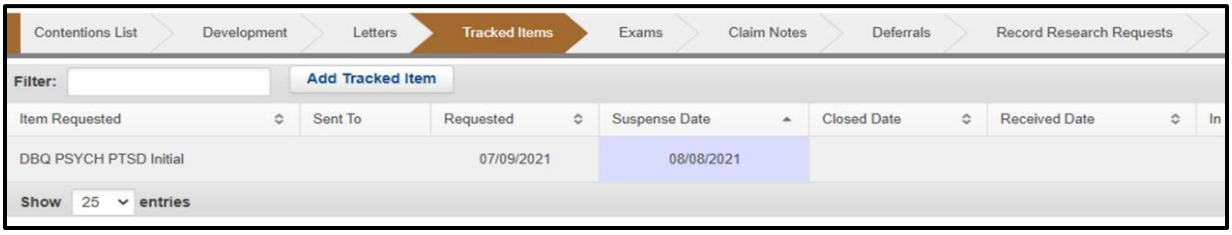


Note: Users **must** upload a copy of the "2507 Request" created in the CAPRI system to the VBMS eFolder.

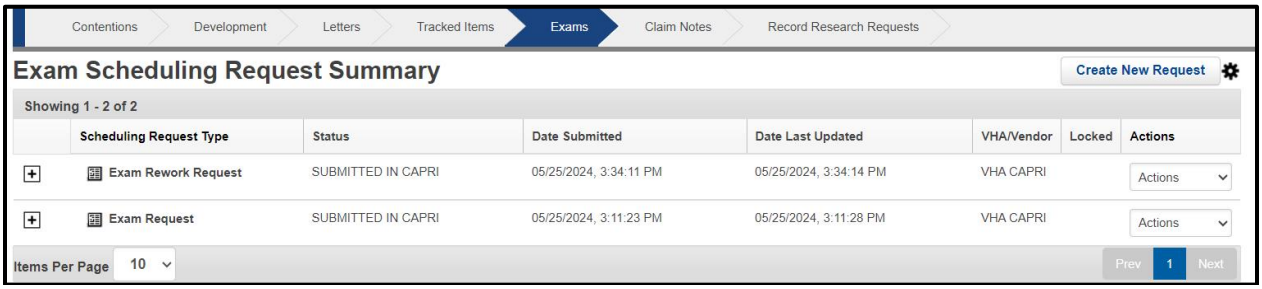
Important: The CAPRI worksheet generated in EMS is **not** automatically transmitted

to VHA or saved in VBMS.

Step 12: Upon certifying the CAPRI submission, users should verify that the correct DBQ specific 'Tracked Items' were created and that the claim suspense is updated appropriately. **Please note**: These tracked items must be manually updated.



After the ESR has been certified, the ESR information will display under the exam chevron. The status will indicate "Submitted in CAPRI" and "VHA CAPRI" will be shown as the destination.



8

Copy Functionality

CHAPTER CONTENTS

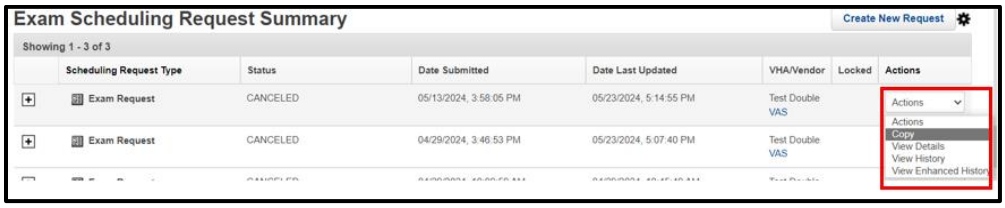
Copy ESR on Open Claim *63*
Copy ESR from Closed Claim *64*
Rework ESR from Closed Claim *67*

Copy Functionality

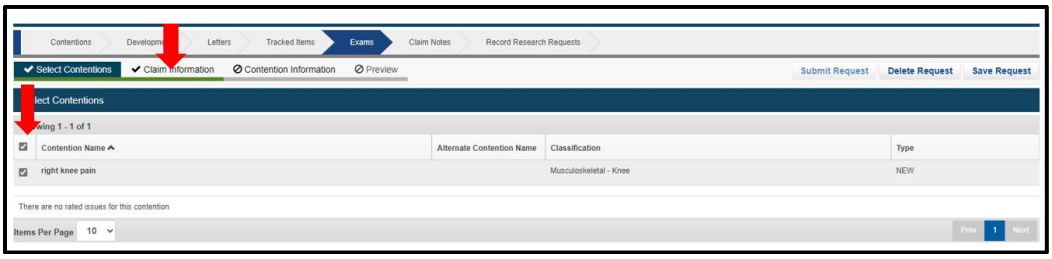
ESR “Copy” functionality allows users to recreate, with minimal input, a new ESR which had been previously cancelled or completed.

Copy ESR on Open Claim

Step 1: From ESR summary screen the user will select “Copy” from the “*actions*” drop down menu for the ESR being requested.

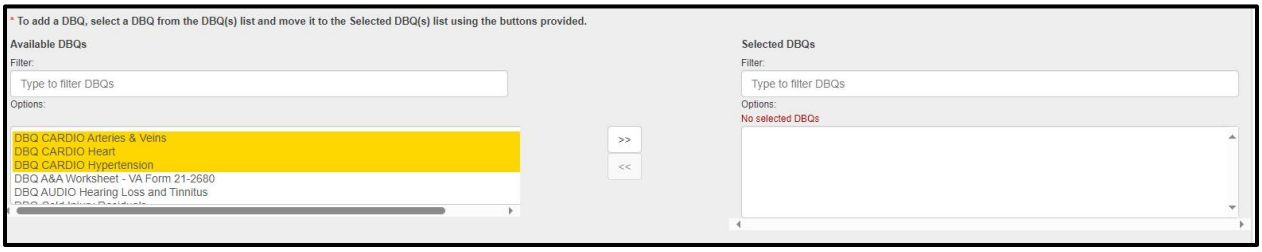


Step 2: Under “Select Contentions” tab the user will select all contentions or individual contentions to be copied.



Step 3: The user will verify the address and POA/VSO type for the claimant. For additional information “Creating ESRs in EMS”.

