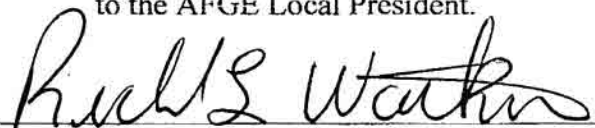



Memorandum of Understanding

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Health Administration (VHA) and the American Federation of Government Employees, (AFL-CIO), National Veteran Affairs Council #53, on VHA's Office of Community Care Healthcare Appeals Tool (HAT).


- 1 Any training related to the Healthcare Appeals Tool (HAT) shall be on duty time for bargaining unit employees, at various time to allow all employees to attend.
- 2 The HAT will provide to bargaining unit employees, but not limited to, the following:
  - Provides the ability to enter reconsideration requests and Notice of Disagreements (NODs)
  - The ability to update requestors with information on the status of appeals
  - A means for tracking/monitoring and reporting on the volume and status of reconsiderations
  - Provides the ability to store appeals information for ease of access, follow-up and review
  - Standardizes the process of managing an appeal making it easier for the clerk to follow the appropriate process steps and save work electronically
  - Automated letter generation
- 3 AFGE Locals may request to be briefed on the HAT implementation at their facility and/or duty location.
- 4 Upon their receipt, the appropriate management official shall provide a copy of this MOU to the AFGE Local President.

  
Richard L. Watkins, VA Labor Specialists  
For the Department of Veterans Affairs (VA)

8/22/2018  
Date

  
Oscar L. Williams Jr, 2<sup>nd</sup> Exec Vice President  
AFGE National Veterans Affairs Council #53

08/21/2018  
Date

  
James Zeveski, VHA WMC Labor Consultant  
For Veterans Health Administration (VHA)

8/22/2018  
Date