

Transforming VA Community Care

Current Community Care Programs Are Confusing

Community Care today is complicated and consists of multiple programs that cause confusion for Veterans, community providers, and VA staff.



To address this issue, VA proposed a plan to Congress. This plan addresses immediate improvements to community care while driving towards the future.

Gathered Feedback from Key Stakeholders

We made sure to incorporate feedback from key stakeholders representing diverse groups and backgrounds to create the plan.



Veterans



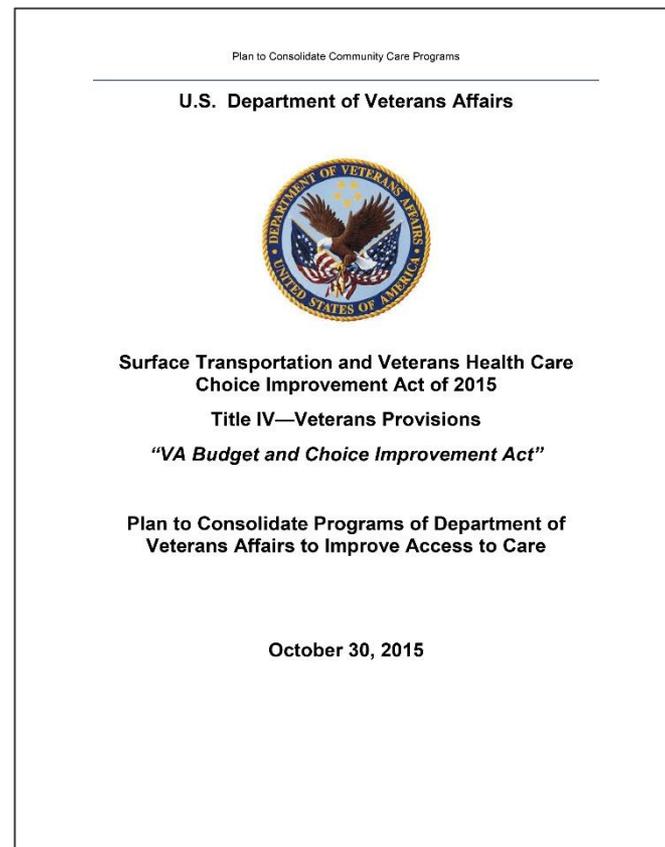
**VA Staff and
Clinicians**



**Veteran Service
Organizations**



**Health Care
Leaders**



[VA Community Care Plan](#)

VA's Plan Includes Short and Long Term Improvements

VA is taking immediate steps to improve stakeholders' experiences while also planning and implementing long-term improvements for the new community care program.



1 >

Immediate Steps to Improve Stakeholder Experience

- Implement contract modification
- Reduce unnecessary steps in the process
- Improve communications



2 >

Long-Term Steps to Improve Stakeholder Experience

- Develop detailed implementation plan
- Execute make/buy decisions
- Implement integrated solutions

Deliver a program that is easy to understand, simple to administer, and meets the needs of Veterans, community providers, and VA Staff

Short-Term Improvements

Short-Term Accomplishments



Implemented a joint VA / Contractor Rapid Response Team to address payment issues



Implemented adverse credit support for Veterans



Improved timely payments by separating medical record submission from provider payments



