



Veterans Choice Program (Past, Present and Future)

*Office of Community Care
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U.S. Department
of Veterans Affairs

Veterans Choice Program

Background

- ❑ Veterans Access, Choice and Accountability Act (VACAA), which established the Veterans Choice Program (VCP), passed in **August 2014**
- ❑ **Broad Eligibility Requirements:**
 1. Wait times for care beyond stated VA wait-time goals (>30 days)
OR
 2. Geographic Access / Distance (>40 miles from primary care physician)
OR
 3. *Reside in a state without a full service VAMC and >20 miles from a bordering state with full service VAMC WRJ, VT if a resident of New Hampshire.*
 4. Unusual or excessive travel burden

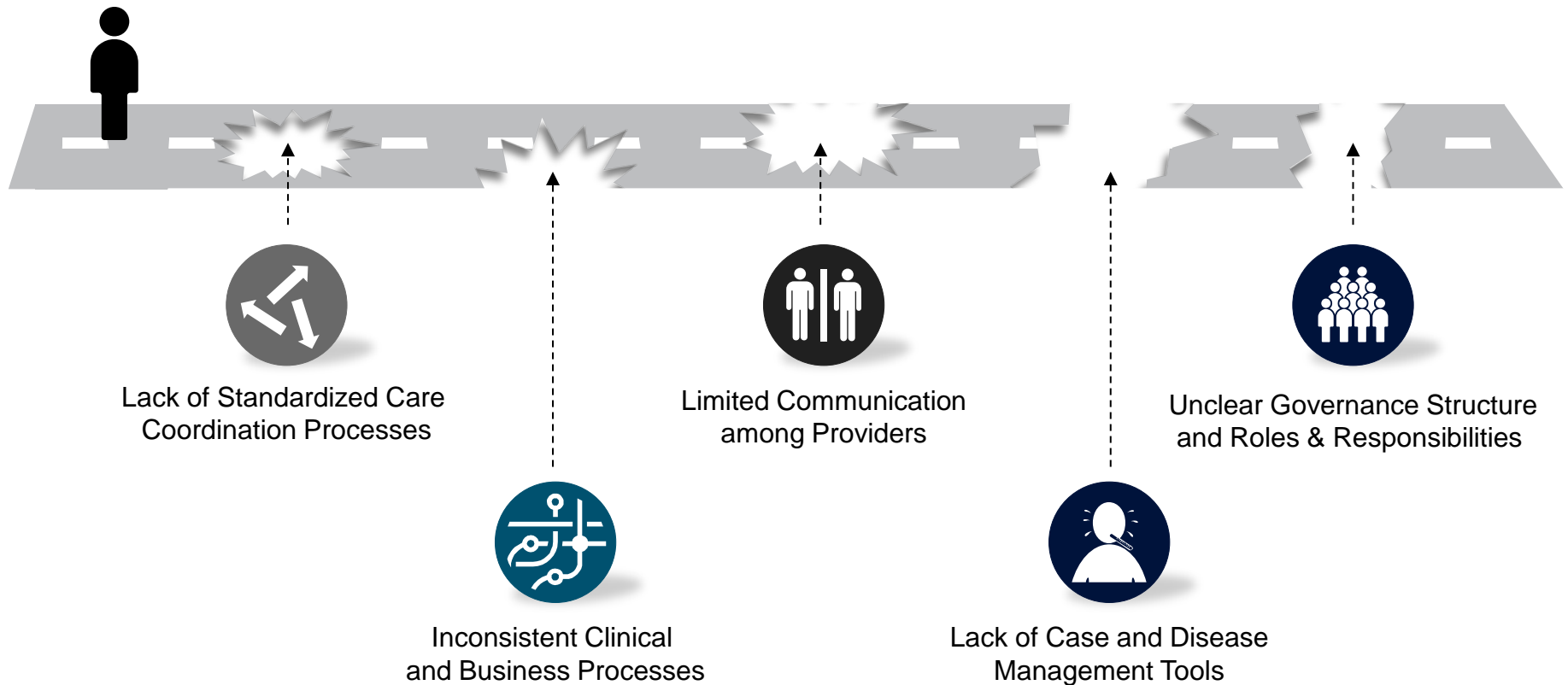
Challenges

- ❑ VA created and distributed **9 million** choice cards, mostly to Veterans not immediately eligible for Choice
- ❑ VA was given just **90 days** to fully implement this nationwide program
- ❑ To achieve this timeline, VA modified existing purchased care contracts not designed to handle the scope of VCP
- ❑ The Choice program is significantly different than any other community care program

Current State Challenges

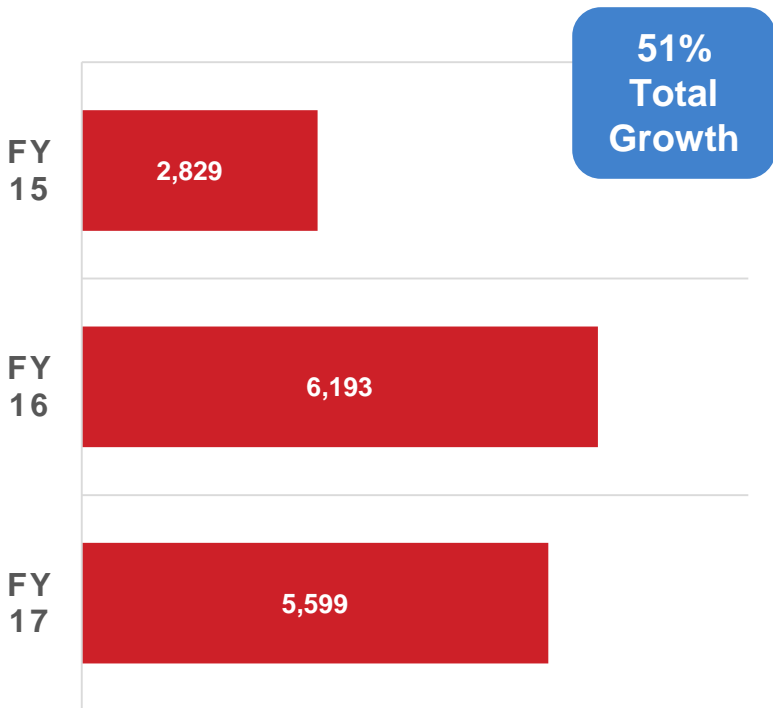
Today, several challenges interfere with the ability to consistently deliver high quality, personalized care in the community.

