

# Community Care: MISSION Act Update

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National Office of Community Care



**VA**



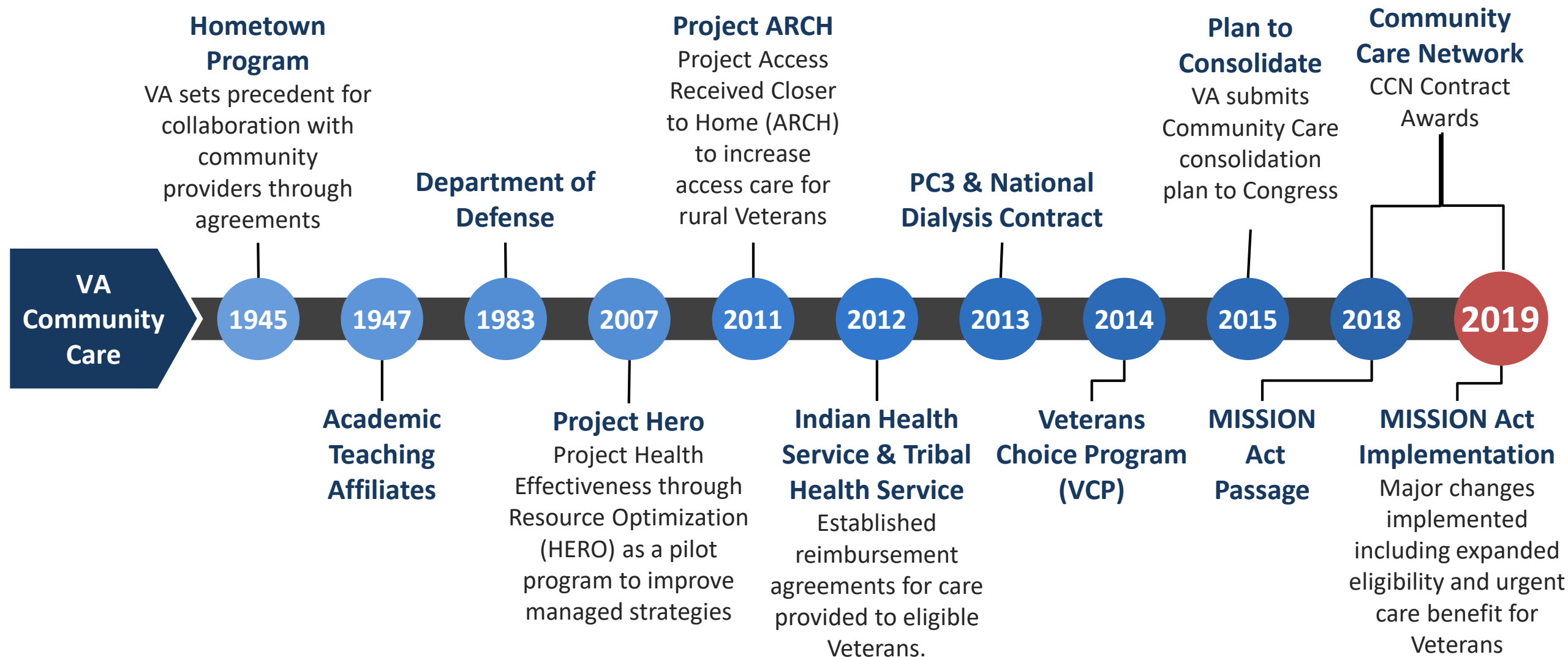
**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Office of Community Care*

# Agenda

- History of Community Care
- VA MISSION Act
  - Overview of Key Elements
  - Community Care Changes
  - Expanded Eligibility
  - Urgent Care Benefit
  - Required Provider Training
- Community Care Network (CCN)
- Community Care Resources
- Questions

# History of VA Community Care



# VA MISSION Act: An Overview Of Key Elements

## What is the MISSION Act?

The VA Maintaining Internal Systems and Strengthening Integrated Outside Networks (MISSION) Act of 2018 will fundamentally transform VA's health care system. It will fulfill the president's commitment to provide Veterans with more choice in their health care providers. The Act 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.**

## What is it NOT?

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

## Key Elements

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

**Caregivers Program** - The Act 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** - The Asset and Infrastructure Review (AIR) process in the Act will provide VA the necessary flexibility to align its infrastructure footprint with the needs of the nation's Veterans.

