

# The Office of Community Care: The VA MISSION Act and Community Care Network

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**Jennifer Adams**

Acting Special Advisor, Executive Director Clinical Network Management



**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Office of Community Care*

# Agenda

1

## Introduction

- Health Care through VA

2

## History

- Evolution of Community Care since 1945

3

## MISSION Act

- Continuously Enhancing Community Care

4

## CCN

- CCN as VA's Primary Provider Network

5

## Utilization

- Community Care Trends in FY20

# Veterans Community Care: Key Components



## ***Eligibility***

Simplified eligibility criteria for Veterans



## ***Referral and Authorizations***

New web-based system to manage Veterans' care



## ***Care Coordination***

Coordinating care based on personalized needs of Veterans



## ***Utilization Management***

Established standardized episodes of care for better outcomes



## ***Provider Network***

Access to a high-performing and quality network



## ***Provider Payment***

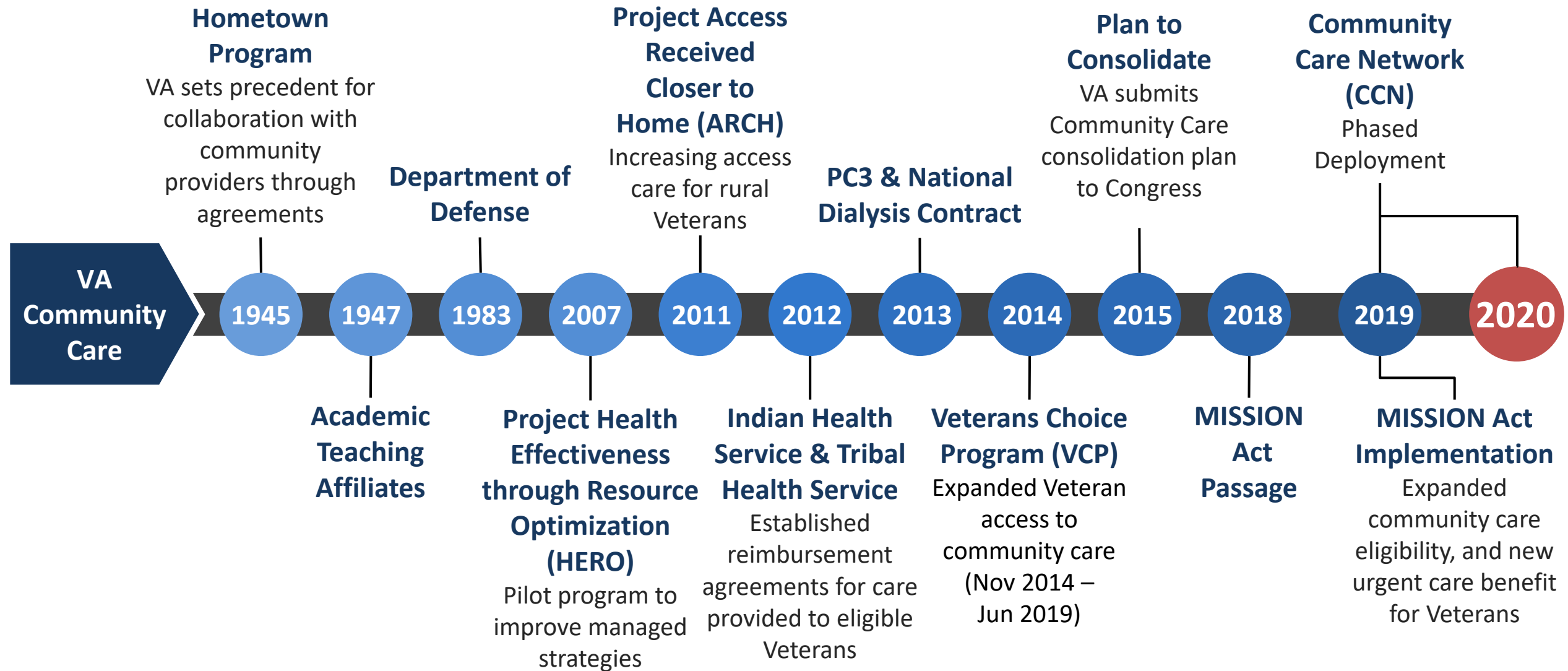
Prompt payment of providers by leveraging new systems



