

# Community Care Update

VA Sunshine Healthcare Network (VISN 8)

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VA



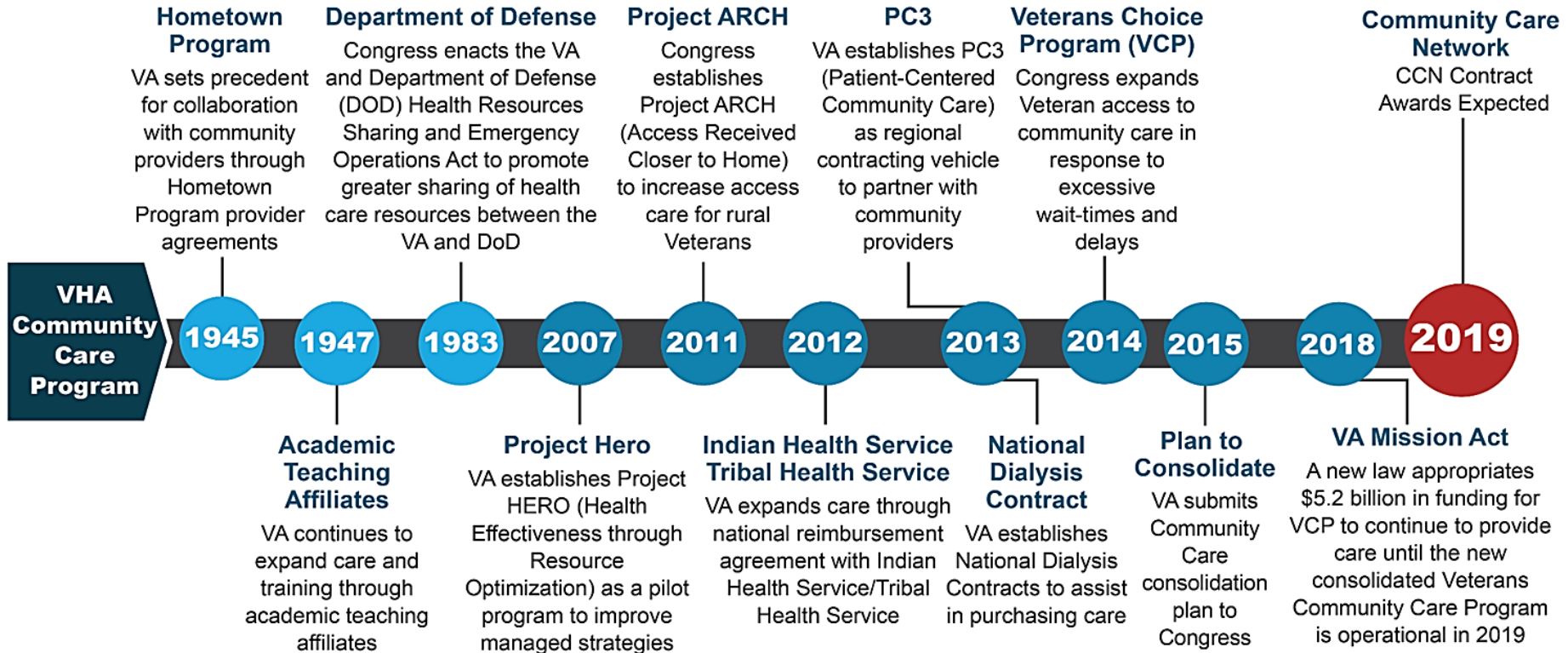
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# Discussion Topics

- History of Community Care
- Current State and Challenges
- TriWest Expansion
- Future State of Community Care
- The MISSION Act
- Community Care Network (CCN) Contract

# History of VA Community Care



# Community Care Programs are Confusing

Emergency Care  
Choice First  
Academic Teaching Affiliates  
Fee Basis Care  
Choice  
Project Hero  
NVCC  
NonVA Care

VA



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# 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.**

