

## INTERAGENCY COORDINATION OF COMPLEX CARE, BENEFITS AND SERVICES

**1. REASON FOR ISSUE:** This Directive establishes policy and assigns responsibilities in accordance with the Memorandum of Understanding (MOU) between the Department of Veterans Affairs (VA) and Department of Defense (DoD) For Interagency Complex Care Coordination Requirements for Service Members and Veterans which was effective on July 29, 2014.

**2. SUMMARY OF CONTENTS:** This Directive establishes that the signed MOU “For Interagency Complex Care Coordination Requirements for Service Members and Veterans” provides a common operational model and supporting responsibilities for which VA and DoD have agreed to adhere to concerning complex care coordination processes.

**3. RESPONSIBLE OFFICE:** Interagency Care and Benefits Coordination (00ICBC).

**4. RELATED HANDBOOK:** None

**5. RESCISSIONS:** None

**CERTIFIED BY:**

**BY DIRECTION OF THE SECRETARY  
OF VETERANS AFFAIRS**

/s/  
Stephen W. Warren  
Executive in Charge and  
Chief Information Officer  
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/s/  
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## REQUIREMENTS FOR INTERAGENCY COORDINATION OF CARE, BENEFITS AND SERVICES

**1. PURPOSE.** This Directive establishes that interagency complex care coordination processes and assigned responsibilities will be in accordance with the Memorandum of Understanding (MOU) between the Department of Veterans Affairs (VA) and Department of Defense (DoD) For Interagency Complex Care Coordination Requirements for Service Members and Veterans which was effective on July 29, 2014.

### **2. POLICY.**

a. The DoD and VA Memorandum For Interagency Complex Care Coordination Requirements for Service Members and Veterans identifies a common operational model and supporting responsibilities to be adhered to by VA and DoD for complex care, benefits and services coordination processes. Development or modification of internal policies, handbooks, and notices for governance and execution of these processes must comply with the MOU.

- (1) Successful implementation of this guidance requires the full support from leadership, common communication strategies, policy synchronization, and joint monitoring of clinical, non-clinical, and administrative outcome performance metrics
- (2) The joint VA/DoD Interagency Care Coordination Committee (IC3), a sub-Committee of the VA/DoD Joint Executive Committee (JEC), will monitor successful implementation of this Directive and the MOU.

NOTE: This policy represents VA's implementation of the MOU referenced in paragraph 1. Other than future amendments to this policy, no policies or procedures that are contrary to this policy or the MOU are authorized. All existing or subsequent VA guidance must be read to conform with this VA policy and the MOU if possible or, if not possible, such guidance is superseded by this policy and the MOU.

### **3. RESPONSIBILITIES**

- a. The Deputy Secretary of VA will provide oversight for the DoD and VA Memorandum for Interagency Complex Care Coordination Requirements For Service Members and Veterans, to include adequate staffing and resources to develop and maintain the processes and approval of strategic priorities.
- b. The Under Secretary for Health will ensure support for interagency care, benefits, and services coordination processes and collaboration with relevant Veterans Health Administration (VHA) programs and offices.
- c. The Under Secretary for Benefits will ensure support for interagency care, benefits, and services coordination processes and collaboration with relevant Veterans Benefits Administration (VBA) programs and offices.

- d. Assistant Secretaries will ensure support for interagency care, benefits, and services coordination through their organizational elements.
- e. Executive Director for Interagency Care and Benefits Coordination will ensure implementation of the DoD and VA Memorandum for Interagency Complex Care Coordination Requirements for Service Members and Veterans.

#### **4. REFERENCES**

- a. Memorandum of Understanding Between the Department of Veterans Affairs and Department of Defense For Interagency Complex Care Coordination Requirements for Service Members and Veterans, which was effective on July 29, 2014.
- b. Secretaries of Defense and Veterans Affairs, Intent Memorandum, November 2012
- c. Department of Veterans Affairs/Department of Defense, Joint Executive Committee Charter, March 20, 2012
- d. Department of Defense/Department of Veterans Affairs Interagency Care Coordination Committee (IC3) Charter, January 8, 2013
- e. Department of Defense and Department of Veterans Affairs Warrior Care Coordination Task Force Final Report, November 2012