

## 5 BENEFITS OF PROJECT HERO

### 1. Veterans get the care they need

When Veterans need care that is not available at their local VAMC , they do not have to search for doctors and dentists. Project HERO supplements VA care with credentialed quality medical and dental providers to quickly meet their needs.

### 2. It is easy

VA sends a copy of the Project HERO authorization to HVHS and Delta Dental. HVHS and Delta Dental schedule appointments with pre-screened medical and dental providers for Veterans.

### 3. It is fast

HVHS and Delta Dental ensure Veterans see specialists within 30 days of receipt of an authorization, and Veterans wait less than 20 minutes to see the doctor or dentist once they have checked in for their appointments.

### 4. Records returned to VA

Veterans have peace of mind knowing their medical and dental records are returned to VA so their primary doctors and dentists can provide more informed, continuous care.

### 5. Negotiated rates

Veterans can trust VA is using resources wisely while maintaining high quality care. HVHS and Delta Dental are contracted to meet VA quality standards at negotiated rates, and they send invoices directly to VA for payment.

*Project HERO's No. 1 goal is to help ensure that all VA care - whether provided through the Veterans Health Administration or community providers - is of comparable quality and consistency for all Veterans.*



Have questions or need more information?

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Call us at (303) 370-7755

Visit our Web page at  
[www.va.gov/hac/hero](http://www.va.gov/hac/hero)



**SUPPLEMENTING VA CARE  
WITH QUALITY MEDICAL  
AND DENTAL PROVIDERS**

[www.va.gov/hac/hero](http://www.va.gov/hac/hero)

## PROJECT HERO

Project HERO is a pilot program through the Department of Veterans Affairs (VA) that helps Veterans get the care they need when it is not readily available at their VA Medical Centers (VAMCs). Project HERO provides Veterans with pre-screened networks of health and dental service providers who meet VA standards for quality care. These providers are available through contracts with Humana Veterans Healthcare Services (HVHS) and Delta Dental Federal Government Programs (Delta Dental).



## SERVICES

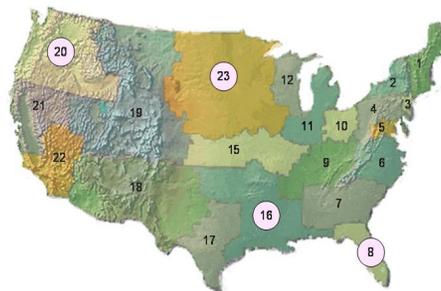
Through Project HERO, HVHS and Delta Dental offer:

- Credentialed providers and accredited facilities
- Return of clinical information (medical documentation) to VA for informed, continuous care
- Monitoring and reporting of access to care, appointment timeliness, patient safety and satisfaction
- Appointment-setting services with readily available medical and dental providers
- Patient advocate services
- Timely payment of provider invoices

## AVAILABILITY

Project HERO is currently available in four regions or Veterans Integrated Service Networks (VISNs).

- **VISN 8: VA Sunshine Health Care Network**  
Southern Georgia and most of Florida
- **VISN 16: South Central VA Health Care Network**  
Arkansas, Louisiana, Mississippi, Oklahoma and portions of Alabama, Northwest Florida, Missouri and Texas
- **VISN 20: Northwest Network**  
Oregon, Washington, most of Idaho, and one county each in California and Montana
- **VISN 23: VA Midwest Health Care Network**  
Iowa, Minnesota, Nebraska, North Dakota, South Dakota, and portions of Western Illinois, Northern Kansas, Missouri, Western Wisconsin and Eastern Wyoming



Note: Puerto Rico, the U.S. Virgin Islands (VISN 8), and Alaska (VISN 20) are excluded.

## HOW VETERANS PARTICIPATE

Eligible Veterans enroll in the VA health care system. When specific medical expertise or technology is not readily available at the VAMC, the VAMC Fee office provides a Project HERO authorization. HVHS or Delta Dental contacts Veterans directly to make an appointment. Veterans can also contact Delta Dental directly for an appointment. Providers in HVHS and Delta Dental networks must refer all requests for additional services back to VA, allowing VA to manage the patient's care. After the appointment, HVHS and Delta Dental providers send patient records and invoices directly to HVHS or Delta Dental. HVHS and Delta Dental send patient records to VA so primary care providers can make the most informed care decisions for their patients.

## WHAT VETERANS HAVE TO SAY

*"From the time I saw my VA medical team, it was very soon that I received a call from Delta Dental. Since that time, it has been smooth sailing. I am so appreciative of Project HERO."*



*"Care was prompt, courteous, considerate, thorough, efficient, and complete."*