

**VA**



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

Veterans Health Administration  
*Office of Community Care*

# VA MISSION Act of 2018 and the new Community Care Network (CCN)

December 5, 2019

# VA MISSION Act of 2018

- VA MISSION Act of 2018

**Maintaining  
Internal  
Systems &  
Strengthening  
Integrated  
Outside  
Networks**

– [www.missionact.va.gov](http://www.missionact.va.gov)

# VA MISSION Act of 2018

- Establishes New Community Care Network
  - Ends Choice and merges other VA community care programs
  - Transitions all care coordination activities to VA personnel
- New Eligibility Criteria
  - Services Unavailable
  - 40-mile Legacy/Grandfathered from Choice
  - Access Standards-Wait Time & Average Drive Time
  - Best Medical Interest
  - Quality
  - Residence is in a State w/o Full Service VA

# Access Standards

- **Average Drive Times:**

- Primary Care, Mental Health, and Non-Institutional Extended Care:
  - 30 minute Average Drive Time Standard
- Specialty Care:
  - 60 minute Average Drive Time Standard

- **Appointment Wait-Times:**

- Primary Care, Mental Health and non-Institutional Extended Care:
  - If VA appointment is >20 days of when care is ordered
- Specialty Care:
  - If VA appointment is >28 days of when care is ordered

# Community Care Network (CCN) Contract

- **Community Care Network (CCN)**
  - Optum Public Sector Solutions Inc.
  - (part of UnitedHealth Group, Inc.)
  
- **Veteran Care Agreements/Other Contract**
  - Utilized for services not provided within CCN
  - Dental, Non-Skilled In-Home Care, Dialysis
  - Replaces Provider Agreements
  
- **Department of Defense Sharing Agreement**
  - Irwin Army Community Hospital
  
- ***Patient Centered Care (PC3)***
  - TriWest Healthcare Alliance
  - Utilized until Optum network of providers available

# Payment Authorities

## ■ Primary VA Payment Authorities

- **38 USC 1703 / 38 CFR 17.4020(c)**
  - In-Network Preauthorized Care
  - In-Network Self-Referred Emergent Care
  - 72 Hour Notification
  - Timely Filing 180 days
- **38 USC 1725 “Millennium Bill”**
  - Out of Network Emergency Room/Inpatient Facility
  - Untimely Notification
  - Non-Military Service-Connected (SC) Emergency Care
  - Timely Filing 90 days
- **38 USC 1728**
  - Out of Network Emergency Room/Inpatient Facility
  - Untimely Notification
  - Military Service-Connected (SC) Condition
  - Timely Filing 24 months

# Pre-Authorized Care

- Community referral is generated by VA
- VA Community Care obtains appointment and provider preferences from Veteran
- VA sends referral packet to in-network community provider and coordinates scheduling of appointment
- VA sends payment authorization to the in-network community provider
- Veteran is seen by in-network community provider
  - Do not exceed limitations of approved episode of care
- Community provider sends health records to VA
- Community provider sends request for additional care/testing authorization to VA if indicated

# Claims Management

- VA-Approved Emergent & VA-Preauthorized In-Network Care
  - Submit approved CCN Claims to TriWest PC3 or Optum CCN
  - Submit approved Veteran Care Agreement Claims to VA
  - Timely Filing 180 days
- Emergent Care Received Out of Network or untimely/no VA notification
  - Submit Claims to VA
  - Timely Filing 90 days
    - (24 months for SC conditions)



# Claims Management

- Claims Management for Authorized Care
  - Electronic Submission Recommended
  - Include Authorization Number on Claim
  - Include NPI on Claim
  - Timely Filing Updates
  - Medicare Reimbursement Rate/VA Fee Schedule

# Referrals and Payment Authorizations

- Standard Episode of Care (SEOC)
  - Reference authorization for details of covered services
  - If additional visits, duration, specialist, or other authorization needed, submit Request for Service form with supporting Medical Documentation directly to VA
- **\*\*NEW\*\* Request for Service (RFS) form**
  - Utilize VA form 10-10172 Request for Service (RFS) to request additional authorization
  - [vacommunitycare.com](http://vacommunitycare.com)
  - Send directly to VA
- **\*\*NEW\*\* HealthShare Referral Manager (HSRM)**
  - Electronic Referral and Authorization System
  - Electronic communication of appointment and other health information
  - Links to electronic claims management system

# Electronic Referral System

- **HealthShare Referral Manager (HSRM)**
  - Electronic Referral System
  - Care Coordination Communication
  - Medical Documentation Management
  
