

Community Care Update

VA Sunshine Healthcare Network (VISN 8)

Matthew Morrow, Business Development Specialist

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Sunshine Healthcare Network (VISN 8)



History of VA Community Care



Community Care Challenges

Eligibility



Varied eligibility criteria

Referrals & Authorization



Multiple referral and authorization requirements

Care Coordination



Lack of standard care coordination model

Community Care Network



Multiple local provider contracting approaches

Provider Payments



Variable payment rates and structures

Customer Service



Multiple programs that result in confusion

Maintaining multiple community care programs is unsustainable.

TriWest Expansion

With the implementation of The MISSION Act and the closure of the Veterans Choice Program (VCP) , facilities are instructed to utilize the PC3 contract (TriWest) for to purchase care in the community.

- The VCP ended on June 6th, 2019
- To bridge the gap, there was a modification of the TriWest PC3 contract that allows facilities to purchase care in the community utilize their network of providers.
- The current PC3 contract with TriWest ends 9/30/2020.
- Facilities are utilizing the PC3 contract (TriWest) until the new Community Care Network (CCN) is operational



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The MISSION Act

Maintaining Internal Systems & Strengthening Integrated Outside Networks

What is the MISSION Act?

The VA Maintaining Internal Systems and Strengthening Integrated Outside Networks (MISSION) Act of 2018 was signed into law by the president on June 6, 2018. The Act will fundamentally transform VA's health care system, fulfill the president's commitment to provide Veterans with more choice in their health care providers and prevent a funding shortfall in the current Veterans Choice Program. The Act includes four main pillars:

1. Consolidating VA's community care programs.
2. Expanding the Program of Comprehensive Assistance for Family Caregivers to eligible Veterans of all eras.
3. Providing VA the necessary flexibility to align its infrastructure footprint with the needs of our nation's Veterans.
4. Strengthening VA's ability to recruit and retain quality 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 their access to care.

Key Elements

Community Care - The Act consolidates VA's multiple community care programs, including the Veterans Choice Program, into a new Veterans community care program, which is easier to navigate, for Veterans and their families, community providers and VA employees.

Caregivers Program - The Act expands eligibility for VA's Program of Comprehensive Assistance for Family Caregivers (PCAFC) by including eligible Veterans from all eras of service. Post-9/11 Veterans have benefited greatly from PCAFC. Expansion will occur in two phases, starting with those who were injured on or before May 7, 1975, with further expansion beginning two years later. The expansion timeline is still under development.

Asset and Infrastructure - The Asset and Infrastructure Review (AIR) process in the Act will provide VA the necessary flexibility to align its infrastructure footprint with the needs of the nation's Veterans.

Recruit and Retain - VA is focused on recruitment to ensure Veterans are receiving the care they have earned. This Act will allow for additional, improved recruitment efforts, including a new scholarship program, greater access to VA's education debt-reduction program and improved flexibility for providing bonuses for recruitment, relocation and retention.

Information Sharing - For the purpose of providing health care or other health care related functions, the Act allows VA to share patient information that would otherwise be protected. It also allows for disclosing this information for purposes of recovering or collecting reasonable charges for care furnished to, or paid on behalf of, a Veteran in connection with a nonservice-connected disability.

Subtitle A – Developing an Integrated High-Performing Network

Chapter 1: Community Care Programs

(Sections 101-109)

- Establishment of a new Veterans Community Care Program
- Authorization of Veterans Care Agreements between VA and non-VA providers
- Agreements with state Veterans homes
- Access to walk-in care
- Remediation of VA medical service lines
- Market assessments and strategic plans

Chapter 4: Other Matters – Non-VA Providers

(Sections 131-134)

- Safe opioid prescribing practices by non-VA providers
- Improved information sharing with community providers
- Establishing competency standards for non-VA providers
- Enhanced authority for VA providers' access to prescription drug monitoring programs

