

# VETERANS HEALTH ADMINISTRATION

August 17, 2023

**Community Referrals, claims processing  
and 3rd Party reimbursement**



**Choose VA**

**VA**

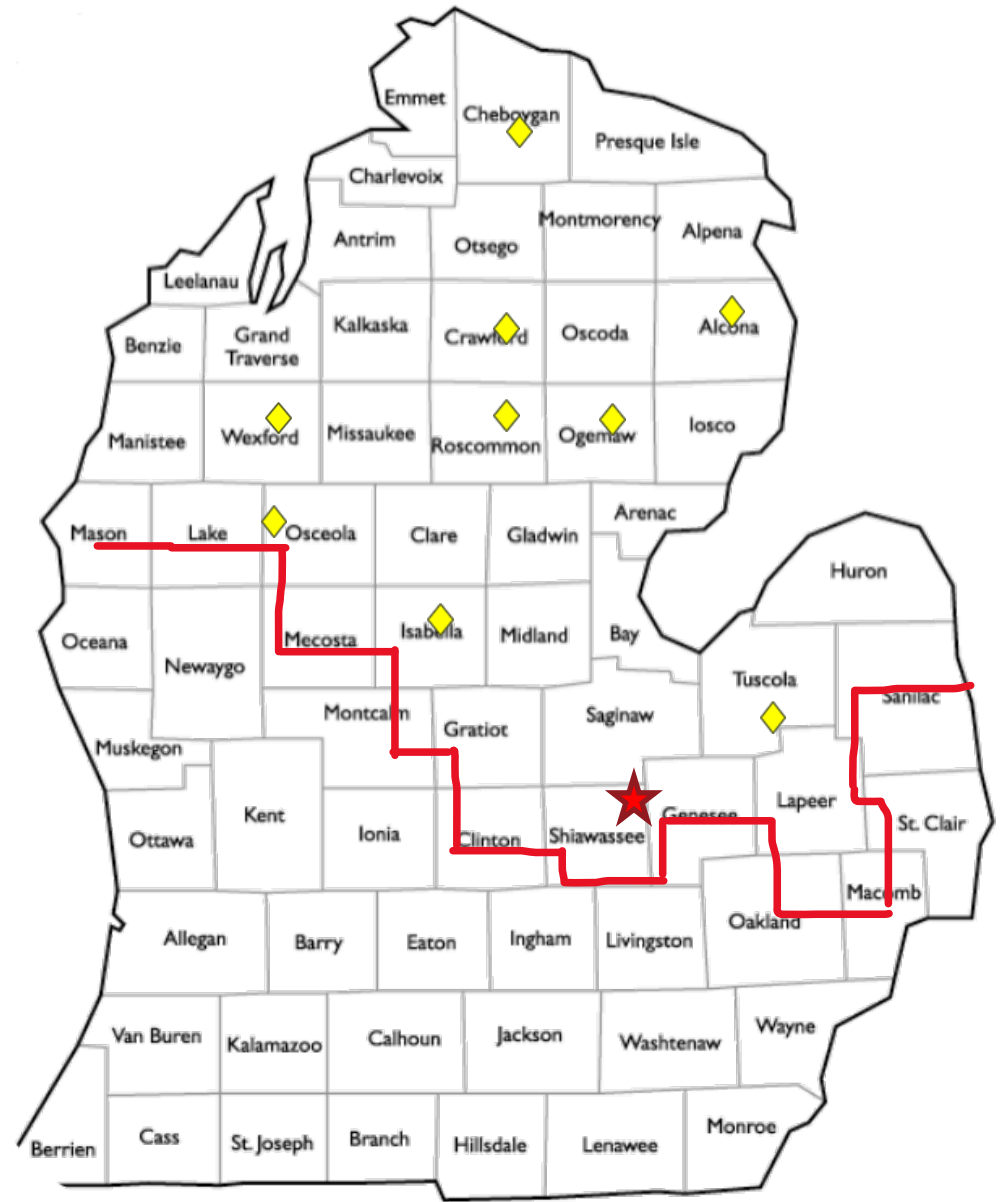


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- Meghan Jurek – Chief of Community Care
- Gina Stechschulte, BSN, RN – Community Care Education Specialist/Auditor
- Patrice Olivo and Melissa Hemerline – Community Care Liaison/Billing Specialist. Contact information: 989-497-2500 ext. 12716



Aleda E. Lutz VAMC  
Main Medical Center in  
Saginaw  
Mental Health Annex  
Nine Community Based  
Outpatient Clinics (tenth  
being built in Indian River)  
located throughout the  
35-county patient service  
area.



