



# Veteran Community Care

## Previous and Current State

| Topic                                | Previous   | Current   | Bottom Line   |
|--------------------------------------|--|---|---|
| <b>General</b>                       | Community care programs with complex requirements and processes.   | Streamlined Veteran community care program reduces the risk of errors and problems.   | Veterans have more choices for care and better customer service when they choose to receive community care. |
| <b>Eligibility</b>                   | Eligibility criteria across community care programs do not always meet the individual needs of Veterans.   | Eligibility criteria for community care expands access to community providers, including new access standards for average drive times to and wait times at VA medical facilities. | Veterans have expanded access to community care.  |
| <b>Appointments and Getting Care</b> | VA and Third Party Administrators can schedule appointments and coordinate care, adding bureaucracy and disorganization.                           | Veterans have expanded ability to self-schedule appointments or VA-only scheduling with better VA systems that improve coordination between VA and community providers.           | Scheduling appointments is easier with improved care coordination between VA and community providers.       |
| <b>Billing</b>                       | Complex billing requirements and processes for community care programs lead to claims not being paid timely and Veterans receiving bills for care. | New VA systems improve claim processing timeliness and accuracy with more stringent requirements for third party administrators to pay claims in a timely manner.                 | Payments to community providers are made in a timely manner.  |
| <b>Urgent Care</b>                   | Benefit is not generally available through community care.   | New benefit provides eligible Veterans with access to care for certain, limited, non-emergent health care needs through VA's community care network.                              | Veterans have access to a new, convenient option to receive care for minor injuries and illnesses.          |