



TDVS CLAIMS MANAGEMENT SYSTEM (CMS) IMPLEMENTATION

Strategic Overview & Implementation Plan

February 2025

Strategic Objectives & Mission Alignment

Why This Matters for TDVS, County Partners & Tennessee Veterans

- **Mission Impact:**
 - Enhancing efficiency, reducing administrative burdens, and improving Veteran service delivery.
 - Supporting CVSOs through improved data access, automation, and reporting capabilities.
- **Core Strategic Objectives:**
 - **Ensure seamless system transition** with minimal operational disruption in **May 2025**.
 - **Develop Tennessee-specific enhancements** for release in **October 2025** based on user feedback.
 - **Deliver structured training and accreditation programs** to ensure full CMS proficiency.
 - **Establish a post-launch technical support system** for continuous improvement.

Key Implementation Milestones & Timeline

	Phase	Milestone	Owner	Timeline	Status
Mayors' letter Phase 1	Phase 1: Planning & Organizational Readiness (February – March 2025)	Announcement to County Mayors & CVSOs	TDVS Leadership	Last week of Feb. 2025	Draft Completed & Pending Approval
		Notification to TDVS Staff & Legislature	TDVS Leadership	Last week of Feb. 2025	Pending
		Initial MOA Draft for County Partners	ACAA/Legal/POPM	Feb. 2025	In Progress
		Train-the-Trainer Model Developed	ACAA/POPM	Mar. 2025	In Progress
	Phase 2: Training & Deployment Readiness	Regional & Individual Trainings	ACAA/Training Team	Apr 2025	Planned
		Validate user access and system stability	TDVS/Tyler	Apr 15, 2025	Planned
	Phase 3: System Launch	Base Product Deployment (OTS)	TDVS/Tyler	May 10-16, 2025	On Track
Mayors' letter Phase 2	Phase 4: Customization & Refinement	User Feedback Collection	VetraSpec Working Group	May-Aug 2025	Pending
		Tennessee-Specific Enhancements Development	TDVS/Tyler	May-Oct 2025	Pending
	Post-Implementation Support	Establish TDVS Support Model	TDVS TVB Team	Q2 FY26 - Ongoing	TBD

Training & Accreditation Strategy

Train-the-Trainer Model:

- Internal TDVS training completed by April 1, 2025.
 - Appeals 2 Training & 3 Local, 4 RDs, 1 State Ops CSR, 1 Cem. Dir, 1 Cem AA, ACAA, ACBO, ACCO
- Regional-based CVSO training sessions: April 1-16, 2025.
- Individualized county training: April 16-30, 2025.
- Follow-up evaluations in May-June 2025 to assess gaps.

Accreditation & Continuous Education

- Mandatory Quarterly Accreditation Training (April 2025 Onward)
- Region 1: April 8 – Jackson, TN
- Region 2: April 1 – Columbia, TN
- Region 3: April 10 – Cookeville, TN
- Region 4: April 16 – Knoxville, TN
- Post-launch refresher training in October 2025 for customized enhancements.



Risk Assessment & Contingency Planning

Risk	Likelihood	Impact	Mitigation Strategy
System Readiness Delays (May 2025 Launch)	Medium	High	Require vendor sign-off by April 15 ; phased deployment backup plan
County Resistance to Change	Medium	High	Direct leadership engagement; emphasize benefits; ongoing training
Post-Launch Technical Issues	High	Medium	Establish dedicated support call team (A&A) + rapid response team (RDs)
Data Migration Issues	Medium	High	Develop pre-deployment validation process & user testing
Training Gaps / Adoption Delays	Medium	High	Conduct ongoing refresher training & certification checkpoints

Post-Implementation Support & Evaluation

Phase	Activities	Timeframe
Immediate Post-Go-Live (May-June 2025)	Collect user feedback; address urgent issues	30 Days Post-Launch
Customization Testing (June-August 2025)	Gather county input for refinement	Ongoing
Tennessee-Specific Enhancements (October 2025+)	Deploy additional feature upgrades	Final Q2 FY26 Release
Quarterly Adoption Reviews (FY26+)	Measure system effectiveness, identify additional improvements	Ongoing

Leadership Decisions & Guidance Needed

Final Considerations for Commissioner & Deputy Commissioner:

- 1. Approval of MOA & Communication Strategy** – Ensuring counties remain engaged in partnership.
- 2. Confirmation of Post-Launch Support Model** – What level of TDVS investment is required?
- 3. Oversight on Customization Prioritization** – Which enhancements should take priority in Phase 2?
- 4. Authorization of Contingency Plan** – Finalizing mitigation measures if system delays occur.