Step 4: The user will select the “Contention Information” tab and verify all DBQ(s) and medical opinion language, if applicable.



Step 5: Next click ‘Preview’ from the Exam subcategories list. This will generate a PDF version of the ESR. This PDF contains all the information that will be provided to the vendor/VHA. Review the PDF and ensure that all necessary information is included and that it is correct. Then close the PDF. If any information needs to be amended, users can go back and make any corrections, as necessary.

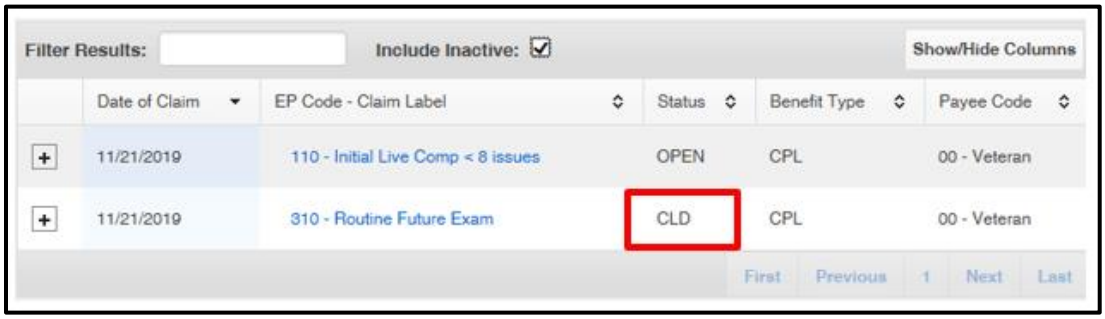
Copy ESR from Closed Claim

ESR "Copy" functionality also allows users to create a new ESR using the ESR information from a closed or canceled EP without manually re-keying all the previously captured information.

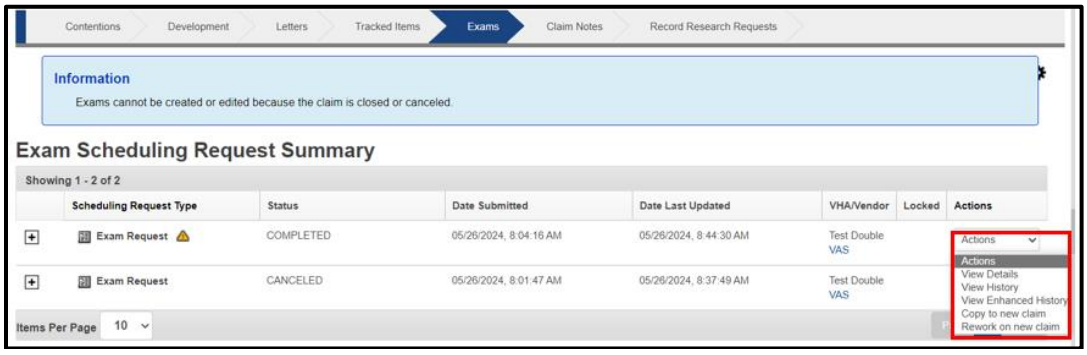
Using the Contention copying process will make sure the Contentions needed for the cloned ESR are already on the claim. It is not required to use a claim with "copied contentions", but when trying to clone an ESR, the contentions from that ESR you want to have examined must be on the contention list for the new EP.

Step 1: Click on the 'Claims' tab; Click on the 'Include Inactive' checkbox, then click on the Closed EP that has the original ESR.

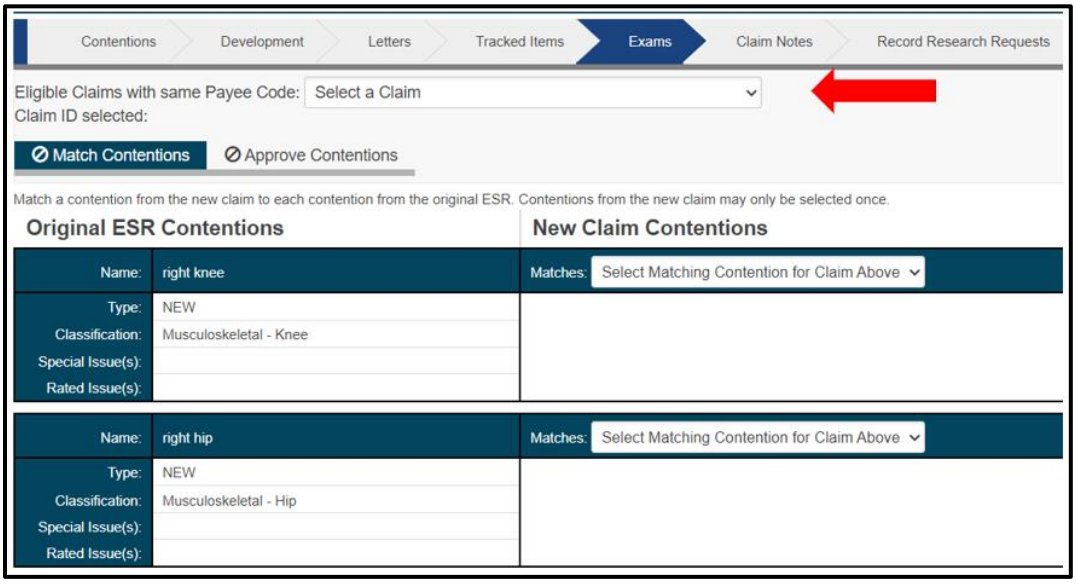
Step 2: Click on the Closed EP that has the original ESR requiring a copying.



