



Veterans Health Administration Chief Business Office Purchased Care



Mission and Values

Mission

To honor our Nation's commitment to our Veterans and their families by administering health benefits.

Values (I CARE)

Integrity

Commitment

Advocacy

Respect

Excellence



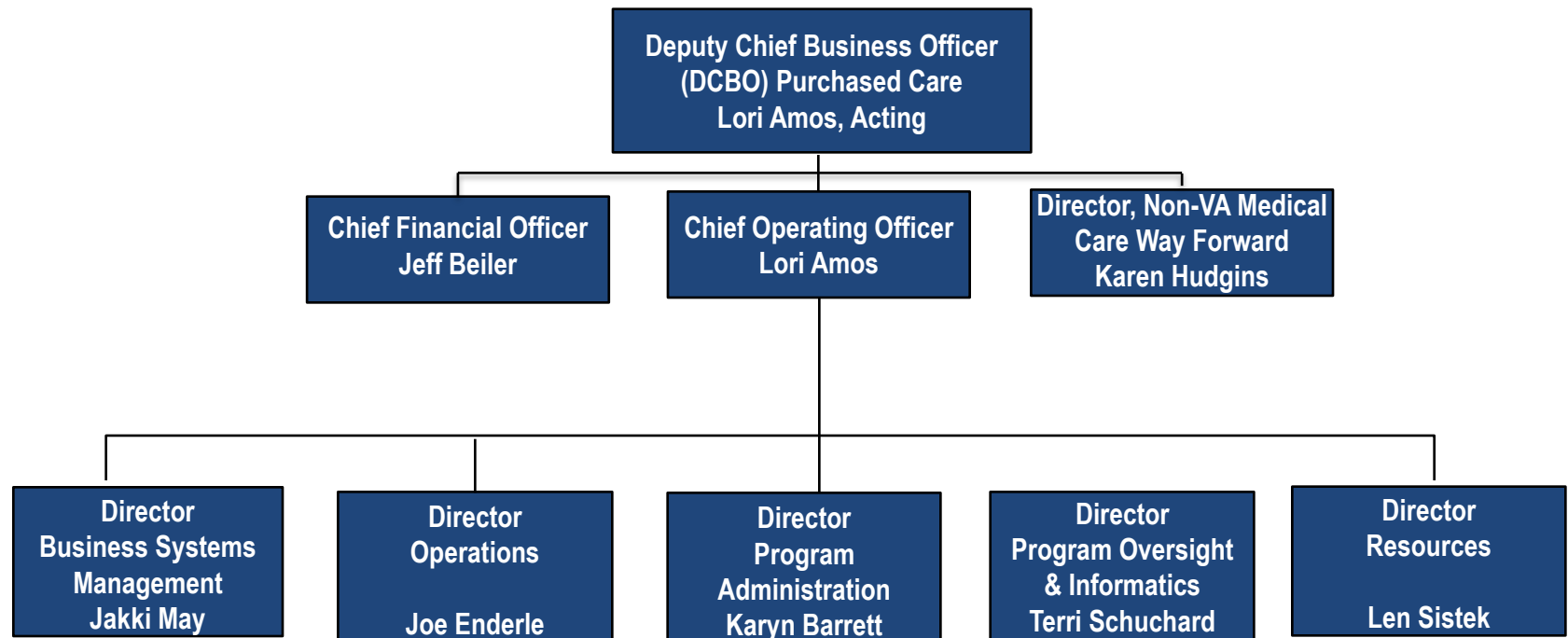
Organizational Profile

- **Headquartered in Denver, Colorado**



- **3,000+ workforce members – on-site and virtual**
- **6 directorates; 21 departments**
- **Nearly a \$10B budget**

Organizational Structure – Purchased Care



What do we do?

