

VA PORTLAND HEALTHCARE SYSTEM

VA MISSION Act Overview

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VA MISSION Act of 2018

Your Care is Our Mission

- **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



VA MISSION Act of 2018

Your Care is Our Mission

- **MISSION Act began 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



VA MISSION Act of 2018

Your Care is Our Mission

- **How does this affect our Veterans?**

- VA Portland is committed to providing our Veterans with an excellent health care experience
- Community Care eligibility has expanded
- New Urgent Care benefit



Community Care Eligibility

1. Access Standards

ACCESS STANDARDS	Primary Care, Mental Health, Non-institutional Extended Care	Specialty Care
Drive Time	30 minutes	60 minutes
Wait Time	20 days	28 days

2. Service Unavailable

3. Grandfathered from Choice 40

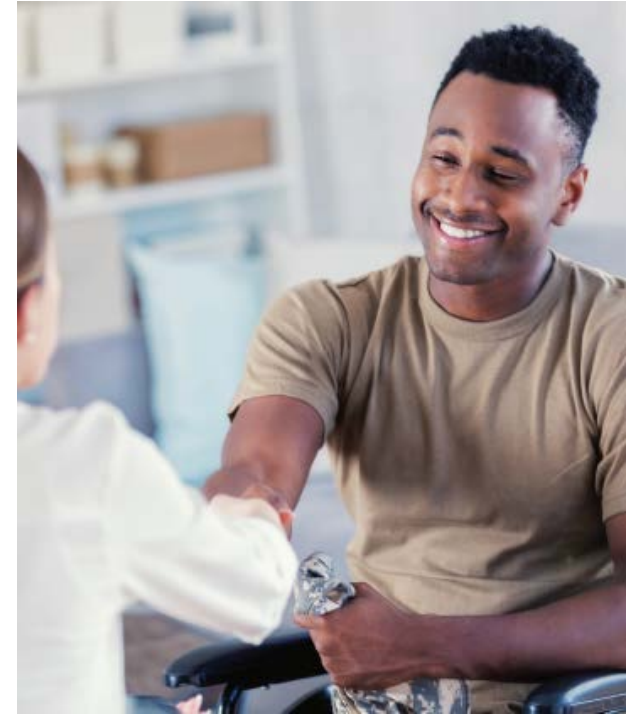


Community Care Eligibility Continued...

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/>



Home Veteran Services Behavioral Health Provider VA Staff About Careers News Contact

TriWest
HEALTHCARE ALLIANCE

TriWest Awarded Next Generation VA Contract

CCN Region 4

TriWest Healthcare Alliance is humbled to have been awarded the Community Care Network (CCN) contract for Region 4 and we look forward to continuing to serve the health care needs of our nation's Veterans.

[Learn more »](#)



Veteran Services

TriWest is honored to administer the Department of Veterans Affairs (VA) Community Care programs and provide access to health care for our nation's Veterans.



Provider

Information for providers on filing claims and navigating the Department of Veterans Affairs (VA) Community Care programs.

[I'm a Provider »](#)



Behavioral Health

Find information and tools to recognize signs of stress, depression, PTSD, substance use disorders and more for yourself or a loved one.

[Learn more »](#)



Join Provider Network

Are you a provider interested in serving our nation's Veterans? Join the more than 1,000,000 provider access points (and growing) who are already in the TriWest network.

[Sign up now »](#)



Choose  **VA**

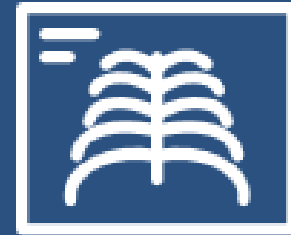
Community Care: Prior-Authorized Care

- Standardized Episodes of Care (SEOC)
 - List of prior-authorized services that accompanies each referral
 - Specialty specific
- Secondary Authorization Request (SAR)
 - Process for referring Veteran to other services *not* already included on initial SEOC



Urgent Care Benefit

- 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...

<https://vaurgentcarelocator.triwest.com/>

- Unlimited visits, however a copay will be required based on the Veteran's priority group
- Must be with an in-network Provider

VA Urgent Care and Retail Locations

Find an urgent care and retail location near a specific address or ZIP code, or search by VA Facility.

Search by Address Search by VA Facility Search by ZIP Code

To begin, choose your state and VA Facility in the search fields below.