Closing & Next Steps

Immediate Action Items:

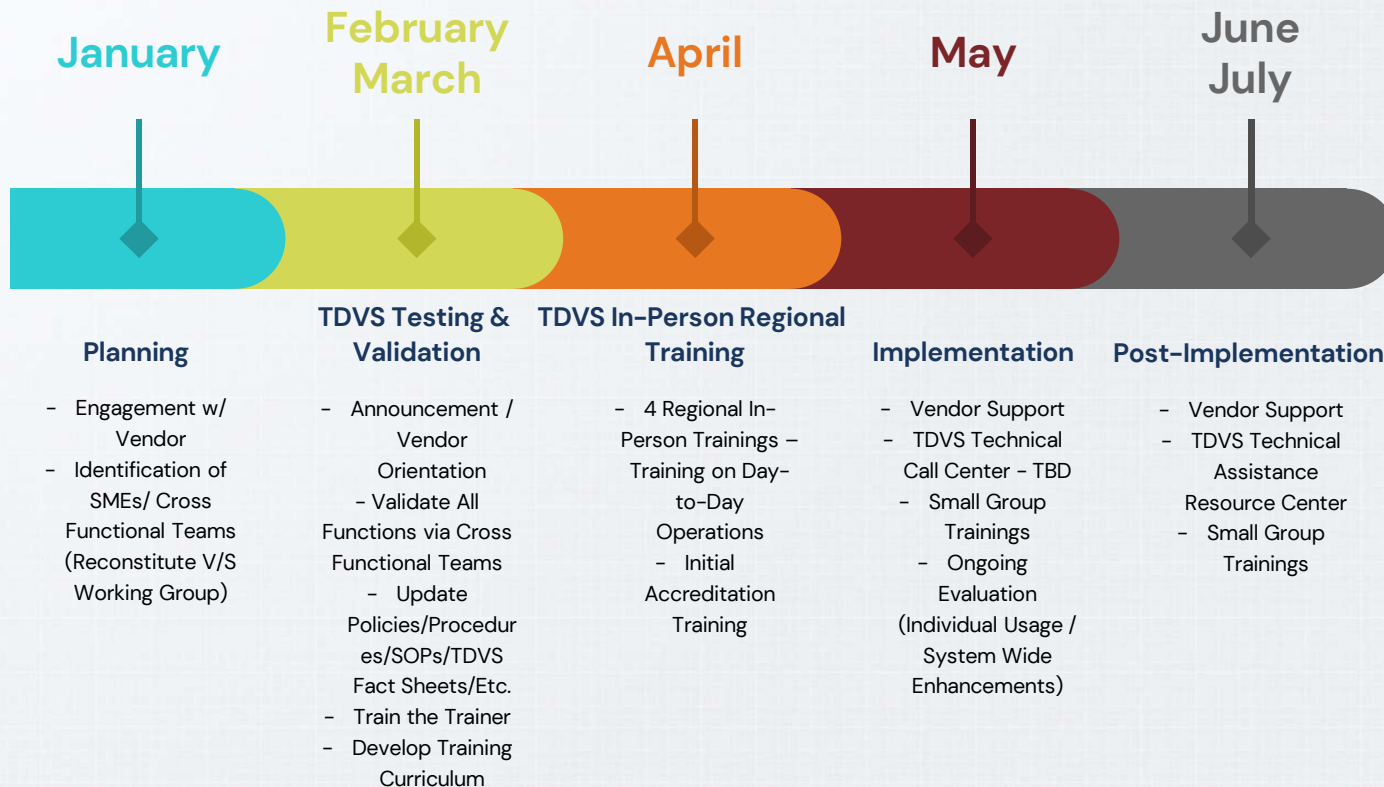
- Finalize County MOA by **March 2025**.
- Launch first round of **Train-the-Trainer sessions in March**.
- Ensure system validation is complete **by April 15**.



ENHANCED TIMELINE AND KEY TASK (LIVING DOCUMENT)

Initiatives – CMS Implementation Training Timeline

DRAFT / PRE-DECISIONAL



Key Tasks - February

- Week of Feb. 23
 - Announcement
 - Letter to County Mayors/Executives
 - CC to CVSO
 - Notification to Legislature
 - Notification to TDVS Employees
 - DRAFT MOU for County Partners
 - Identify Team Members for TVB Demo Access
 - Reconstitute VetraSpec Working Group
 - Notice to Policy Review Committee
 - Update of Accreditation Policy & Procedures
 - TDVS/Tyler Working Session 1
 - Hierarchy
 - Claims to VA
 - QA Process
- DRAFT Announcement
- DRAFT MOU

Key Tasks - March

- Week of March 2
 - Benefits Bulletin – More Info. to VSOs/TDVS Employees
 - Consolidated Info. Page
 - Similar to Site Dedicated to RFP
- Week of March 9th
 - Lunch & Learn – Wed. March 12 11:30 – 12:30 CST – Introduction to Tennessee's Claims Management System – Tyler Technologies Veterans' Benefits Software (TVB)
- Week of March 16
 - Train the Trainer Sessions
- Week of March 23
- DRAFT Benefits Bulletin 25-3
- DRAFT Policy
- DRAFT Procedures

Key Tasks - April

- Mandatory Quarterly Accreditation Training - Regional / In-person / VB Focused

Region 1: April 8, 2025; 9:00am – 4:00pm; Jackson Area Chamber of Commerce, 197 Auditorium St. Jackson TN 38301

Region 2: April 1, 2025; 9:00am - 4:00pm; Memorial Building, 308 W 7th St., Columbia, TN 38401

Region 3: April 10, 2025; 9:00am - 4:00pm; Veterans Memorial Building, 90 East Spring Street, Cookeville, TN 38501

Region 4: April 16, 2025; 9:00am – 4:00pm EST; TDOT, Region 1, 7345 Region Lane, Knoxville, TN 37914

- DRAFT Agenda
- DRAFT Curriculum
- Tyler Support?

Key Tasks - May

- Deployment of Base Product
- Opportunity Training

Key Tasks – June / July / August

- Opportunity Training
- Customizations
 - Design
 - Development
 - Testing

Key Tasks – September / October

- September
- October
 - Customizations Deployment