

# Modernizing Workflows For The Veteran Family Member Program At VA



*Katrina Fluss*

Supervisory Program and Management  
Analyst  
VHA Veteran Family Member Program

**VA**



**U.S. Department of Veterans Affairs**  
Office of Information and Technology



# Introduction

## Katrina R Fluss

Department of Veterans Affairs

Supervisory Program and Management Analyst

Katrina Fluss, Veteran Health Administration (VHA) Supervisory Program and Management Analyst, supports the Veteran Family Member Programs (VFMP). This portion of the Office of Integrated Veteran Care (IVC) provides the sole method for Veterans, family members, and caregivers to apply and receive benefits from such critical healthcare programs as Spina Bifida, Children of Women Vietnam Veterans, CHAMPVA, Camp Lejeune and the Foreign Medical Program. She started with the VA 15 years ago, as a Voucher Examiner processing claims for CHAMPVA and has worked across the program in eligibility, Document Management, Project Management and Program Analytics. Over the years she developed a passion for the programs and their mission of supporting Veterans and their families across the country.

Her unique background in workflow management as well as her incredible determination and dedication to the mission of the VA is vital to the process of modernization. Her work towards the introduction of modernized applications to The Veteran Family Member Programs aims to increase efficiency and improve the Veteran and family members experience. Partnerships helmed by her and her team demonstrate the true value of applying Scaled Agile Framework (SAFe) and Product Line Management (PLM) methods to deliver incredible value in projects with increasingly limited time and budget.

