

Office of Community Care

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VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Community Care



Choose VA

What the MISSION Act is and isn't

The MISSION Act does:

- Replaced the Choice Program effective 06/06/2019
- Opens the opportunities for more veterans to be seen in the community
- Requires that VA offer all Veterans internal VA care and then if eligible for community care the option to make an informed decision on care chosen.

The MISSION Act doesn't:

- Promise or guarantee that the veteran will be seen sooner out in the community
- Community care eligible does not mean must go to community

MISSION ACT stands for:

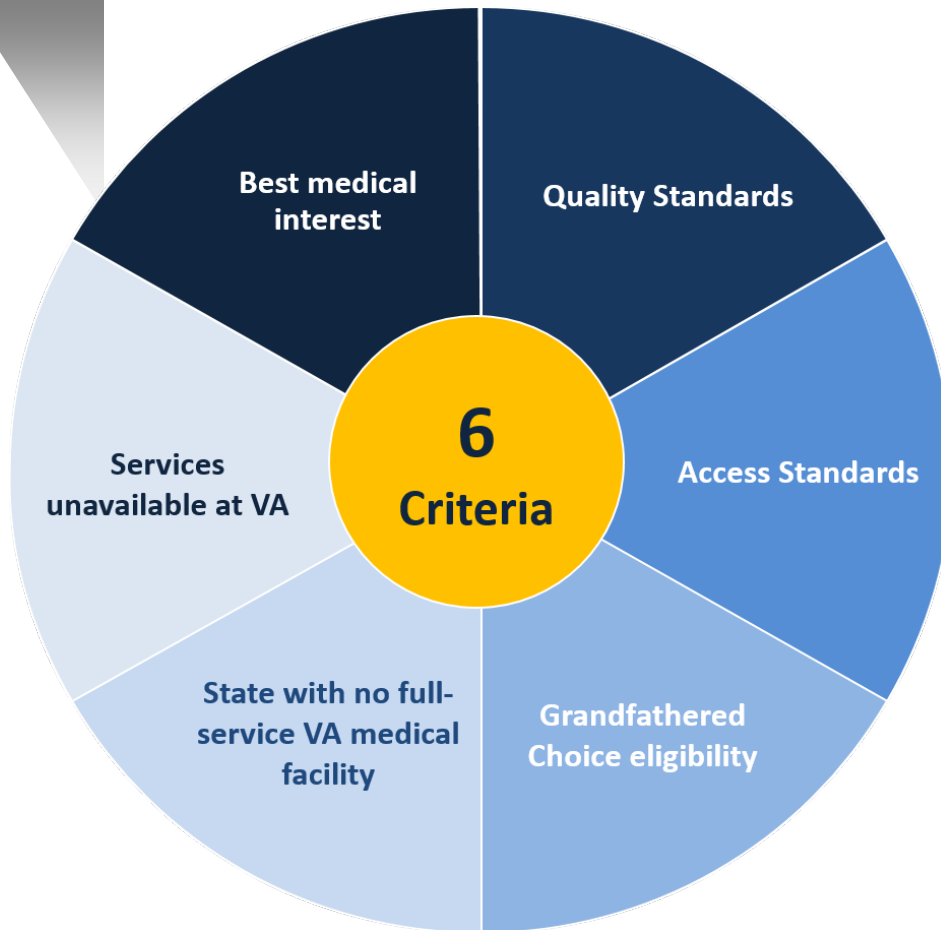
Maintaining Internal Systems & Strengthening Integrated Outside Networks

Priority Group/VA Enrollment Overview

Implementation of Mission Act:

- There is a Difference Between Eligibility for VA Healthcare and Community Care
- Processes and Procedures for Access to VA Healthcare Do Not Change
- Eligibility Requirements for VA Healthcare Do Not Change
- VA Healthcare Enrollment Priority Groups Do Not Change
- If Veteran has not Applied for VA Healthcare,
 - **APPLY TODAY!**

Community Care Eligibility Criteria



1. Services unavailable at any VA, ex. IVF and Maternity
2. Best medical interest
3. Quality Standards
4. Access Standards
5. Grandfathered Choice eligibility – very few
6. State with no full-service VA medical facility

4. Access Standards

VA cannot furnish care within certain designated access standards (ex. Drive time/Wait Time)

- Under this provision, Veterans would be eligible to receive care in the community when the VA cannot provide service in-house within designated access standards defined by average drive time and/or wait time.
- **Example:** Mammograms would be Drive Time eligible for Spokane, as there are over 65 VA locations that offer them.

