Agenda

§ History of Community Care

§ VA MISSION Act
   § Overview of Key Elements
   § Community Care Changes
   § Expanded Eligibility
   § Urgent Care Benefit
   § Transplants
   § Standardized Episodes of Care (SEOC)

§ Community Care Network (CCN)
   § Timeline
   § Region 1 & Region 2 Deployment

§ Community Care Resources
History of VA Community Care

Hometown Program
VA sets precedent for collaboration with community providers through agreements

Department of Defense

1945
Academic Teaching Affiliates

1947

1983

Project Hero
Project Health Effectiveness through Resource Optimization (HERO) as a pilot program to improve managed strategies

2007

Project ARCH
Project Access Received Closer to Home (ARCH) to increase access care for rural Veterans

2011

Indian Health Service & Tribal Health Service
Established reimbursement agreements for care provided to eligible Veterans.

2012

PC3 & National Dialysis Contract

2013

Veterans Choice Program (VCP)

2014

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VA MISSION Act: An Overview Of Key Elements

What is the MISSION Act?

The VA Maintaining Internal Systems and Strengthening Integrated Outside Networks (MISSION) Act of 2018 includes four main pillars:

1. Consolidating VA’s community care programs
2. Expansion of Caregivers Program
3. Flexibility to align its asset and infrastructure
4. Strengthening VA’s ability to recruit and retain health care professionals

What is it NOT?

The MISSION Act is not a step toward privatization. It’s about significantly improving Veterans’ experience and enhancing access to care.

Key Elements

Community Care - Consolidates VA’s multiple community care programs, making it is easier to navigate for families, community providers and VA employees.

Caregivers Program - Expands eligibility for the Comprehensive Assistance for Family Caregivers program to eligible Veterans from all eras of service.

Asset and Infrastructure Review (AIR) – Helps provide flexibility to align its infrastructure footprint to meet the needs of the nation’s Veterans.

Recruit and Retain - Allows for additional recruitment and retention efforts, including a new scholarship program, an education debt-reduction program and increased funding to provide bonuses for recruitment, relocation, and retention.
Community Care: Key Changes

VA MISSION Act has fundamentally transformed VA’s health care system with significant improvements.

It fulfills VA’s commitment to provide Veterans with more choice in their health care providers.

New for Providers

Establishment of the Community Care Network

- Undergo an industry standard accreditation process
- Meet new training requirements
- Be subject to an exclusion and suspension process
- Submit claims within filing deadlines

New for VA Staff

Introduction of new and more efficient business processes that will:

- Broader options for care
- Fewer manual process errors
- Faster, easier, auditable processes

New for Veterans

Veterans receive new benefits under the Veterans Community Care Program. These benefits include:

- Access to urgent care
- Expanded eligibility for community care
- Scheduling by the Veteran and VHA
- Technology that streamlines communication
MISSION Act: Expanded Eligibility Overview

- Best medical interest of the Veteran
- Required care or services are not offered
- Care or services are non-compliant with VA’s standards for quality
- Lack of full-service medical facility
- Care or services not provided within designated access standards
- Grandfathered eligibility from Veterans Choice Program

6 Community Care eligibility criteria established by MISSION Act

ACCESS STANDARDS:

<table>
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<tr>
<th>Primary Care Health, Nonsurgical Institutional Based Care</th>
<th>Drive Time</th>
<th>Wait Time</th>
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VA Medical Center

Federaled Qualified Health Center

Academic Affiliates

Local Community Care Department
MISSION Act: New Urgent Care Benefit

Access to urgent, non-emergency health care (sick or threatening conditions) through the VA health care network. Services such as:
- Colds
- Ear infections
- Pink eye
- Skin infections

To be eligible for urgent care, Veterans must:
- Be enrolled in the VA health care system
- Have received care through a community provider within the last 12 months

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Veterans access providers in the network when it is convenient for them without needing pre-authorization.

Eligibility

Coverage

Copays

URGENT CARE

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MISSION Act: New Urgent Care Benefit (Cont.)

**Urgent Care Prescriptions:** VA will write urgent care prescriptions

- Provider may write prescription for an existing supply
- Prescriptions can be filled at a pharmacy within the VA network, in VA, or a noncontracted pharmacy
  - If a noncontracted pharmacy
    - Pay for the prescription and
    - Reimbursement with the bill
- To find an in-network pharmacy, you can use the VA Facility Locator

**Billing:** Urgent care provider bills through a Third Party Administrator (TPA) and VA may require an applicable copayment.
MISSION Act: Community Provider Training

VA MISSION Act (Section 123): Providing continuing medical education credits

- Free training courses developed for VA clinicians available to community providers
  - Approximately 109 training courses available (optional)

VA MISSION Act (Section 131 and 133): Establishes new requirements for non-VA providers treating Veterans.

- VA developed training courses with specific requirements
  - Community Provider Opioid Safety Initiative (OSI) Guidelines (required for opioid prescriptions)
  - General Community Care Provider: A Perspective for Veteran Care Training Course (all courses)
  - Courses must be completed within 180 days of enrolling in a VA contracted network

- MISSION Act VHA TRAIN training website (https://train.missionact.org/) an external system, created to host all MISSION related training courses.
  - Providers must create an account in VHA TRAIN and include an NPI number in their VHA TRAIN profile upon completing training.
Community Care Network: Overview

The Community Care Network (CCN) is a set of region-based contracts to provide health care to Veterans in the community through a contractor who builds and credentials the associated network and providers.