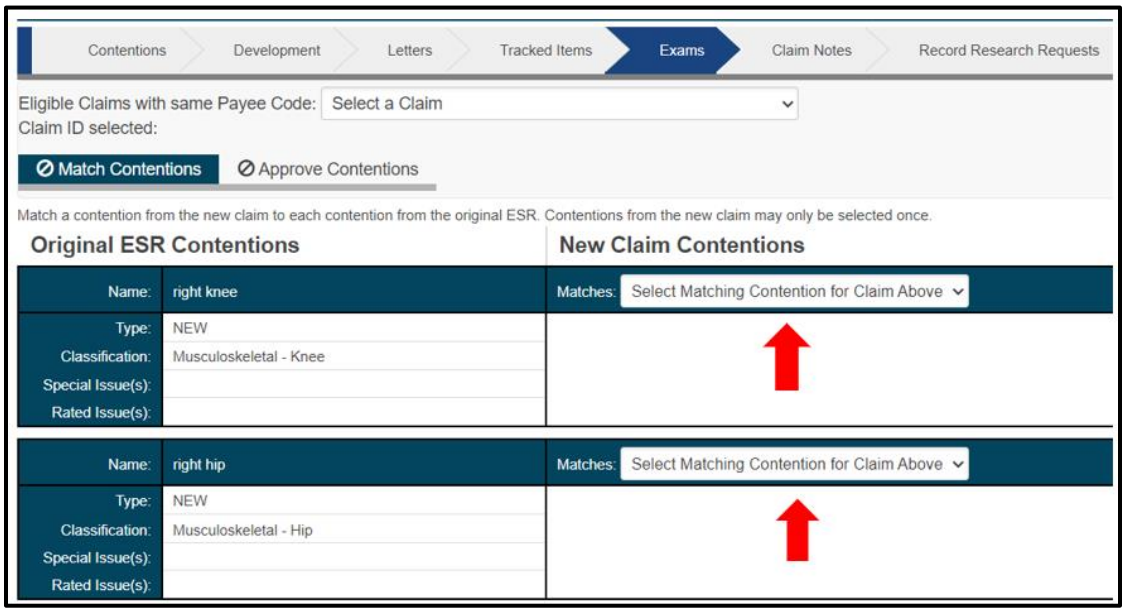
Step 3: From ESR summary the user will select "Copy to new claim" from the "*actions*" drop down menu for the ESR you wish to copy.



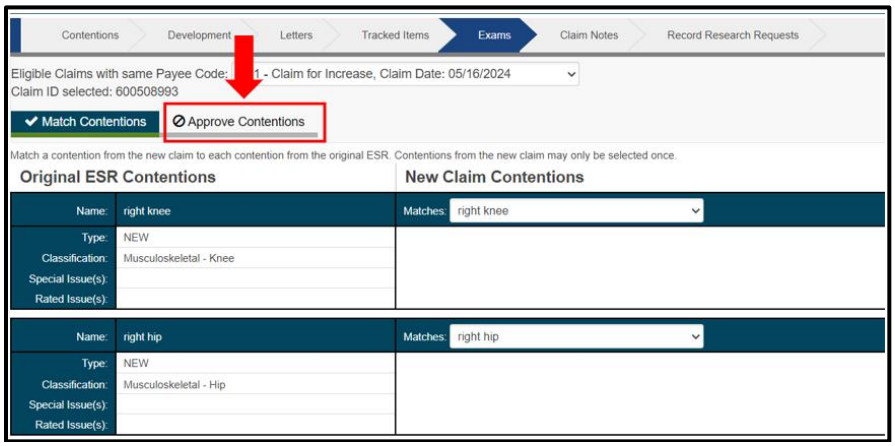
Step 4: Click on the 'Eligible Claims with same Payee Code' dropdown and select the claim with EP code that requires the Rework.



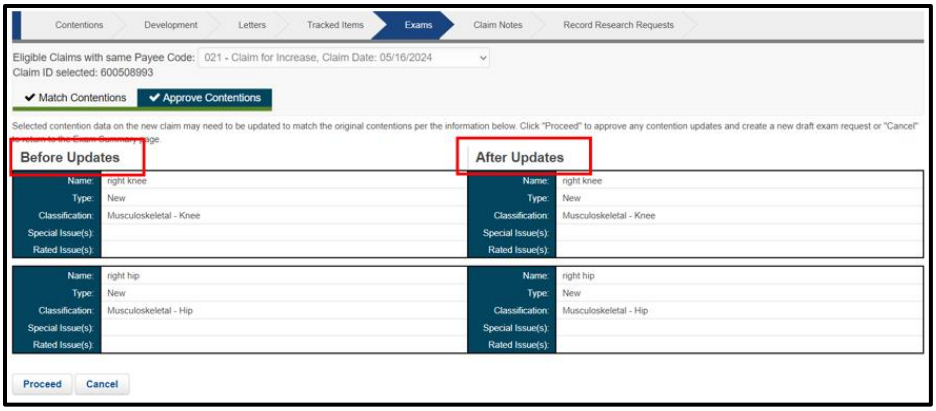
Step 5: Click on the Matches dropdown from the 'New Claim Contentions' dropdown. Select each Contention from the Matches dropdown.



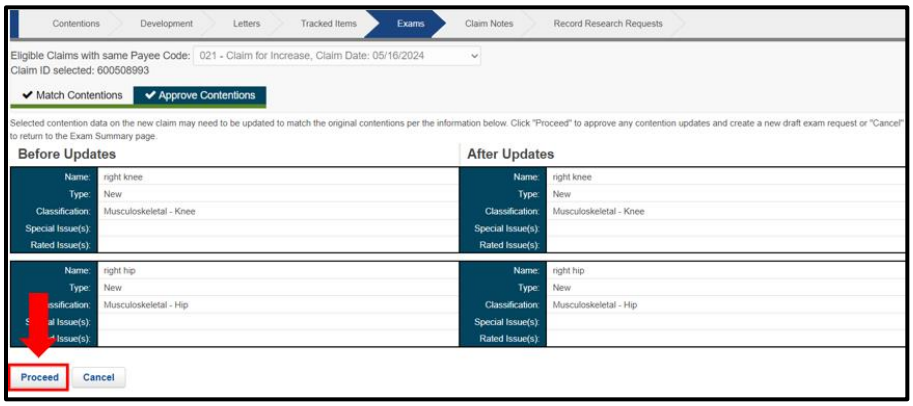
Step 6: Once the contentions are selected the Match Contentions button will turn green and you may click on the Approve Contentions tab.



Step 7: Verify that the 'Before Updates' tab has the list of contentions from new EP that you selected. Verify that the 'After Updates' tab has the list of contentions from closed/canceled EP. If you approve a match that is different than before, the contention information will be overwritten on the claim. Ensure that there is no erroneous overwrite of a required contention on the claim.