Care Coordination Challenges

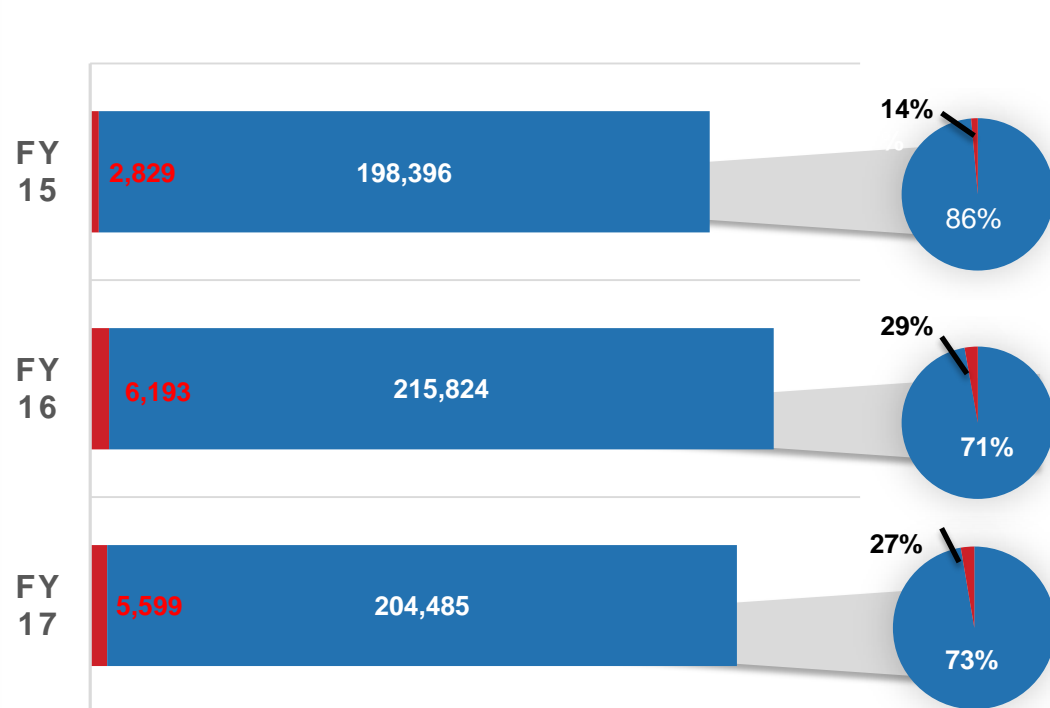


New Hampshire's Growth in the Community

GROWTH IN COMMUNITY COMPLETED CHOICE APPOINTMENTS (FY15-17)



VA INTERNAL VS. CHOICE COMPLETED APPOINTMENTS (FY15-17)



■ Community Care (CHOICE) Appointments
■ Internal VA Facility Based Appointments

*Data through September 27, 2017
 Source: Choice Contractor Dashboard and Completed Appointment Cube (VSSC)

Community Care (CHOICE) appointments have increased by 51% overall since FY15 and accounted for 27% of all VA appointments in FY17.

Services Vary by Specialty

The balance between VA provided and externally purchased care varies significantly by specialty service type

