



Providing Care for Veterans in Community Health Centers

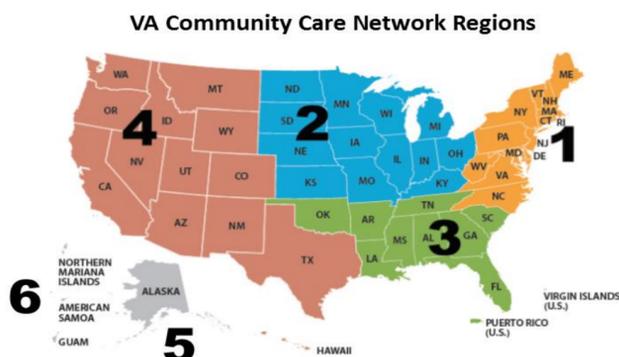
January 2019 Update

Quick Facts

➔ Since 2014 over **900 health centers** across the country have become approved providers of care for Veterans eligible to receive care under the Veterans Choice Program (VCP) or the Patient-Centered Community Care (PC3) program. Congress has authorized continued funding for VCP through June 6, 2019, at which point in time VCP will be statutorily sunset.

➔ In June 2018 the **VA MISSION Act** was signed into law authorizing the Department of Veterans Affairs (VA) to stand up a new, streamlined Veteran Community Care Program that consolidates a number of existing VA community programs, including PC3 and VCP.

➔ As part of the new program, VA is establishing a new **Community Care Network (CCN)** that involves awarding contracts to Third Party Administrators (TPAs) to manage six new geographic regions across the US. CCN will be implemented through a phased, region-by-region approach in 2019.



➔ VA has expanded its current contract with **TriWest Healthcare Alliance** in order to administer the existing VCP and PC3 programs nationwide until the new CCN contracts are awarded.

➔ Health centers with VCP agreements or PC3 contracts in the current TriWest territories will continue to receive authorizations from TriWest. They may also continue billing TriWest for authorized services rendered to Veterans through PC3 or VCP.

➔ Health Centers with VCP agreements or PC3 contracts in the former Health Net Federal Services territories will have the opportunity to join the TriWest network beginning in December 2018.

Additional Information & Resources

VA MISSION Act
Community Care Network



www.va.gov/community_care

TriWest Expansion



<http://www.triwest.com/en/provider/news--updates/triwest-expansion/>

Health Net Close Out



www.va.gov/COMMUNITYCARE/providers/HNFS_FAQs.asp

Frequently Asked Questions

Q: What does the 2018 VA MISSION Act mean for Community Providers?

A: The VA MISSION Act gives VA a year to develop regulations and implement the new Veterans Community Care Program. The new program will offer similar benefits to the Choice program, but will be much simpler to use for both Veterans and Community Providers. Your interaction with VA will get easier with new IT systems, better communications, and more timely payments. Under the law, you will be required to submit claims using electronic data interchange, or EDI, and the timeline for submitting claims will be shorter than with current programs, following industry standards.

Q: How will the new Community Care Network be different from the current PC3/VCP networks?

A: CCN has several features that will improve care coordination and make it easier for community providers, VA staff, and TPAs to deliver care to Veterans. Specifically, CCN will:

