

Veterans Choice Program

Choice Card



Christine Bryant, Veterans Choice Coordinator
Durham VA Medical Center

Choice Program Overview

- ✎ August 7, 2014— Veterans Access, Choice and Accountability Act (VACAA) signed into Public Law (PL 113-146)
- ✎ Section 101 of VACAA the establishment of a temporary program (The Choice Program) to improve access to health care by allowing eligible Veterans to use eligible health care providers outside the VA system.
- ✎ VACAA includes a \$10 billion fund from which VA must pay for non-VA care furnished as part of the Choice Program.
- ✎ 3 year TEMPORARY program (or until funds are exhausted)

Who is eligible?

Step 1:

The Veteran must be:

- ⌘ Veterans who are enrolled as of August 1, 2014 or a Combat Veteran within five (5) years of leaving the military.


Step 2:

The Veteran must:

- ⌘ The Veteran whose residence is >40 miles from the closest VA health care facility.
- ⌘ The Veteran who requires boat or plane to travel to the nearest VA medical facility.
- ⌘ The Veteran who is told by his/her local VA medical facility that he/she will need to wait more than 30 days from his/her preferred date or the Clinically Indicated Date medically determined by his/her physician.

Choice Card Distribution (Phases)

- Nov 4-6: Veterans who live more than 40 miles from a VA facility.
- Nov 17-30: Veterans waiting for an appointment more than 30 days from their preferred date, or the date determined medically necessary by their physician - Clinically Indicated Date(CID).
- Dec 1-Jan 31: All remaining Veterans enrolled as of Aug 1, 2014.

VA |  U.S. Department
of Veterans Affairs

**Veterans
Choice Card
Temporary Program**

Name: <Veteran First Name Veteran Last Name>
Member ID: <Veteran EDIPI>
Date of Issuance: <Date Card Generated>

Call 1-xxx-xxx-xxxx for information or to make an appointment

This card does not provide pre-approval. Veterans may be liable for the cost of care that is not pre-approved.

**Veteran's Choice Program Information
(for Veterans and Providers):**
<http://www.va.gov/xxxxxxxxxx>

This card is for qualifying medical care outside the Department of Veterans Affairs. Please call 1-xxx-xxx-xxxx to ensure that treatment has been authorized.

Providers submit claims to:
XXXXXXXXXX
PO Box XXX
XXXXXX XX, XXXXX

Veterans Choice Program 40+ Miles

- ☞ TPA (Third Party Administrator) is provided a list of eligible Veterans that reside more than 40 miles from VA facility
 - Distance is calculated by address in VistA – straight line distance
- ☞ Veterans can choose to contact TPA and coordinate ALL care
- ☞ Care is pre-authorized by VA based on eligibility and clinical criteria is determined by TPA using InterQual standards
- ☞ VA **will** own the Electronic Health Record (EHR) – even if the Veteran is never seen in a VA facility

Veterans Choice Program 30+ Days

- ☞ Veteran placed on VCL (Veterans Choice List), list transmitted to TPA 3 times a week
- ☞ Veteran is made aware that they may be eligible to use Choice Program and provided the number (1-866-606-8198) to contact the TPA in 72hrs
- ☞ If Veteran decided NOT to use Choice for this episode of care
 - TPA notifies VAMC
 - NVCC (Non VA Care Coordination) staff complete consult notating Veterans choice to keep appointment

Veterans Choice Program 30+ Days (Cont.)

- ∞ If Veteran selects to use Choice Program
 - TPA gathers OHI (Other Health Insurance) information
 - TPA uses consult to determine what services are to be scheduled
 - TPA provides Veteran with list of approved Choice providers

- ∞ TPA schedules appointment for Veteran with selected provider
 - If SC Veteran, TPA contacts CBO (Chief Business Office) for Service Connected/Non Service Connected determination

- ∞ Veteran is seen by Choice Provider

Third Party Administrator (TPA)

- ☞ TPA will provide list of approved providers to Veteran to choose from
 - If desired provider is not on list – TPA will coordinate getting agreement with provider
 - If provider refuses agreement they are not available for the Choice Program

- ☞ TPA will schedule appointment with selected provider
 - TPA sends through portal appointment information to primary facility
 - NVCC office will enter into FBCS (Fee Basis Claim System) in preparation of receipt of claim

- ☞ If Veteran is Service Connected
 - TPA will contact CBO to obtain SC/NSC determination
 - If for NSC condition AND Veteran has insurance TPA will notify provider they must bill OHI first

Third Party Administrator (TPA) cont.