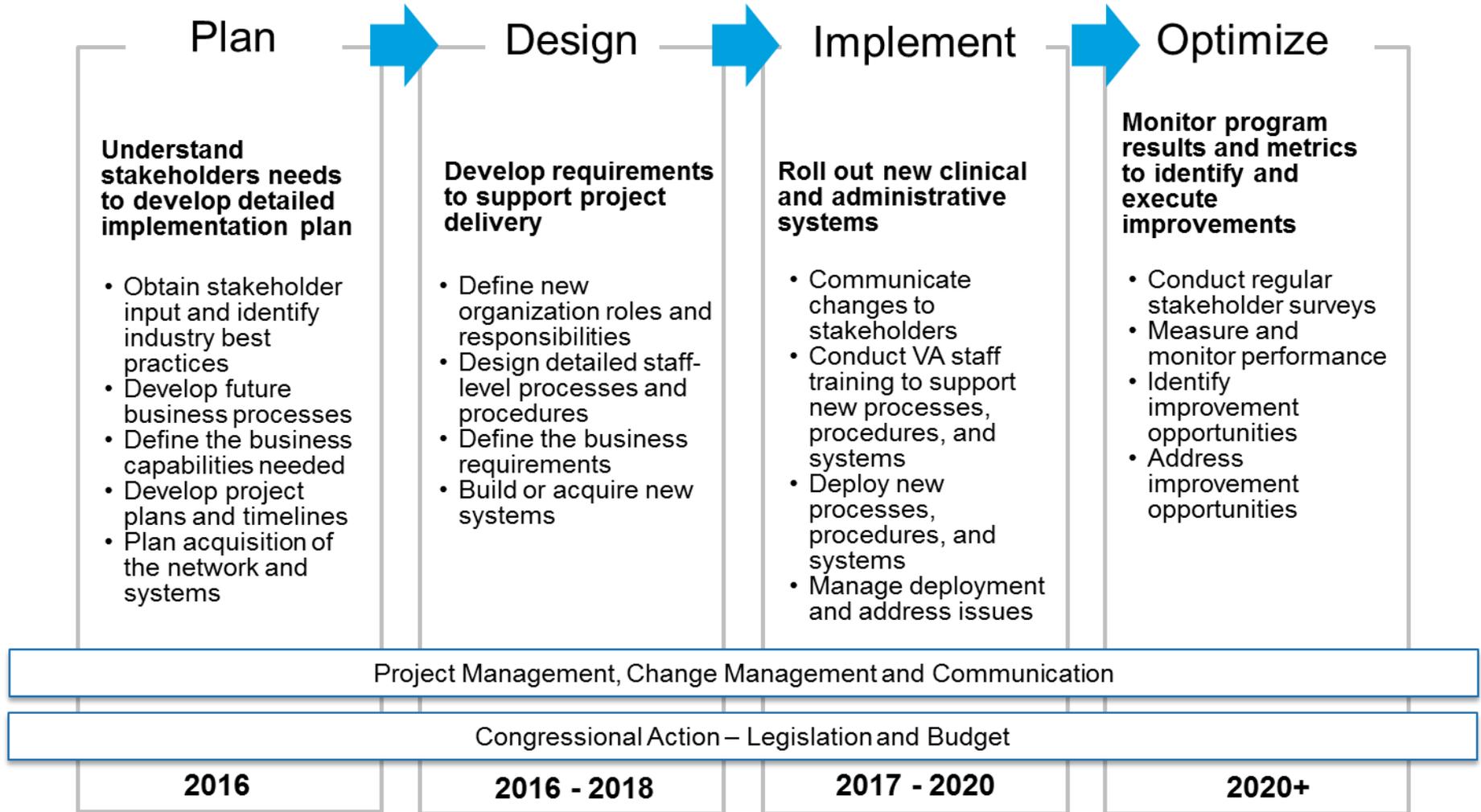
Implemented revised eligibility criteria for 40 miles, enrollment date, and excessive burden