- We **support and augment** the delivery of health care benefits
- We **process health care claims** in support of several congressionally mandated health care programs
 - medical providers
 - Veterans
 - program beneficiaries
- We **enhance business and support processes** through continuous evaluation and improvement strategies
- We **provide policy and oversight** for VA care

Programs

- **Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA)**
- **Spina Bifida (SB)**
- **Children of Women Vietnam Veterans (CWVV)**
- **Caregiver**
- **Foreign Medical Program (FMP)**
- **Foreign Compensation and Pension Exams**
- **Non-VA Medical Care**
- **State Home Per Diem**
- **Camp Lejeune**
- **Indian Health Services / Tribal Health Program**
- **Patient-Centered Community Care**
- **Project ARCH**
- **Expanded Fee Pilot (Health Care Efficiency Initiative)**

Global Reach
supporting
Veterans and Family Members

Operations Directorate



Is responsible for the business operations and processes associated with Veteran and family member programs to include enrollment and eligibility, document control, medical claims processing, pharmacy benefits, and the Caregiver Stipend Program.

Director of Operations (OPS)

Joe Enderle

Program Administration Directorate



Responsible for a \$5.5B budget to support customer operations, Non-VA Medical Care Program, State Home Per Diem Program, Indian Health/Tribal Health Program, Patient Center Community Care, Project ARCH, Camp Lejeune Program for Veterans' Family Members, and associated operations and policy.

Director of Program Administration (PAD)

Karyn Barrett

Resources Directorate



Responsible for communications, training, acquisition support, facility management, and financial management across Purchased Care enterprise.

Director of Resources (RES)
Len Sistek

Program Oversight and Informatics



Responsible for quality control and assurance of major processes; prevention of fraud, waste & abuse; and informatics.

Director of Program Oversight and Informatics (POI)

Terri Schuchard

Business Systems Management Directorate



Responsible for the re-engineering, management and implementation of innovative business solutions for the purpose of improving the effectiveness and efficiency of Purchased Care in order to enhance Veteran health care.

Acting Director of Business Systems Management (BSM)

Jakki May

Non-VA Medical Care Way Forward Directorate



Responsible for major transformative initiatives within the Chief Business Office for Purchased Care (CBOPC) which currently include the consolidation of Non-VA Medical Care (NVC) claims processing , Non-VA Medical Care National Standardization (NVNS), and the enhanced claims processing system project.

Director of Non-VA Medical Care Way Forward (NVCWF)

Karen Hudgins



Veterans Choice Program

Overview

- VA officially launched the Veterans Choice Program on November 5, 2014. This was in accordance with the timeframe established under Public Law 113-146 signed by President Obama on August 7, 2014
- In order to improve VA's ability to deliver high-quality health care to Veterans, section 101 of the Choice Act allows VA to expand the availability of hospital care and medical services for eligible Veterans through agreements with eligible non-VA entities and providers
- On November 5, 2014, in accordance with the Veterans Access, Choice and Accountability Act of 2014 (the Act), an interim final rule was published in the Federal Register that provides the authority to begin implementation of section 101 of the Act

Key Points of VACAA Implementation - Enrollment

- Veterans generally must be enrolled to receive VA Health Care
 - Enrollment assures Veterans that comprehensive health care services will be available when they are needed
 - All enrolled Veterans receive VA's comprehensive Medical Benefits Package which includes preventive, primary and specialty care, diagnostic, inpatient and outpatient care services
 - Health care benefits are completely portable throughout the entire VA system
 - Once a Veteran enrolls in the VA health care system, he or she will remain enrolled
 - To be eligible for the Choice Program, a Veteran must have been enrolled by August 1, 2014 or be a newly enrolled combat Veteran

Role of Third Party Administrator (TPA)

- VA signed contracts with two health care companies, Health Net and TriWest, to help VA administer the Choice program
- TPA manages the Choice Program card distribution, call center, Veteran counseling, provider management, appointment management, reporting and billing
- Coordinates other health insurance (OHI) information with provider and responsible to provide Explanation of Benefit (EOB) to VA for payment
- Providers are either part of the TPA network or out of network with TPA but meet requirements of the Choice Act
 - Out of Network allows entities that do not want to contract with TPA but meet requirements of the Act to provide care under the Choice Program
- TPA provides list of approved providers to Veteran to choose

Choice Card Production / Distribution

TPA provides :