## ***Revenue Cycle***

Payment recoupment through billing third party insurance plans

# History of VA Community Care



# Key Community Care Programs & Services

## Veterans

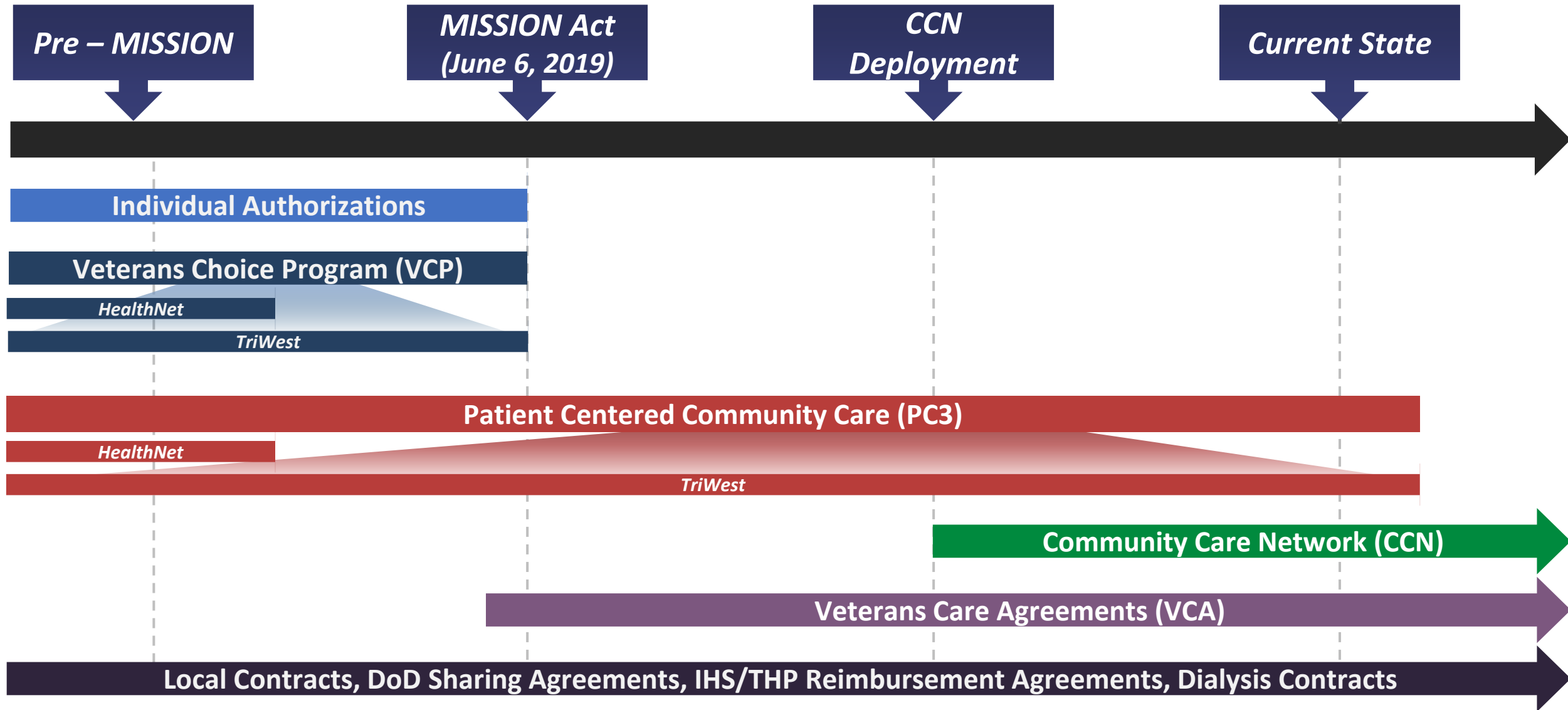
- **Veterans Community Care Program (VCCP)**
  - Furnishing health care services to covered Veterans by purchasing care outside of VA
- **Emergency Care**
  - Emergency treatment for service-connected & nonservice-connected conditions
- **Urgent Care**
  - Benefit for treatment of minor injuries and illnesses
- **DoD Sharing Agreements**
  - Partnerships with Department of Defense (DoD) facilities to provide care
- **Indian Health Service / Tribal Health Program (IHS/THP)**
  - Agreements to reimburse cost of care to IHS and local THP facilities
- **State Home Per Diem Program (SHPD)**
  - Partnership with states for Veterans' long-term care; managed by state govts with financial assistance from VA
- **Foreign Medical Program (FMP)**
  - Health benefits for service connected Veterans residing or traveling overseas