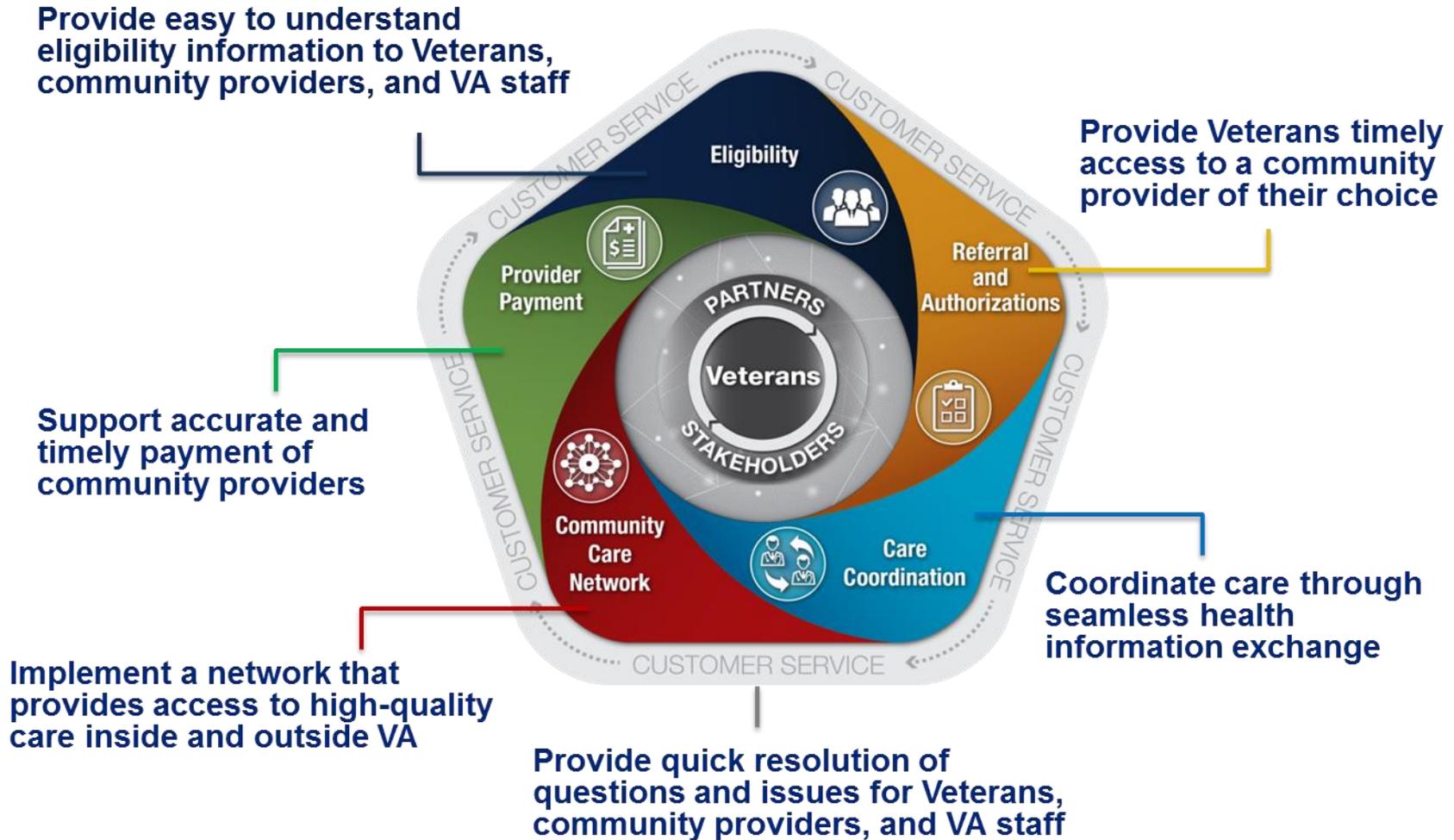
Embedded VA staff in contractor locations to support care coordination pilots in several locations

Long-Term Improvements

Building the Future Experience for the Long Term



Five Key Components Trace the Veteran Community Care Journey



Clarify and Automate Eligibility

What we want to hear from Veterans: ***“With the New VCP, I understand when and where I am eligible for care.”***



We are working to streamline, consolidate, and automate our eligibility processes so that Veterans, community providers, and VA staff have a clear, consistent understanding of eligibility.

Standardize the Referral & Authorization Process

What we want to hear from Veterans: ***“I was easily and quickly referred to a community provider for my care.”***



**Veteran is referred for
community care**



**Veteran receives care from a
community provider**

We are working to streamline the referral and authorization process, and remove unnecessary steps. These improvements will allow Veterans to get care more quickly.