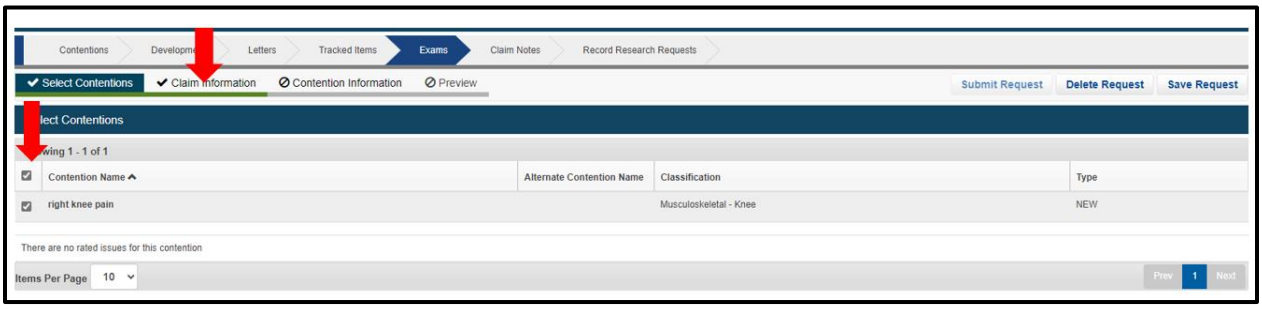
Step 8: Click on the Proceed button on the bottom of the page.



A new Exam Request is created on the EP that was selected with a Draft Status and the Select Contentions page will be displayed.

Note: The contentions created on the new EP will be displayed.

Step 9: Under “Select Contentions” tab the user will select all contentions or individual contentions to be copied.



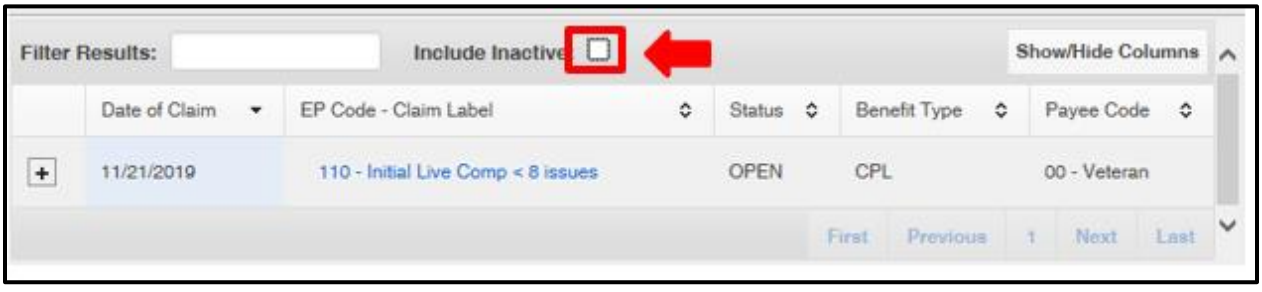
Step 10: The user will select the “Contention Information” tab and verify all DBQ(s) and specialty language, if applicable.

Step 11: The user will then select “Preview” and ensure the ESR is accurate prior to clicking submit. For additional information please see “Creating ESRs in EMS”

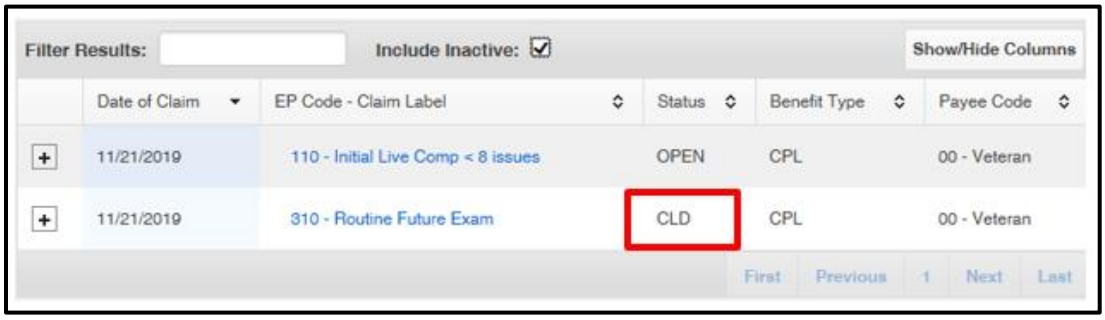
Rework ESR from Closed Claim

When a claim has been canceled/closed and contentions from a previously completed ESR requires a “Rework”, the user is able to submit a rework from an exam on a previously closed/canceled EP. The rework functionality would then be used from a previously completed ESR. Please see “Rework Definitions” and “Rework vs New ESR”

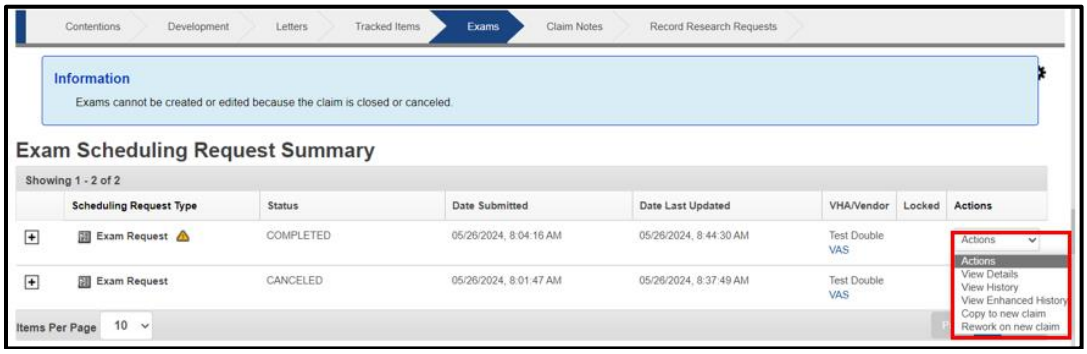
Step 1: Click on the 'Claims' tab; Click on the 'Include Inactive' checkbox, then click on the Closed EP that as the original ESR.



