VBA Mail Automation Platform

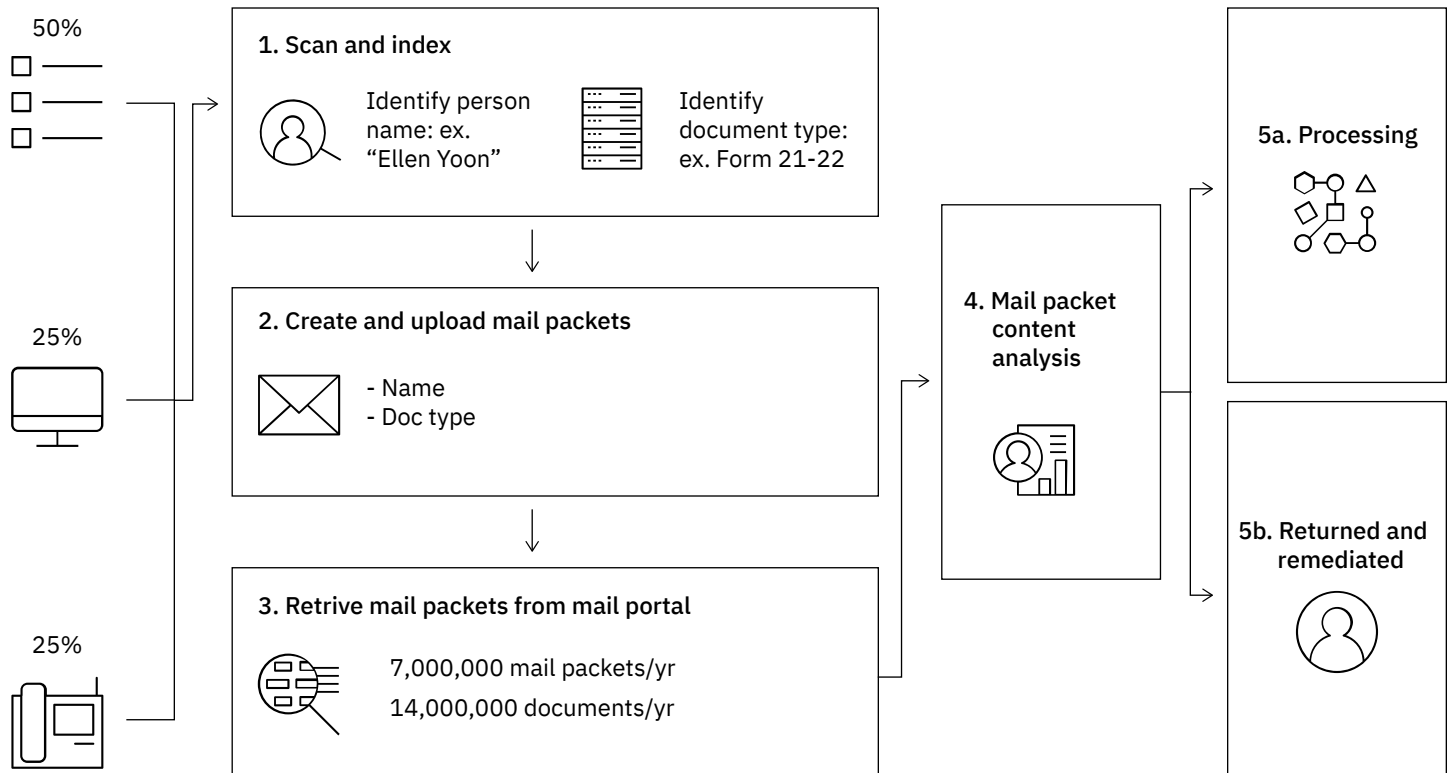AI-Driven RPA: VA Veterans Intake, Conversion and Communication Services (VICCS)

Challenge

Veteran requests for benefits are submitted by various means for processing to a claim representative within 15 days. Once processed, they are often routed incorrectly or returned for missing data or evidence – extending the claims processing time. Compounding the challenge is the drive to improve service and customer experience with increased demand and benefit offerings.

Solution

The IBM® Intelligent Automation Platform provides intelligent digital workers who log in, interact with VA systems, and perform intelligent actions to process claims intake. The platform provides optimal business process management, RPA, advanced OCR, and AI, configured and delivered as a managed service to meet the VA's needs.

50%

25%

25%

1. Scan and index

Identify person name: ex. "Ellen Yoon"

Identify document type: ex. Form 21-22

2. Create and upload mail packets

- Name
- Doc type

3. Retrive mail packets from mail portal

7,000,000 mail packets/yr
14,000,000 documents/yr

4. Mail packet content analysis

5a. Processing

5b. Returned and remediated

Results

In six months of development and configuration, the platform is automating 40% of all VA mail intake transactions. The initial automation included placing 300 full-time employees into training for delivery of higher-value work. The platform's goal was to reach up to 100% automation and complete repurposing of resources by September of 2020.

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