Chapter 2: Paying Providers & Improving Collections

(Sections 111-114)

- Prompt payment to providers
- Improved authority to pay for authorized care
- Improved collections authority for non-service connected disabilities

Chapter 3: Education & Training Programs

(Sections 121-123)

- Education program for Veterans on health care options
- Training program for VA and contract staff on administration of non-VA health
- Continuing medical education for non-VA medical professionals

Chapter 5: Other Non-VA Health Related Matters

(Sections 141-144)

- Plans for requests for supplemental appropriations
- Veterans Choice Fund flexibility for non-Choice community care
- Sunset of Veterans Choice Program

Subtitle B – Telehealth, Care and Payment, Live Organ Donors

(Sections 151-153)

- Licensure of VA health care professionals providing treatment via telemedicine
- Authority of VA Center for Innovation for Care and Payment
- Authority to provide for operations on live donors for purposes of conducting transplant procedures for Veterans

Subtitle C – Caregivers

(Sections 161-163)

- Expansion of VA Program of Comprehensive Assistance for Family Caregivers
- IT system to assess and improve the family caregivers program

Other Matters

(Sections 501-512)

- Personnel reporting and transparency
- Role of podiatrists in VA
- Definition of major medical facility projects
- Authorization of major medical facility projects in Livermore, California
- Peer specialists in Patient Aligned Care Team (PACT) settings
- VA medical scribe pilot program

Health Care in Underserved Areas

(Sections 401-403)

- Development of criteria for designation of underserved VA facilities
- Pilot program for mobile deployment teams to underserved facilities
- Pilot program on graduate medical education and residency

Improvements to Recruitment of Health Care Professionals

(Sections 301-308)

- Designated scholarships for VA physicians and dentists
- Increased student loan repayment thresholds and authority
- VA Specialty Education Loan Repayment program
- Veterans Healing Veterans Scholarship Program
- Greater flexibility for recruitment, relocation and retention incentives

Asset and Infrastructure Review Act

(Sections 201-213)

- Establish the Asset and Infrastructure Review (AIR) Commission to modernize or realign VHA facilities
- Improve training of construction personnel
- Review of enhanced use leases
- Assess health care in Pacific territories

