

VA



U.S. Department  
of Veterans Affairs

# Automated Decision Support

*Toolkit*



# **Automated Decision Support**

## **Overview**

This toolkit is designed to provide Veterans Service Officer (VSO) resources for effective communications about Automated Decision Support (ADS). The Veterans Benefits Administration (VBA) has prioritized technology modernization efforts to provide improved benefits delivery to Veterans and beneficiaries.

## **Talking Points**

The following talking points are to assist Veterans in understanding the role of ADS in the claims process. These messages detail information that will assist VSOs in strengthening customer understanding, increasing awareness, and promoting transparency.

### **High-level Overview**

ADS leverages technology to automate specific areas of development within the claim cycle. ADS is not end-to-end automation, instead it focuses on the administrative activities leading up to the claim decision. ADS frees up the claims processors' time for more complex and analytical duties. The goal of ADS is faster and consistent decisions, creating a better user experience for processors, and enhancing the customer experience for Veterans and their beneficiaries.

ADS reviews the Veteran's eFolder to determine whether sufficient medical evidence exists to make a decision. If sufficient evidence exists, it will be compiled and indexed into the ARSD, and the claim will be sent Ready for Decision (RFD). If there is not enough evidence of record to decide the claim, an automated examination request will be drafted through the VBMS Exam Management System.

ADS technology retrieves and consolidates medical records and evidence gathered through a query of the VBMS eFolder and provides a summary document of indexed and prioritized information that can be used as a tool by claims processor when making decisions. RFD, Open, and Exam automation logic has been refined to rely on structured medical data, which yields highly reliable ADS outcomes and saves valuable time for claims processors.

### **Talking Points**

VBA has prioritized technology modernization efforts to improve benefit delivery to Veterans and beneficiaries. VBA's goal for improved benefits delivery includes:

- Improved accuracy
- Increased efficiency

As part of this modernization, VBA is automating some administrative tasks within the existing claims process. This is known as Automated Decision Support (ADS). The goal of ADS is to support claims processors in their decision making. This technology will result in faster, more accurate, and more consistent decisions for Veterans and their beneficiaries—ultimately improving the VA customer service experience.

ADS is not end-to-end automation. Instead, it focuses on the administrative activities leading up to the claim decision that frees claims processors' time for more complex and analytical duties. Claims processors will maintain full adjudicative discretion in making claim decisions.

VBA's Claims Processing Automation creates automation tools that optimize VA claims processors' performance. These tools include:

- Automated claim intake
- Automated eligibility determination
- Automated record requests
- Automated records retrieval
- Automated medical data retrieval
- Automated data ingestion
- Automated exam requests
- Automated Review Summary Document

## **Automated Decision Support Resources**

### **Automated Review Summary Document Fact Sheet**

- General information
- Evidence review
- Medical data sources
- Navigating the ARSD

### **Automated Decision Support Quick Reference Guide**

- General information
- Diagnostic codes eligible for automated review
- ADS in the claims process
- ARSD overview

### **Automated Decision Support Frequently Asked Questions**

- General information
- Knowing when a claim has been through ADS
- ARSD overview
- ADS impact on Veterans, VSOs, and claims processors