# Key Community Care Programs & Services (cont'd)

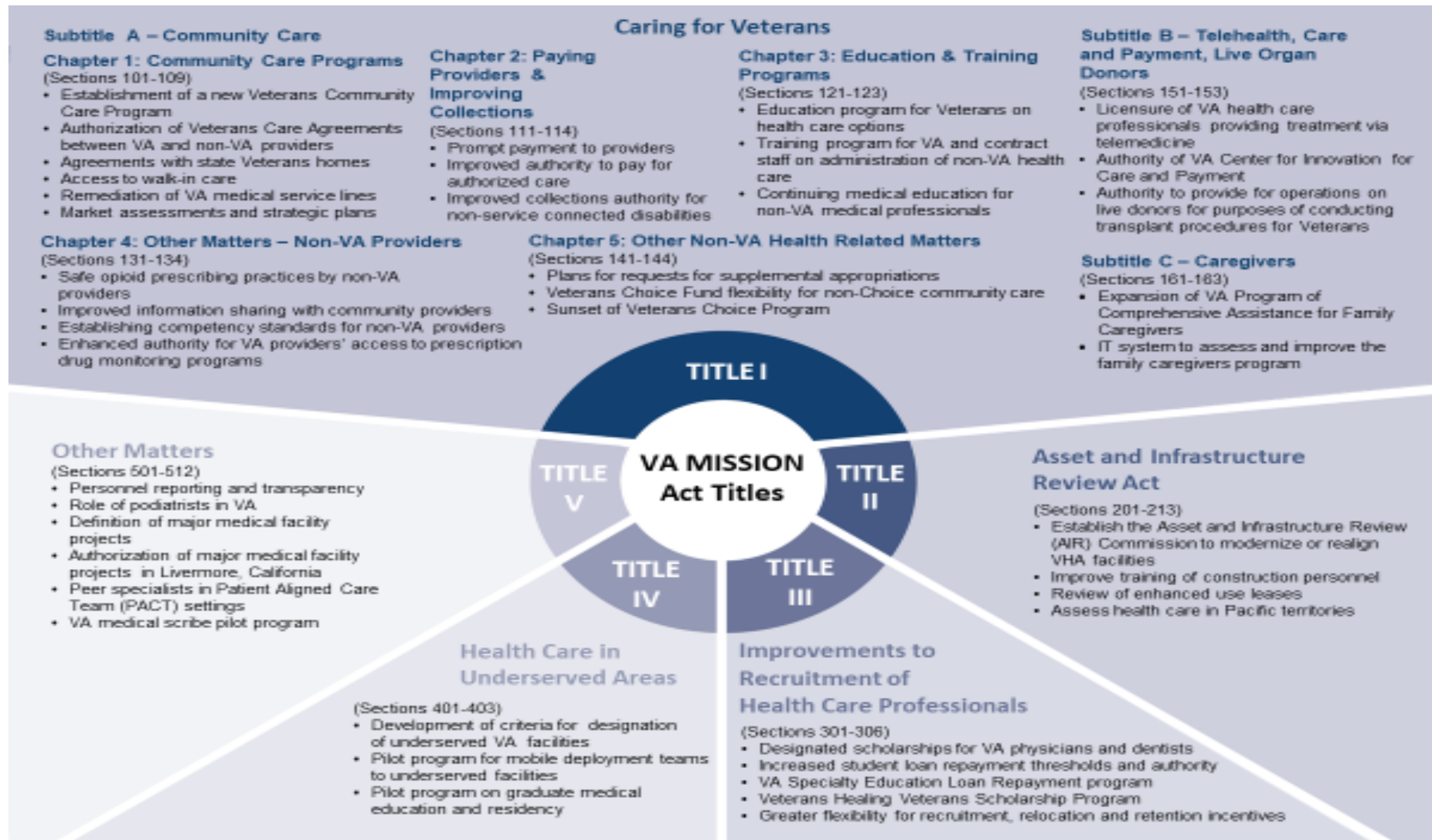
## Family Members

- **Civilian Health And Medical Program of VA (CHAMPVA):**
  - Health benefits for spouse/dependents of certain Veterans
- **CHAMPVA In-house Treatment Initiative (CITI)**
  - Treatment of CHAMPVA beneficiaries at participating VA facilities
- **Children of Women Vietnam Veterans**
  - Health benefits to children diagnosed with a covered birth defect of female Vietnam Veterans
- **Spina Bifida Health Care Benefits**
  - Health benefits for children of Vietnam Veterans diagnosed with Spina Bifida
- **Camp Lejeune Family Member**
  - Reimbursements for eligible Camp Lejeune family members for 15 specific conditions
- **Caregiver Support Program**
  - Stipend payments for eligible primary family caregivers

# Veterans Community Care Programs & Purchasing Authorities Timeline



# VA MISSION Act



# VA MISSION Act: An Overview Of Key Elements



## What is the MISSION Act?

The VA MISSION Act of 2018 includes four main pillars:

1. Consolidating VA's community care programs
2. Expansion of Caregivers Program
3. Flexibility to align its asset and infrastructure
4. Strengthening VA's ability to recruit and retain health care professionals