## Veterans Health Administration (VHA)

**Hillary Peabody**  
Assistant Deputy  
Undersecretary  
Office of Integrated Veteran  
Care (IVC)

### Veteran Family Member Program (VFMP)

*Serving 700k Family  
Members*

**David Fennell – Director**  
**Natalie Cole – Deputy**  
Veteran Family Member  
Programs (VFMP)

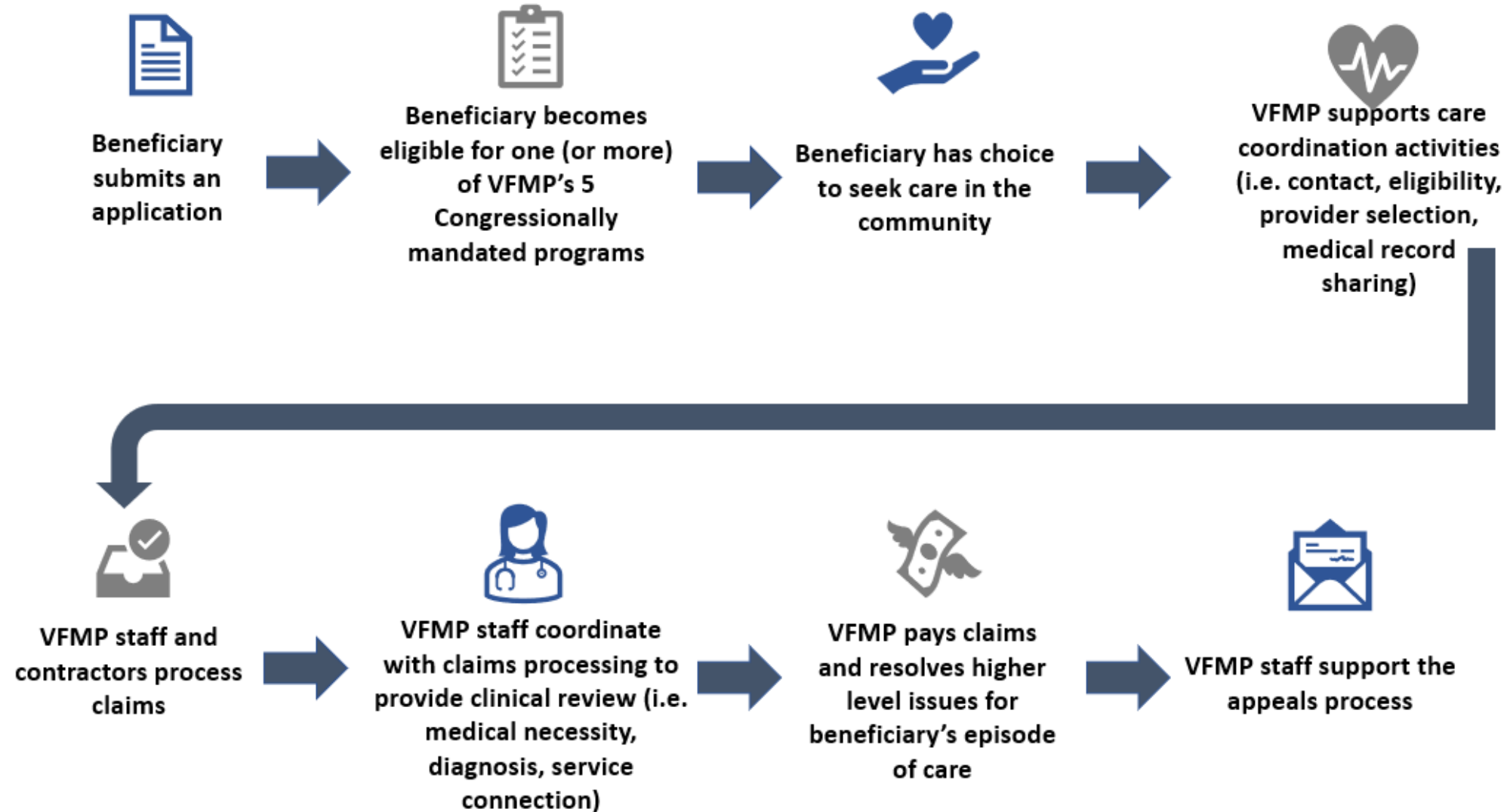
**Nadia Afifi**  
Chief, Program Management  
Office  
Integrated External Networks  
(IEN)

**Katrina Fluss**  
Supervisory Program and  
Management Analyst  
Integrated External Networks  
(IEN)

# Introduction to the Veteran Family Member Program (VFMP)

- Our Mission: Honor America's Veterans and their Family Members by providing exceptional health benefit services that improve their health and well-being through congressionally mandated programs
- VFMP 5 Programs
  - Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA)
  - Children of Women Vietnam Veterans (CWVV)
  - Spina Bifida
  - Camp Lejeune,
  - Foreign Medical Program (FMP)
- VFMP includes care for over 700,000 Veteran beneficiaries nationwide and Foreign Medical Program (Veterans based internationally)
- CHAMPVA had an estimated 14% increase in beneficiary enrollment from fiscal year 2022 to 2023. Passage of the PACT ACT will be contributing to future growth.

# Beneficiaries Journey in VFMP



# VFMP Programmatic Goals



## Goal 1 (Stakeholder Connection)

We continuously build bridges with Veterans, Beneficiaries, Providers, and other stakeholders through outreach, engagement, listening and responding.



## Goal 2 (High-Quality Benefits Management)

VFMP provides high-quality benefits management to ensure access to care. VFMP promotes timely and accurate payments, Eligibility and Enrollment, and Appeals decisions.