Caring for Veterans

VA MISSION
Act Titles

TITLE I

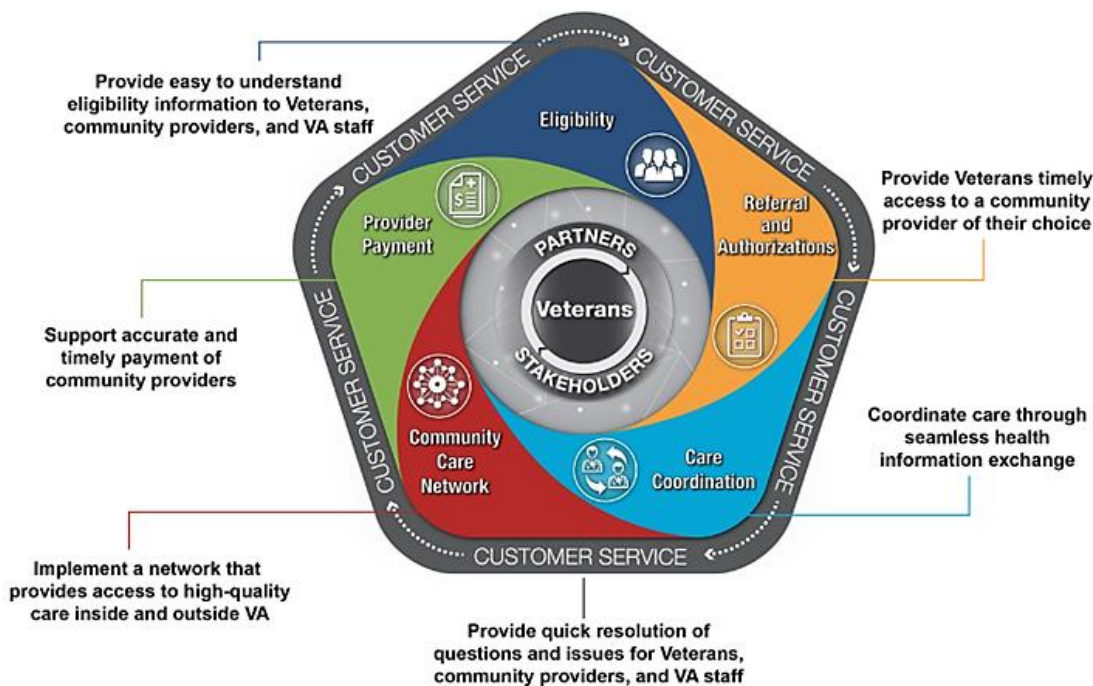
TITLE II

TITLE III

TITLE IV

TITLE V

Goal for Community Care and Veteran Journey



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 staff.

What is changing for CCN?

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

What is Changing?

- More services available under CCN
- Greater local collaboration on network development
- VA takes back scheduling and customer service functions
- VA no longer adjudicates claims
- Referrals sent directly to providers
- Visibility into the provider network via Provider Profile Management System

Indicators of Success

- We want **Veterans** to say: *"I have options and feel confident there will always be a provider when I need one."*
- We want **VA Staff** to say *"I know what options are available to guide the Veteran toward the best provider care."*

Future Vision: Activities of Local CC Department

The local VA Community Care department is the 'clinic' that coordinates all services for Veterans outside the VA Healthcare System.

Activities of the local VA Community Care department



CCN Regions

CCN deployment will be phased in across the awarded regions to ensure operational capability prior to phasing-out other purchased care contracts (e.g. PC3/Choice)



- The CCN covers an established set of regional boundaries, aligned to state boundaries, to better align VA with industry standards.
- Due to CCN alignment on state boundaries, some VISNs may work with more than one CCN contractor.

CCN Benefits – Covered & Non-Covered

Preventative Care
Outpatient Services
Inpatient Services
Hospital Services
Ancillary Services
Behavioral Health
Comprehensive Rehab
Residential Care
Home Health
Hospice
Geriatrics
Long Term Acute Care
New Born care (birth up to 7 days)
Acupuncture
Telehealth
Chronic Dialysis

Basic Medical

Pharmacy
Dental
Emergent Care
DME
Reconstructive Surgery
Immunizations
Implants
Urgent Care
Skilled Nursing Facility Care

Conditional Benefits

Bio Feedback
Hypnotherapy
Massage Therapy
Native American Healing
Relaxation Techniques
Tai Chi

CIHS

Beneficiary Travel
Orthotic Device Evaluation
Nursing Home Care
Comp & Pen Evaluation
Home Deliveries
Ambulance Services

Non-Covered

Note: Region 4 is being solicited separately. The current Region 4 draft solicitation does not include the following basic medical services: chronic dialysis; includes Assisted Reproductive Technology services as conditional benefit; and does not include Native American Healing and Tai Chi as CIHS.

