



U.S. Department of Veterans Affairs

Veterans Benefits Administration
Medical Disability Examination Office (MDEO)
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August 2022



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MDEO: Providing Timely and Quality Exams to Veterans & Servicemembers Worldwide

ACHIEVEMENTS

- Despite COVID-19, MDEO has exceeded yearly goals for Examination Scheduling Request (ESR) completions
 - Pending inventory reduced 47.3%
 - Exam ADP reduction of 59.7%
- Since October 2021, vendors expanded their provider networks by 21.9%



OPERATIONAL READINESS

- Significant contract modifications decreased vendor ramp up time, included provisions for incentives & disincentives, and added a production standard while maintaining the timeliness standard
- Maximizing acceptable clinical evidence (ACE), tele-C&P modalities, traveling providers, & increasing mobile unit capabilities during pandemic



WHAT'S NEXT

- Automation and IT initiatives
- Additional contract modification improvements
- Collaborative efforts to improve and streamline the C&P examination process
- Legislative changes (PACT Act P.L. 117-168)



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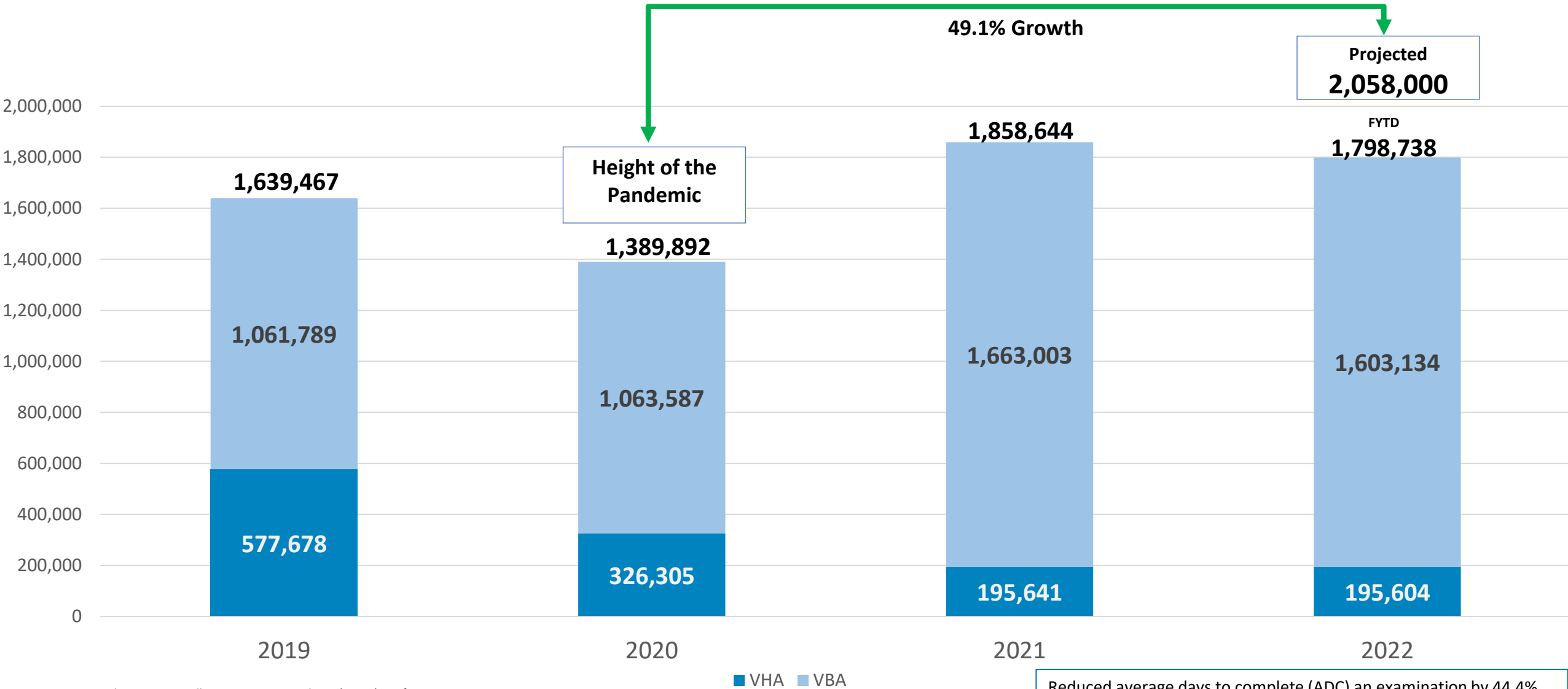
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Examination Scheduling Request (ESR) Completion



Data Source: Oracle Business Intelligence Enterprise Edition (OBIEE) as of 17 Aug 2022