## Goal 3 (Stakeholder Trust)

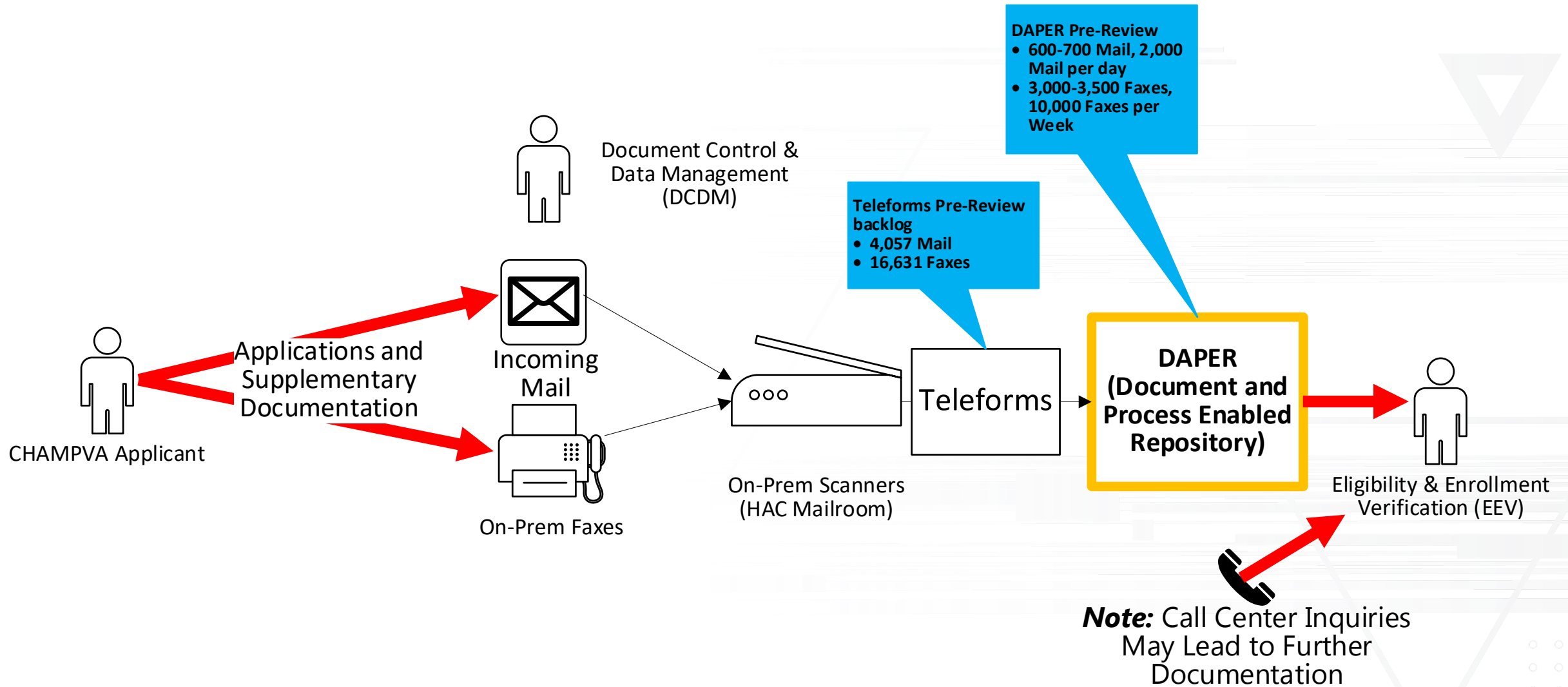
VFMP promotes solid stewardship, transparency, and accountability to maintain stakeholder trust. VFMP uses advocacy and is a trusted ambassador for those we serve. This partnership and trust results in optimal use of benefits and health outcomes