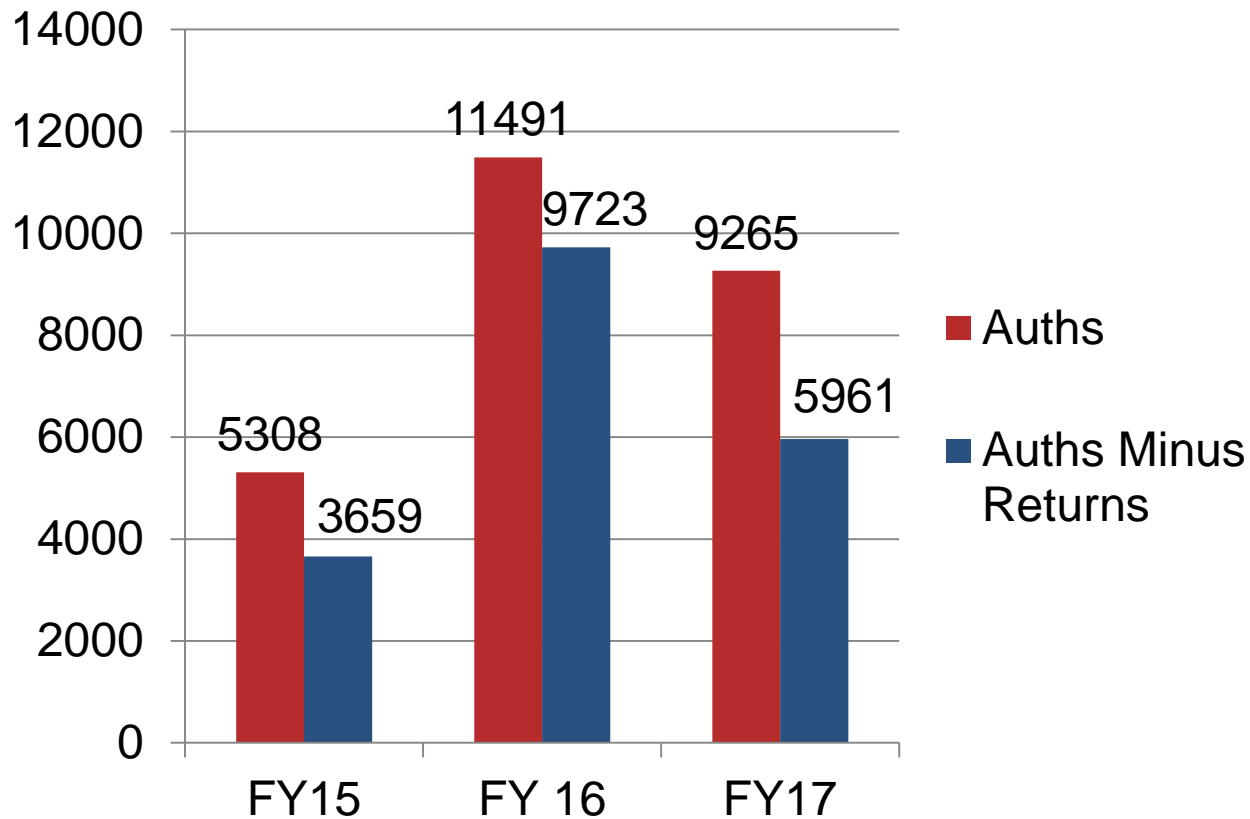
VA Provided

- ❑ Certain types of care are provided by VA more often than not
- ❑ Many of these services surround culturally competent care associated with military-related conditions
- ❑ **Key Examples:**
 - ❑ Mental Health Services
 - ❑ Primary Care
 - ❑ Some Specialty Services

Purchased

- ❑ Certain types of care are generally purchased from the community
- ❑ Most of these services are not associated with military-related conditions
- ❑ **Top Five Purchased Care:**
 - ❑ Orthopedic
 - ❑ Physical Therapy
 - ❑ Primary Care
 - ❑ Ophthalmology
 - ❑ Chiropractic/Pain

Choice Authorizations Continue to Increase



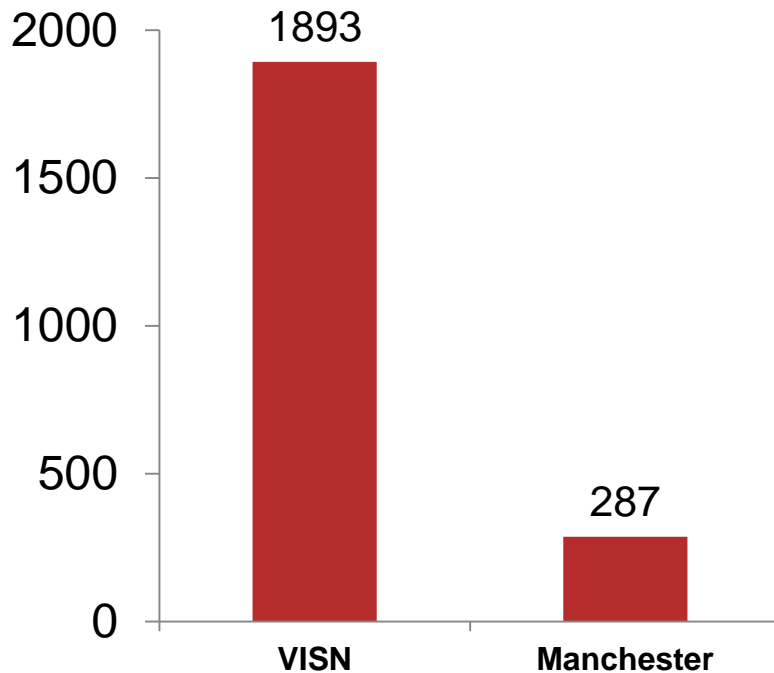
Source: Choice Contractor Dashboard

The above graph shows the total increase in Choice (Health Net) authorizations from FY15 to FY17