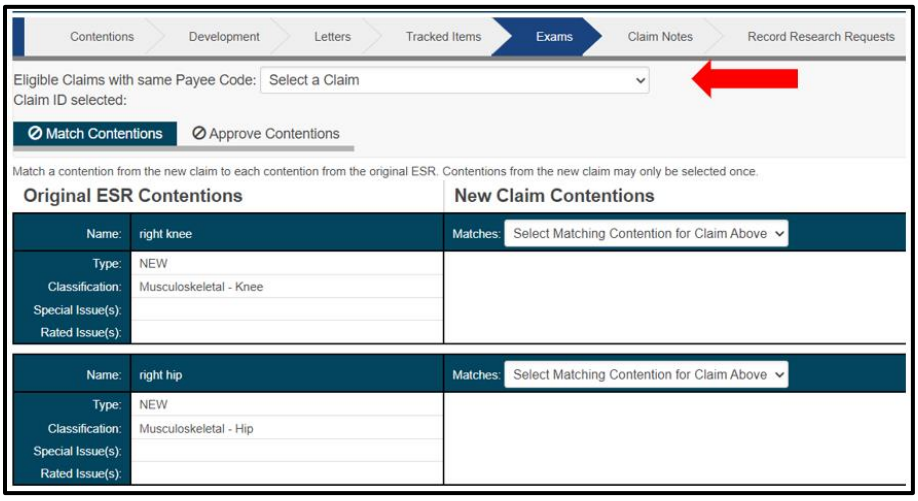
Step 2: Click on the Closed EP that has the original ESR requiring a copying.



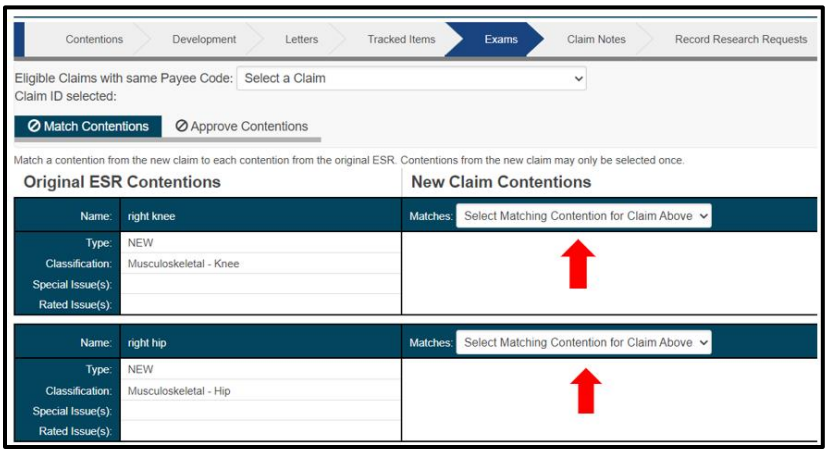
Step 3: From ESR summary the user will select "Copy to new claim" from the "*actions*" drop down menu for the ESR you wish to copy.



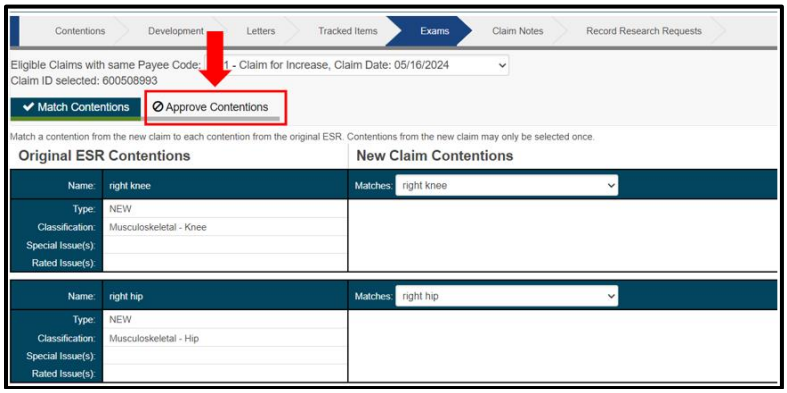
Step 4: Click on the 'Eligible Claims with same Payee Code' dropdown and select the claim with EP code that requires the Rework.



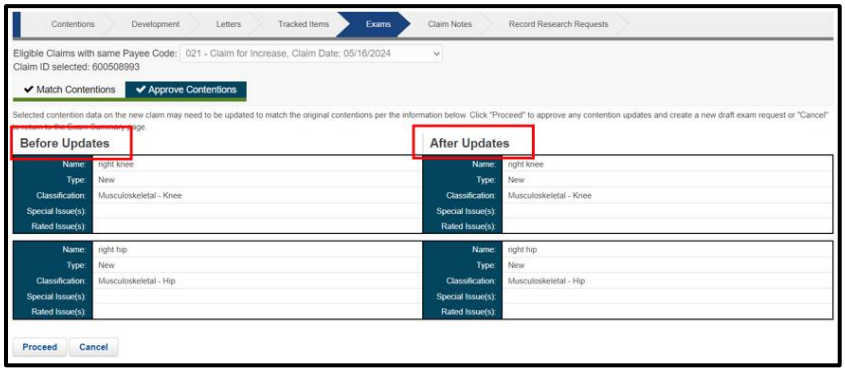
Step 5: Click on the Matches dropdown from the 'New Claim Contentions' dropdown. Select each Contention from the Matches dropdown.



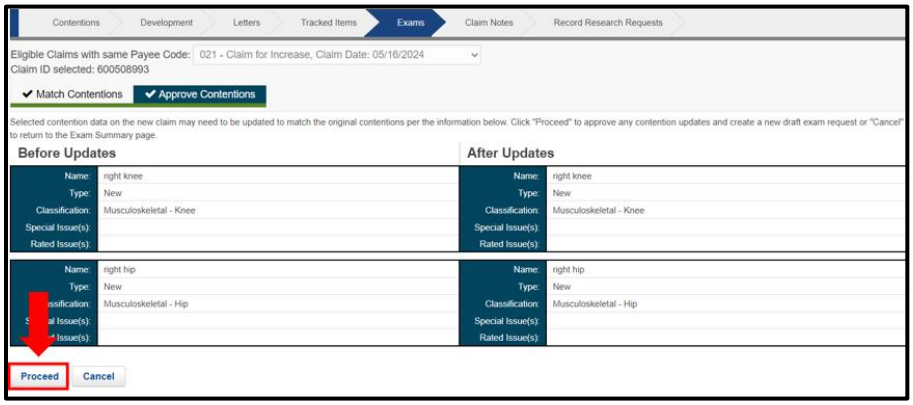
Step 6: Once the contentions are selected, the Match Contentions button will turn green and you may click on the Approve Contentions tab.



