



**TriWest Healthcare Alliance:
Partnering With VA to Deliver Veteran Care
Under VA's Community Care Programs**

November 2019



Confidential and Proprietary

Corporate History

TriWest served Defense Department (DoD) in TRICARE space from 1996-2013

- Assisted DoD in standing up TRICARE
- Provided access to high-quality health care for active duty and retired Service members and their families across 21-state area

Serving VA since Sept. 2013

- PC3 Contractor
- Implemented Choice Program in 28 States
- Expanded nationwide last year;
- Transitioning out of CCN Reg. 1-3

1996

2013

2019



On August 6, 2019, the U.S. Department of Veterans Affairs (VA) awarded TriWest a contract to administer VA's Community Care Network (CCN) for the 13-state Region 4 territory. TriWest is responsible for building and maintaining a network of community health care providers, paying claims, and providing customer service under the CCN contract. TriWest is working with VA to develop an implementation schedule, including a date for the start of health care delivery in CCN Region 4.

TriWest's Mission

At TriWest, we are On a Mission to Serve® our nation's Veterans and military communities

- Assisting Government in “Serving Those Who Serve” and their families since 1996
- For last six years, supporting Department of Veterans Affairs (VA) in delivering on health care needs in the community
- Headquartered in Phoenix, Arizona
- Built and Owned by Non-Profit Blues and 2 University Hospital Systems

Key Historical Statistics

Much progress has been made with administering VA's Community Care programs since TriWest started in November of 2014. We continue working alongside VA in our role in the next generation of community care (CCN).

More than 2 million unique Veterans served

6,400,000 initial appointments made

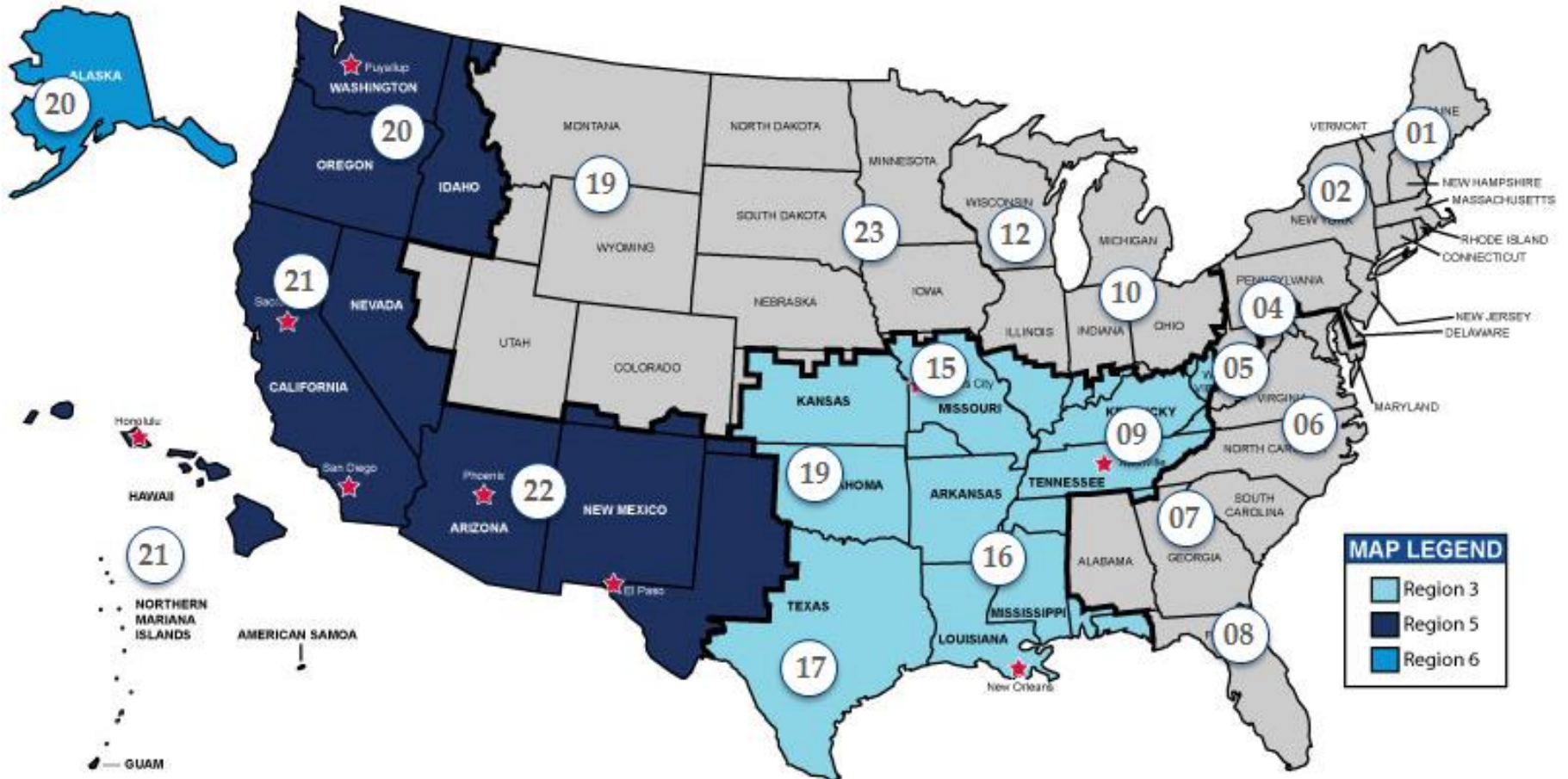
18 million total appointments (including initial and follow-up)