Select State/Territory: Oregon Select VA Facility: Bend VA Clinic Select Mile Radius: 100 Search

Search Results: In the search results below, click on the name of the location to highlight it on the map. [Call urgent care for hours of operation.](#)

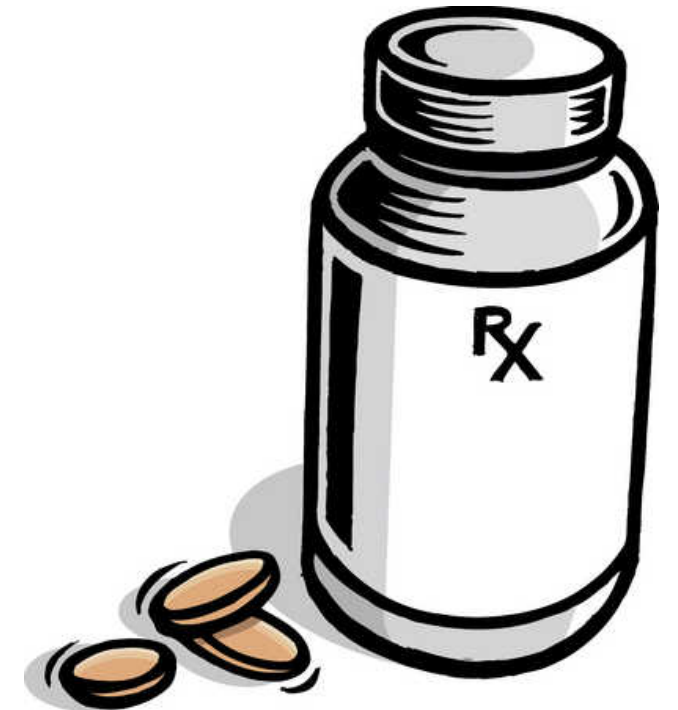
1	MOUNTAIN MEDICAL IMMEDIATE CARE 1302 NE 3rd St Bend, OR 97701 ☎ 541-388-7799 Distance 1.94 miles 📍 Directions
2	FAMILY CHOICE URGENT CARE 108 NW Sisemore St STE 120 Bend, OR 97703 ☎ 541-213-2133 Distance 2.86 miles 📍 Directions
3	ASHER COMMUNITY HEALTH CENTER 712 Jay St Fossil, OR 97830 ☎ 541-763-2725 Distance 82.43 miles 📍 Directions
4	SAMARITAN LEBANON COMMUNITY HOSPITAL 525 N Santiam Hwy Lebanon, OR 97355 ☎ 541-258-2101 Distance 87.89 miles 📍 Directions
5	URGENT CARE OREGON LLC MOLALLA 861 W Main St Molalla, OR 97038 ☎ 503-829-7374 Distance 80.84 miles

Displaying 6 of 6 Results

Urgent Care Clinic Retail Location VA Facility

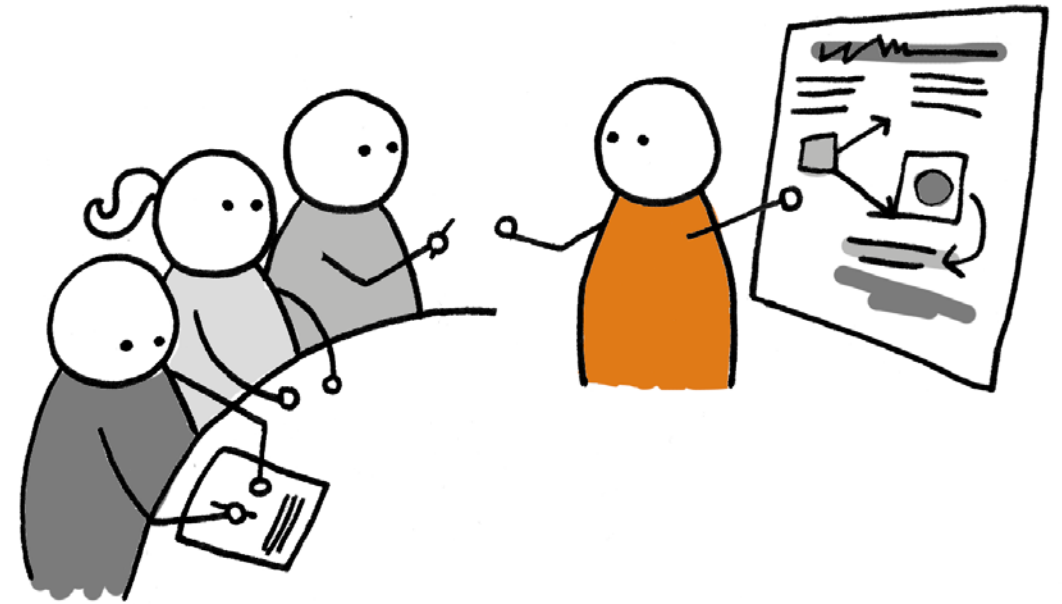
Urgent Care: Pharmacy

- 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



Education

- Facility-wide training
- Two tele-town halls
- Urgent Care facilities, pharmacies
- Community outreach





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/>



VA MISSION Act of 2018

Your Care is Our Mission

Questions?

We are honored to serve you!