- **HSRM Training**
  - **Every Tuesday 12:00 PM-1:00 PM CT**
    - [www.train.org/vha/course/1082953/live\\_event](http://www.train.org/vha/course/1082953/live_event)
  - **OCC Website**
    - [www.va.gov/COMMUNITYCARE/providers/Care\\_Coordination.asp](http://www.va.gov/COMMUNITYCARE/providers/Care_Coordination.asp)
  
- **HSRM Resource**
  - [charlotte.mcgrath@va.gov](mailto:charlotte.mcgrath@va.gov)

# Medications & DME

- Medication Prescriptions
  - Routine Medications filled through VA
    - Electronic Submission Now Available
    - Send/Fax Rx Directly to VA
- **\*NEW\*** Medical Devices (Prosthetics/DME)
  - Requires signed, completed Request for Service form
    - VA Form 10-10172 with Supporting Medical Documentation
    - Replaces Secondary Authorization Request (SAR)
    - Send/Fax directly to VA
    - Include specific details- Size, Item #, etc.

# New Benefit - Emergent Care

- **Emergent Care** Received In Network
  - Self-Presentation/Diverted Ambulance/Tertiary Facility
  - VA Notification required within 72 Hours
    - 785-350-4555
  - Enrolled eligible veteran
  - VA not feasibly available
  - Prudent layperson would identify situation such that delay in receiving care emergently would cause harm or death
  - NOTE: Urgent care services received in the ED is not covered

# In Network Emergent Care

- Medications related to In-Network Emergent Care
  - Veteran may purchase up to 14-day supply of urgent medication out of pocket, then request reimbursement from VA
    - Write 2 prescriptions:
      - One for Urgent supply & One for remaining doses
      - Must be urgent, generic, and on VA formulary
      - Remaining doses filled routinely through VA

# Review of Eligibility for Payment

- Payment
  - If Authorized via 38 USC 1703 / 38 CFR 17.4020(c)
    - VA staff will notify community provider of payment authorization
    - Written authorization will be sent to community provider
      - Submit claim to CCN Contractor
  - If Not Approved via 38 USC 1703 / 38 CFR 17.4020(c)
    - VA staff will instruct community provider to submit claim with medical documentation to VA for consideration of payment via 38 USC 1725 or 38 USC 1728 (i.e. “Mill Bill”, etc.)
    - Timely filing 90 days

# Out of Network Emergent Care

- Emergent Care Received Out of Network
  - Submit claim and medical records to VA for consideration of payment
- Emergent Care received in-network with untimely notification
  - Submit claim and medical records to VA for consideration of payment
- Reviewed for claims management via other VA payment authorities
  - 38 USC 1725
  - 38 USC 1728



# New Benefit - Urgent Care

- **Urgent Care** from In-Network Provider
  - Must be enrolled and eligible to receive VA Healthcare
  - Must have received VA or VA-authorized care within previous 24 months of visit
  - Does not require pre-authorization but visit does have to be registered with TriWest
    - 1-833-4VETNOW (1-833-483-8669)
  - Co-Pays
    - Based on Priority Group
    - Billed from VA
    - No payment at the time of service
  
- In-Network Facility Locator Tool
  - <https://www.va.gov/find-locations/>

# New Benefit - Urgent Care Medications

- Place of Service Codes
  - Urgent Care Codes 17 & 20 Payable
  - Sites Billing with Urgent Care Code 11
    - May be payable if no other In-Network Urgent Care in the area
    - Require VA waiver to be included in network
- Call TriWest to register Urgent Care visit: 1-833-4VETNOW (1-833-483-8669)
- Veteran may fill up to 14 day supply of urgent medication from the **In-Network Urgent Care visit** at an **In-Network Community Pharmacy**
  - Write 2 prescriptions:
    - One for urgent supply & One for remaining doses (filled through VA)
    - Urgent, Generic, & on VA Urgent Care Formulary
- No Co-Payment at time of visit; VA will bill separately if co-pay applies

# Urgent Medications

- **Urgent Medications from In-Network Urgent Care**
  - Urgent medication, generic, on VA formulary
  - Urgent care visit must be registered
  - Up to 14-day supply may be filled at In-Network Community Pharmacy
  - Remaining doses filled as routine through VA
  
- **Urgent Medications from In-Network Emergency Room**
  - Urgent medication, generic, on VA formulary
  - Purchase out of pocket & request reimbursement from VA
  
- **Urgent Medications from Out-of-Network Facility**
  - Purchase out of pocket
  - Contact VA or authorized community provider