Processed and paid over 20 million claims to date

TriWest Operations Center Locations

TriWest Overview

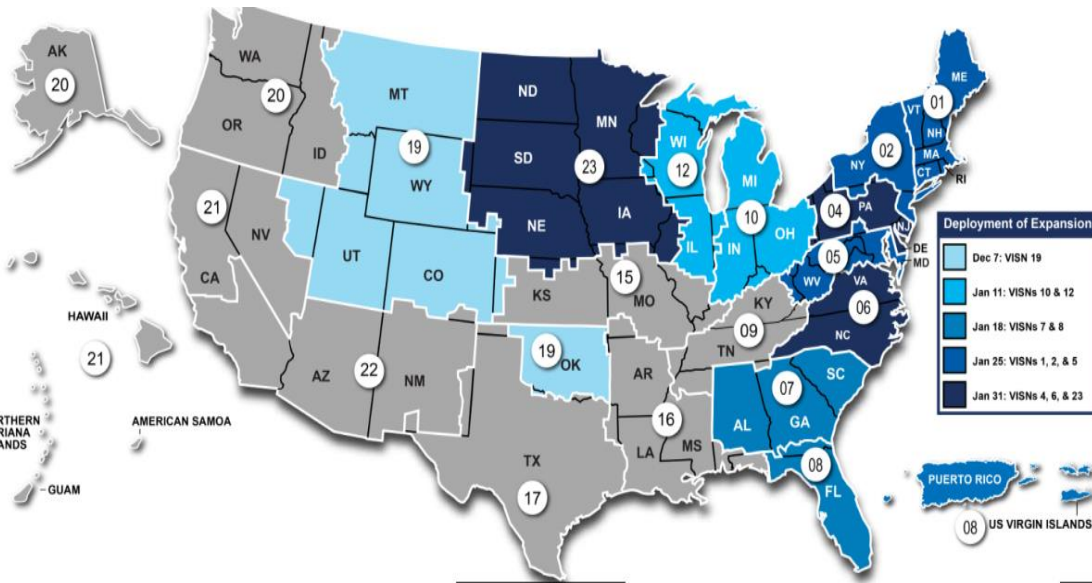
Oct 2019



Expansion

TriWest Overview

We scaled our operations to assist VA in ensuring access to health care services in the community through a VISN-by-VISN rollout approach that was implemented together with VA, from Dec 7, 2018 - Jan 31, 2019.



**SCALING THE NEXT CLIFF
FOR OUR NATION'S HEROES!**

VISN 19 - DECEMBER 7, 2018

- | | |
|-----------------------------------|-----------------------------------|
| VISN 10 - JANUARY 11, 2019 | VISN 02 - JANUARY 25, 2019 |
| VISN 12 - JANUARY 11, 2019 | VISN 05 - JANUARY 25, 2019 |
| VISN 07 - JANUARY 18, 2019 | VISN 04 - JANUARY 31, 2019 |
| VISN 08 - JANUARY 18, 2019 | VISN 06 - JANUARY 31, 2019 |
| VISN 01 - JANUARY 25, 2019 | VISN 23 - JANUARY 31, 2019 |

Whatever It Takes!®

TriWest's Path to Expansion and CCN Transition

➤ CCN Transition

- TriWest is currently transitioning out to Optum beginning in CCN Region 1 (Northeastern US)
 - Transition started in late July
- TriWest is transitioning in to CCN Region 4; Implementation schedule is being developed with VA

Current Focus... MISSION Act and CCN

Partnering with VA to Continue Implementing Pieces of the MISSION Act

Urgent Care/Walk-In Benefit; Network Refinement Continues

Transitioning out of CCN Regions 1-3;
Transitioning in to CCN Region 4

Urgent Care Benefit (Part of MISSION Act)

- TriWest Currently has a National Urgent Care Network
- Over 6,000 Urgent Care/Retail Locations in Network
 - Over 90 percent of Veterans have access to an urgent care within 30 minutes of their home
- Online Locator Tool (vaurgentcarelocator.triwest.com)
- Benefit Also Includes Pharmacy – Must be Related to the Urgent Care Visit
 - Over 64,000 pharmacies in TriWest's network
- Three page Instruction Sheet from VA Locator Web Site
- Flu Shots

Miscellaneous Updates

➔ Claims

- ➔ TriWest to continue to pay for all TW authorized care
- ➔ ER
- ➔ Timely Filing
- ➔ FY20 VA Fee Schedule

➔ Partial Appointing

➔ SARs

- ➔ Now RFS
- ➔ Direct to VAMC for Eastern KS and Wichita; TW for KC

➔ Network management



Questions?



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