## Key Elements

**Community Care** - Consolidates VA's multiple community care programs, making it is easier to navigate for Veterans and their families, community providers and VA employees.

**Caregivers Program** - Expands eligibility for VA's Program of Comprehensive Assistance for Family Caregivers (PCAFC) by including eligible Veterans from all eras of service.

**Asset and Infrastructure Review (AIR)** – Provides VA the necessary flexibility to align its infrastructure footprint with the needs of the nation's Veterans.

**Recruit and Retain** - Allows 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.



## What is it NOT?

The MISSION Act is not a step toward privatization. It's about significantly improving Veterans' experience and enhancing access to care.



Choose **VA**

**VA**



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Office of Community Care

# Community Care: Key Changes

**MISSION Act has fundamentally transformed VA's health care system with significant improvements.**

**It fulfills VA's commitment to provide Veterans with more choice in their health care providers.**

## New for Veterans

**Veterans receive new benefits under the Veterans Community Care Program. These benefits include:**

- ✓ Access to urgent care
- ✓ Expanded eligibility for community care
- ✓ Scheduling by the Veteran and VHA
- ✓ Technology that streamlines communication

## New for Providers

**Establishment of the Community Care Network and Veterans Care Agreements. Providers must:**

- ✓ Undergo an industry standard credentialing process
- ✓ Submit claims within 180 days filing timeframe
- ✓ Meet new training requirements