Step 7: Verify that the 'Before Updates' tab has the list of contentions from new EP that you selected. Verify that the 'After Updates' tab has the list of contentions from the closed/canceled EP. If you approve a match that is different than before, the contention information will be overwritten on the claim. Ensure that there is no erroneous overwrite of a required contention on the claim.



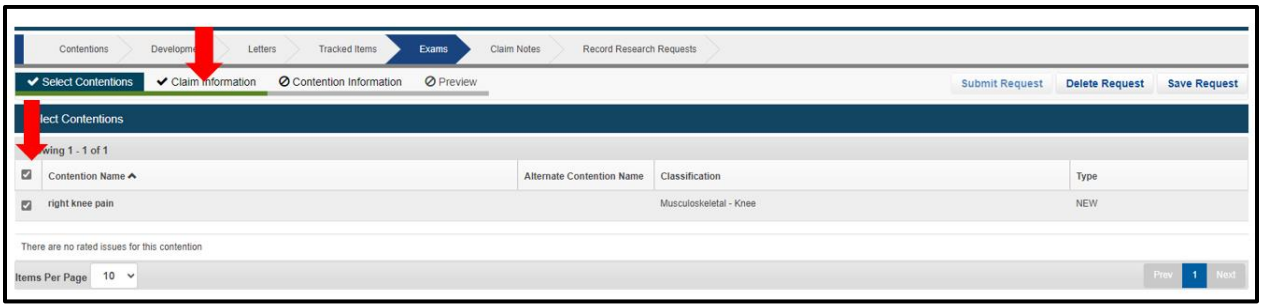
Step 8: Click on the Proceed button on the bottom of the page.



A new Exam Request is created on the EP that was selected with a Draft Status and the Select Contentions page will be displayed.

Note: The contentions created on the new EP will be displayed.

Step 9: Under "Select Contentions" tab the user will select all contentions or individual contentions to be copied.



Step 10: Users must provide a Rework Type by using the drop-down arrow and then choosing insufficiency or clarification. Users must then select the "Rework Reasons" and provide a detailed rationale for the rework. For additional information see "Creating Rework ESRs in EMS"

Step 11: Users will select the appropriate DBQ and provide any medical opinions, if necessary. For additional information please see "Creating ESRs in EMS"

Step 12: The user will then select "Preview" and ensure the ESR is accurate prior to clicking submit. For additional information please see "Creating ESRs in EMS

9

eFolder Functionality

CHAPTER CONTENTS

What will I see? 72
What happens if not all documents are transmitted? 72
What do I need to do? 72

eFolder Transmission Functionality

VBMS EMS ***automatically*** sends a complete copy of all documents in the Veteran's eFolder to the Vendor when an exam request is submitted.

- File will only be transferred when the Initial Exam Request is submitted.
- There will be no additional files transferred when a Clarification Request or Rework is sent.

- All annotations and bookmarks on those documents **are now** transmitted to the Vendors.
  - It's important to ensure documents are properly annotated and bookmarked for examiner review. See "Document Annotations and Notes" section for additional information.

What will I see?

After the ESR has been submitted to the MDE Vendor, a new event, the "Manifest Request" event, will be available for review in the EMS Exam History. The Manifest Request event will show how many documents were transmitted to the MDE Vendor.

What happens if not all Documents are transmitted?

If all documents were not transmitted to the MDE Vendor, the claims processor ***is NOT*** responsible for identifying or transmitting any missing eFolder documents. MDEO and MDE vendors will be responsible for identifying missing eFolder documents and downloading/pushing those documents via the current Caseflow eFolder Express process.

What do I need to do?

The claims processor does not need to take any action to initiate the eFolder transmission. The claims processor should continue to review all documents in the eFolder and annotate/bookmark those documents as appropriate.

10

Exam Tracked Items

CHAPTER CONTENTS

Exam Related Tracked Items 74
Processing Tracked Item..... 72
Clarification Request Tracked Item 75
Exam Request- Contention Tracked Item.....75

VA | U.S. Department of Veterans Affairs

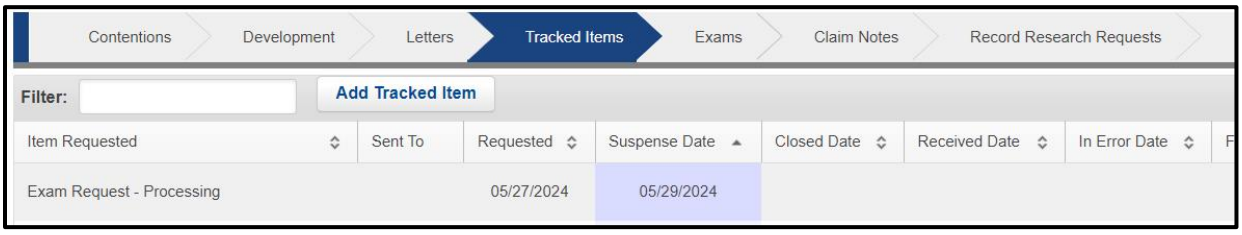
Exam Related Tracked Items

When an exam scheduling request or rework request is submitted to the EMS, tracked items are automatically created for each contention on the request. EMS tracked items are automatically created and updated by the system.