# Community Care Network Resources

- **VA Office of Community Care (OCC) External Provider Webpage**  
[https://www.va.gov/COMMUNITYCARE/providers/EDU\\_Training.asp](https://www.va.gov/COMMUNITYCARE/providers/EDU_Training.asp)
- **External Provider Latest News Webpage**  
[https://www.va.gov/COMMUNITYCARE/providers/Latest\\_news.asp](https://www.va.gov/COMMUNITYCARE/providers/Latest_news.asp)

# Community Care Payment Authorities

- **38 USC 1703**
- **38 CFR 17.4000-17.4040**
- **38 USC 1725**
- **38 USC 1728**
  
- **Website:** [https://www.va.gov/COMMUNITYCARE/providers/info\\_EmergencyCare.asp](https://www.va.gov/COMMUNITYCARE/providers/info_EmergencyCare.asp)
  
- **FactSheet:** [https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_20-02.pdf#](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-02.pdf#)

# Community Care Network

- **Monthly Community Provider Webinar**
- [https://www.va.gov/COMMUNITYCARE/providers/EDU\\_Training.asp#webinars](https://www.va.gov/COMMUNITYCARE/providers/EDU_Training.asp#webinars)

# VA EKHCS Contact Information

- **VA Eastern Kansas Health Care System (Topeka/Leavenworth)**
  - Pharmacy
    - Electronic Submission
    - Fax Prescription to 785-350-4737
  
  - Prosthetics, DME, & Additional Authorization Requests
    - Fax Request for Services to 785-350-4705
  
  - Community Care Office
    - Phone: 785-350-4330
    - Fax: 785-350-4705 or 785-350-4847
  
  - 72-Hour Notification
    - 785-350-4555
  
  - Payment Management & Operations
    - Phone: 785-350-4747 or 314-894-6603 Option 4
    - Fax: 785-350-4430

# Other Local VA Contact Information

- **Robert J. Dole VA Medical Center, Wichita KS**
  - VA Community Care
    - Phone: 316-239-2750
  
  - 72-Hour Notification
    - 785-350-4555
  
  - Payment Management & Operations
    - Phone: 314-894-6603 Option 4



# Other Local VA Contact Information

- **Kansas City VA Medical Center, Kansas City KS**
  - VA Community Care
    - Phone: 1-800-525-1483 Ext 53399
  
  - 72-Hour Notification
    - 785-350-4555
  
  - Payment Management & Operations
    - Phone: 314-894-6603 Option 4

# Contractor Information

- **Optum Public Sector Solutions Inc.** (part of UnitedHealth Group, Inc.)
  - [VACCNProviderContracting@optum.com](mailto:VACCNProviderContracting@optum.com)
  - Paul Stone
    - 816-785-4893
    - [paul.stone@optum.com](mailto:paul.stone@optum.com)
  
- **TriWest**
  - Phone: 1-855-722-2838
    - 1-866-606-8198 (to be disabled soon)
  - Patrick Shipley, Southwest Regional Director
    - 719-330-4158
    - [pshipley@triwest.com](mailto:pshipley@triwest.com)

# Optum VA Community Care Network (CCN)

- **Optum Public Sector Solutions, Inc.**
  - Part of UnitedHealth Group, Inc.
    - Network of Providers available April/May 2019
  - Optum VA Community Care Network Home
    - [https://info.vacommunitycare.com/tpa-ap-web/?navDeepDive=VACCN\\_publicHomeDefaultContent](https://info.vacommunitycare.com/tpa-ap-web/?navDeepDive=VACCN_publicHomeDefaultContent)
  - Join the VA Optum Community Care Network
    - <https://provider.vacommunitycare.com/oss/cms/styles/desktop/global/vaccn/global/global/css/documents/Join-the-Network.pdf>
  - Optum VA Community Care Network Resources
    - [https://provider.vacommunitycare.com/tpa-ap-web/?navDeepDive=VACCN\\_publicTrainingResourcesMenu](https://provider.vacommunitycare.com/tpa-ap-web/?navDeepDive=VACCN_publicTrainingResourcesMenu)

# Resources for Veterans

- VA or In-Network Facility Locator Tool
  - <https://www.va.gov/find-locations/>
- VA National Community Care Contact Center-C4 (Claims/Billing, Collections, etc.)
  - 1-877-881-7618
- Updating Residential Address
  - <https://www.va.gov/change-address>
  - Call 1-877-222 VETS (8387)
  - Contact VA Eligibility office