## New for VA Staff

**Introduction of new and modernized IT systems and business processes that will result in:**

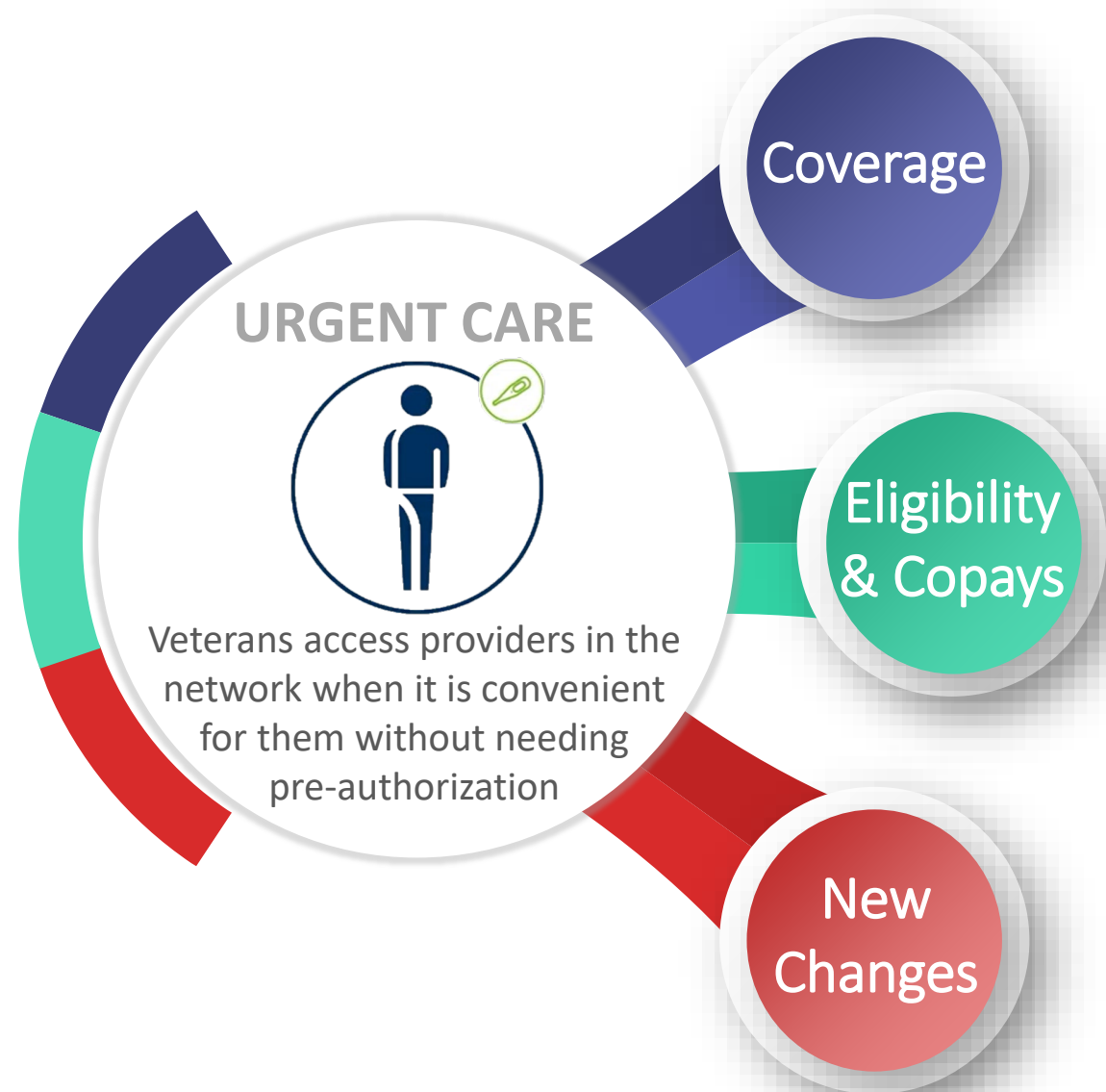
- ✓ Broader options for care coordination
- ✓ Fewer manual process / increased automation
- ✓ Faster, easier information sharing

# MISSION Act: Expanded Eligibility Overview



| ACCESS STANDARDS | Primary Care, Mental Health, Non-institutional Extended Care | Specialty Care |
|------------------|--------------------------------------------------------------|----------------|
| Drive Time       | 30 minutes                                                   | 60 minutes     |
| Wait Time        | 20 days                                                      | 28 days        |

# MISSION Act: New Urgent Care Benefit



Access to urgent, non-emergency care (e.g. non-life-threatening conditions) through the VA contracted network. Services such as:

- Colds
- Ear infections
- Minor injuries
- Pink eye
- Skin infections
- Strep throat

To be eligible for urgent care, Veterans must:

- Be enrolled in the VA health care system AND
- Have received care through VA from either a VA or community provider within the past 24 months
- Applicable VA copayments, separately billed

- Expanded access through telehealth
- COVID-19 Testing at certain in-network locations

