By direction of the Secretary.

Maribel Aponte,
VA PRA Clearance Officer, Office of Enterprise and Integration/Data Governance Analytics, Department of Veterans Affairs.

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DEPARTMENT OF VETERANS AFFAIRS

Privacy Act of 1974; System of Records

AGENCY: Veterans Health Administration, Department of Veterans Affairs (VA).

ACTION: Notice of a modified system of records.

SUMMARY: Community Care Referrals and Authorization (CCRA) is an enterprise-wide system used by facility community care staff to generate referrals and authorizations for Veterans receiving care in the community. VA community care staff and non-VA staff use this solution to enhance Veteran access to care. CCRA is an integral component of the community care information technology architecture that allows Veterans to receive care from community providers. CCRA also allows Veterans and non-VA medical facilities to request VA authorization of emergent and urgent Veteran care.

DATES: Comments on this modified system of records must be received no later than 30 days after date of publication in the Federal Register. If no public comment is received during the period allowed for comment or unless otherwise published in the Federal Register by VA, the modified system of records will become effective a minimum of 30 days after date of publication in the Federal Register. If VA receives public comments, VA shall review the comments to determine whether any changes to the notice are necessary.

ADDRESSES: Comments may be submitted through www.Regulations.gov or mailed to VA Privacy Service, 810 Vermont Avenue NW, (005R1A), Washington, DC 20420. Comments should indicate that they are submitted in response to HealthShare Referral Manager (HSRM)—VA (180VA10D). Comments received will be available at regulations.gov for public viewing, inspection or copies.

FOR FURTHER INFORMATION CONTACT: Robert Hassinger, Product Manager, Community Care Referrals and Authorization (CCRA) System, Office of Information and Technology Field Office, 55 Elk Street—3rd Floor, Albany, NY 12210. Telephone number: (518) 449–0600. (This is not a toll-free number.)

SUPPLEMENTARY INFORMATION: CCRA is an enterprise-wide solution in support of the Veterans Access, Choice, and Accountability Act of 2014 (Pub. L. 113–146) (“Choice Act”), as amended by the VA Expiring Authorities Act of 2014 (Pub. L. 113–175), to generate referrals and authorizations for Veterans receiving care in the community. VA clinical providers and Non-VA clinical providers will access a cloud-based software system to request and refer clinical care for Veterans with Community Care providers. This solution will enhance Veteran access to care by utilizing a common and modern system to orchestrate the complex business of VA referral management. The CCRA solution is an integral component of the VA Community Care (CC) Information Technology (IT) architecture, and will track and share health care information and correspondence necessary for Veterans to be seen for appropriate and approved episodes of CC. Additionally, CCRA allows Veterans and non-VA medical facilities to request VA authorization of emergent and urgent Veteran care. The CCRA solution will allow the VA to move to a process that generates standardized referrals and authorizations, according to clinical and business rules.

The CCRA project provides HealthShare Referral manager by InterSystems as the CCRA solution. HealthShare Referral Manager is a commercial off-the-shelf software product that is hosted in an Amazon Web Services (AWS) FedRAMP High Gov cloud and is planned for enterprise integration with VA systems, both inside and outside of CC.

Two additional Routine Uses are listed in this Modified SORN and are detailed in a later section. These Routine Uses directly relate to the referral process utilized by the CCRA solution.

Signing Authority

The Senior Agency Official for Privacy, or designee, approved this document and authorized the undersigned to sign and submit the document to the Office of the Federal Register for publication electronically as an official document of the Department of Veterans Affairs. Dominic A. Cussatt, Acting Assistant Secretary of Information and Technology and Chief Information Officer, approved this document on July 2, 2021 for publication.

Dated: August 11, 2021.

Amy L. Rose,
Program Analyst, VA Privacy Service, Office of Information Security, Office of Information and Technology, Department of Veterans Affairs.

SYSTEM NAME AND NUMBER:
HealthShare Referral Manager (HSRM)-VA (180VA10D)

SECURITY CLASSIFICATION:
Unclassified.

SYSTEM LOCATION:
Amazon Web Services, LLC, 12900 Worldgate Dr, Herndon, VA 20170. Community Care Referrals and Authorization (CCRA) System Product Manager, Office of Information and Technology Field Office, 55 Elk Street—3rd Floor, Albany, NY 12210.

SYSTEM MANAGER(S):
Official responsible for policies and procedures: Program Manager—Project & Portfolio Services (PPS), Business Operations & Administration (BOA) 13BOA8, VHA Office of Community Care, U.S. Department of Veterans Affairs. Telephone number: (720) 234–5234 or (720) 560–1452. (These are not toll-free numbers.)

AUTHORITY FOR MAINTENANCE OF THE SYSTEM:
Title 38 United States Code 7301(a); Title 38 United States Code 1703—Veterans Community Care Program; Veterans Access, Choice, and Accountability Act of 2014 (Pub. L. 113–146).