# Veterans Choice Program Challenges

## Background

- ❑ Veterans Access, Choice and Accountability Act (VACAA), which established the Veterans Choice Program (VCP), passed in **August 2014**
- ❑ VCP expands availability of medical services for eligible Veterans with community providers
- ❑ **Broad Eligibility Requirements:**
  1. Wait times for care beyond stated VA wait-time goals  
OR
  2. Geographic Access / Distance (**>40 miles** from primary physician)  
OR
  3. Unusual or excessive travel burden

## Challenges

- ❑ VA created and distributed **9 million** choice cards, mostly to Veterans not immediately eligible for Choice
- ❑ Original law required VA to be the Secondary Payer, as opposed to Primary Payer
- ❑ 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

# 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 will end on June 6<sup>th</sup>, 2019. Therefore, all VCP referrals in the community must end on that date.
- 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.
- Any VCP referral that ends after June 6<sup>th</sup>, 2019 will be transitioned to PC3. The current PC3 contract with TriWest ends 9/30/2020.
- Facilities will use the PC3 contract (TriWest) until the new Community Care Network (CCN) contract is awarded (time TBD).



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# Community Care Future State



Pay providers timely, supported by increased automation of VA's reimbursement system.



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



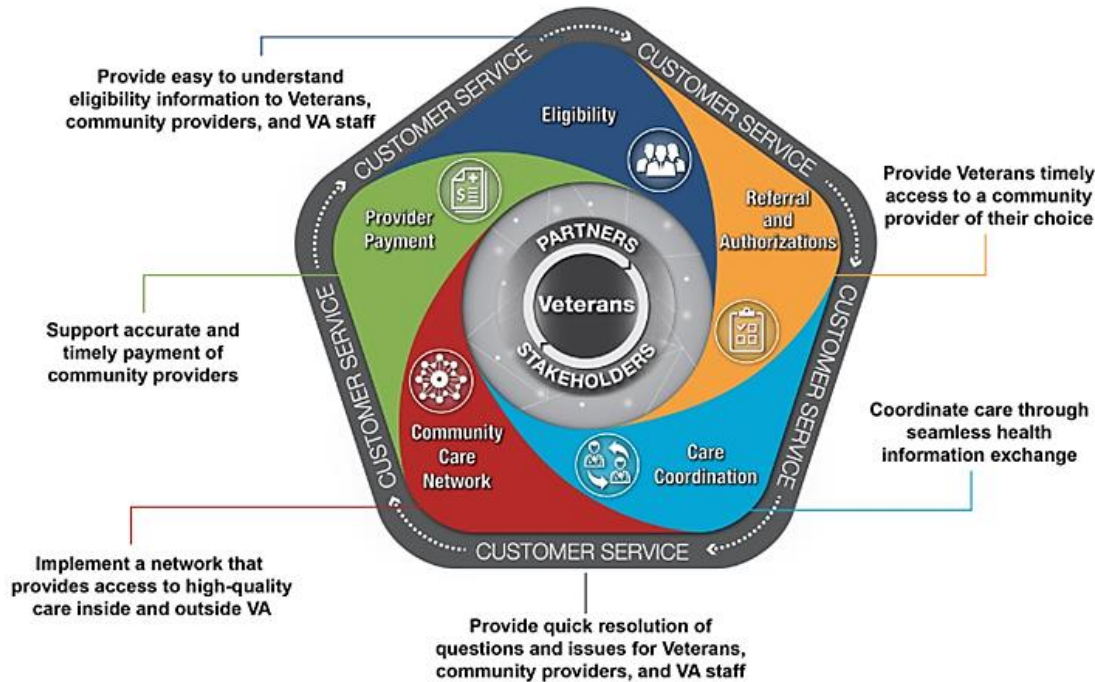
Provide access to a comprehensive network of qualified and credentialed providers.



