



# PegaWorld

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# Modernizing Veterans Health Administration Veteran Family Member Programs: Better Supporting Veterans and Their Families

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*Katrina Fluss*

*VFMP PMO*

*VHA Office of Integrated Veteran Care*



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Office of Integrated Veteran Care

Predecisional / For Internal VA Use Only

# Drivers of Modernization



## More People to Serve

Growing Veteran population increases demand for timely, high-quality services.



## Empowering Our Workforce

Modern tools and streamlined processes reduce administrative burden and improve service delivery.



## Our Customers: Veterans, Beneficiaries, and Providers

Expect modern, intuitive tools that make navigating benefits simple and efficient. and for timely, high-quality services.

# How Modernization Delivers Results

## Core Capabilities Needed

- System automation for high-volume processes
- Seamless system-to-system integration
- Unified, role-based interface
- Strong oversight and data management

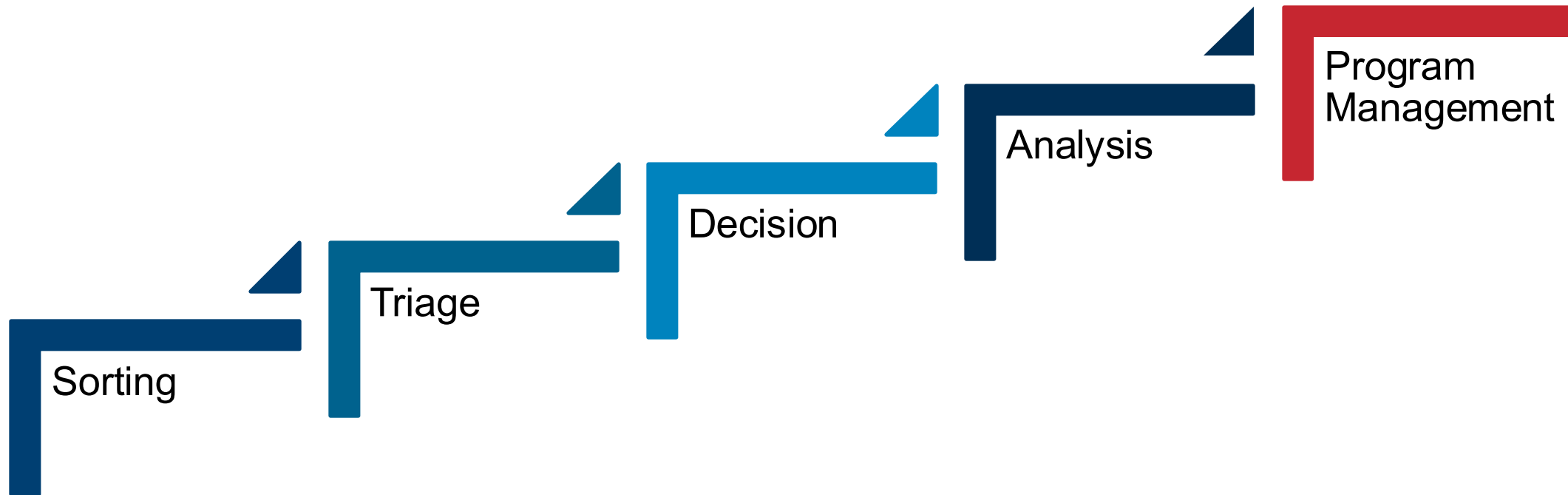
## Outcomes of Modernization

- Timely access to care
- Accurate provider payments
- Real-time engagement with those we serve
- Enhanced oversight to reduce fraud, waste, and abuse



