

5 BENEFITS OF PROJECT HERO

1. Veterans get the care they need

When Veterans need care that's not available at their local VA medical center, they don't 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's easy

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

3. It's fast

HVHS is committed to contacting Veterans for appointments within five days, and both HVHS and Delta Dental arrange for Veterans to see specialists within 30 days. Veterans also wait less than 20 minutes to see the doctor or dentist once they've checked in for their appointments.

4. With 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 over time.

5. At competitive rates

Veterans can trust VA is using resources wisely while maintaining high quality care. With Project HERO, HVHS and Delta Dental offer consistent, competitive pricing, and they send invoices directly to VA for payment.

The ultimate goal of Project HERO is to ensure that all care delivered by VA, either through Veterans Health Administration (VHA) or community providers, is of comparable quality and consistency for all Veterans.



SUPPLEMENTING VA CARE
WITH QUALITY MEDICAL
AND DENTAL PROVIDERS



Have questions or need more information?

Email us at Vhacoprojecthero@va.gov

Call us at 303.370.7755

Visit our Web page at
<http://www.va.gov/hac/hero>

www.va.gov/hac/hero

PROJECT HERO

Project HERO is a pilot program that helps Veterans get the care they need when it's not available at their local Department of Veterans Affairs (VA) medical center.



While Veterans can still research and see doctors outside VA with a Fee care authorization, Project HERO removes the guesswork by contracting with Humana Veterans Healthcare Services (HVHS) and Delta Dental to provide Veterans with pre-screened networks of medical and dental providers who meet VA standards for quality care.

SERVICES

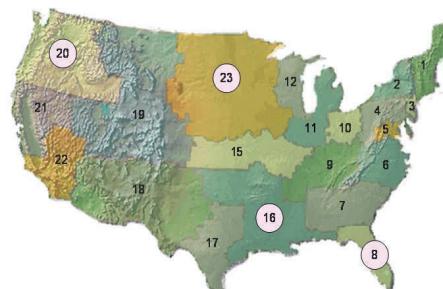
Through Project HERO, HVHS and Delta Dental provide:

- Credentialed, quality providers
- Return of clinical information to VA for continuity of care
- Monitoring and reporting of access to care, appointment timeliness, patient safety and satisfaction
- Appointment-setting services with local 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 Healthcare Network**
Southern Georgia and most of Florida
- **VISN 16: South Central VA Healthcare Network**
Oklahoma, Arkansas, Louisiana, Mississippi and portions of the states of Texas, Missouri, Alabama, and Northwest Florida
- **VISN 20: Northwest Network**
Washington State, Oregon, most of the state of Idaho, and one county each in Montana and California
- **VISN 23: VA Midwest Healthcare Network**
Iowa, Minnesota, Nebraska, North Dakota, South Dakota, and portions of



Puerto Rico, the US 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 isn't available at the VA medical center (VAMC), the VAMC Fee office gives each eligible Veteran a Project HERO authorization. HVHS or Delta Dental contacts the Veteran directly to make an appointment. After the appointment, HVHS and/or Delta Dental providers send the patient records and invoices directly to HVHS or Delta Dental. HVHS and Delta Dental then send the patient records and claims data to VA.

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."



"Glad to see VA is working in a partnership role with non-VA specialists to help Veterans."