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



## 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.**

# 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.

## The MISSION Act – Consolidation of Programs

~~Fee Basis Care~~ ~~PC3~~  
~~Choice~~ ~~Non VA Care~~  
**VA MISSION ACT**  
~~Emergency Care~~  
~~Teaching Affiliates~~  
~~Choice First~~  
~~Project Hero~~

# 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*



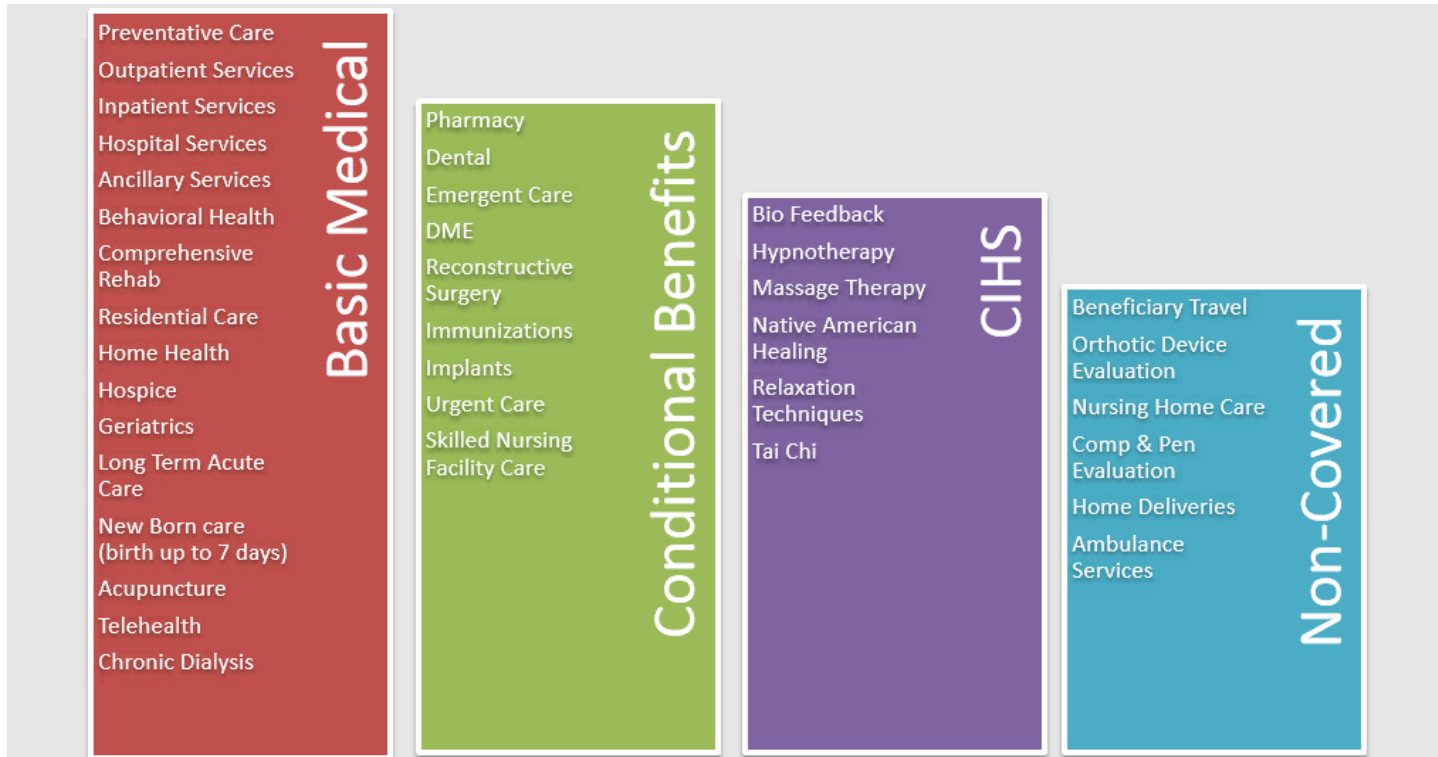
# CCN Regions

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



**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.

# QUESTIONS?

**VA**



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