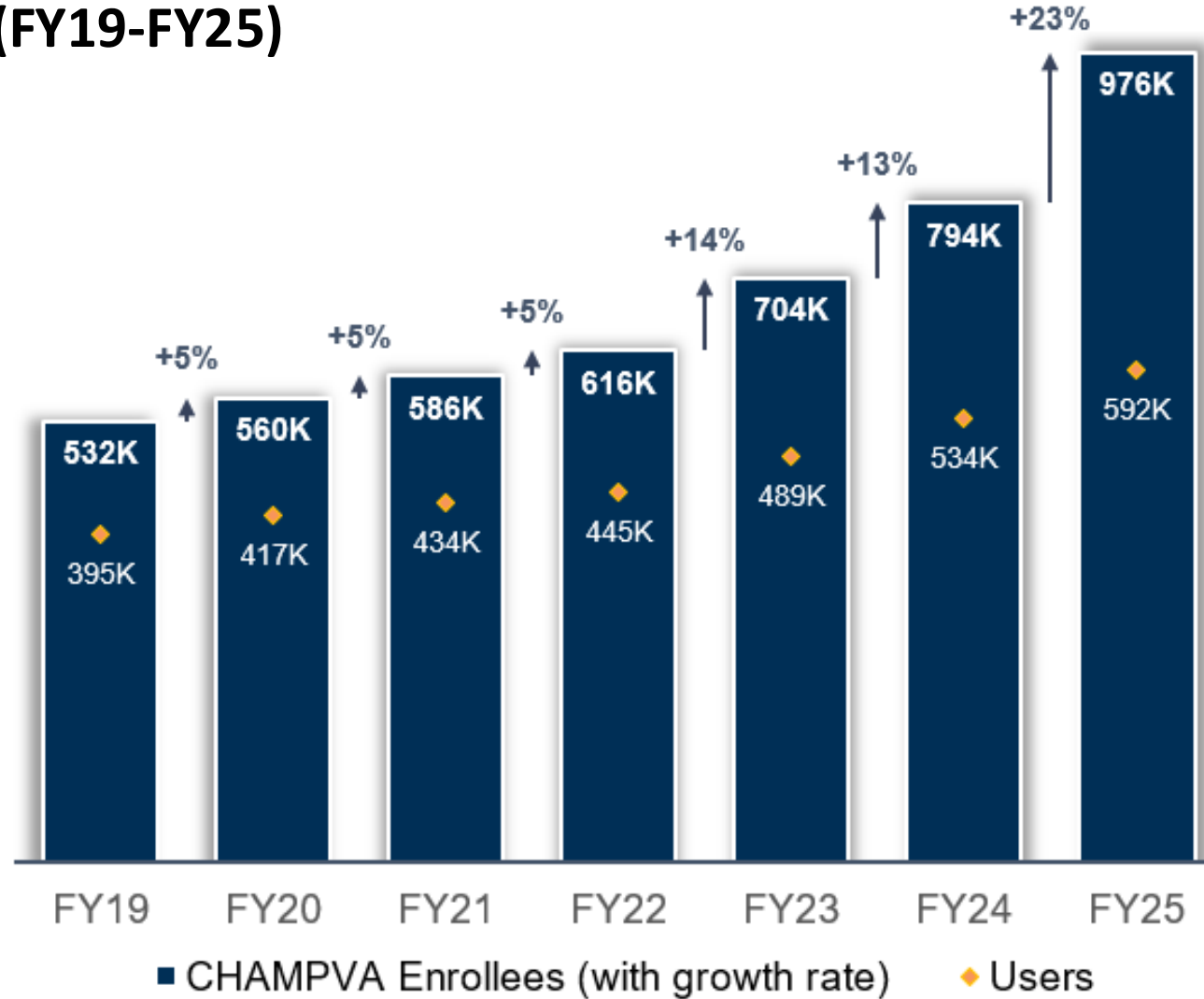
# Data Extraction and System Integration

- Data extract from scanned documents and Integration with VA enterprise systems (MPI, CDR, VA.gov, VES, CXM, CPE, CIPM, EcFax)
- Empowering single system interface for staff to consolidate VFMP functions



