**Immediate Legislative Needs**

While we are excited about the recent legislative changes, we know that more needs to be done. VA can not streamline care and improve the Veterans Choice Program without help from Congress.

- **Consolidation and Redesign of Community Care**
  - VA has multiple programs to send Veterans out into the community to receive care.
  - **Solution:** Consolidate and streamline the multiple community care programs into one program
  - **Impact:** Eligibility and access is easily understood by Veterans and their families, community providers, and VA staff

- **Enhanced Sharing of Patient Information**
  - Restrictions prevent VA from sharing critical health information with Veterans’ other health insurance
  - **Solution:** Further revisions to the law by removing barriers to information sharing for all types of health services provided
  - **Impact:** Enhances VA’s ability to coordinate care

- **Obligation of Funding**
  - Obligating funding at the time of authorization leads to inaccurate accounting
  - **Solution:** Obligation of funding at the time of payment
  - **Impact:** Improved accounting of community care funds

- **Provider Agreement**
  - Contracts create unnecessary administrative burdens for some community providers
  - **Solution:** Provider Agreements
  - **Impact:** A larger provider network that would increase access to care for Veterans

- **Funding and Funding Flexibility**
  - VA Community Care is subject to unnecessary funding constraints
  - **Solution:** Funding for VA Community Care and flexibility to meet the need of Veterans
  - **Impact:** Ensuring eligible Veterans can access community care and increase funding transparency
VA COMMUNITY CARE QUICK FACTS:
DELIVERING RESULTS FOR VETERANS

VA IS USING INNOVATIVE SOLUTIONS TO MAKE IMMEDIATE FIXES WHERE WE CAN TODAY

**Immediate VCP Fixes**

- **$13M** saved using REFDOC
- **73** Sites with Embedded Staff
- **5** Legislative Changes
- **>2.5M** Issued Authorizations
- **>550K** Network Providers
- **Over 43 million appointments** completed via community care since the beginning of FY 2016. Over 18 million appointments have been completed via community care so far this fiscal year.
- **>43M** Appointments Completed
- **>21M** Appointments through VCP
- **>34M** VA Community Care Claims Processed
- **>550K** Network Providers
- **>1.8M** Veterans using VCP

**Referrals & Authorizations**
Instituted outbound calls from the contractor to the Veteran

**Care Coordination**
Unveiled an IT solution to extract from a Veteran’s electronic medical record and record into PDF format to share with community providers

**Community Care Network**
Developed a more robust network and launched a tool for Veterans to locate VCP providers close to home

**Provider Payment**
Decoupled medical records from provider payment reducing administrative burden

**Customer Service**
Established adverse credit reporting to resolve debt collection issues resulting from inappropriately or delayed VCP billing

**Note**: Data current as of July 10, 2017

*VA has partnered with Congress to change legislation to improve the program.*

From the beginning of FY 2017, through June 2017, VA has issued over 2.5 million total authorizations, which is a 10% increase from the same time period in FY 2016.

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