VA PORTLAND HEALTH CARE SYSTEM

VA MISSION Act Overview

Champions:
Tiffany Anderson RN, BSN Acting Director &
Rachel Scarpelli, RN, BSN Asst. Clinical Manager of Community Care
Delivering an excellent experience of care for Veterans, families, and caregivers is at the core of VA’s approach to the MISSION Act.
What is the MISSION Act?

- Streamlining Community Care processes
- Establishing new Urgent Care benefit
- Providing Telehealth in Veteran homes, VA facilities or community
- Expansion to support Veteran caregivers
- Opportunities to hire and retain excellent VA staff
- New strategies to address underserved VA Health Care facilities
• When will the MISSION Act be implemented?

• MISSION ACT starts 6/6/19

• VA Portland is working diligently to ensure a smooth transition for our current Community Care Veterans and Community Providers

• This will be a multi-year effort, in phases
• How does this affect me?
  • Portland VA is committed to provide our Veterans with an excellent health care experience, while delivering the right care, at the right time, at the right place

  • Community Care eligibility has expanded

  • New Urgent Care benefit
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>
</tr>
</tbody>
</table>

2. Best Medical Interest

3. Service Unavailable
Community Care Eligibility
Continued...

1. Grandfathered

2. No full-service VA within your state

3. Quality of care is sub-par (Still in development)
Urgent care is for illness or injuries that require prompt attention, but are *not* life-threatening.

Some examples:
- Flu like symptoms
- Strep throat
- Minor burns
- Ear/skin/eye infections
Urgent Care Benefit Continued...

- Unlimited visits, however a copay will be required

- Must be with in-network Provider

- [https://www.va.gov/find-locations/?address=Oregon&context=Oregon%20City%20Oregon%20United%20States&facilityType=cc_provider&location=45.358900380544185%2C-122.60742187500001&page=1&serviceType=261QU0200X&zoomLevel=9](https://www.va.gov/find-locations/?address=Oregon&context=Oregon%20City%20Oregon%20United%20States&facilityType=cc_provider&location=45.358900380544185%2C-122.60742187500001&page=1&serviceType=261QU0200X&zoomLevel=9)
## Copays for Urgent Care

<table>
<thead>
<tr>
<th>Priority Group(s)</th>
<th>Copayment Amount</th>
</tr>
</thead>
</table>
| 1-5              | - First three visits (per calendar year): $0  
                  | - Fourth and greater visits (per calendar year): $30 |
| 6                | - If related to combat experience, special authority, or exposure:  
                  | - First three visits (per calendar year): $0  
                  | - Fourth and greater visits (per calendar year): $30  
                  | - If not related to combat experience, special authority, or exposure:  
                  | - $30 per visit |
| 7-8              | - $30 per visit |

ChooseVA
Helpful Information

• https://www.va.gov/

• https://missionact.va.gov/

• VA Portland Community Care Office: 360-759-1674

• TriWest: 866-606-8198
Helpful Information

• “Understanding the changes in Community Care for Veterans.” This is two-page info sheet / FAQ to help you understand how community care will work when the new VA MISSION Act goes into effect in June 2019. (Current as of March 29, 2019)

• “Veteran Community Care – Urgent Care.” This is 7-page document provides detail on the new urgent care benefit that provides eligible Veterans with greater choice and access to timely care in the community.

• “Veteran Community Care – Eligibility.” This is 4-page document provides detail on Veteran eligibility for non-VA care under the VA MISSION Act.

• “Veteran Community Care – General Information.” This is 4-page document provides general information about the VA MISSION Act including many FAQs.
Helpful Information

• “Enhanced VA Options Under the MISSION Act.” This trifold provides information on six topics;
  • Health Care Eligibility
  • Community Care Eligibility
  • Urgent/Walk-in Care
  • Copayments and Insurance
  • Access Standards & Standards for Quality
  • Complaint and Appeals Process

• “Current and future state of Veteran Community Care.” This is a one-page document that covers general comparison information about eligibility, appointment and getting care, billing and urgent care.
Helpful Information

“VA Educational Opportunities.” This trifold document shares about...

• Medical and Dental Scholarships
• Education Debt Reduction Program
• Specialty Education Loan Repayment Program
• Veterans Healing Veterans Program
• Graduate Medical Education Expansion into Rural Areas
Questions?

We are honored to serve you!