## Goal 4 (Employee Engagement)

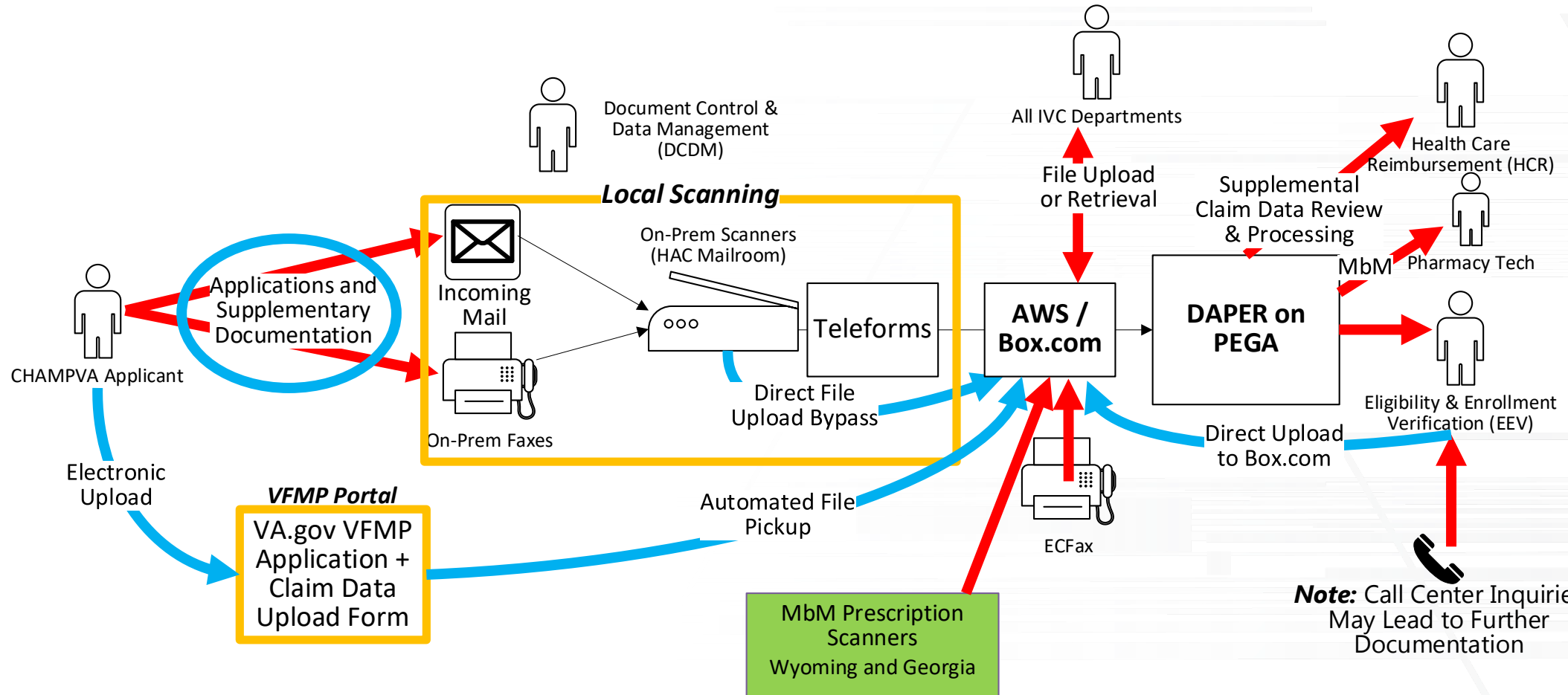
VFMP strives to be an employer of choice. VFMP is invested in our people, offers flexible working conditions, and emphasizes personal and professional accountability.

# Problem Statement: Eligibility Application Process is High Contact, High Paper



# Solution: Emergency Eligibility Automation

Creating more efficient digital document pathways through modernized workflow, allowing for integration with multitude of efforts to modernize VFMP



# Results So Far

- **DYNAMIC SOLUTIONS**

- **Automated and digital Work flows across multiple production teams**
  - **Increased timeliness and accuracy on next steps of a beneficiaries journey**
- **Business-Driven Citizen Development**
  - **Once work flows are established Business can take ownership of process and adjust based on need**
- **Digital Upload Direct to Workflows**
  - **Avoid printing electronic documents**

- **TANGIBLE OUTCOMES**

- **January 18<sup>th</sup> 2023 – January 18<sup>th</sup> 2024 Timeline**
- **Backlog Reduction**



# DigitalVA