**Recruit and Retain** - The Act will allow 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.



# Community Care: Key Changes

## 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 Community Care Providers

Establishment of the Community Care Network and Veterans Care Agreements. Community providers must now:

- Undergo an industry standard credentialing process
- Complete mandatory training
- Be subject to an exclusionary process
- Submit claims within 180 days from date of service

## New for VA Staff

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

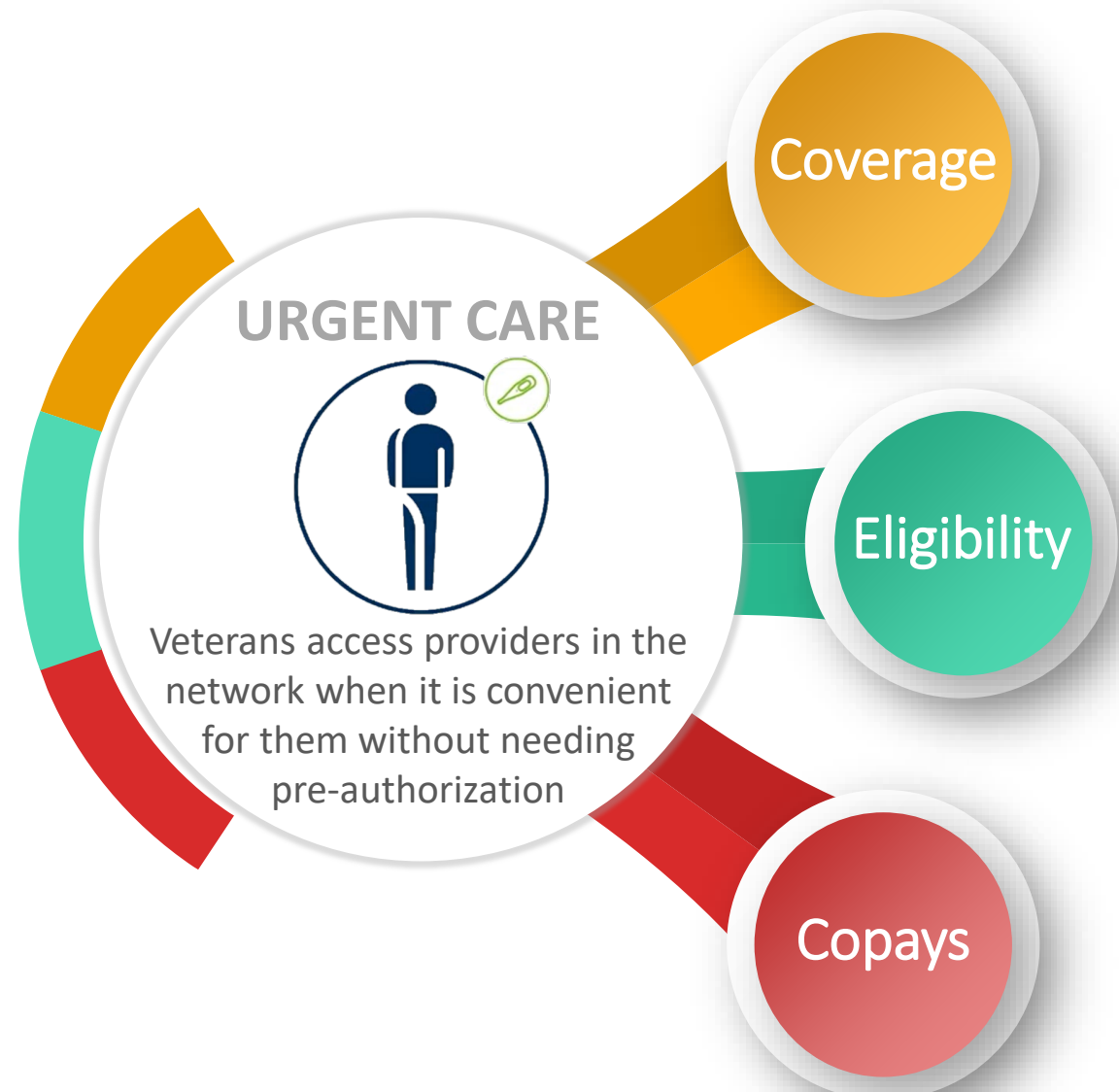
- Fewer manual process / increased automation
- Increased availability of processes metrics
- Broader options for care coordination
- Faster, easier, auditable information sharing