PURPOSE(S) OF THE SYSTEM:
CCRA is an enterprise-wide system used by community care staff to automatically generate referrals and authorizations for all Veterans receiving care in the community. The system is an integral component of the VA community care information technology (IT) architecture, and allows Veterans to receive care from community providers within the Community Care Network through the Veterans Choice Program. The CCRA system allows these providers to view relevant patient and clinical information from Veterans Information Systems and Technology Architecture (VistA). The exchange of health care information and authorizations enhances VA’s ability to ensure that Veterans receive the best health care available to address their medical needs. The CCRA system also enabled the VA to move from what is currently a largely manual process to an automated process that generates standardized referrals and authorizations according to clinical and business rules. The automated process
decreases the administrative burden on
VA clinical and community care staff
members by way of establishing clinical
and business pathways that which
reflect best processes, consistent
outcomes, and reduced turnaround
times.

CATEGORIES OF INDIVIDUALS COVERED BY THE
SYSTEM:
The records include information concerning:
1. Veterans who have applied for
health care services under Title 38,
United States Code, Chapter 17, and in
certain cases members of their
immediate families.
2. Individuals examined or treated
under contract or resource sharing
agreements.
3. Individuals who were provided
medical care under emergency
conditions for humanitarian reasons.
4. Health care professionals providing
examination or treatment to any
individuals within VA health care
facilities.
5. Healthcare professionals providing
examination or treatment to individuals
under contract or resource sharing
agreements or CC programs, such as
Choice.
6. Patients and members of their
immediate family, volunteers,
maintenance personnel, as well as
individuals working collaboratively
with VA.
7. Contractors, sub-contractors,
contract personnel, students, providers
and consultants.

CATEGORIES OF RECORDS IN THE SYSTEM:
The records may include information and
health information related to:
1. Identifying information (e.g., name,
birth date, death date, admission date,
discharge date, gender, social security
number, taxpayer identification
number); address information (e.g.,
home and/or mailing address, home
telephone number, emergency contact
information such as name, address,
telephone number, and relationship);
prosthetic and sensory aid serial
numbers; medical record numbers;
integration control numbers;
information related to medical
examination or treatment (e.g., location
of VA medical facility providing
examination or treatment, treatment
dates, medical conditions treated or
noted on examination); information
related to military service and status.
2. Computer access authorizations,
computer applications available and
used, information access attempts,
frequency and time of use; identification
of the person responsible for, currently
assigned, or otherwise engaged in
various categories of patient care or
support of health care delivery.
3. Application, eligibility, and claim
information regarding payment
agreement for medical services
provided to VA beneficiaries by non-VA
health care institutions and providers.
4. Health care provider’s name,
address, and taxpayer identification
number, correspondence concerning
individuals and documents pertaining
to claims for medical services, reasons
for denial of payment, and appellate
determinations.

RECORD SOURCE CATEGORIES:
The Veteran or other VA beneficiary,
family members or accredited
representatives, and other third parties;
private medical facilities and healthcare
professionals; health insurance carriers;
other Federal agencies; employees;
contractors; VHA facilities and
automated systems providing clinical
and managerial support at VA health
care facilities.

ROUTINE USES OF RECORDS MAINTAINED IN THE
SYSTEM, INCLUDING CATEGORIES OF USERS AND
PURPOSES OF SUCH USES:
1. Congress
VA may disclose information to a
Member of Congress or staff acting upon
the Member’s behalf when the Member
or staff requests the information on
behalf of, and at the request of, the
individual who is the subject of the
record.
2. Data Breach Response and
Remediation, for VA
VA may disclose information to
appropriate agencies, entities, and
persons when (1) VA suspects or has
confirmed that there has been a breach
of the system of records, (2) VA has
determined that as a result of the
suspected or confirmed breach there is
a risk of harm to individuals, VA
(including its information systems,
programs, and operations), the Federal
Government, or national security; and
(3) the disclosure made to such
agencies, entities, and persons is
reasonably necessary to assist in
connection with VA’s efforts to respond
to the suspected or confirmed breach or
to prevent, minimize, or remedy such
harm.
3. Data Breach Response and
Remediation, for Another Federal
Agency
VA may disclose information to
another Federal agency or Federal
entity, when VA determines that the
information is reasonably necessary to
assist the recipient agency or entity in
(1) responding to a suspected or
confirmed breach or (2) preventing,
minimizing, or remediating the risk of
harm to individuals, the recipient
agency or entity (including its
information systems, programs, and
operations), the Federal Government, or
national security, resulting from a
suspected or confirmed breach.
4. Law Enforcement
VA may disclose information that,
either alone or in conjunction with
other information, indicates a violation
or potential violation of law, whether
civil, criminal, or regulatory in nature,
to a Federal, state, local, territorial,
tribal, or foreign law enforcement
agency or other appropriate entity
charged with the responsibility of
investigating or prosecuting such
violation or charged with enforcing or
implementing such law. The disclosure
of the names and addresses of veterans
and their dependents from VA records
under this routine use must also comply
with the provisions of 38 U.S.C. 5701.
5. DoJ for Litigation or Administrative
Proceeding
VA may disclose information to the
Department of Justice (DoJ), or in a
proceeding before a court, adjudicative
body, or other administrative body
before which VA is authorized to
appear, when:
(a) VA or any component thereof;
(b) Any VA employee in his or her
official capacity;
(c) Any VA employee in his or her
official capacity where DoJ has agreed
to represent the employee; or
(d) The United States, where VA
determines that litigation is likely to
affect the agency or any of its
components, is a party to such
proceedings or has an interest in such
proceedings, and VA determines that
use of such records is relevant and
necessary to the proceedings.
6. Contractors
VA may disclose information to
contractors, grantees, experts,
consultants, students, and others
performing or working on a contract,
service, grant, cooperative agreement,
or other assignment for VA, when
reasonably necessary to accomplish an
agency function related to the records.
7. OPM
VA may disclose information to
the Office of Personnel Management (OPM)
in connection with the application or
effect of civil service laws, rules,
regulations, or OPM guidelines in
particular situations.
8. EEOC
VA may disclose information to the
Equal Employment Opportunity
Commission (EEOC) in connection with
investigations of alleged or possible
discriminatory practices, examination of
Federal affirmative employment
programs, or other functions of the Commission as authorized by law.