- Instructional letter for how to use card was sent with card
- Phased distribution
 - **Nov 4th-6th:** Cards were mailed to Veterans who live more than 40 miles from VA facility
 - **Nov 17th-20th:** Cards were mailed to Veterans who are waiting for an appointment more than 30 days from their preferred date, or clinically indicated date
 - **Dec 1st-Jan 31st:** Cards mailed to all other Veterans enrolled as of Aug 1, 2014
 - **Total cards issued: 8,658,458**

VA  U.S. Department
of Veterans Affairs

**Veterans
Choice Card
Temporary Program**

Name: JOHN SAMPLE
Member ID: 1234567890
Date of Issuance: November 2014

Call 1-866-606-8198 for information or to make an appointment

This card does not provide pre-approval. Veterans may be liable for the cost of care that is not pre-approved.

Front of Veterans Choice Card

ICM 1228 1223 VA-VA-- M0 D0 V0 1817
*0120141029T15:03:00000000100030021100
3 of 2 Carrier [1] [DR]



ICM 1223 VA-VA-- M0 D0 V0 1818
*0120141029T15:03:00000000100030021100 ENV [1]
3 of 2 Carrier [1] [DR]

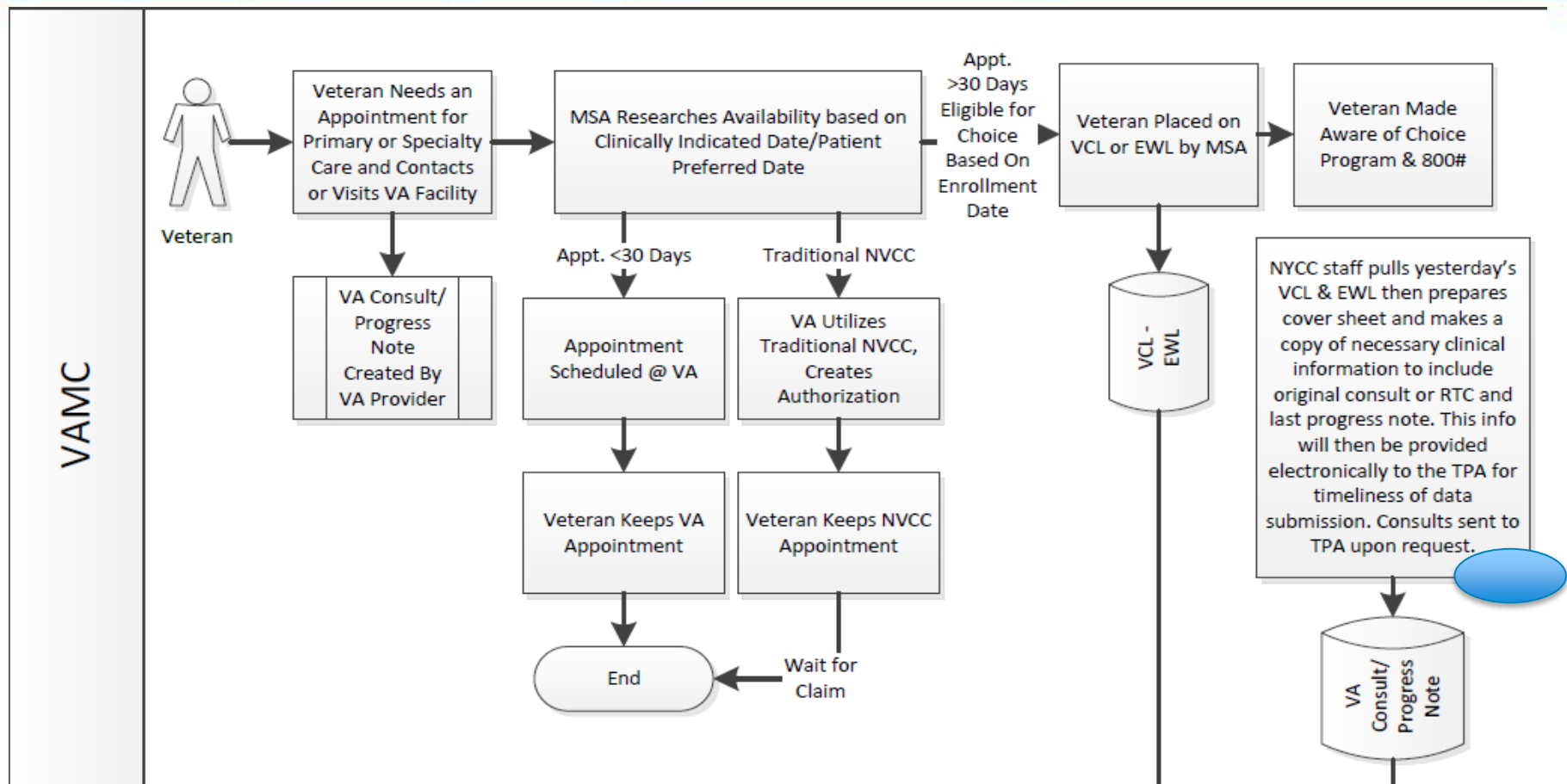
**Veterans Choice Program Information
(for Veterans and Providers):**
<http://www.va.gov/opa/choiceact/>