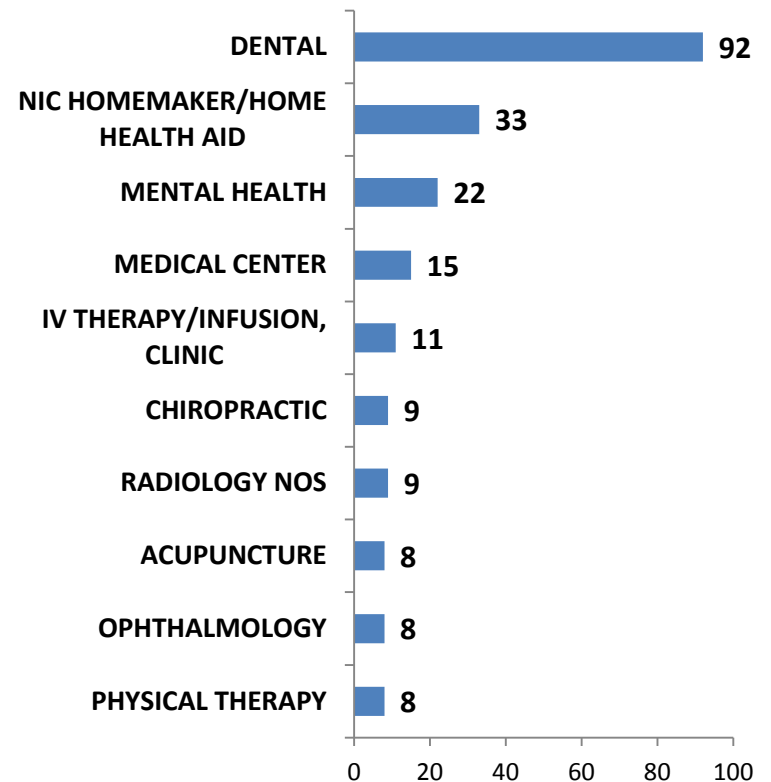
Please note that an Authorization does equal a completed appointment

New Hampshire-VISN VAMC Local Provider Agreements Interim Solution to Future State High Performing Network