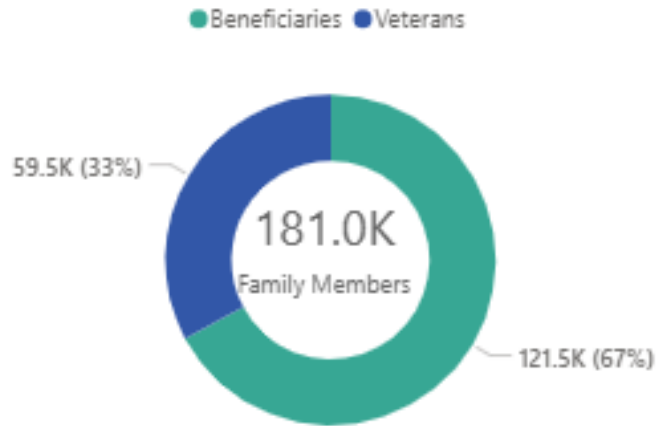
# Utilization

## Spotlight: CHAMPVA (FY19-FY25)

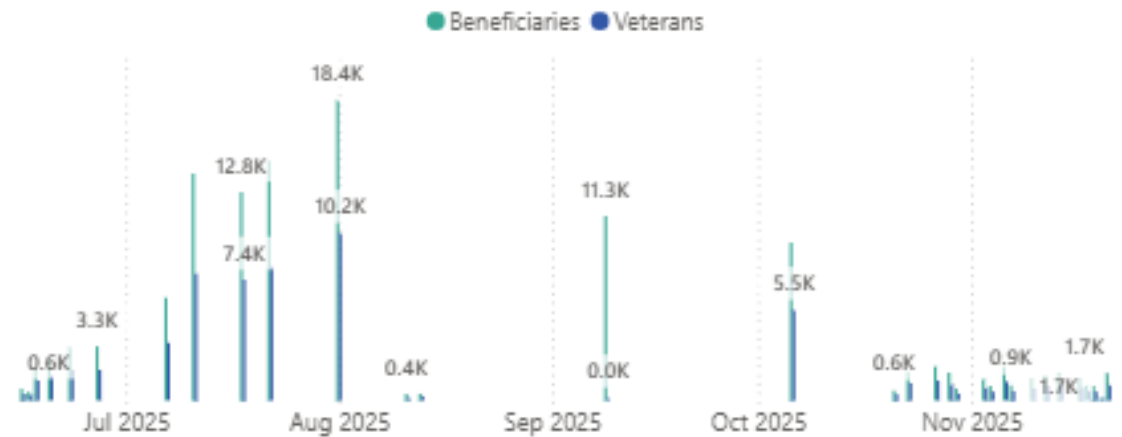


# Automation Applications

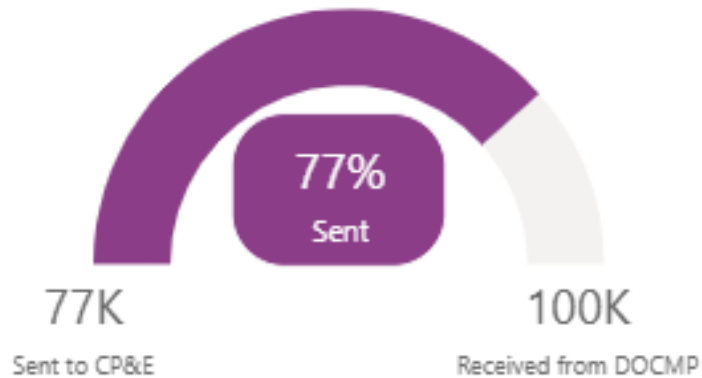
Family Members Benefiting from ChampVA Data Broker



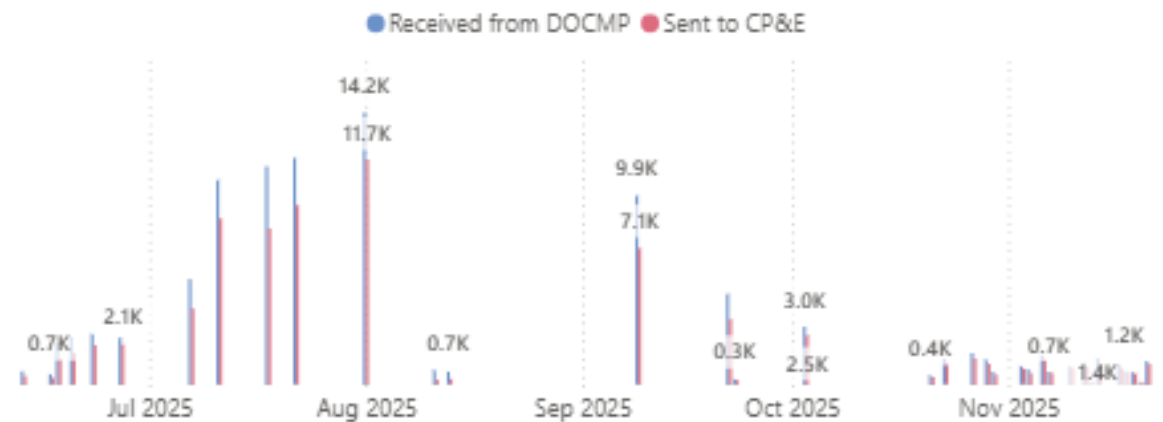
Veterans and Beneficiaries Serviced and Sent to CP&E