9. FLRA
VA may disclose information to the Federal Labor Relations Authority (FLRA) in connection with: the investigation and resolution of allegations of unfair labor practices, the resolution of exceptions to arbitration awards when a question of material fact is raised; matters before the Federal Service Impasses Panel; and the investigation of representation petitions and the conduct or supervision of representation elections.

10. MSPB
VA may disclose information to the Merit Systems Protection Board (MSPB) and the Office of the Special Counsel in connection with appeals, special studies of the civil service and other merit systems, review of rules and regulations, investigation of alleged or possible prohibited personnel practices, and such other functions promulgated in 5 U.S.C. 1205 and 1206, or as authorized by law.

11. NARA
VA may disclose information to NARA in records management inspections conducted under 44 U.S.C. 2904 and 2906, or other functions authorized by laws and policies governing NARA operations and VA records management responsibilities.

12. Health Care Providers, for Referral to VA
VA may disclose information to a non-VA health care provider when that health care provider has referred the individual to VA for medical or other health services.

POLICIES AND PRACTICES FOR STORAGE OF RECORDS:
CCRA relies on information in VistA, and only collects information related to referrals. Referral information is maintained as part of the individual’s electronic health care record in accordance with the rules applied to those records. The CCRA system is hosted in Amazon Web Services (AWS) Government Cloud (GovCloud) infrastructure as a service cloud computing environment that has been authorized at the high-impact level under the Federal Risk and Authorization Management Program (FedRAMP). The secure site-to-site encrypted network connection is limited to access via the VA trusted internet connection (TIC).

POLICIES AND PRACTICES FOR RETRIEVAL OF RECORDS:
Records are retrieved by name, social security number or other assigned identifiers of the individuals on whom they are maintained.

POLICIES AND PRACTICES FOR RETENTION AND DISPOSAL OF RECORDS:
These patient appointment and appointment schedules records shall be maintained per Record Control Schedule (RCS) 10–1 item; 2201.1. According to General Records Schedule (GRS) 5.1 item 010, DAA–GRS–2017–0003–0001, temporary destroy transitory records, messages coordinating schedules, appointments, and events when no longer needed for business use, or according to agency predetermined time or business rule.

ADMINISTRATIVE, TECHNICAL, AND PHYSICAL SAFEGUARDS:
1. CCRA has physical controls and securely stores digital and non-digital media defined within the latest revision of NIST SP 800–88, Guidelines for Media Sanitization, and VA 6500, within controlled areas; and protects information system media until the media is destroyed or sanitized using approved equipment, techniques, and procedures.

2. The CCRA system is hosted in Amazon Web Services (AWS) Government Cloud (GovCloud) infrastructure as a service cloud computing environment that has been authorized at the high-impact level under the Federal Risk and Authorization Management Program (FedRAMP). The secure site-to-site encrypted network connection is limited to access via the VA trusted internet connection (TIC).

RECORD ACCESS PROCEDURES:
Individuals seeking information regarding access to and contesting of records in this system may write, call or visit the VA facility location where medical care was provided or VHA Office of Community Care.

CONTESTING RECORD PROCEDURES:
(See Record Access Procedures above.)

NOTIFICATION PROCEDURES:
An individual who wishes to determine whether a record is being maintained in this system under his or her name or other personal identifier, or wants to review the contents of such record, should submit a written request or apply in person to the last VA health care facility where care was rendered. All inquiries must reasonably describe the portion of the medical record involved and the place and approximate date that medical care was provided. Inquiries should include the patient’s full name, social security number, and return address.

EXEMPTIONS PROMULGATED FOR THE SYSTEM:
None.

HISTORY:
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