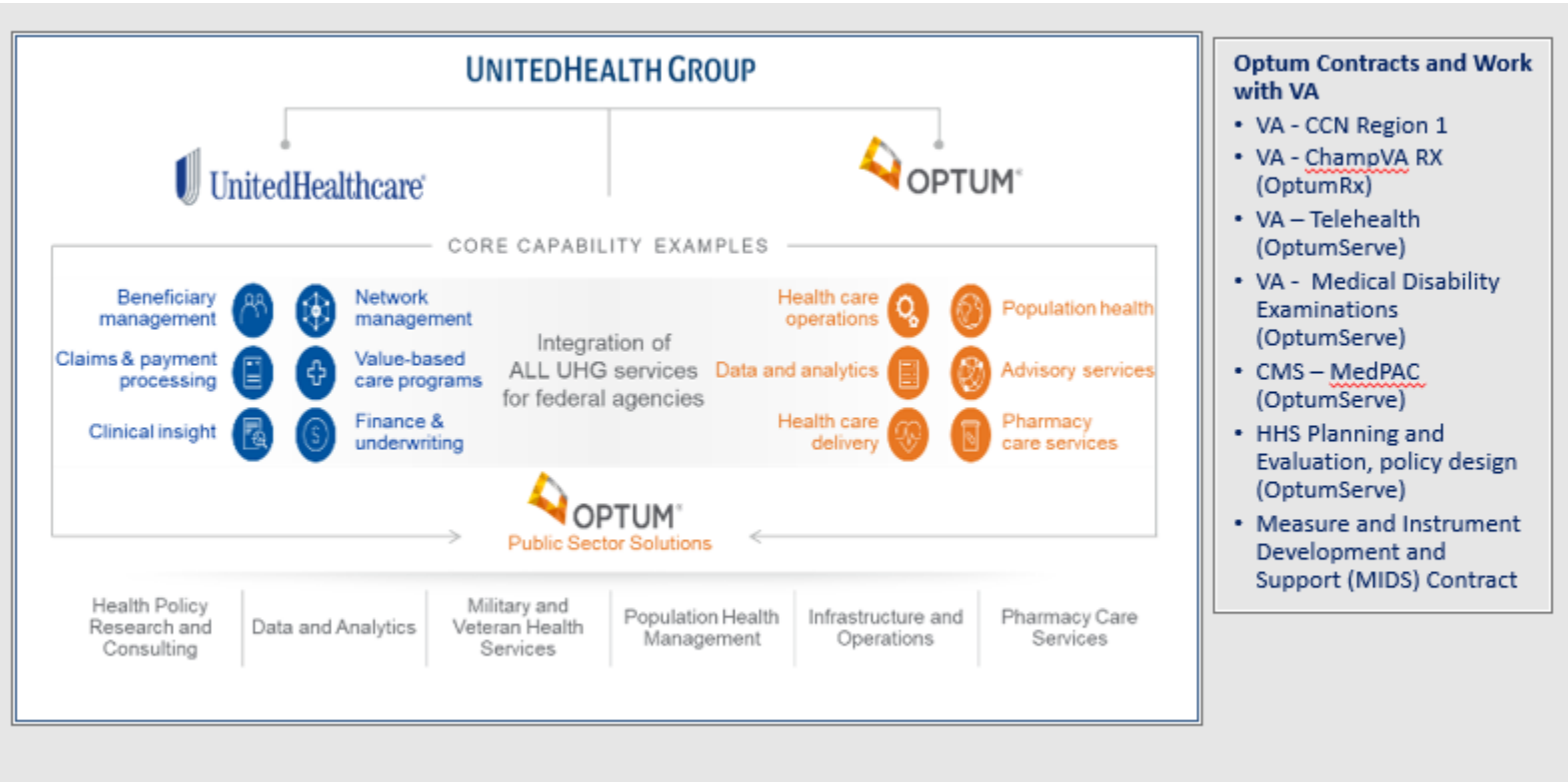
CCN Region 3 Award

Region 3 Awarded on July
22, 2019 to:

**Optum Public Sector
Solutions, Inc.**



Optum Corporate Overview



Community Care Update

U.S. Virgin Islands and Puerto Rico

Optum contracts industry leaders to provide the network for Puerto Rico and the US Virgin Islands.