This card is for qualifying medical care outside the Department of Veterans Affairs.
Please call 1-866-606-8198 to ensure that treatment has been authorized.

Providers submit Claims to:
WPS - VACAA
PO Box 981646
El Paso, TX 79998-1646

Back of Veterans Choice Card

Role of VA Medical Centers



40-Mile Eligibility

- Authorizations – done via providing lists of eligible participants, clinical criteria and medical benefits package
- Veteran calls TPA for information or express interest
- TPA notifies VA medical center (VAMC) when appointments are scheduled
- After appointment
 - TPA gathers clinical documentation, claim information and Explanation of Benefit (EOB) from provider and submits to VA
 - TPA makes payment to the Choice provider
 - VAMC staff retrieves documentation from TPA web portal and uploads into clinical record
 - Chief Business Office Purchased Care (CBOPC) staff processes claim payment to TPA
 - CBO Consolidated Patient Accounts Center (CPAC) staff reconciles VA copayment, OHI cost shares as appropriate

30-Day Eligibility

- Authorizations – Veteran is on Veterans Choice List or Electronic Wait List and VAMC has submitted clinical documentation to TPA
 - VAMC makes Veteran aware of eligibility to participate in Choice
 - Veteran calls TPA for information or express interest
- TPA provides information, if Veteran selects Choice, TPA will then schedule appointment
- TPA notifies VAMC of scheduled appointment through web portal
- After appointment
 - TPA gathers clinical documentation, claim information and EOB from provider and submits to VA
 - TPA makes payment to the Choice provider
 - VAMC staff retrieves documentation from TPA web portal and loads into clinical record
 - CBOPC staff processes claim payment to TPA
 - CPAC staff reconciles VA copayment, OHI cost shares as appropriate

Continuous Training & Education – CHOICE website

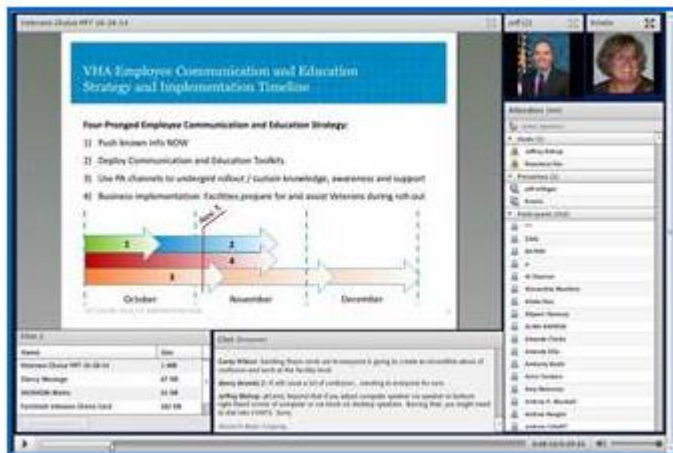
http://vaww.va.gov/CHOICE/Choice_Program_Training_Materials.asp