Active Provider Agreements



Manchester Top 10 Categories of Care for PA



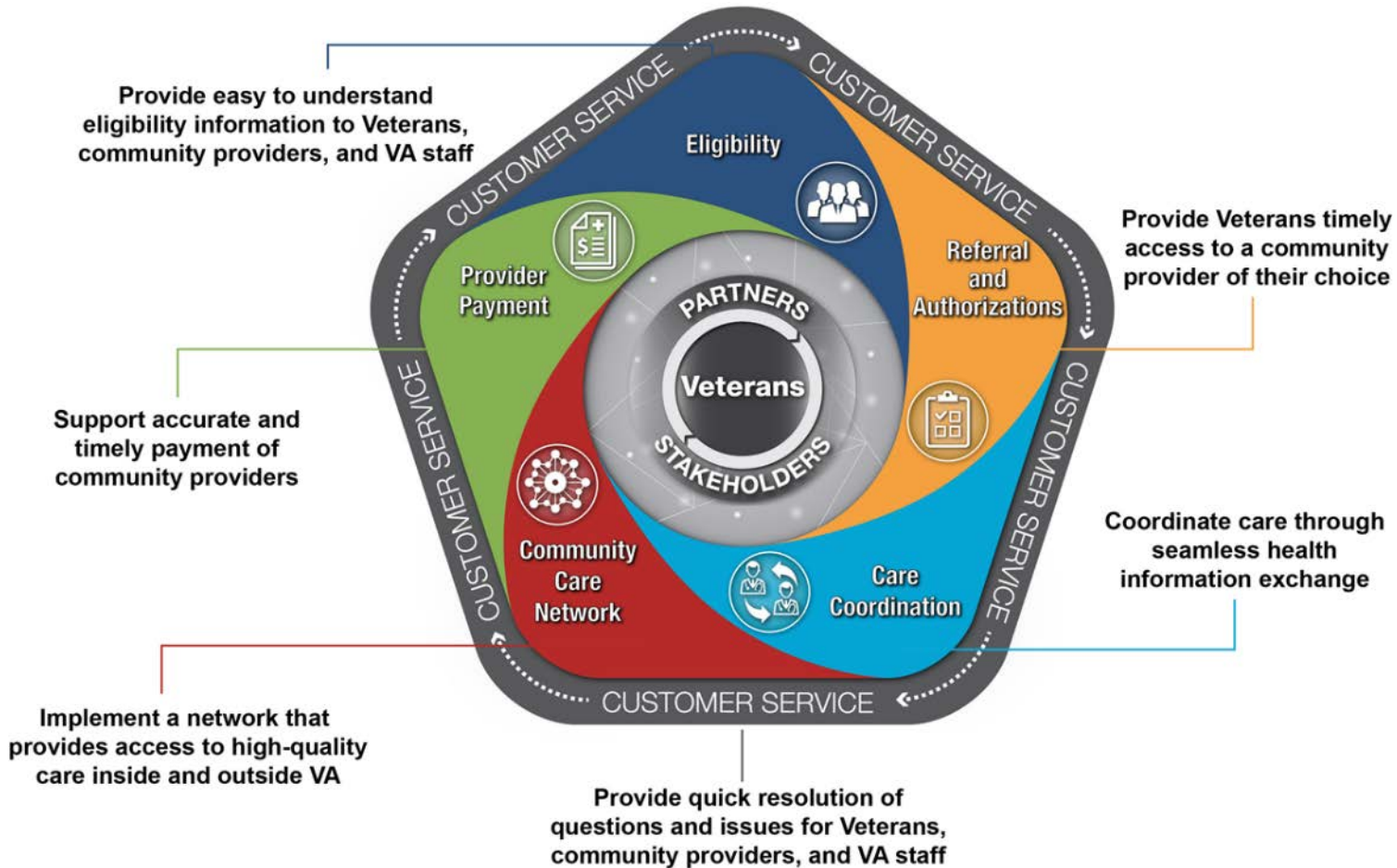
VA will use Provider Agreements to partner directly with local community care providers in two circumstances:

1. To deliver specific services when Health Net is unable to schedule an appointment within the contract requirements
2. To deliver specific services that are not offered by Health Net.

VA and Congress continue to work together to consolidate and improve the way VA delivers community care. During this time of transition, Provider Agreements help bridge the gap to meet the health care needs of our Veterans.

COMMUNITY CARE FUTURE STATE

Putting Veterans at the Center



Our goal is to deliver a program that is easy to understand, simple to administer, and meets the needs of Veterans and their families, community providers, and VA staff.

Moving Toward a High-Performing Network



Strengthen and grow foundational services of the program.



Develop processes to monitor healthcare quality, utilization, patient satisfaction, and value.



Evolve from fee-for-service reimbursement to preferred providers with value-based reimbursement.



Identify and partner with the best quality providers available.



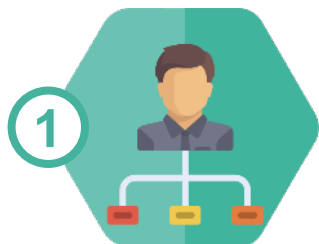
Transition to more seamless electronic exchange of healthcare information.



Transform our care model to support more personalized and coordinated Veteran care.

How Do Veterans Benefit?