4. Access Standards continued (Wait Time)

ACCESS STANDARDS	Primary Care, Mental Health, Non-institutional Extended Care	Specialty Care
Drive Time	30 minutes	60 minutes
Wait Time	20 days	28 days

5. Grandfathered Choice Eligibility

Grandfathered Choice Eligibility

- ❑ Veteran was eligible under the distance criteria (continue to meet the distance criteria) for the Veterans Choice Program on June 5, 2018

AND

- ❑ They live in one of the five U.S. states with the lowest populations (North Dakota, South Dakota, **Montana**, Alaska, and Wyoming)

Urgent Care Overview:

<https://www.va.gov/resources/getting-urgent-care-at-va-or-in-network-community-providers/>

- Establishes a new benefit for urgent (walk-in) care
- Must meet specific eligibility requirements
 - Enrolled in VA healthcare
 - Received care through the VA in the last 24 months prior to the visit
 - This does include community care appointments
- Provides Veterans with access to urgent, non-emergency care (e.g. non-life-threatening conditions) through the VA contracted network of community providers (Tri-West or CCN contractor)
- Includes services such as: flu shot, ear infections, strep throat, pink eye
- <https://www.va.gov/find-locations>
- [Getting Urgent Care At VA Or In-Network Community Providers | Veterans Affairs](#)

For more information or if the veteran wants to discuss Urgent Care, please contact TriWest

Emergency Care

- **VA has three reimbursement authorities for emergency care:**
 1. Authorized (Referred/Timely notified): 38 CFR 17.4020 (old 1703)
[See next slide]
 1. SC emergency care (1728): No change
 2. NSC emergency care (1725): No Change

National VA must be notified of Emergency care visit to review for approval within 72 hours

- If a veteran calls OCC to notify the VA of an ER visit, do the following actions:
 - a. Put a note into Cerner documenting date/time, ER hospital, and reason
 - b. Offer to transfer the veteran to the national line (1-844-724-7842) or
 - c. Report using the VA Emergency Reporting portal ([Veterans Health Administration - Community Care \(va.gov\)](https://www.va.gov/vahealthcare/))

Emergency Care

- Help us help you.
- Enter VA National Emergency Care Notification into your contacts in your phone.
(844)724-7842
- Call within 72 hours.
- Anyone can call. Hand the phone to the nurse, your neighbor, your significant other or friend and ask them to call

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- Help us to Help You.
- OCC Phone Number. Please enter as a contact in your phone. (509)484-7969
- Open VA mail.
- Establish MyVAHealth account for communication.
- Veteran Self Scheduling

Referral Letter

VA



U.S. Department
of Veterans Affairs

Mann-Grandstaff VA Medical Center
4815 N. Assembly St.
Spokane, WA 99205-6197

OFFICIAL BUSINESS
Penalty for Private Use \$300

YOUR BEST BET - HIRE A VET

COMMUNITY
CARE

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- Health Share Referral Manager (portal for sending referrals, documents, communication, RFSs.)
- External Provider Scheduling Go Live May 1st. Access to Community Providers Schedules to schedule care
- Veteran Townhall (Face to Face and virtual)
- Community Provider Fairs and then monthly meeting with CC Provider Liaison to build a relationships.

Choose VA Campaign: WHY SHOULD THE VETERAN CHOOSE VA?

- Through the MISSION Act, VA gives Veterans the power to choose the care they trust, and more Veterans are choosing VA for their health care than ever before.
- VA is leading the health care industry in transparency by helping Veterans compare data across VA and the private sector so they can make informed decisions when selecting a provider.
- VA is giving Veterans more choices in their health care decisions and improving transparency by becoming the first hospital system in the nation to publicly post wait times, opioid prescription rates, accountability, settlements, and chief executive travel.
- Our medical services will continue to evolve to meet Veterans' needs and strengthen the trust in the VA by constantly innovating, upgrading, and pursuing better ways to serve our Nation's heroes.
- VA is specialized in veteran care (PTSD, War related conditions), and veterans will have the opportunity to connect with other veterans thru VA groups and meetings



“Selling the VA” & the Benefits of Choosing VA

Establish relationship
with provider

Easy access to medical
records

Shorter appointment
wait time

Scheduling more
convenient

- Face to Face
- Video Visit
- Telephone

Easy prescription pick-
up without lapse in
prescription fill

- Pharmacist onsite to answer
medication questions

Transportation set up
and provided to and
from VA facilities for
eligible Veterans

No participation with
3rd Party administration

- Less stress, less opportunity
for billing errors

Consults are in house
which are acted upon
expeditiously

Records securely kept
within the VA system

Veteran Advocate onsite
to address any concerns

Veterans receive
recognition for their
service to our country

Facilitates Comp & Pen
Claims Process

What does the Veteran need to do?

Step 1: Make sure you are enrolled at local VA Hospital

Step 2: Make sure that Eligibility has updated information.

Step 3: Reach out to Your Primary Care Doctor or Team

Questions