- [Choice Program Overview webinar recording:](#)
- [Choice Program Overview Slideshow PPTX](#)
- [The Weekly Educator](#) - Feb. 16, 2015
- [VA Pulse - Connecting People and Ideas](#)

Information For Veterans, VSOs, and the Public

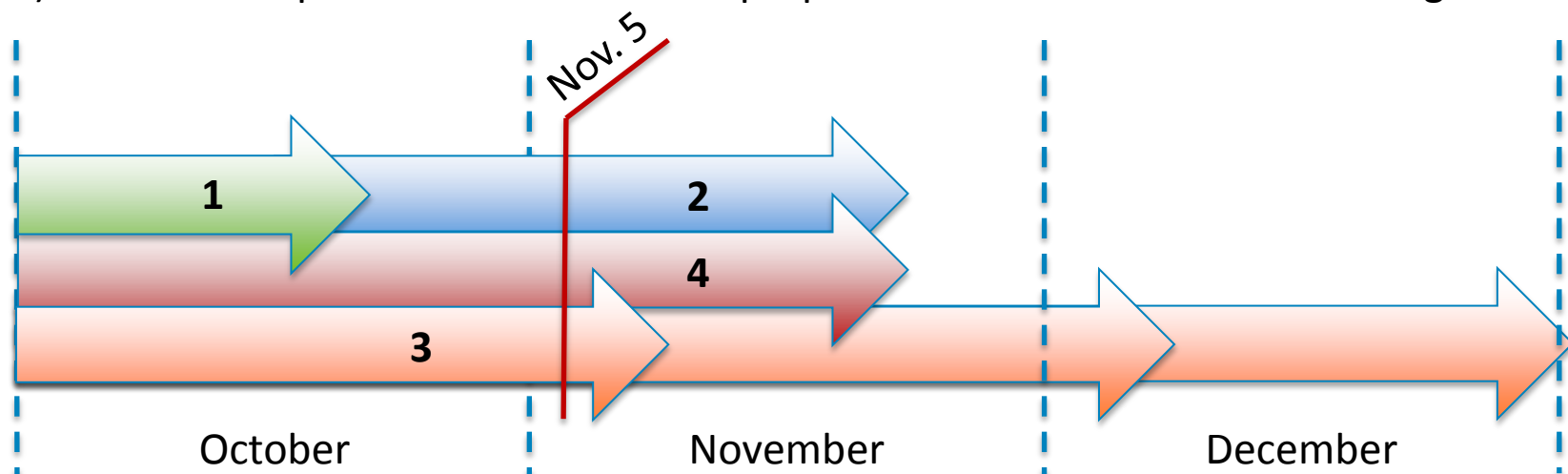
- [Choice Act Summary](#)
- [Choice Card Letter - 30 Days](#)
- [Choice Card Letter - 40 Miles](#)
- [Educational Assistance Program Fact Sheet](#)
- [Extension of Assisted Living Pilots Fact Sheet](#)
- [Military Sexual Trauma Fact Sheet](#)
- [Mobile Vet Centers Fact Sheet](#)
- [Modification of Performance Plans Fact Sheet](#)
- [Open letter to Veterans](#)
- [Quick Facts About Your Veterans Choice Card](#)
- [Training and Education Fact Sheet](#)
- [VCC letter to Veterans with P.O. Boxes](#)
- [Veterans Choice Program - Public Site](#)
- [Veterans Choice Program Fact Sheet](#)



VHA Employee Communication and Education Strategy and Implementation Timeline

Four-Pronged Employee Communication and Education Strategy:

- 1) Push known info at inception and continue throughout roll-out
- 2) Deploy Communication and Education Toolkits
- 3) Use Public Affairs channels to support rollout / sustain knowledge, awareness and support
- 4) Business implementation: Facilities prepare for and assist Veterans during roll-out



Veteran Feedback on CHOICE thru Outreach Campaign

Outreach Campaign to Veterans

A campaign to reach out to Veterans about the Choice program provided some valuable feedback on complaints, suggestions, concerns, and positive comments.