The new program will be easier to use, have increased Veteran protections, and strive to achieve the following goals:



Improved care coordination and a consistent point of contact



Access to best in class VA and community providers



Seamless health information exchange between providers



Transparency on VA and community provider performance



Robust network of convenient care clinics

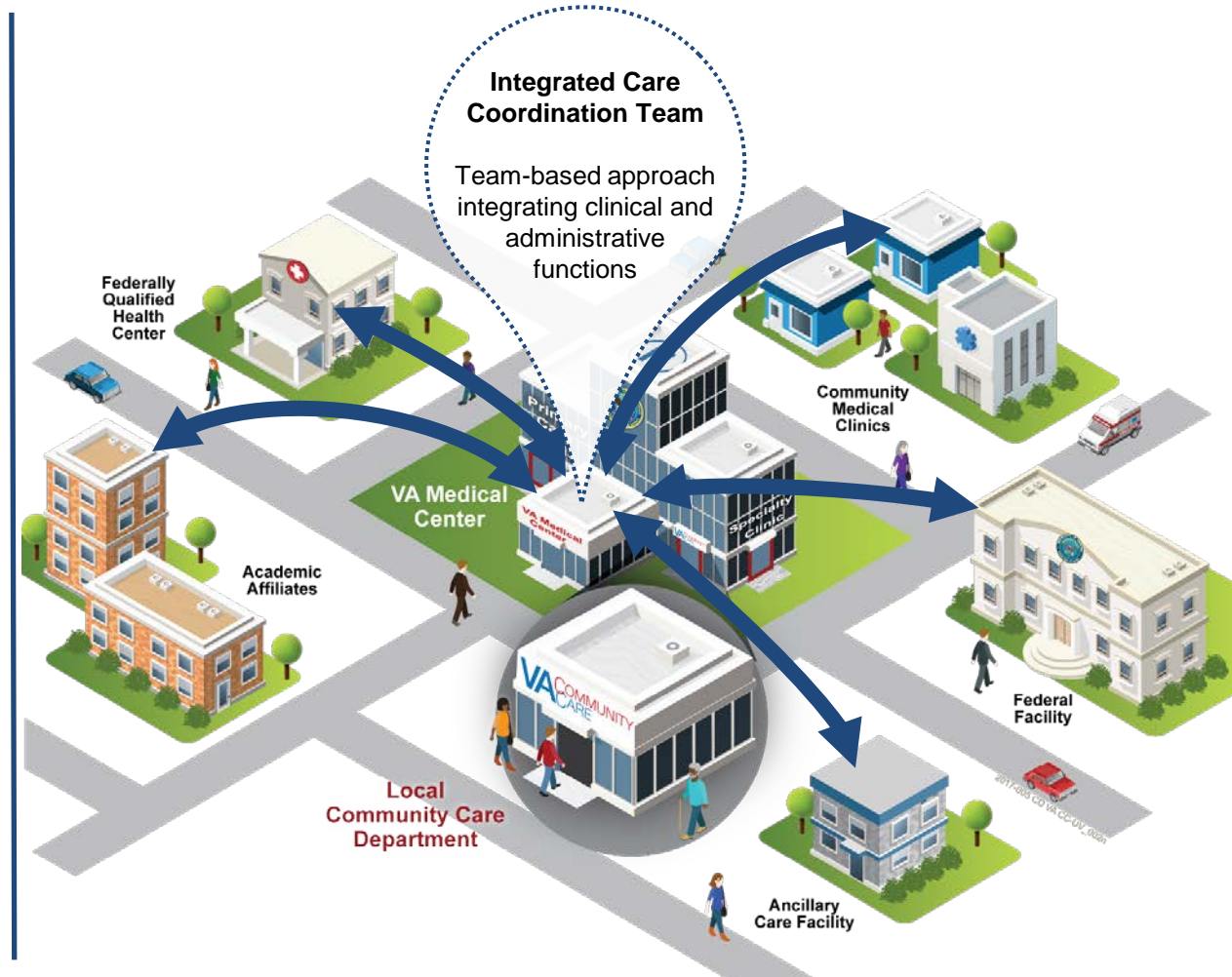


New tools to easily schedule with VA and community providers

Future State Vision for Care Coordination

This clinic enables a seamless experience for Veterans by coordinating health information and care across the VAMC and community partners.