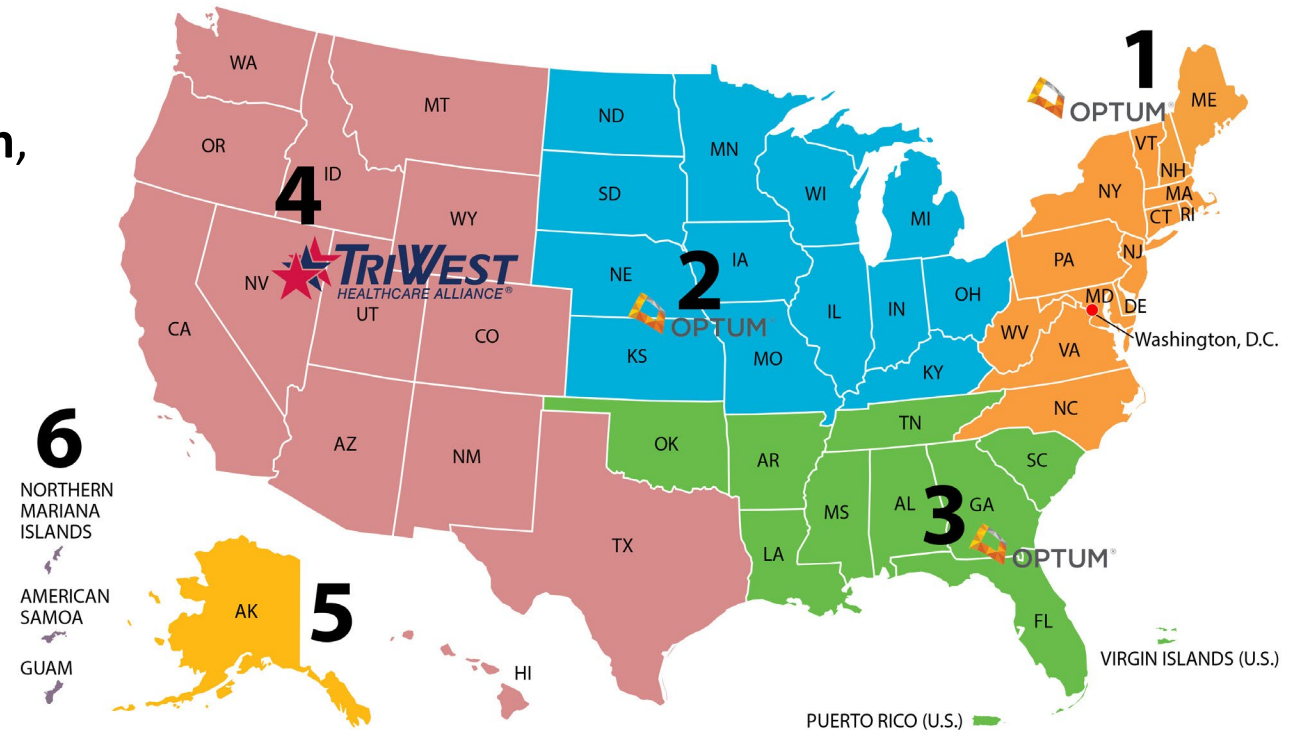
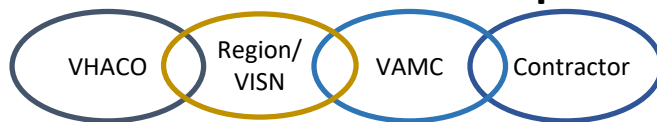
# Community Care Network: Overview

The **Community Care Network (CCN)** is a 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**.

## Benefits of the CCN:

- Control of Veteran care and experience
  - VA is taking back **scheduling, care coordination,** and **customer service** functions
- Access to a network of qualified, **credentialed providers**
- Streamlined community care processes
  - by including **more services** under CCN
  - by **no longer** adjudicating claims

### Achieved in Partnership



# Community Care Network (CCN) Latest Updates

- CCN as VA's primary provider network
  - In use at all facilities within Regions 1-4
  - Expanded access through telehealth options (CCN and PC3)
- Combating Pandemic Impact
  - Prioritize Veteran safety and seek to reduce disruptions in care due to network and community provider changes during pandemic
  - Extension period ranges from 30 days up to 60 days for sites more significantly impacted by COVID-19 and other external factors
- Flu Shots for Enrolled Veterans Through CCN
  - More robust options and convenient access via 60,000+ locations
- Urgent Care services now available through CCN in Regions 1-4
- Region 5 – Awarded to TriWest October 1, 2020
- Region 6 – Active procurement