- ⌘ Coordinates OHI information with provider and responsible to provide EOB (Explanation of Benefits) to VA
- ⌘ Provider Management - Providers are either part of the TPA network or have a Choice Provider Agreement which meet requirements of the Choice Act
- ⌘ Responsible for providing clinical documentation to VA

Payment for Episode of Care

- ☞ Choice provider submits claim, Explanation of Benefits (EOB) (if applicable) and clinical documentation to TPA
- ☞ TPA processes payment to Choice Provider, payment is at PC3 (Patient-Centered Community Care) contract rate, Medicare rate or other specific rates identified in regulation when Medicare rates do not exist
- ☞ VA pays no more than Medicare rate
 - Can negotiate higher rates in highly rural areas (less than 7 people/mile)
- ☞ TPA submits claim, EOB and clinical document to VA CBOPC (Chief Business Office Purchased Care) for payment
- ☞ Consolidated Patient Account Centers(CPAC) staff will determine VA copayment and bill Veteran appropriately
- ☞ CPAC staff will reconcile OHI cost shares/co-pays

Choice Program Information, Tools and Resources via the Choice Program Intranet Site <http://vaww.va.gov/choice/>

http://vaww.va.gov/CHOICE/Choice_Program_Training_Materials.asp

Resource Toolkit

- [Choice Program FAQ's](#)
- [Choice Program Procedures for NVCC Staff](#)
- [Choice Program Roles](#)
- [Healthnet Instructions for Uploading](#)
- [How to Complete Clinic VCL Set-Up](#)
- [How to Enter Veterans on the VCL](#)
- [Medical Support Assistant Script](#)
- [Quick Facts About Your Veterans Choice Card](#)
- [Quick Reference Guide](#)
- [Rx Adding & Editing Providers](#)
- [TriWest Healthcare Alliance Process for 30-Day Wait List Consults](#)
- [VACAA Files to TPA-FAQ](#)
- [VCL-Clinic Naming Conventions](#)
- [Vista FileMan Instrument](#)
- [VCL-Naming Status \(Excel\)](#)
- [Veterans Choice Program Overview](#)

Information For Veterans, VSOs, and the Public

- [Choice Act Summary](#)
- [Choice Card Letter - 30 Days](#)
- [Choice Card Letter - 40 Miles](#)
- [Educational Assistance Program Fact Sheet](#)
- [Extension of Assisted Living Pilots Fact Sheet](#)
- [Military Sexual Trauma Fact Sheet](#)
- [Mobile Vet Centers Fact Sheet](#)
- [Modification of Performance Plans Fact Sheet](#)
- [Open Letter to Veterans](#)
- [Quick Facts About Your Veterans Choice Card](#)
- [Training and Education Fact Sheet](#)
- [Veterans Choice Program - Public Site](#)
- [Veterans Choice Program Fact Sheet](#)

QUICK FACTS ABOUT YOUR VETERANS CHOICE CARD

VISIT WWW.VA.GOV/CHOICEACT FOR MORE INFORMATION.

Before your Veterans Choice Card can be used, you must first meet the following test of eligibility for Choice Card benefits. If, after following Step 1 of the test you are not eligible for benefits, just hold on to your Card - you do not need to call us.

TO FIND OUT IF YOU'RE ELIGIBLE:

STEP 1 PERSONALLY ASSESS YOUR ELIGIBILITY FOR CHOICE CARD BENEFITS.
Before you call us, ask yourself these four simple questions:

- 1) Have you been told by your local VA medical facility that you will need to wait more than 30 days from your preferred date of the date medically determined by your physician? **OR**
- 2) Is your current residence more than 40 miles from the closest VA health care facility? **OR**
- 3) Do you need to travel by plane or boat to the VA medical facility closest to your home? **OR**
- 4) Does a geographic challenge, such as extensive distances around water or other geographic formations, such as mountains, present a significant travel barrier?

STEP 2 If you answered yes to any of these questions, you may be eligible to use your Choice Card. **VERIFY YOUR ELIGIBILITY** by calling 1-866-966-9198.

When you call us, please be prepared to provide us with any other health insurance coverage you have, such as employer or union-provided health plans, so we can assess coverage responsibility.

IMPORTANT: If you do not receive approval, you may be responsible for some or all of the costs of the non-VA treatment you receive.

NOT ELIGIBLE RIGHT NOW? NO NEED TO DO ANYTHING! JUST KEEP YOUR CARD!
If you are not eligible to use the Choice Card right now, keep your card in a safe and convenient location. There is no need to call us.

VA U.S. Department of Veterans Affairs **THANK YOU FOR YOUR SERVICE TO OUR COUNTRY!**

 Information for Veterans,
VSOs and the Public

Questions

