VA MISSION Act Update

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• MISSION Act Updates
  • Eligibility Review
  • TriWest got CCN contract
  • Emergency Care Update
  • Urgent Care Update
  • VA or Community: Informed decision making
Reminder: Community Care Eligibility

1. Access Standards

<table>
<thead>
<tr>
<th>ACCESS STANDARDS</th>
<th>Primary Care, Mental Health, Non-institutional Extended Care</th>
<th>Specialty Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drive Time</td>
<td>30 minutes</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Wait Time</td>
<td>20 days</td>
<td>28 days</td>
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2. Service Unavailable

3. Grandfathered from Choice 40
4. Best Medical Interest

5. No full-service VA within your state

6. Quality of care within VA is sub-par (Still in development)
TriWest Healthcare Alliance

- http://www.triwest.com/
• Standardized Episodes of Care (SEOC)
  • List of prior-authorized services that accompanies each referral
  • Specialty specific

• Secondary Authorization Request (SAR)
  • Process for your provider to refer you for other services *not* already included on initial SEOC
  • Transition to RFS (Request for Service) form
    • Will replace SAR-unknown timeframe
• Some of the self-presenting Veterans may have their care pre-approved under 38 U.S.C 1703 if they meet certain criteria

• If ER care does not meet eligibility criteria for pre approved ER care VA payment office will review for 1725/1728 eligibility when the claim is received
Emergency Room Care Update: Eligibility Criteria

• Services covered under medical benefits package
• Enrolled Veteran or exempt from enrollment
• VA must be notified within 72 hours from the beginning of the ER care
• VA and other federal facilities were not feasibly available
• Care must be provided by an in-network provider
• A prudent layperson reasonably expects that a delay in seeking immediate medical attention would be hazardous to life or death
• Care is provided until the point of stabilization was met, transferred to VA or beds/services unavailable at VA
Urgent Care Update

In-network facilities:

• June 2019: 18
• October 2019: 50

https://vaurgentcarelocator.triwest.com/
Urgent Care: Pharmacy

• Pharmacy Network is Express Scripts

• Over 100 pharmacies
  • 14 day supply, 7 for opioids
  • No refills
  • No copays should be charged
  • SSN is Member ID

• Express Scripts Helpdesk, 24/7: 1-800-922-1557
Choose VA or Community?

Overall goal is to help you as the Veteran make an informed decision whether or not to receive care at the VA or in the community.
Helpful Information

Community Care Office: 360-759-1674
1 for Claims or Billing questions
2 for Community Care appointments
3 for VA appointments
4 for Pharmacy questions
5 for Travel questions
6 for Enrollment questions

TriWest: 855-722-2838
VA Pharmacy fax: 360-905-1767
https://www.va.gov/
Questions?

We are honored to serve you!