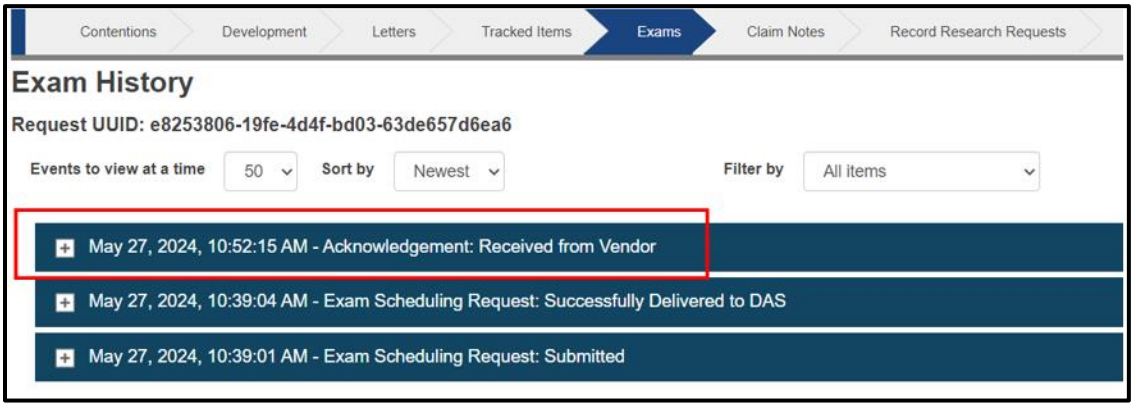
Please note: For ESRs created in EMS and submitted in CAPRI, DBQ related 'Tracked Items' are created. These tracked items do **not** automatically update and must be manually updated accordingly by users.

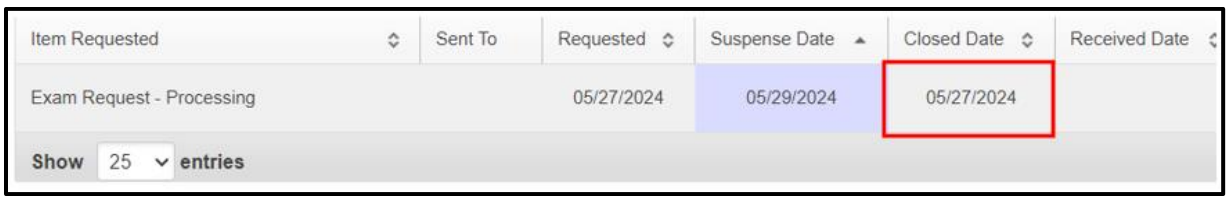
Processing Tracked Item

Upon successful submission of an ESR, an "Exam Request Processing" tracked item is automatically created. The suspense date for the tracked item is the current date plus 2 days.



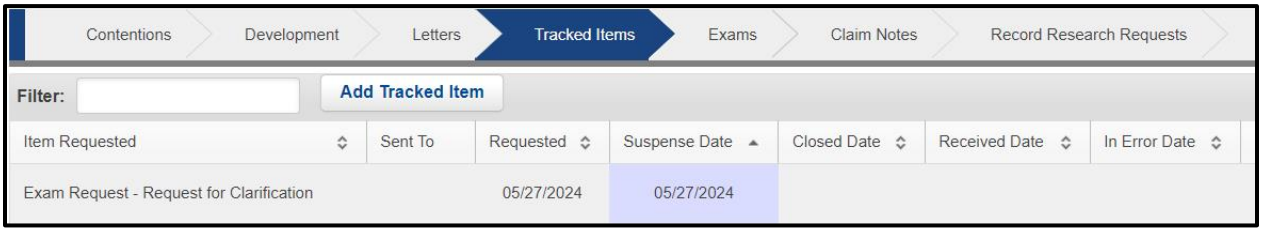
The "Exam Request Processing" tracked item will close automatically when the vendor acknowledges receipt of the ESR. To acknowledge receipt, the Vendor sends the Exam Request "Acknowledgement" event shown in the history of the ESR.



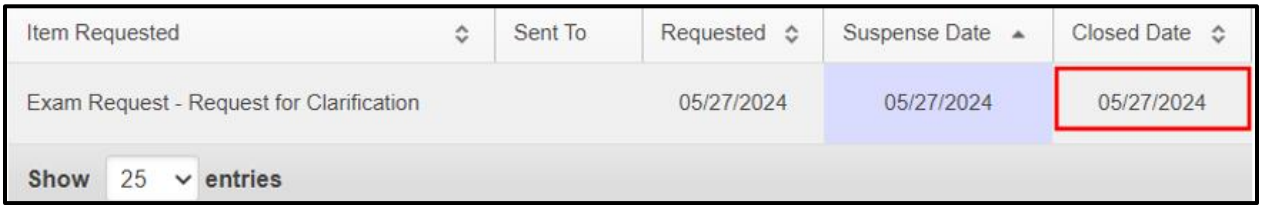


Clarification Request Tracked Item

If an MDE vendor requires additional information for an ESR, a request for clarification will be sent. When a request for clarification is received a “Request for Clarification” Tracked item is created with the same day suspense.

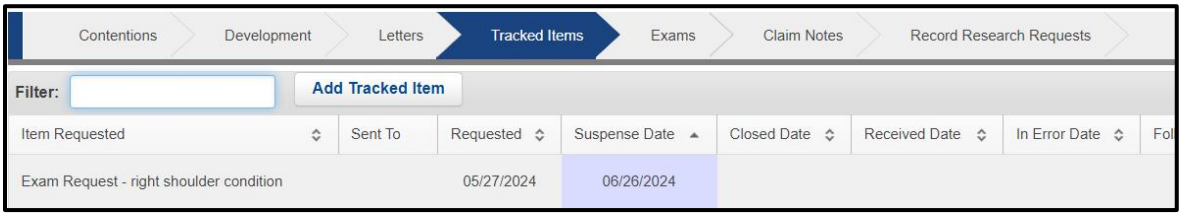


The “Request for Clarification” tracked item will close automatically when a Clarification Response is sent.