From 2/3/15 through 2/25/15 we inquired and tracked Veteran responses in five areas:

Complaint - Caller has negative feedback about VCP, TPA, VA, and/or VCP.

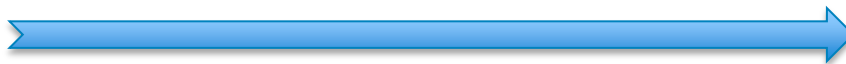
Positive Feedback - Caller has positive feedback about VCP, TPA, VA, and/or VCP.

Suggestion/Opinion - Veteran makes a suggestion or has an opinion about VCP that is neither a complaint nor a compliment about VCP, TPA, VA, and/or VCP.

VA Concerns - Veteran expresses concern that the caller is not affiliated with the VA concern that call is a scam.

No Feedback - Veteran does not offer any feedback or suggestions listed above.

Table on next slide shows results...



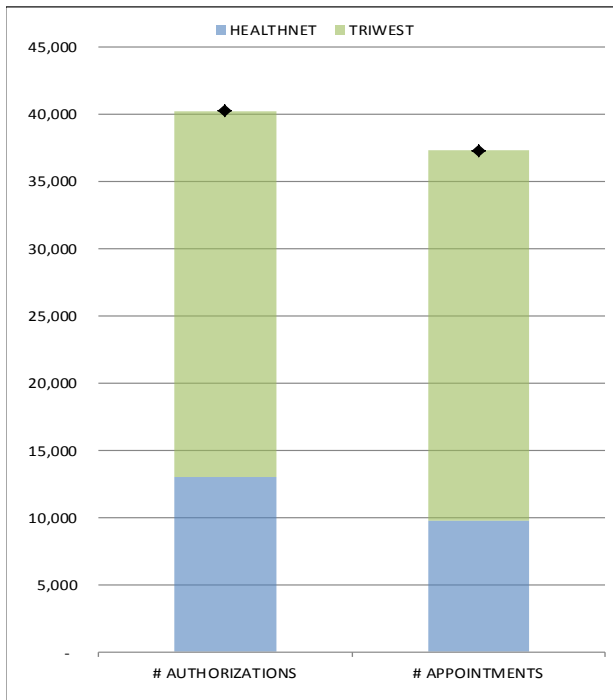
Veteran Feedback on CHOICE thru Outreach Campaign

Date	Complaints	Positive Feedback	Suggestion/Opinion	VA Concerns	No Feedback	Daily Total
2/3/2015	1	29	3	0	0	33
2/4/2015	7	34	6	0	0	47
2/5/2015	14	33	8	0	2	57
2/6/2015	8	27	28	0	0	63
2/7/2015	11	32	9	0	0	52
2/9/2015	7	20	5	0	0	32
2/10/2015	2	12	5	0	0	19
2/11/2015	0	5	3	0	1	9
2/12/2015	0	4	0	0	0	4
2/13/2015	0	1	0	0	0	1
2/17/2015	3	9	3	0	0	15
2/18/2015	0	0	3	0	0	3
2/19/2015	2	6	4	0	1	13
2/20/2015	1	14	3	0	0	18
2/21/2015	2	2	3	0	0	7
2/23/2015	1	0	1	0	0	2
2/24/2015	0	1	0	0	0	1
2/25/2015	0	1	0	0	0	1
Total	59	230	84	0	4	377