Activities of the local VA Community Care department

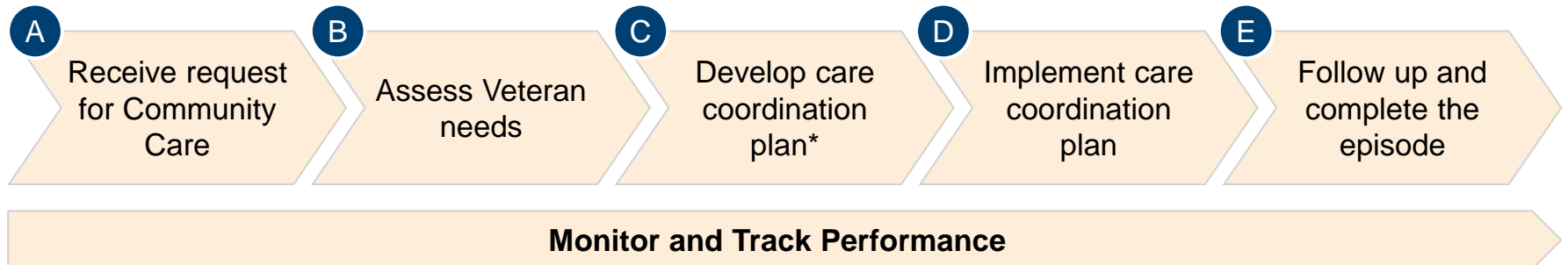
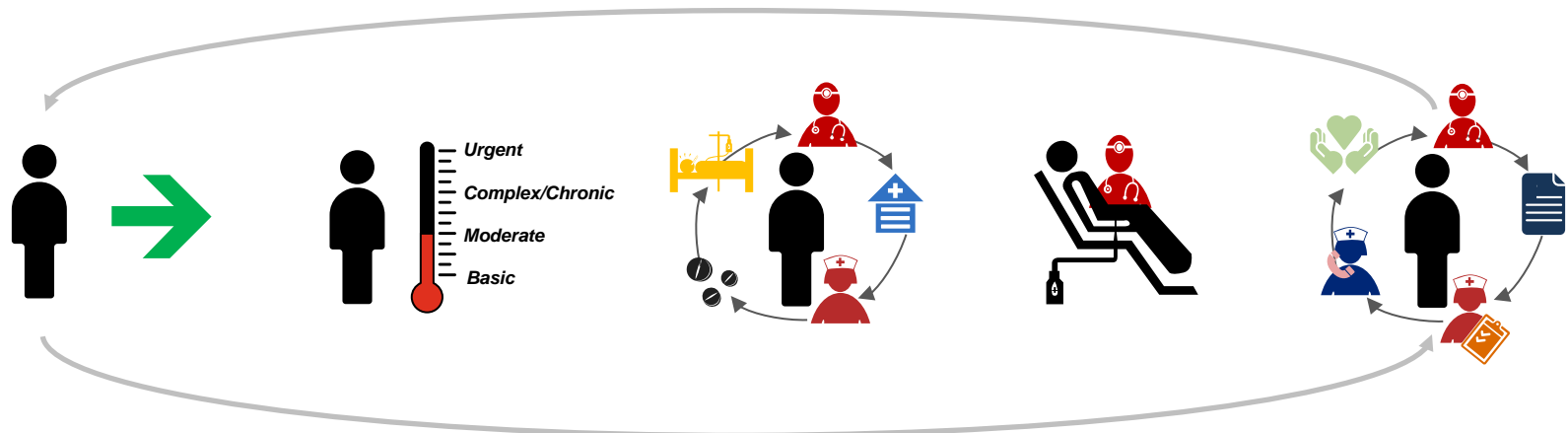


*Care coordination relies on all activities of the local VA Community Care department for successful operation.

Standardized Process for Care Coordination



Standardized care coordination will enable the VA to orchestrate services and align resources based on the Veteran's needs.



**A care coordination plan consists of activities aimed at coordinating the Veteran's care including (but not limited to) navigation, scheduling, follow-up, communication with the Veteran and community partners, coordination of services, and transition to the medical home team.*

Our Goal for Community Care



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