■ VHA ■ VBA



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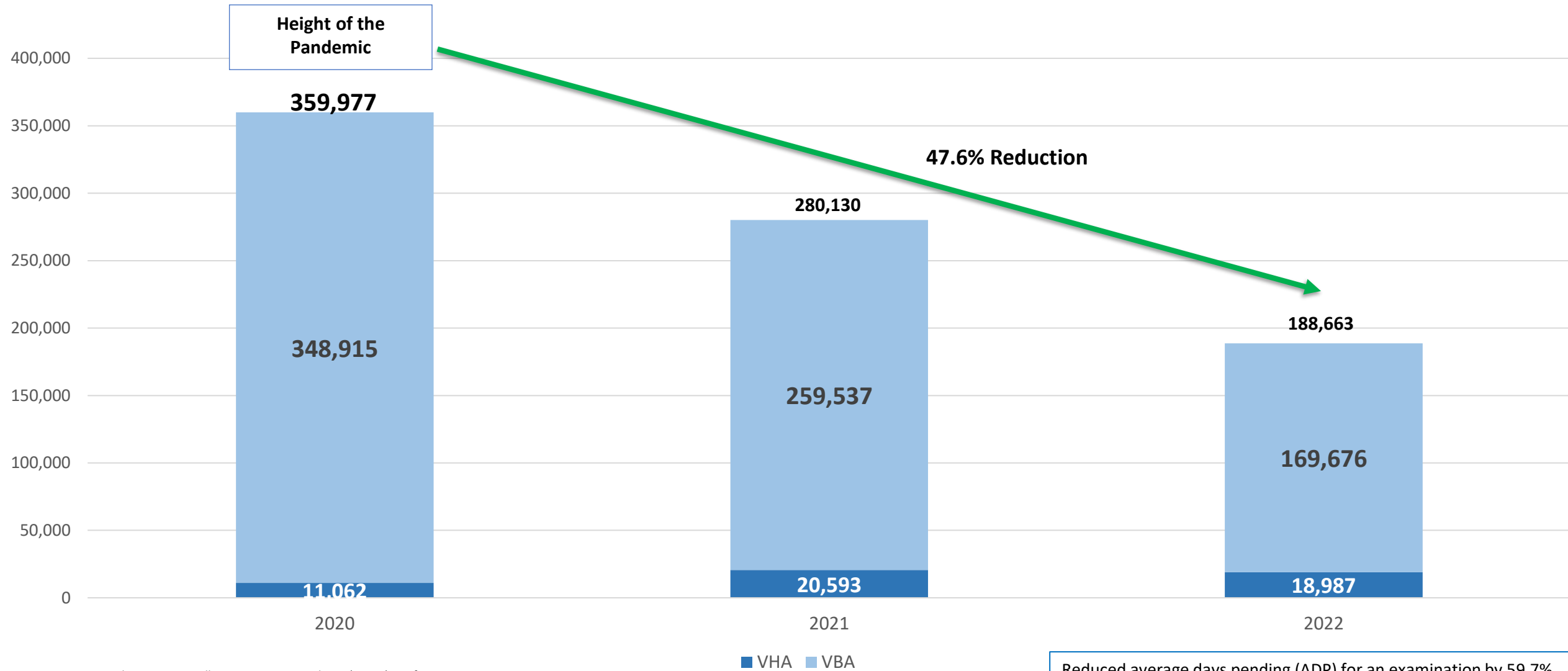
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Pending Inventory ESRs



Data Source: Oracle Business Intelligence Enterprise Edition (OBIEE) as of 17 Aug 2022

Reduced average days pending (ADP) for an examination by 59.7%



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DBQ Updates

The doorway to most VA benefits and services is the Rating Decision; the key to opening that door are the DBQs.

VASRD DBQ Updates

- Ten (10) Body Systems completed to date
- Eleven (11) Digestive DBQs – under revision, tentative release 9/2023
- Four (4) Mental Disorders – under revision, tentative release 12/2023
- Six (6) Respiratory/ENT/Audio (combined body system) – under revision, tentative release 12/2023

Non-VASRD DBQ Updates

- Revised six (6) DBQs to comply with the Lynch v. McDonough Federal Circuit holding on reasonable doubt.
- Added tumors/neoplasms section to five gastrointestinal DBQs (PACT Act)



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IT Modernization Priorities



IT modernization is the hub of all future automation and enhancements supporting the medical disability examinations process.

IT Priority	Description
Exam Management Modernization	Enhancements for systems supporting the medical disability examination process
DBQ IEPD Transition to MDE	Implementation of a new standardized format for all DBQs across VA
DBQ Content Management Tool	Implementation of new tool to design, develop, and update DBQ templates
MDE Vendor Changes to Support DBQ Ingestion Prototype/Project	Modification of Vendor DBQs to the ABD DBQ Data Ingestion Project and future automated ratings
CAPRI/VBMS EMS Integration	Centralizes standardized process for all C&P exams across VA and allows automatic creation of a 2507 for C&P exam processing
Disability Benefits Questionnaire (DBQ) Portal	Centralized portal to allow a single DBQ source for MDEO Vendors and VHA Examiners



Accomplishments and Updates

- Medical Disability Examination (MDE) vendors are targeted to complete over 1.8 million C&P examinations for Fiscal Year (FY) 22
- MDEO using boothless technology to complete audiology disability exams.
 - State-of-the-art technology will increase access to disability examinations for rural Veterans, and other Veteran populations who are currently underserved.
 - First use of this technology took place April 2022.
- MDEO coordinates with vendors nationwide to ensure focus on agency priority missions
- MDE vendors actively targeting C&P examinations associated to claims pending more than 125 days



Questions