# Community Care Network (CCN) Healthcare Benefits

| Benefits                                                                                                                                                                                                                                                                                                                                                                                                                     | Eligibility                                                                                             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>Medical Benefits Package:</b> (Preventative Care, Comprehensive Rehab, Hospital Services, Ancillary Services, Behavioral Health including professional counseling, Residential Care, Home Health (skilled and unskilled), Hospice/Palliative/Respite, Geriatrics including non-institutional extended care, outpatient, inpatient, Long Term Acute Care, Acupuncture, maternity and Women's Health, Telehealth, Dialysis) | All Eligible Veterans                                                                                   |
| Skilled Nursing Facility Care                                                                                                                                                                                                                                                                                                                                                                                                | Limited Rehab Services not to exceed 100 calendar days per year                                         |
| Pharmacy                                                                                                                                                                                                                                                                                                                                                                                                                     | Limited 14 day supply or urgent/emergent prescriptions only                                             |
| Dental                                                                                                                                                                                                                                                                                                                                                                                                                       | Special Eligibility                                                                                     |
| Emergent Care                                                                                                                                                                                                                                                                                                                                                                                                                | Under certain conditions pursuant to VA regulations (38 CFR 17.52(a)(3), 17.53. 17.54 and 17.120-17.132 |
| DME, Medical Devices, Orthotic and Prosthetic Devices                                                                                                                                                                                                                                                                                                                                                                        | Urgent and emergent only                                                                                |
| Reconstructive Surgery                                                                                                                                                                                                                                                                                                                                                                                                       | Under certain conditions pursuant to VA regulations (38 CFR 17.38)                                      |
| Immunizations                                                                                                                                                                                                                                                                                                                                                                                                                | Under certain conditions pursuant to VA regulations (38 CFR 17.38)                                      |
| Implants                                                                                                                                                                                                                                                                                                                                                                                                                     | When provided as part of an authorized surgical or medical procedure                                    |
| Urgent Care                                                                                                                                                                                                                                                                                                                                                                                                                  | Under certain conditions pursuant to VA regulations (38 CFR 17.38)                                      |
| <b>Complementary and Integrative Services:</b> (Biofeedback, Hypnotherapy, Massage Therapy, Native American Healing, Relaxation Techniques, Tai Chi)                                                                                                                                                                                                                                                                         | Under certain conditions pursuant to VA regulations (38 CFR 17.38)                                      |

# Community Care Network (CCN) Healthcare Benefits

| Exceptions – Covered by VA Health Benefits Package but not offered under CCN contract | Exclusions – Not covered by VA Health Benefits Package                                                                                                                         |
|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Beneficiary Travel                                                                    | Abortion or abortion counseling                                                                                                                                                |
| Medical and rehabilitative evaluations for artificial limbs and specialized devices   | Drugs, biologicals and medical devices not approved by FDA (some exceptions for clinical research trials)                                                                      |
| Nursing home                                                                          | Gender alterations; however, medically indicated diagnostic testing or treatments related to gender alterations are covered benefits                                           |
| Home deliveries/midwives                                                              | Hospital and outpatient care for a Veteran who is either a patient or inmate at an institution or another Government agency if that agency has a duty to give care or services |
| Ambulance Services                                                                    | Memberships in spas or health clubs                                                                                                                                            |
|                                                                                       | Out of network services (some limited exceptions associated with an Approved Referral)                                                                                         |

# Community Care Network (CCN) Payment Structure



1. All health care services are direct pass through payments to the VA
2. Community Providers do not collect copayments for Veterans
3. CCN Contracts generally follow Medicare reimbursement rules and methodologies. (some exceptions like CMS Innovation Center payment methodologies, Direct GME, rates determined via cost reporting)
4. When there is no Medicare rate, the CCN applies a VA fee schedule rate. That rate will apply.
5. When there is no VA fee schedule rate, the CCN applies billed charges.
6. \*In limited situations, there are fixed contract rates (i.e. dental, pharmacy)

# Utilization

# Community Care Utilization: June 6, 2019 – Oct 29, 2020

- More than 7.7 million referrals for 2.6 million Veterans
- Large network of contracted providers
  - Greater than 90% of eligible Veterans have an in-network Urgent Care center within 30 minutes of their home
- More than 430,000 estimated urgent care visits
- Since March 13, 2020 (public health emergency declaration) more than 376,000 telehealth visits have occurred in the community
- Seasonal flu vaccines available at >60,000 community retail pharmacies and urgent care/walk-in clinics to Veterans at no cost