Percentages of 1010Ds from DOCMP and to CP&E

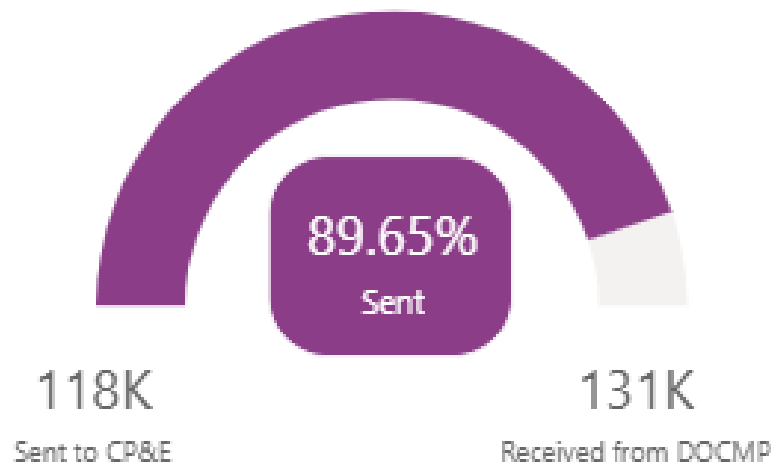


1010Ds Received from DOCMP and sent to CP&E

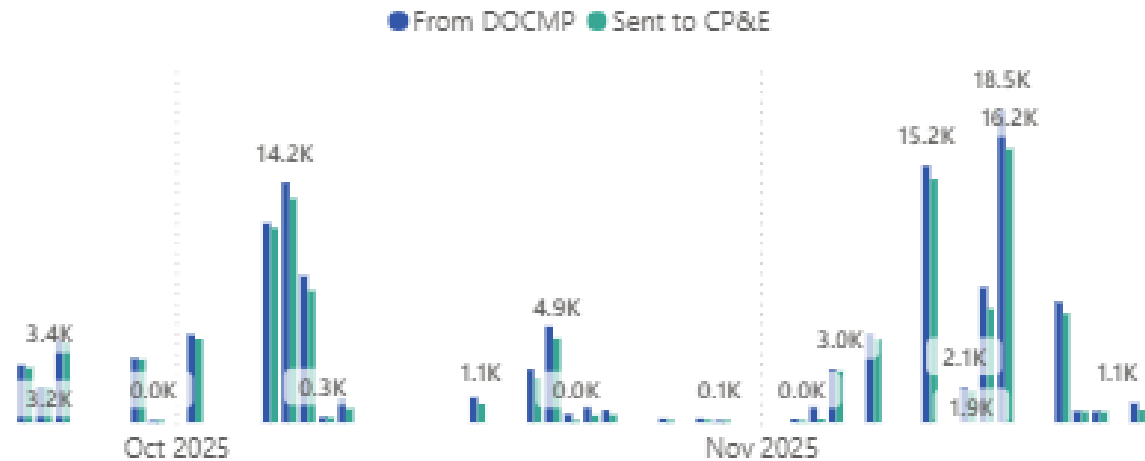


# Automation of Coordination of Benefits

Percentage of 10-7959Cs from DOCMP to CP&E



10-7959Cs Received from DOCMP & Sent to CP&E



Choose VA

Draft - Pre-Decisional Deliberative Document  
Internal VA Use Only

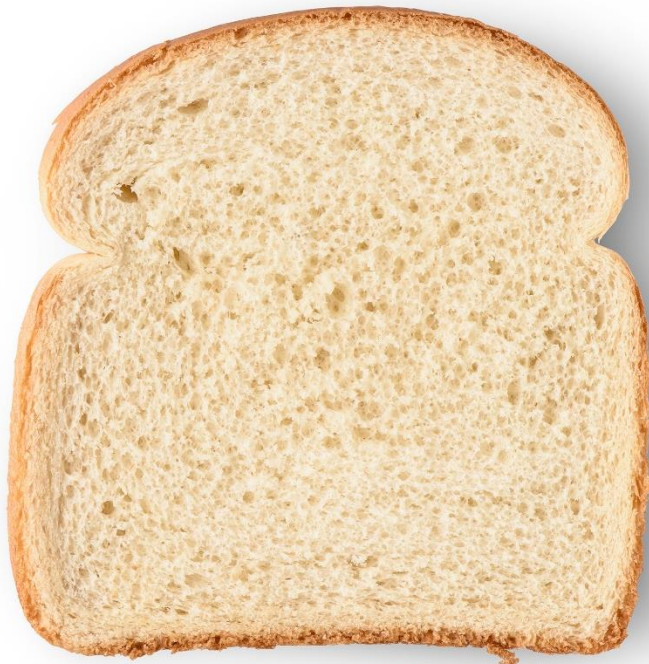
VA



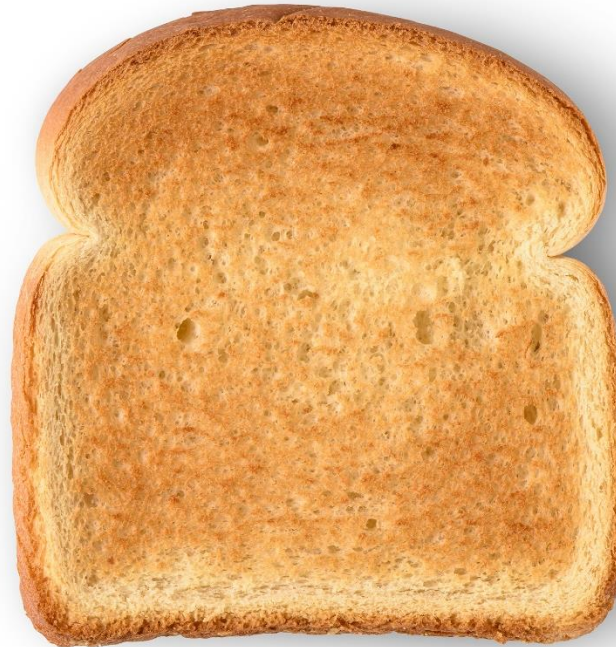
U.S. Department of Veterans Affairs  
Veterans Health Administration  
Office of Integrated Veteran Care

# Lessons Learned

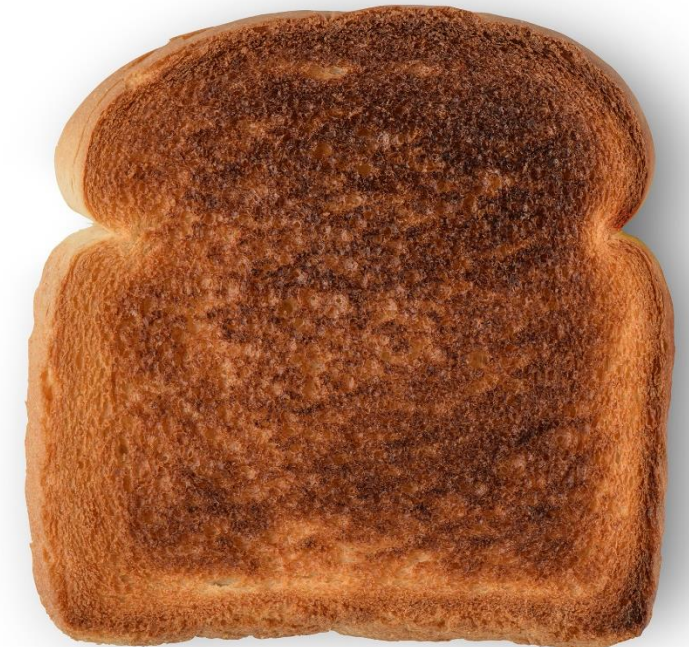
**OIT and Business alignment**



**Getting staff buy in**



**How to utilize what we already have**



# VFMP Modernization Roadmap 2025–2028

## Roadmap Phases

FY2025

### Foundations

- ◆ Expand VA.gov online forms
- ◆ Centralize digital mailroom
- ◆ Stabilize eligibility systems
- ◆ Deploy PEGA dashboards and KPI metrics
- ◆ Support SOP migration and change management

FY2026

### Build & Integrate

- ◆ Integrate eligibility, claims, payments, and appeals
- ◆ Launch automation pilots
- ◆ Extend automation to appeals triage
- ◆ Consolidate work queues and user interface
- ◆ Strengthen stakeholder communications

FY2027

### Scale & Optimize

- ◆ Achieve enterprise-wide system integration
- ◆ Implement AI-driven inventory optimization
- ◆ Deliver unified “single pane of glass” interface
- ◆ Enable real-time engagement workflows
- ◆ Advance data governance

FY2028

### Future Vision

- ◆ Predictive eligibility pre-determinations
- ◆ Advanced compliance analytics
- ◆ Proactive, personalized communications• Continuous customer experience improvement
- ◆ Resilient, adaptive operations



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