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# Services available at the Saginaw VA (Aleda E. Lutz VAMC)

- **Primary Care**
  - Saginaw and Community Based Outpatient Clinics
  - Home Based Primary Care
- **Mental Health Services**
  - Neuropsych Testing
  - HUD/VASH/Homeless Veteran Program
- **Social Work**
- **Urgent Care**
- **General Surgery (Minor Surgical Procedures)**
- **Specialty Care**
  - Cardiology
  - Pulmonology
  - Pulmonary Function Testing
  - Neurology
  - Gynecology
  - Podiatry
  - Pain Resource Team/Pain Management
  - Infectious Disease
  - Physical Medicine (Physiatry)
  - Respiratory Therapy (CPAP/BiPAP management, Home Oxygen)
  - Urology
  - Wound Care
  - Chiropractic
- **Radiology**
  - CT, X-Rays, Nuclear Medicine, Ultrasound
  - ECHO
- **Physical Therapy/Occupational Therapy**
- **Audiology/Optometry**
- **Dental (based on Eligibility)**
- **Nutrition Counseling**
- **Lab Services**
- **Infusion Services**
- **Pharmacy**
  - Pharmacist for each Primary Care Team
  - Anti-coagulation Clinic
- **Durable Medical Equipment/Prosthetics**
- **Community Living Center**
- **Telehealth Services**
- **Chaplain Services**



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# VA Mission ACT

VA MISSION ACT was signed into Law on June 6, 2018 and VA began using June 6, 2019.

It was designed to get veterans greater access to Community Care outside of the VA.

Veterans may choose to receive care in the community if they meet any of the following six eligibility criteria:

- Service requested is not available at any VA facility
- Veteran lives in a U.S. territory without a full-service VA
- Grandfather provision related to Distance eligibility previously under Choice Program
- VA cannot provide the care within designated standards (Drive Time or Wait time)
- Best Medical Interest of the veteran to be seen in the Community
- VA medical service does not meet certain quality standards



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# Eligibility for Community Care

- **All outpatient care is to be PRE-AUTHORIZED**
  - Consult placed by VA Primary Care or VA Specialty Provider
  - Reviewed by Community Care RN for eligibility and appropriateness of care
  - **Backdating is only approved for Emergent Situations**
- **Eligibility for Community based on: Drive Time, Wait Time, Service available at the nearest VA Facility**
  - Drive Time is 60 minutes for Specialty Care and 30 minutes for Primary Care, Mental Health, and GEC to the closet VA that can provide the service
  - Wait Time – 28 days for next available appointment for Specialty and 20 days for Primary Care, Mental Health and GEC
  - Drive time for specific service/care being requested: example Cardiology for Device Checks
- **If not eligible based on Wait time or Drive time; Veteran may be eligible for Community Care under BMI (Best Medical Interest) determination**
- **Not eligible for Community Care**
  - Assigned to another VA and there is NOT a Traveling veteran coordinator involved
  - If veteran has not completed “eligibility” requirements
  - If the veteran is closet to the Ann Arbor, Detroit, or Battle Creek VA



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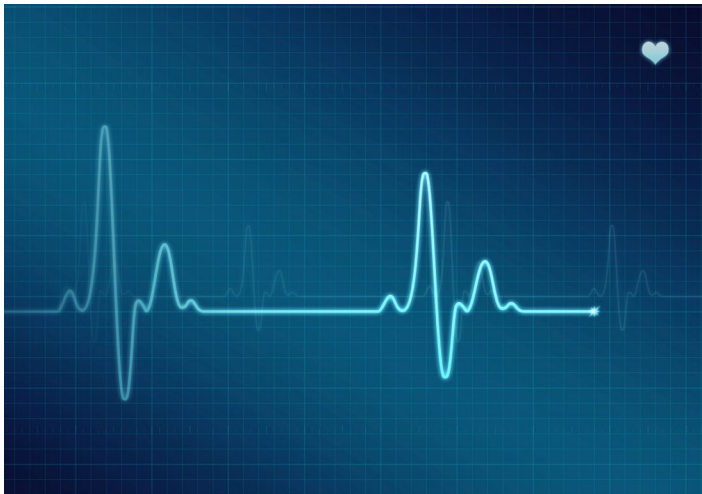
**VA**



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Emergency Room  
Visits:

How are they  
covered?



## Centralized emergency care authorization call center :

- Telephone: 844-72HRVHA  
(844-724-7842)
- Fax: 833-72HRVHA  
(833-724-7842)
- Email: [vaernotif@va.gov](mailto:vaernotif@va.gov)



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# URGENT CARE BENEFITS

- **Who is eligible for the Urgent Care benefit?**
  - Veterans enrolled in VHA who have received care through VA within the past 24 months
- **Urgent Care location based on Veteran address available at: <https://www.va.gov/find-locations/>**
  - To find Urgent Care/Pharmacy Locations: To be used if veteran prescribed 14 day or less Rx
- **Prescription Information**
  - Urgent/Emergent Formulary: <https://www.pbm.va.gov/nationalformulary.asp>
  - Prescribing maximum of 14 days of medication without refills or 7 days supply (or State limits) of opioid medications
  - If longer than a 14-day supply or not needed immediately, CCN provider must provide 2nd Rx to be filled by VA pharmacy
- **If any imaging is ordered at an Urgent Care, IT MUST be done at the Urgent Care for it to be covered**



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# How to Sign up with Optum (VA)

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Go to website – [www.vacommunitycare.com](http://www.vacommunitycare.com)

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Click on “I am a Provider”

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Click on “Join the Network”

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Detailed questions for Optum and their  
contracting process:

(844) 839-6108 Press option 1



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QUESTIONS???



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