Puerto Rico



US Virgin Islands

- Understand the need for quality providers that **meet the UnitedHealthcare standards**
- Have deep relationships with providers in those locations, speak the languages required and understand cultural and political differences that exist beyond the continental US
- Have proven track record with contracting with for UnitedHealthcare for 10+ years

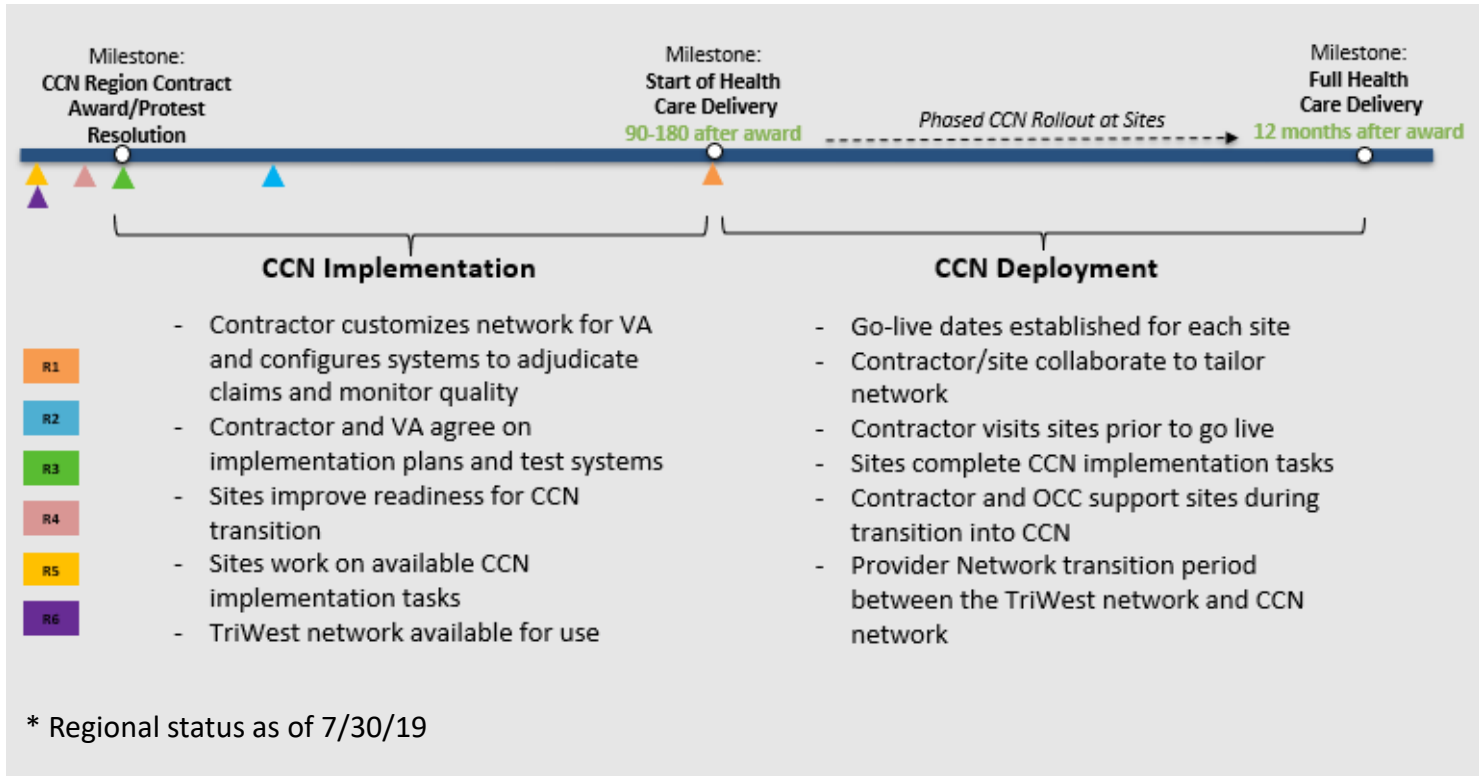
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CCN Implementation and Deployment Activities



VA Mission Resources

- www.missionact.va.gov
- 844-698-2311



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QUESTIONS?



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