# 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

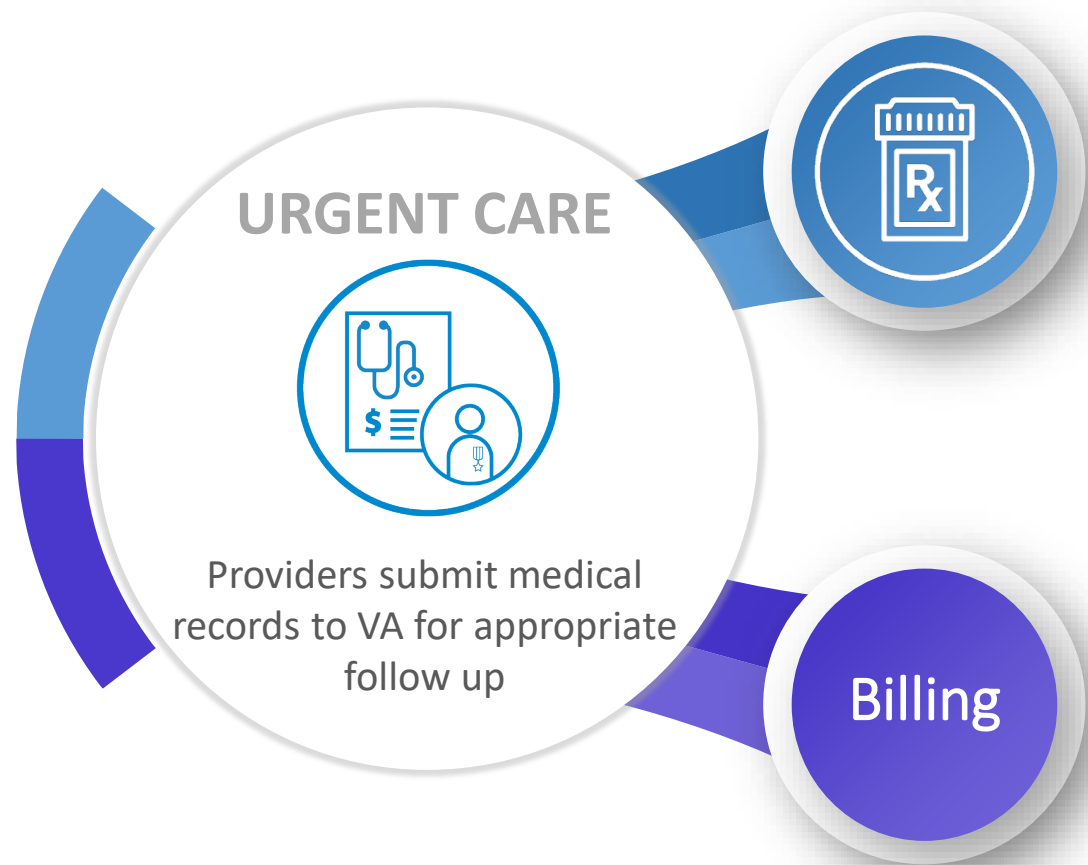
## Priority Group(s) Copayments based on number of visits in a calendar year

1-5	• First three visits: \$0	• 4 <sup>th</sup> and greater visits: \$30 per visit
	If related to a condition covered by special authority or exposure:	
6	• First three visits: \$0	• 4 <sup>th</sup> and greater visits: \$30 per visit
	If not related: \$30 per visit	
7-8	\$30 per visit	





# MISSION Act: New Urgent Care Benefit (Cont'd)



**Urgent Care Prescriptions:** VA will pay for or fill prescriptions

- Provider may write prescriptions for up to a 14-day supply
- Prescriptions can be filled at a contracted pharmacy within the VA network, in VA, or at a non-contracted pharmacy
  - If a noncontracted pharmacy is used, Veterans must pay for the prescription and then file a claim for reimbursement with the local VA medical facility
- To find an in-network pharmacy, providers and Veterans can use the VA Facility Locator.

**Billing:** Urgent care provider bills VA's Third Party Administrator (TPA) and VA may bill the Veteran the applicable copayment.



# MISSION Act: Required Provider Training

**VA MISSION Act (Section 131 and 133):** Establishes new requirements for non-department providers treating Veterans.

- Ensures safe opioid prescribing practices
- Establishes new competency standards and requirements
- VA developed training courses that all licensed independent providers must complete.

## **Independent Licensed Providers**

*All providers with an NPI who treat Veterans must complete VA required training courses*

- MISSION Act VHA TRAIN training website (<https://train.missionact.org/>) an external learning management system, created to host all MISSION related training courses.
- Providers must create an account in VHA TRAIN and include an NPI number in their VHA TRAIN profile before registering and completing training.
- Applies to providers who work through:
  - PC3 (and TriWest)
  - CCN (and CCN TPAs (Optum and TriWest))
  - Veterans Care Agreements (and VA)



# Community Care & MISSION Act Public 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> </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="#">Fact Sheet: Urgent Care</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>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>