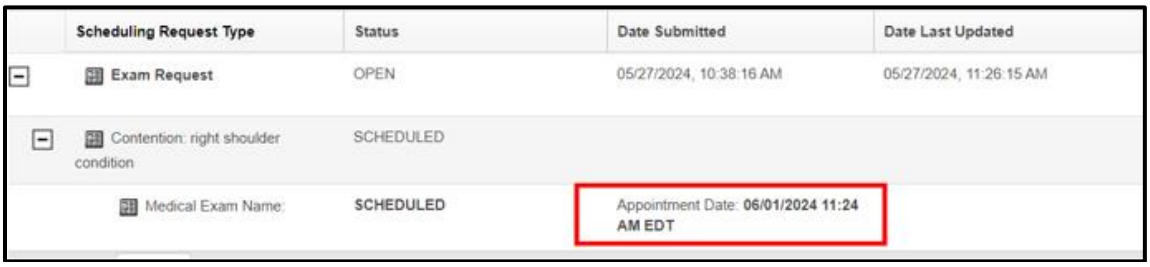
Exam Request- Contention Tracked Item(s)

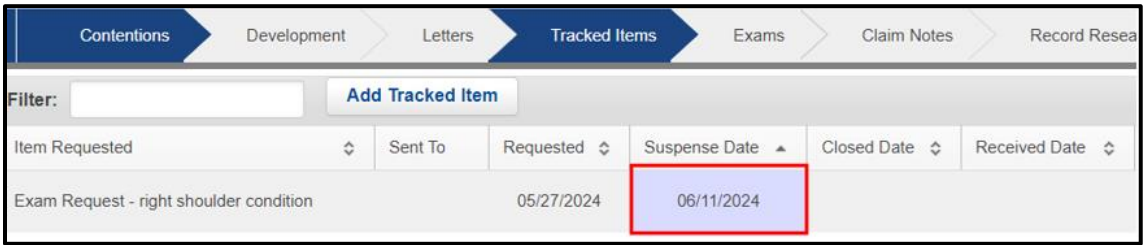
Upon submission of the ESR an “‘Exam Request – [Contention Name]” tracked item is created for each individual contention. The contention specific tracked item suspense date will update based on where each are in the process.



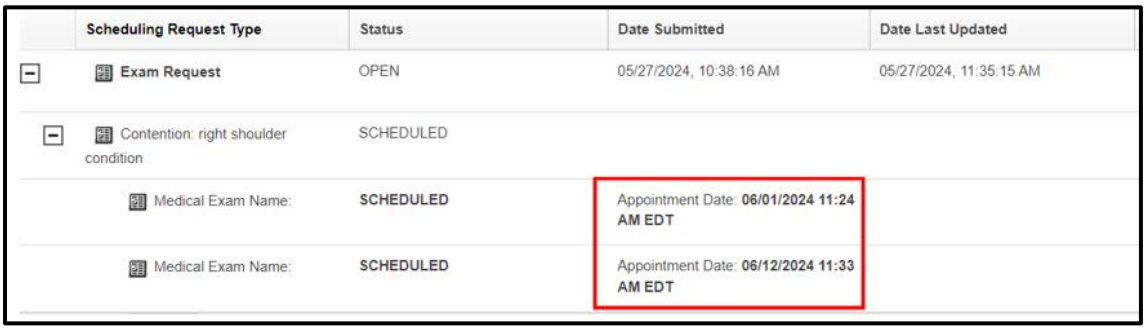
At the initial submission of the ESR, the suspense date for each contention is 30 days.

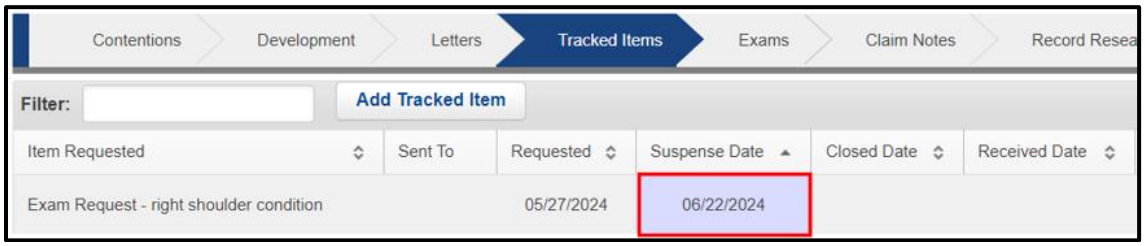
Once the vendor sends scheduling information for the contention, the suspense will **automatically** update to the appointment scheduled date plus 10 days.





If there are multiple appointments scheduled for the contention, the suspense will be the appointment date plus **10 days** for the furthest out appointment date.





Tracked Item Receipt Date Updates

The Exam Request contention tracked items will automatically be marked as received when the ESR is canceled, the contention is canceled, or when the Results Available Package is received from the vendor.

ESR Cancelation

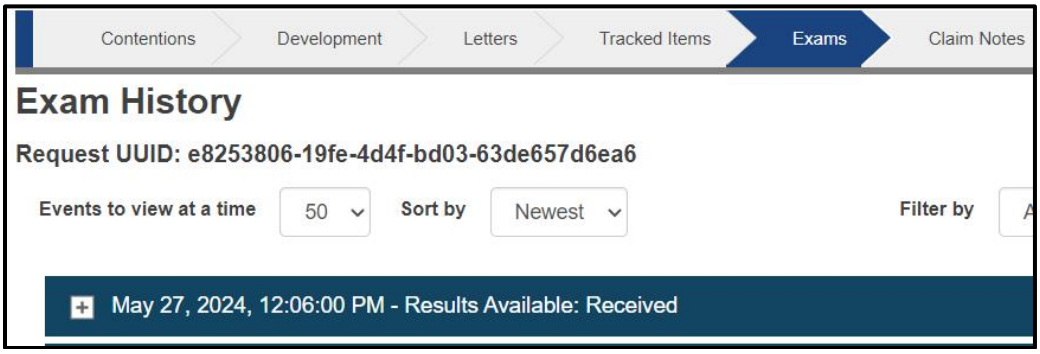
When an ESR cancelation is submitted, the tracked item for each contention is automatically updated with a received date. This will be the date the ESR cancelation was sent.

Contention Cancelation

When either a contention cancelation is submitted from VBA, or a request to cancel contention is received from the vendor, the tracked item for each contention is automatically updated with a received date. This will be either the date the contention cancelation is submitted or the date the request to cancel contention is received.

Completed Contention

When the vendor is finished with a specific contention and no further appointments will be scheduled, they will certify their completion by sending “Results Available” for each contention.



Upon receipt of the “Results Available” the tracked item for the contention associated with the “Results Available” is automatically updated with a received date. Once the received date is automatically populated, **the date should not be manually adjusted**.

Note: The received date is **not** the DBQ receipt date. These processes are separate.

However, if there are unresolved documents, when the “unresolved documents” button is selected, the received date tracked item will be updated to reflect the date the documents were resolved by the user.