

Who is required to have an LC?

- All category 3 patients
- Category 2 patients (at your discretion)
- Any client in VHA's CMTRA System
- Anyone that the Care Management Team deems would benefit from an LC

(see DoD Instruction 1300.24a and VA Directive 0007 for Category Definitions)

Key Elements of Fully Implemented Program

After completion of Lead Coordinator (LC) training in each region, **ALL** sites are required to implement the LC concept.

- Designate someone to oversee the LC program and serve as a SME at your organization
- Identify and train all staff who could potentially serve as an LC
- Identify and train others requiring "LC staff awareness" training
- Identify potential patients who meet criteria for complex care coordination, and assign an LC
- Utilize the LC Checklist when assigned as new LC, throughout the case, and when transitioning to another LC
 - **For DoD:** Convert existing cases by the next scheduled case management contact or at least within one month of the LC training.
 - **For VA:** Convert existing caseload to align with timing of the next scheduled case management contact.
- Provide a warm handoff for patients in transition; this includes use of established referral processes and a review by the Care Management Team
- Create and maintain the ICP within the LC's respective System of Record.
 - **For DoD:** Use DoD CMS to document and monitor the LC ICP.
 - **For VA:** Use FCMT to document and monitor the LC ICP.
- Ensure all LCs have access to the Co-Lab
- Align local guidance and SOPs accordingly

Key POCs / Leads for LC Implementation

Army – Non Medical – USAWTC

Mr. Tom Webb
COL David Oeschger
COL Wendy Campbell

Army – Medical – MEDCOM

COL Karen Grace
Mr. Tad Gow

Air Force – Medical – AFMOA

Col Maria Marcangelo
Lt Col Rebecca Elliott
Lt Col Brian Parker
Ms. Roberta Pound

Air Force – Non Medical – AFWSC

Mr. Tim Townes

USMC – Non Medical – WWR

Mr. Frank Blankemeyer
Ms. Christine Infelise
Ms. Erica Osen
Ms. Debbie Paxton

Navy Non Medical – Navy Safe Harbor

Ms. Merissa Larson
Ms. Kendall Hillier

Navy Medical – BUMED

CDR Fedora Green-McRae
Ms. Joan McLeod

National Capital Area

Ginnean Quisenberry

Special Forces – SOCOM

Mr. Bill Bouyoucas
LTC Theresa Lewis

Dept of Veteran Affairs

Mr. Michael Kilmer
Ms. Jennifer Perez
Ms. Lisa Perla

IC₃ Lead Coordinator Quick Guide

- Find a Lead Coordinator
- Elements of LC Program
- POCs/Leads
- LC Assignment Criteria



IC₃ Interagency Care Coordination Committee

Ready to Transition Your Service Member/Veteran

DoD to VA Transition

If you are a DoD Lead Coordinator and are ready to transition your SM/V to a VA Lead Coordinator, below are recommended steps for identifying that VA LC.

Work with your Local VA Liaison

Click this link to learn more about the VA liaison program and to identify the VA Liaison at your location. <http://www.oefoif.va.gov/valiaisons.asp>

Work with VA Transition Care Management (TCM) Program Manager

If there is no VA Liaison co-located at your site, click on this link to identify the VA TCM Program Manager at the VA facility to which your SM/V will be transitioning. <http://www.oefoif.va.gov/caremanagement.asp>

Visit Co-Lab for VA Liaison or TCM PM contact information.

VA to VA Transition

If you are a VA Lead Coordinator and are ready to transition your SM/V to another VA Lead Coordinator, contact the TCM Program Manager at the site to which your SM/V will be transitioning. Click on this link to identify the VA transition Care Management Program Manager at the receiving VA facility. <http://www.oefoif.va.gov/caremanagement.asp>

DoD to DoD Transition

If you are a DoD Lead Coordinator and are ready to transition your SM/V to another DoD Lead Coordinator, guidance is provided below on how to identify that DoD LC.

Work with MTF Case Management (CM) Staff at the Receiving MTF

A member of the sending CMT will contact a member of the receiving CMT, typically the provider or a Case Management Program Manager, using Outlook, TRICARE Rep, CHCS/AHLTA, or other means of locating a POC within the DoD's healthcare system. This may vary from facility to facility.

Use the Co-Lab

On Co-Lab, go to the Care Coordinator Directory and type in the name of the service. Filter by department, program, or State for a list of possible POCs that are geographically co-located with the receiving site. Of all the listed programs, the following are the programs that would potentially have an LC:

- Army Wounded Warrior (AW2) Program
- USMC Wounded Warrior Regiment
- US Special Operations Command
- Navy Case Management
- Navy Wounded Warrior Safe Harbor
- Air Force Warrior and Survivor Care
- Air Force Clinical Case Management

VA to DoD Transition

If you are a VA Lead Coordinator and need to transfer your SM/V to a DoD Lead Coordinator, below is the guidance on to identify that DoD LC.

Work with VA Liaison at the Receiving MTF

If the SM/V is transferring to a DoD site where a VA Liaison is located and you don't have a DoD POC, the VA LC can contact the VA Liaison to be connected to an appropriate DoD POC who will then help with the transfer process and assist in the identification of a DoD LC.

Use the Co-Lab

On Co-Lab, go to the Care Coordinator Directory and type in the name of the service. Filter by department, program, or state for a list of possible POCs that are geographically co-located with the receiving site. Of all the listed programs, the following are the programs that would potentially have an LC:

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- Navy Case Management
- Navy Wounded Warrior Safe Harbor
- Air Force Warrior and Survivor Care
- Air Force Clinical Case Management

For access to Co-Lab:

For DoD: Co-lab.osd@mail.mil

For VA: CoLab@va.gov