Business Capability Diagram

VA

VA Providers & Staff



(Clinical Care) (Consult/Referral Orders) (Scheduling)

VA Administrators



Admin Application Framework

(Eligibility Determination)
(Authorization Processing)
(Release of Information)
(Care Coordination)
(Claims Processing)

(HPN Analytics & Contracting)

Veterans



(Customer Service) (Provider Directory)

Eligibility

Referrals

Authorizations

Appointment Scheduling

Medical Records

Claims

Reimbursements

Quality Reporting

High Performance Network



Non-VA Providers

(Clinical Care) (Consult/Referral Orders) (Scheduling)

Community Care
Platform
(web UI & APIs)



Non-VA Administrators

(Eligibility Processing)
(Referral Processing)
(Authorization Processing)
(Release of Information)
(Care Coordination)
(Claims Processing)

Care Coordination