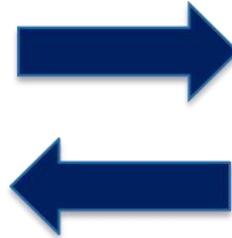
Integrate and Streamline Care Coordination

What we want to hear from Veterans: ***“I knew what to expect and I had everything I needed from my doctor.”***

What we want to hear from providers: ***“Sharing information between providers is easy, allowing for seamless care coordination for our patients.”***



**VA
Providers**



**Community
Providers**

We are working to ensure seamless care coordination between VA and community providers.

Offer Access to Excellent Community Providers

What we want to hear from Veterans: ***“I have options and I feel confident that there will always be a provider when I need one.”***

What we want to hear from providers: ***“I am proud to serve Veterans and to be a part of the VA Community Care Network.”***



Utilize our network of VA and community providers



Provide access to high-quality care

We are working to provide Veterans a network of providers to improve access to high-quality care.

Automate and Improve Provider Payments

What we want to hear from Veterans: ***“I understand my financial responsibility and I am billed accurately by VA.”***

What we want to hear from providers: ***“It is easy to work with VA. They have adopted industry standards, pay promptly, and are a good partner.”***



We are working to enable accurate and timely payments to our community partners.

Congressional Action – Supporting Legislation

VA cannot move to the future state without Congressional action. Our proposals are less complex, allow for flexibility, and reflect industry standards.

Action	Supporting Legislation Needed	Benefit
Simplify the Program	<ul style="list-style-type: none"> Improving Veterans Access to Community Care by Establishing the New VCP Improving Veterans Experience by Consolidating Existing Programs Improving VA's Partnerships with Community Providers to Increase Access to Care (Provider Agreements) 	Enables VA to provide simplified and consistent access to community care.
Improve Emergency Care	<ul style="list-style-type: none"> Improving Veterans Access to Emergency Treatment and Urgent Care 	Provides clarity to Veterans when they need Emergent or Urgent care.
Ensure Accurate Provider Payment	<ul style="list-style-type: none"> Formalizing VA's Prompt Payment Standard to Promote Timely Payments to Providers Aligning with Best Practices on Collection of Health Insurance Information Increasing Accuracy of Funding by Recording Community Care Obligations at Payment 	Allows VA to pay community providers in a consistent and timely manner.
Flexibility in Community Care Funding	<ul style="list-style-type: none"> Improving Access to Community Care through Choice Fund Flexibility Increasing Access and Transparency by Requesting Budget Authority for a Community Care Account Streamlining Community Care Funding 	Supports transparency and visibility of VA's Community Care funding.
Improve Care Coordination	<ul style="list-style-type: none"> Improving Care Coordination for Veterans through Exchange of Certain Medical Records 	Improves care coordination for Veterans.

Action for Immediate Veterans Choice Program Improvements

Current Challenges		Outcome
<p>Contracts create unnecessary administrative burdens for community providers.</p>	<p>Provider Payments</p>	<p>Larger provider network would increase access to care.</p>
<p>Inconsistency of VA as primary or secondary payer creates confusion.</p>	<p>Primary Payer</p>	<p>More timely and consistent provider payments.</p>
<p>Obligate funding at the time of authorization leads to inaccurate accounting.</p>	<p>Obligation of funding</p>	<p>Improved accounting of community care funds.</p>
<p>Unnecessary funding constraints.</p>	<p>Funding Flexibility</p>	<p>More transparency into VA's community care funding.</p>

What You Can Do to Help



Contact Congress



Educate Veterans on the Plan to Consolidate Community Care Programs



Provide actionable feedback



Understand that change takes time

VA Choice / Community Care Resources

- For more details about the Veterans Choice Program and VA's progress, visit: www.va.gov/opa/choiceact
- Veterans Choice Program: **1-866-606-8198**
 - For Veterans seeking to find out more about the program, confirm their eligibility and schedule an appointment.
- Adverse Credit Reporting Call Center: **1-877-881-7618**
 - A VA Community Care Call Center has been set up for Veterans experiencing adverse credit reporting or debt collection resulting from incorrectly billed Choice Program claims.
 - Veterans experiencing these problems can call for assistance.

Questions?

Thank you for your time and support.