61% of Veterans provided positive feedback

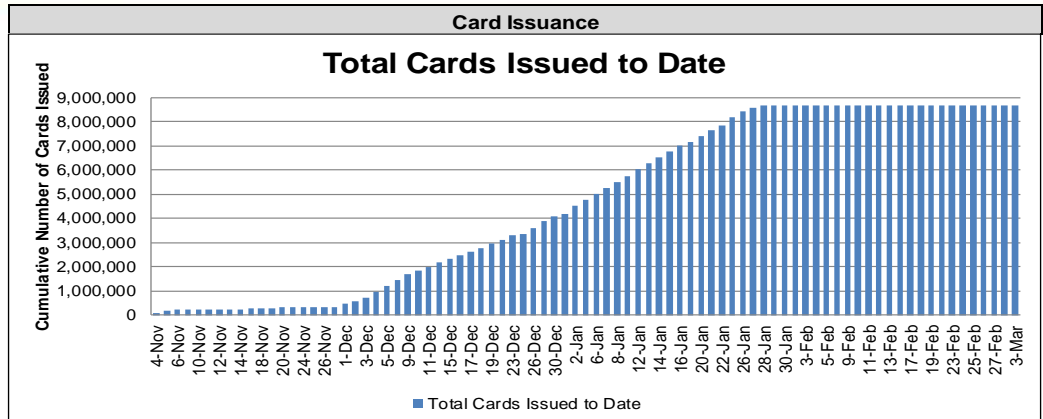
Choice Metrics

METRIC (TO DATE)	HEALTHNET	TRIWEST	TOTAL
# VETERAN CALLS	295,468	293,844	589,312
# PROVIDER CALLS	15,648	14,603	30,251
# VA STAFF CALLS	22,110	-	22,110
# OTHER CALLS	71,276	36,055	107,331
TOTAL CALLS	404,502	344,502	749,004
# AUTHORIZATIONS	13,013	27,232	40,245
# APPOINTMENTS	9,796	27,521	37,317
CARDS ISSUED	4,893,785	3,771,723	8,665,508

