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.

**Immediate Steps to Improve Stakeholder Experience**
- Implement contract modification
- Reduce unnecessary steps in the process
- Improve communications

**Long-Term Steps to Improve Stakeholder Experience**
- Develop detailed implementation plan
- Execute make/buy decisions
- Implement integrated solutions
Our Goal for VA Community Care

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
Conducted Field Site Research

Our teams have conducted interviews, site visits, and data gathering exercises with VISN and VA medical center staff across the country to inform the future state design.
Long-Term Improvements
Building the Future Experience for the Long Term

**Plan**
- Understand stakeholders needs to develop detailed implementation plan
  - Obtain stakeholder input and identify industry best practices
  - Develop future business processes
  - Define the business capabilities needed
  - Develop project plans and timelines
  - Plan acquisition of the network and systems

**Design**
- Develop requirements to support project delivery
  - Define new organization roles and responsibilities
  - Design detailed staff-level processes and procedures
  - Define the business requirements
  - Build or acquire new systems

**Implement**
- Roll out new clinical and administrative systems
  - Communicate changes to stakeholders
  - Conduct VA staff training to support new processes, procedures, and systems
  - Deploy new processes, procedures, and systems
  - Manage deployment and address issues

**Optimize**
- Monitor program results and metrics to identify and execute improvements
  - Conduct regular stakeholder surveys
  - Measure and monitor performance
  - Identify improvement opportunities
  - Address improvement opportunities

**Project Management, Change Management and Communication**

**Congressional Action – Legislation and Budget**

- **2016**
- **2016 - 2018**
- **2017 - 2020**
- **2020+**
Five Key Components Trace the Veteran Community Care Journey

1. Provide easy to understand eligibility information to Veterans, community providers, and VA staff.
2. Support accurate and timely payment of community providers.
3. Implement a network that provides access to high-quality care inside and outside VA.
4. Coordinate care through seamless health information exchange.
5. Provide quick resolution of questions and issues for Veterans, community providers, and VA staff.

Provide Veterans timely access to a community provider of their choice.
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.”

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.”

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.”

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

<table>
<thead>
<tr>
<th>Action</th>
<th>Supporting Legislation Needed</th>
<th>Benefit</th>
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<tbody>
<tr>
<td>Simplify the Program</td>
<td>• Improving Veterans Access to Community Care by Establishing the New VCP&lt;br&gt;• Improving Veterans Experience by Consolidating Existing Programs&lt;br&gt;• Improving VA’s Partnerships with Community Providers to Increase Access to Care (Provider Agreements)</td>
<td>Enables VA to provide simplified and consistent access to community care.</td>
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<td>Improve Emergency Care</td>
<td>• Improving Veterans Access to Emergency Treatment and Urgent Care</td>
<td>Provides clarity to Veterans when they need Emergent or Urgent care.</td>
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<td>Ensure Accurate Provider Payment</td>
<td>• Formalizing VA’s Prompt Payment Standard to Promote Timely Payments to Providers&lt;br&gt;• Aligning with Best Practices on Collection of Health Insurance Information&lt;br&gt;• Increasing Accuracy of Funding by Recording Community Care Obligations at Payment</td>
<td>Allows VA to pay community providers in a consistent and timely manner.</td>
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<td>Flexibility in Community Care Funding</td>
<td>• Improving Access to Community Care through Choice Fund Flexibility&lt;br&gt;• Increasing Access and Transparency by Requesting Budget Authority for a Community Care Account&lt;br&gt;• Streamlining Community Care Funding</td>
<td>Supports transparency and visibility of VA’s Community Care funding.</td>
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<td>Improve Care Coordination</td>
<td>• Improving Care Coordination for Veterans through Exchange of Certain Medical Records</td>
<td>Improves care coordination for Veterans.</td>
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<td>Current Challenges</td>
<td>Solution</td>
<td>Outcome</td>
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<td>Contracts create unnecessary administrative burdens for community providers.</td>
<td>Provider Payments</td>
<td>Larger provider network would increase access to care.</td>
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<td>Inconsistency of VA as primary or secondary payer creates confusion.</td>
<td>Primary Payer</td>
<td>More timely and consistent provider payments.</td>
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<td>Obligate funding at the time of authorization leads to inaccurate accounting.</td>
<td>Obligation of funding</td>
<td>Improved accounting of community care funds.</td>
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<td>Unnecessary funding constraints.</td>
<td>Funding Flexibility</td>
<td>More transparency into VA’s community care funding.</td>
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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.