Benefits of the CCN:

• Gives VA control of Veteran care and experience
  – VA is taking back scheduling, care coordination, and customer service functions

• Gives VA convenient access to a network of qualified, credentialed providers

• Gives VA a streamlined community care processes
  – by including more services under CCN
  – by no longer adjudicating claims

Community providers wanting to deliver care to our nation's Veterans can contact Optum at Join Optum VACCN Network or VACCNProviderContracting@optum.com. (Regions 1, 2, and 3)
Community Care Network (CCN) Timeline

- **R1**: Awarded Dec 28, 2018; Start of Health Care Delivery (SHCD) Jun 26, 2019; Full Deployment by Dec 28, 2019
- **R2**: Awarded Dec 28, 2018; Protest resolved May 2, 2019; Performance resumed May 6, 2019; SHCD Oct 8, 2019; Full deployment by Apr 9, 2020
- **R3**: Awarded Dec 28, 2018; Protest resolved May 2, 2019; Appeal with the US Court of Federal Claims; Performance resumed Jul 22, 2019; SHCD expected ~Jan 2020; Full deployment by ~ May 2020
- **R4**: Awarded Aug 6, 2019; Protest withdrawn Sep 27, 2019. SHCD expected ~Apr 2020; Full deployment by ~ Oct 2020
- **R5**: Pre-Solicitation
- **R6**: MISSION Effective Date

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CCN Region 1 Deployment Update

Phase 1

June 26:
Philadelphia, PA (642)

July 29:
White River Jct., VT (405)

Phase 2

Sept 17:
Bedford, MA (518)
Providence, RI (650)
Boston, MA (523)
Connecticut (689)
Northampton (631)
Wilmington, DE (460)
Lebanon, PA (595)

Sept 26:
Manchester, NH (608)

Phase 3

Oct 29:
Coatesville, PA (542)
Altoona, PA (503)
Wilkes-Barre, PA (693)
Beckley, WV (517)
Martinsburg, WV

Phase 4

Nov 19:
Syracuse, NY (528A7)
Northport, NY (632)
Bronx, NY (526)
Canandaigua, NY (528A5)
Albany, NY (528A8)
Hudson Valley, NY

(620)
New Jersey
Western New York
New York H (528)
Bath, NY (528)
Togus, ME (595)
CCN Region 2 Deployment Update

Phase 1
Oct 8:
Northern Indiana (610)
Omaha (636)
Des Moines (636A6)
Iowa City (636A8)

Phase 2
Dec 10:
Chillicothe, OH (538)
Cleveland, OH (541)
Dayton, OH (552)
Columbus, OH (757)
Cincinnati, OH (539)
Indianapolis, IN (583)
Louisville, KY (603*)
Lexington (596*)

Phase 3
Jan 22:
Battle Creek, MI (515)
Ann Arbor, MI (506)
Detroit, MI (553)
Saginaw, MI (655)
Danville, IL (550)
Chicago, IL (537)
North Chicago, IL (556)
Hines, IL (578)
Madison, WI (607)
Tomah, WI (676)
Milwaukee, WI (695)

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Federally Qualified Health Centers (FQHCs) network

- FQHCs are an integral part of VA’s community provider networks

- As of November 2019, FQHCs in VA’s contracted networks:
  - PC3 – 1,512 service delivery sites
  - CCN Region 1 - 728 service delivery sites
  - CCN Region 2 – 172 service delivery sites

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## Community Care Website (External):
- [https://www.va.gov/communitycare/](https://www.va.gov/communitycare/)

## Community Care YouTube Playlist
- [https://www.youtube.com/playlist?list=PL3AQ_JVoBEyysOcr7PzSVvnW1_YVYFs1p](https://www.youtube.com/playlist?list=PL3AQ_JVoBEyysOcr7PzSVvnW1_YVYFs1p)

### General Information
- [Webpage (Public)](https://www.va.gov/communitycare/)
- [Fact Sheet: General Information](https://www.va.gov/communitycare/)
- [Video: Veteran Community Care - Overview](https://www.youtube.com/playlist?list=PL3AQ_JVoBEyysOcr7PzSVvnW1_YVYFs1p)
- [Information Sheet: Current vs. Future](https://www.va.gov/communitycare/)
- [Article: Top Questions Answered](https://www.va.gov/communitycare/)
- [Article: What is the latest on community care?](https://www.va.gov/communitycare/)

### Eligibility
- [Webpage (Public)](https://www.va.gov/communitycare/)
- [Article: New eligibility criteria a major improvement over existing rules](https://www.va.gov/communitycare/)
- [Fact Sheet: Eligibility](https://www.va.gov/communitycare/)
- [Video: Veteran Community Care - Eligibility](https://www.youtube.com/playlist?list=PL3AQ_JVoBEyysOcr7PzSVvnW1_YVYFs1p)

### Appointments and Getting Care
- [Webpage (Public)](https://www.va.gov/communitycare/)
- [Article: Finding a community provider, making appointments, and getting care](https://www.va.gov/communitycare/)
- [Fact Sheet: Appointments and Getting Care](https://www.va.gov/communitycare/)
- [Video: Veteran Community Care: Making Appointments](https://www.youtube.com/playlist?list=PL3AQ_JVoBEyysOcr7PzSVvnW1_YVYFs1p)

### Billing and Payments
- [Webpage (Public)](https://www.va.gov/communitycare/)
- [Fact Sheet: Billing and Payments](https://www.va.gov/communitycare/)

### Urgent Care
- [Webpage (Public - Veterans)](https://www.va.gov/communitycare/)
- [Webpage (Public – Providers)](https://www.va.gov/communitycare/)
- [Article: VA’s new urgent care benefit for Veterans](https://www.va.gov/communitycare/)
- [Top Questions Answered Article/Blog](https://www.va.gov/communitycare/)
- [Video: Veteran Community Care: Urgent Care](https://www.youtube.com/playlist?list=PL3AQ_JVoBEyysOcr7PzSVvnW1_YVYFs1p)
- [Article: Answers to the top five questions](https://www.va.gov/communitycare/)