

## **Community Care Update**

VA Sunshine Healthcare Network (VISN 8)

Elaine B. Knight, VISN 8 Business Development Officer





## **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**

# Hometown Department of Defense Project ARCH PC3 Veterans Choice Program Congress enacts the VA Congress VA establishes PC3 Program (VCP) VA sets precedent and Department of Defense establishes (Patient-Centered Congress expands

VA sets precedent for collaboration with community providers through Hometown Program provider agreements

Congress enacts the VA and Department of Defense (DOD) Health Resources Sharing and Emergency Operations Act to promote greater sharing of health care resources between the VA and DoD

1945

VA
ense
ces
ccy (A
note C
olth to

Congress
establishes
Project ARCH
(Access Received
Closer to Home)
to increase access
care for rural
Veterans

2011

VA establishes PC3
(Patient-Centered
Community Care)
as regional
contracting vehicle
to partner with
community
providers

Congress expands
Veteran access to
community care in
response to
excessive
wait-times and
delays

2014

Network CCN Contract Awards Expected

2019

**Community Care** 

VHA Community Care Program

> Academic Teaching Affiliates

1947

VA continues to expand care and training through academic teaching affiliates Project Hero

2007

1983

VA establishes Project HERO (Health Effectiveness through Resource Optimization) as a pilot program to improve

managed strategies

Indian Health Service Tribal Health Service

2012

VA expands care through national reimbursement agreement with Indian Health Service/Tribal Of Health Service National Dialysis Contract

2013

t VA establishes
National Dialysis
Contracts to assist
in purchasing care

Plan to Consolidate

2015

VA submits Community Care consolidation plan to Congress **VA Mission Act** 

2018

A new law appropriates \$5.2 billion in funding for VCP to continue to provide care until the new consolidated Veterans Community Care Program is operational in 2019



### **Community Care Programs are Confusing**





## **Community Care Challenges**

Eligibility

Referrals & Authorization

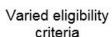
Care Coordination

Community Care Network

Provider Payments

Customer Service







Multiple referral and authorization requirements



Lack of standard care coordination model



Multiple local provider contracting approaches



Variable payment rates and structures



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:

 Wait times for care beyond stated VA wait-time goals

OR

Geographic Access / Distance (>40 miles from primary physician)

OR

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).



## **Community Care Future State**



#### 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

#### Community Care Network (CCN) aims:

To streamline the way VA connects Veterans with the right providers



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



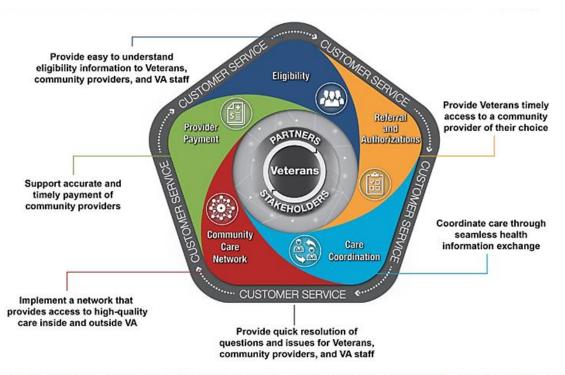
Deploy processes to monitor healthcare quality, utilization, patient satisfaction, and value.



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:

- Consolidating VA's community care programs.
- Expanding the Program of Comprehensive Assistance for Family Caregivers to eligible Veterans of all eras.
- Providing VA the necessary flexibility to align its infrastructure footprint with the needs of our nation's Veterans.
- 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.

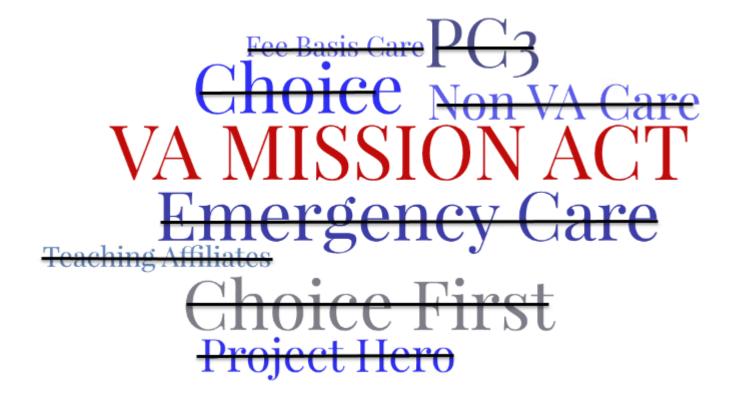
Caregivers Program - The Act expands eligibility for VA's Program of Comprehensive Assistance for Family Caregivers (PCAFC) by including eligible Veterans from all eras of service. Post-9/11 Veterans have benefited greatly from PCAFC. Expansion will occur in two phases, starting with those who were injured 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





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.





## **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

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

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

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

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

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?**