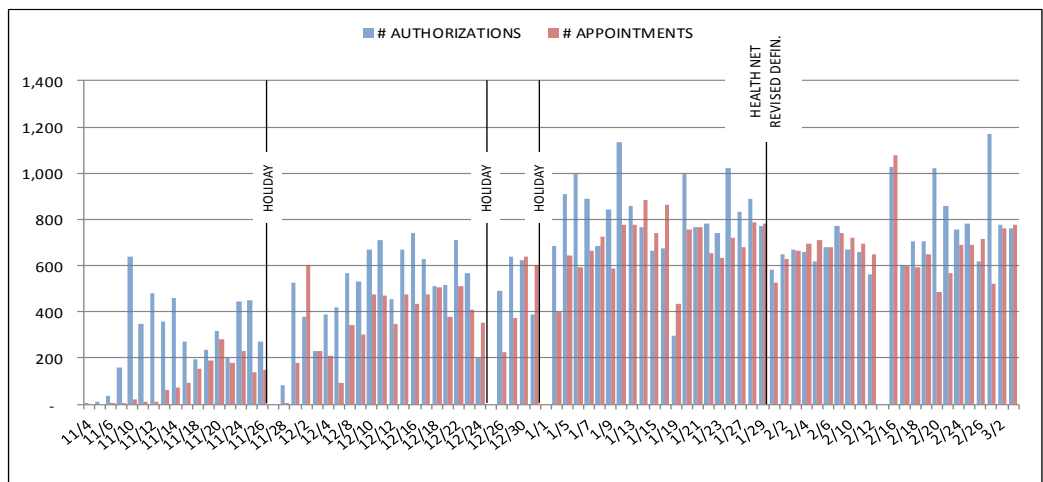


Data as of March 3, 2015

VETERANS HEALTH ADMINISTRATION

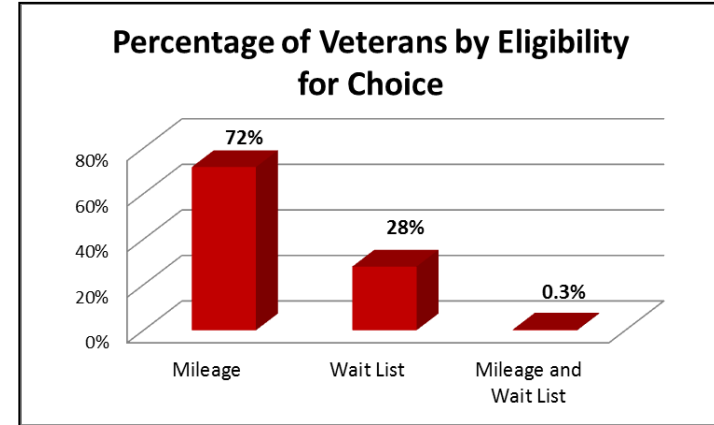
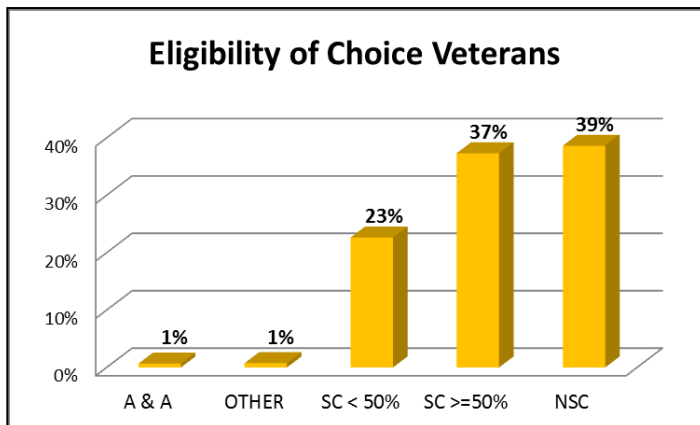
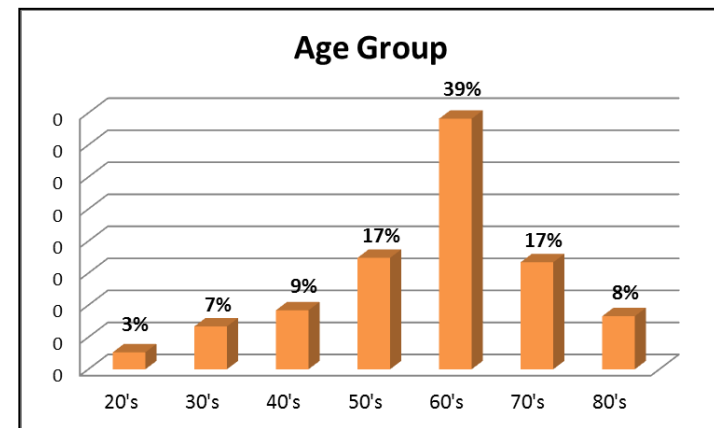
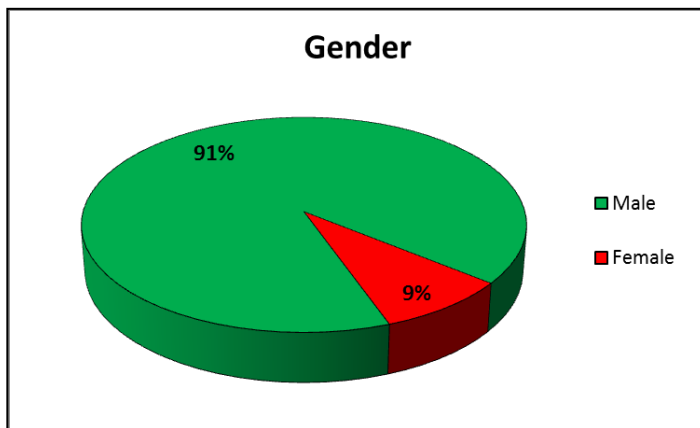


TPAs are contractually obligated to complete phase 3 of card issuance by January 31, 2015, as of that date 8,658,458 cards were issued



Choice Usage

- Data collected on 20,696 unique Choice Veterans since 11/5/14



Additional Choice Program Resources

- VACAA web site (Internet – external): <http://www.va.gov/opa/choiceact/>
- For more information on how to become a Choice provider:
<http://www.nonvacare.va.gov/pc3/>
 - HealthNet <https://www.hnfs.com/content/hnfs/home/va/home/provider.html>
 - TriWEST <https://vapccc.triwest.com/PCCCWeb/index.html#/home>
- TPA phone number 1-866-606-8198
- Choice Program Materials and Training:
http://vaww.va.gov/CHOICE/Choice_Program_Training_Materials.asp