



Local Urban Indian Organization (UIO) Implementation Plan

VA Medical Center

and

Urban Health Organization

VA and UIO Local Implementation Plan

1.0 Purpose

The purpose of the Local Implementation Plan is to ensure the Urban Indian Organization (UIO) sites are ready to begin claims processing with the VA and have the correct points of contact (POCs) to effectively support Veterans.

2.0 Responsibilities

2.1 Northwest Region (NW) Payment Operations and Management (POM) Responsibilities

The NW Region POM will process all paper and electronic claims. NW POM has a call center to answer all questions related to the processing and payment of claims.

2.2 Local VAMC Responsibilities

The local VAMC plays a critical role in care coordination with the THP facility. Below are just a few ways the THP facility may need to coordinate with the local VAMC:

- When the UIO facility needs to check Veteran eligibility or enroll a Veteran
- When an AI/AN Veteran needs care that cannot be provided as a direct care service at the THP facility
- When the UIO provider needs approval for VA Non-Formulary pharmaceuticals
- When durable medical equipment (DME) is required and can be request in advance
- When additional information about VA programs or resources for Veterans is needed

2.3 UIO Program Responsibilities

- Complete draft Agreement
- Complete site readiness milestones
- *Submit both draft agreement and site readiness documentation in a single package*

3.0 VA and UIO Points of Contact (POCs)

The purpose of this list is to ensure each site has accurate points of contact (include email and phone number for individual POCs) during the implementation and operational phases of the reimbursement agreement.

UIO	
Affiliated UIO Name	
Healthcare Facility Name:	
Healthcare Facility Address <i>(List all facilities if multiple):</i>	
Mailing Address <i>(if different):</i>	
Healthcare Facility Phone:	
Healthcare Facility Leadership:	
Healthcare Facility POC/ Agreement Manager:	
Additional POCs:	

VA	
Local VAMC Name & Station #:	
Local VAMC Address:	
Local VAMC Phone:	
Local VAMC Director:	
Local VAMC Agreement Manager:	
VAMC Community Care Office:	
Local VAMC Benefits Coordinator:	
Local VAMC Quality Manager:	
Local VAMC Pharmacy Rep:	
Regional Tribal Government Relations Rep:	
Contracting Officer:	

VA	
VA Claims Payment Center Address:	VA Portland Health Care System ATTN: IHS/THP (10N20NPC) 1601 E Fourth Plain Blvd. Vancouver, WA 98661 Paper Claims Submission Address: VHA Office of Community Care P.O. Box 30780 Tampa, FL 33630-3780
VA Claims Payment Center Call Center:	Claims Payment Processing Call Center at 877-881-7618, Monday-Friday, 6:05 a.m.-4:45 p.m., MST, use the Region 5 NW POM Vancouver zip code 98661.
VA Claims Payment Center Manager:	
VA On-line Claims Status Check:	VA Customer Engagement Portal: https://www.cep.fsc.va.gov/
VA National Website: <i>(includes provider guide under Resources)</i>	https://www.va.gov/COMMUNITYCARE/providers/info_IHS-THP.asp
Additional VA POCs:	

4.0 VA and UIO Healthcare Services

It is important for both facilities to understand what services are available to the AI/AN Veteran.

VAMC	
VAMC available services include:	The VAMC typically uses non-VA care providers for the following services:

Urban Health Organization	
UIO direct care services include:	The UIO facility typically uses Contract Healthcare Services for the following services:

5.0 Site Readiness Checklist

Milestone	Description	Status/Notes	Completion Date
Onboarding Meeting	UIO representatives took part in the onboarding meeting		
Local UIO Implementation Plan Draft (this document)	To be completed as the below documents are finalized-VA and UIO Healthcare Services and POC List		
Draft Agreement	UIO submitted draft agreement with tracked changes		
Certification/ Accreditation	UIO provides evidence of the certification/accreditation that meets reimbursement agreement criteria		
VA Health Eligibility Center (HEC) Enrollment Training Attendance	UIO facility members participate in the VHA HEC Eligibility and Enrollment Training		
National Provider Identifier (NPI) Number(s)	Provide All Facility NPI numbers		
Tax ID #	Provide Facility Tax ID		
Electronic (EDI) Claims Submission	UIO indicated whether or not the facility will submit claims electronically (EDI)		
Veteran Volume Estimate Submitted	UIO submitted estimate of their known Veteran population		
VA Form 10091	UIO completes and submits FMS Vendor File Request Form Payee/ Vendor Information. Fax: 512-460-5221		
Systems for Awards Management (SAM)	Complete registration in the SAM https://www.sam.gov/SAM/		
HEC Verification list of Veterans	Collects known Veteran information for initial eligibility review. To be completed by tribe and submitted to the HEC eligibility office (submit directly using IHS data secure transfer)		