# Community Care & MISSION Act Resources

## Community Care Website (External):

- <https://www.va.gov/communitycare/>

## Community Care YouTube Playlist

- [https://www.youtube.com/playlist?list=PL3AQ\\_JVoBEyys0cr7PzSVvnW1\\_YVYFs1p](https://www.youtube.com/playlist?list=PL3AQ_JVoBEyys0cr7PzSVvnW1_YVYFs1p)

| General Information                                                                                                                                                                                                                                                                                                                                                                                                                                                | Eligibility                                                                                                                                                                                                                                                                                                                                                                                                                               | Appointments and Getting Care                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• <a href="#">Webpage (Public)</a></li><li>• <a href="#">Fact Sheet: General Information</a></li><li>• <a href="#">Video: Veteran Community Care - Overview</a></li><li>• <a href="#">Information Sheet: Current vs. Future</a></li><li>• <a href="#">Article: Top Questions Answered</a></li><li>• <a href="#">Article: What is the latest on community care?</a></li></ul>                                                 | <ul style="list-style-type: none"><li>• <a href="#">Webpage (Public)</a></li><li>• <a href="#">Article: New eligibility criteria a major improvement over existing rules</a></li><li>• <a href="#">Fact Sheet: Eligibility</a></li><li>• <a href="#">Video: Veteran Community Care – Eligibility</a></li></ul>                                                                                                                            | <ul style="list-style-type: none"><li>• <a href="#">Webpage (Public)</a></li><li>• <a href="#">Article: Finding a community provider, making appointments, and getting care</a></li><li>• <a href="#">Fact Sheet: Appointments and Getting Care</a></li><li>• <a href="#">Video: Veteran Community Care: Making Appointments</a></li></ul> |
| Billing and Payments                                                                                                                                                                                                                                                                                                                                                                                                                                               | Urgent Care                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                            |
| <ul style="list-style-type: none"><li>• <a href="#">Webpage (Public)</a></li><li>• <a href="#">Fact Sheet: Billing and Payments</a></li><li>• <a href="#">Additional Information on Claims Payment</a></li></ul> <p><b>Viewing Claims Status</b></p> <ul style="list-style-type: none"><li>• <a href="#">Checking Claims Status</a></li><li>• <a href="#">Customer Engagement Portal (CEP)</a></li><li>• <a href="#">Online viewing of EOBs and EOPs</a></li></ul> | <ul style="list-style-type: none"><li>• <a href="#">Webpage (Public - Veterans)</a></li><li>• <a href="#">Webpage (Public – Providers)</a></li><li>• <a href="#">Article: VA's new urgent care benefit for Veterans</a></li><li>• <a href="#">Top Questions Answered Article/Blog</a></li><li>• <a href="#">Video: Veteran Community Care: Urgent Care</a></li><li>• <a href="#">Article: Answers to the top five questions</a></li></ul> |                                                                                                                                                                                                                                                                                                                                            |

| Other                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Veterans Care Agreements</b></p> <ul style="list-style-type: none"><li>• <a href="#">Webpage (Public – Providers)</a></li><li>• <a href="#">Fact Sheet: Veterans Care Agreements</a></li></ul> <p><b>Veteran-focused Trainings:</b></p> <ul style="list-style-type: none"><li>• <a href="#">VHA TRAIN – No cost, Veteran-focused training for community providers</a></li></ul> <p><b>Opioid Safety</b></p> <ul style="list-style-type: none"><li>• <a href="#">Fact Sheet: Opioid Safety Initiative</a></li></ul> <p><b>Emergency Care</b></p> <ul style="list-style-type: none"><li>• <a href="#">Webpage (Public – Veterans)</a></li><li>• <a href="#">Webpage (Public – Providers)</a></li><li>• <a href="#">Fact Sheet/FAQs</a></li><li>• <a href="#">Video: Emergency Medical Care</a></li></ul> <p><b>Sunset of Choice Program</b></p> <ul style="list-style-type: none"><li>• <a href="#">Webpage (Public – Veterans)</a></li><li>• <a href="#">Webpage (Public – Providers)</a></li><li>• <a href="#">Article: What to expect for community care on June 6</a></li><li>• <a href="#">Fact Sheet: Sunset of Veterans Choice Program</a></li></ul> |