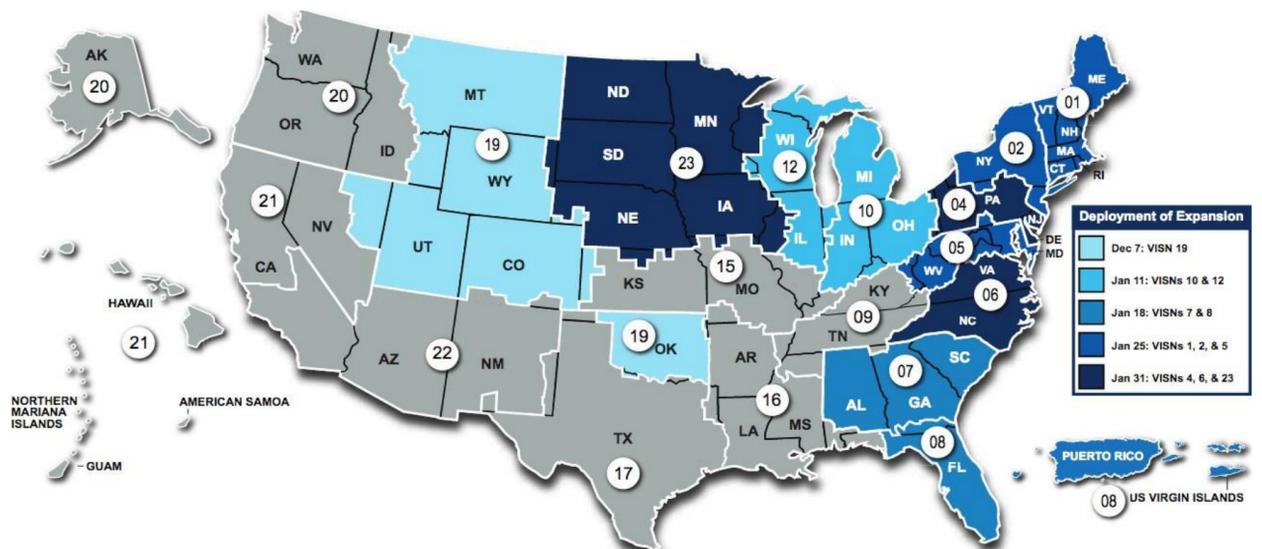
- Administer regional networks of high-performing licensed health care providers who will work together with VA physicians and practitioners to provide medical, surgical, Complementary and Integrative Health Services (CIHS), Durable Medical Equipment (DME), pharmacy, and dental services to eligible Veterans who are unable to receive care at local VA medical centers
- Allow VA staff to directly manage Veteran touchpoints for customer service while the TPAs will support VA staff and community provider inquiries
- Have direct health information sharing capability between VA and community providers to ensure proper care coordination
- Enable the designation of high-performing, preferred providers by performance metrics identifying providers that meet specific quality and performance metrics
- Allow VA to directly schedule community care appointments for Veterans through the local VAMC. Veterans can also choose to schedule their own appointment with support from local VA staff,
- Improve the timeliness of provider payments

Q: How did VA determine the regions for the Community Care Network?

A: The six regions were established based on the volume of Veterans enrolled in VA's health care systems and the number of community care referrals by state. Each regional network will serve as the contract vehicle for VA to purchase care in the community. The existing Patient Centered Community Care (PC3) and the Veterans Choice Program (VCP) community care networks will transition out over a designated period of time to allow for the CCN implementation to occur region-by-region in a phased approach. This will ensure the Veterans experience and coordination of care is consistent and without interruption.

Q: My health center previously had a VCP agreement or PC3 contract with Health Net Federal Services (HNFS). Can I still see Veterans under the Veterans Choice Program?

A: Yes! Between October 2018 and December 2018, health centers with HNFS VCP agreements should work directly with their local VA medical facilities for authorizations, care coordination and billing. TriWest will begin to assume responsibility for VCP/PC3 administration in the territory formerly covered by HNFS starting in early December 2018 and continuing through January 2019. The map on the right shows TriWest's timeline for integrating the former HNFS territories.



Q: What do I need to do when TriWest assumes responsibility for VCP/PC3 in my area?

A: Health centers will need to sign a new provider agreement/contract with TriWest. You can find more information about TriWest's contracting process here: <https://joinournetwork.triwest.com/> Additionally, health centers will want to register for a secure account on Availity at www.Availity.com. TriWest has a Payer Space on Availity where you can also access the TriWest Provider Portal. Once added to the TriWest network, health centers will need to change their claims submission to WPS Military and Veterans Health (WPS MVH). More information about billing and claims processing can be found on TriWest's provider billing website: <https://vapccc.triwest.com/PCCCWeb/index.html#/provider-billing>

Q: Who can I contact for more information?

A: For general questions and information about NACHC's Military and Veteran focused efforts, contact Dick Bohrer at: dbohrer@nachc.com

For questions about VA's Community Care Programs, contact the VHA Office of Community Care at: 800-733-8387, Monday–Friday, 8:05 a.m. to 7:30 p.m. Eastern Standard Time (EST). Inquiries can also be submitted online through VA's Inquiry Routing and Information System at: <https://iris.custhelp.com/app/ask>

Specific questions related to the TriWest expansion can be answered by contacting TriWest at 1-866-245-3820, or email to: triwestexpansion@triwest.com