

## ENROLLMENT COORDINATOR

- 1. REASON FOR ISSUE:** This Veterans Health Administration (VHA) Directive outlines the duties and responsibilities of the Enrollment Coordinator position that has been established at each Department of Veterans Affairs (VA) medical facility.
- 2. SUMMARY OF MAJOR CHANGES:** None.
- 3. RELATED ISSUES:** VHA Handbook 1601A.01, Eligibility Determination; VHA Handbook 1601A.03, Enrollment Determinations.
- 4. RESPONSIBLE OFFICE:** The Chief Business Office (10NB) is responsible for the contents of this Directive. Questions may be addressed to (202) 382-2500.
- 5. RESCISSIONS:** VHA Directive 2009-045, dated September 29, 2009, is rescinded.
- 6. RECERTIFICATION:** This VHA Directive is due to be recertified on or before July 2020.

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## ENROLLMENT COORDINATOR

**1. PURPOSE:** This Veterans Health Administration (VHA) outlines the duties and responsibilities of the Enrollment Coordinator position that has been established at each Department of Veterans Affairs (VA) medical facility. **AUTHORITY:** 38 U. S. C. 1705, 1710, 7301(b).

### 2. BACKGROUND:

a. Public Law 104-262, the Veterans' Health Care Eligibility Reform Act of 1996, required that VA establish an enrollment system to help manage its health care delivery system. VHA has determined that an Enrollment Coordinator position is required within each medical facility to serve as the facility liaison on all administrative matters relating to the enrollment program.

b. The VHA's Health Eligibility Center (HEC) transitioned to field sites the ability to make certain changes to Veterans' records in the Enrollment System (ES) in an effort to improve the updating of the national enrollment data bases and assisting Veterans.

**3. POLICY:** It is VHA policy that each VA medical facility maintain an established position for an Enrollment Coordinator.

### 4. RESPONSIBILITIES:

a. **VA Medical Facility Director.** The VA medical facility Director is responsible for ensuring that:

(1) A facility Enrollment Coordinator is identified by the Chief, Health Administration Service or Chief, Medical Administration Service (depending on the medical facility), and any changes in the Enrollment Coordinator are forwarded to the HEC;

(2) The Enrollment Coordinator collaborates and communicates with local clinical program offices to facilitate delivery of health care services;

(3) The Enrollment Coordinator attends the HEC Enrollment Coordinator's Academy and completes the online Health Benefits Advisor (HBA) training;

(4) The Enrollment Coordinator attends the Chief Business Office and HEC Eligibility and Patient Benefits monthly conference calls;

(5) The Enrollment Coordinator is a member of the VHA Enrollment Coordinator mail group; and

(6) The Enrollment Coordinator serves as the facility liaison on matters relating to the enrollment program.

b. **Enrollment Coordinator.** The Enrollment Coordinator is responsible for:

(1) Collaborating and communicating with local clinical program offices to facilitate delivery of health care services;

(2) Facilitating all administrative aspects of the enrollment process, health benefits eligibility determinations, and related aspects of health benefits administration;

(3) Coordinating with appropriate facility personnel to ensure staff with ES-edit capability access and complete the ES Expansion Training provided by the HEC's Member Benefits and Education Division (MBED);

(4) Disseminating information to all of their staff involved in Registration Eligibility and Enrollment; and

(5) Serving as the facility liaison on matters relating to the enrollment program and has responsibility for, but not limited to:

(a) Establishing procedures to ensure that all enrollment and eligibility staff involved with Veteran patient contact during the intake and enrollment process receive periodic training and regular status briefings on the enrollment process, health benefits administration, and dealing with eligibility issues, as well as periodic training on the organization's patient centered care mission, strategies, and their role in promoting a healing environment;

(b) Ensuring sufficient numbers of enrollment and eligibility staff and other appropriate staff have access to the ES to view Veterans' enrollment data and update their records, as needed;

(c) Coordinating with appropriate facility personnel to ensure all enrollment and eligibility staff complete the online HBA training;

(d) Ensuring local policies and procedures regarding the enrollment program are in place and are consistent with national policies;

(e) Serving as the subject matter expert for first-line, middle and senior facility management officials on all administrative issues related to enrollment;

(f) At the discretion of the VA medical facility Director, regularly briefing local Veterans Service Organizations (VSO) and congressional officials regarding enrollment issues and health benefits administration;

(g) Coordinating the implementation of all enrollment software changes to Veterans Health Information Systems Technology Architecture (VistA) with the local Information Resource Management Staff and the Program Application Specialist;

(h) Coordinating with appropriate facility personnel to ensure that contact information relative to the individual assigned and/or assigned within the Enrollment Coordinator position is published on a quarterly basis;

(i) Ensuring Servicemembers and new Veterans entering the VA health care system are entered into VistA in a timely manner to facilitate optimal coordination of care; and

(j) Ensuring that communication and education activities are implemented at the local level to disseminate enrollment and health benefits eligibility information to:

1. All employees involved in the enrollment process and health benefits administration;

2. All employees responsible for special programs, such as combat Veterans, women Veterans, and environmental exposure;

3. Local VSOs for inclusion in their newsletters and other publications; and

4. Veterans through the display of enrollment posters, handouts, and other informational material. **NOTE:** *Education activities are provided from a variety of sources which can include the MBED, Virtual HEC Academy, Table Topic Calls, National Calls, and guidance provided via E-Mail.*

c. **Chief Business Office.** Chief Business Office staff are responsible for:

(1) Maintaining the facility Enrollment Coordinator directory on the CBO Web site, and for developing and offering training on HEC and HBA;

(2) The HEC is responsible for updating the facility Enrollment Coordinator directory on a quarterly basis; and

(3) The Member Services Systems Management staff is responsible for managing access to the ES for VistA staff and making training and guidance available on enrollment and eligibility issues.

## 5. REFERENCES:

a. Title 38 U.S.C. 1705.

b. Title 38 U.S.C. 1710.

c. Title 38 U.S.C. 7301(b).