

Veteran Directed Care (VDC) Educational Webinar

May 31, 2019

Veteran Care Agreement (VCA) Implementation
Overview and Question & Answer (Q&A)

Agenda

- ❑ Welcome from the Administration for Community Living (ACL)
- ❑ Overview of the U.S Department of Veterans Affairs (VA) MISSION Act and Veteran Care Agreements (VCAs)
- ❑ Orientation to VCAs
- ❑ Next steps for VDC Programs including Veterans Affairs Medical Centers (VAMCs) and Aging and Disability Network Agencies (ADNAs)
- ❑ Open Q&A
- ❑ Closing

Overview of the U.S Department of Veterans Affairs (VA) MISSION Act and Veteran Care Agreements (VCAs)

Overview of MISSION Act and VCAs



Dan Schoeps, Director,
VA Purchased Long-Term
Services and Supports

VA MISSION Act Implementation

- ❑ VA MISSION Act created VA's Community Care Program, which will replace VA's Choice Program
 - More information can be found at:
https://www.va.gov/communitycare/docs/pubfiles/factsheets/VHA-FS_Mission-act.pdf

- ❑ VA MISSION Act includes a provision (Section 1703A.(b)) that enables the VA to engage in Veteran Care Agreements with SUA's, ADRCs, AAAs, CILs
 - Section 1703A.(b), Eligible Entities and Providers
<https://www.congress.gov/bill/115th-congress/senate-bill/2372/text>

- ❑ VA will use VA MISSION Act appropriations to pay for care in the community beginning on June 6, 2019

Overview of VCAs

- ❑ VA released federal regulations and the VCA Template on May 14, 2019
 - Federal Register Notice:
<https://www.federalregister.gov/documents/2019/05/14/2019-10076/veterans-care-agreements>
 - VA Form 10-10171, *Veterans Care Agreement*:
<https://www.va.gov/vaforms/medical/pdf/vha%2010-10171-fill.pdf>

- ❑ VCAs are standard for all medical services
 - Extended Care Services, including VDC, are a part of VA's Medical Benefits Package and covered as a VA medical service

- ❑ VCAs are signed by eligible Non-VA Providers and VA Medical Centers (VAMCs) for services not covered under VA's Community Care Network Contracts

Overview of VCAs

- ❑ Non-VA Providers, including ADNAs, only need to sign one VCA
 - ADNAs working with multiple VAMCs only need to sign one VCA
- ❑ VCAs are valid for three years
- ❑ VAMC will make referrals using VCAs beginning on June 6, 2019
- ❑ VAMCs issue separate and new authorizations for care provided under VCAs and VA's Community Care Program

Orientation to VCAs

VCA: Sections A-C

- **VCAs are broken into 27 sections (A through AA)**

- Section A: General
 - VA will add the VCA number in Section A

- Section B: Covered Services
 - VDC is covered as an extended care service and ADNAs are included as eligible providers

- Section C: Authorization of Covered Services
 - VA will issue authorizations under VCAs
 - Authorizations will include a consult, relevant medical history, a list of medications, VCA number
 - Standardized Episodes of Care (SEOCs) have been developed by VA for VDC which can be shared by VAMCs with VDC Providers

VCA: Section D

- Section D: Provider Qualifications and Conditions for Provision of Covered Services
 - Providers will need to have an active National Provider Index (NPI) number and Federal Tax ID number (TIN)
 - If applicable, Provider shall possess and maintain malpractice insurance
 - Providers shall review the evidence-based guidelines for prescribing opioids
 - Available at:
https://www.va.gov/painmanagement/opioid_safety_initiative_osi.asp
 - Providers, within 180 days, will need to complete VA's online General Competency Training Course available at:
https://www.va.gov/COMMUNITYCARE/providers/EDU_Training.asp
 - More information regarding training will be shared in an FAQ as it becomes available

VCA: Sections E-H

- ❑ Section E: VA Credentialing, Approval, and Disapproval of Providers
 - VA credentialing of VDC Providers follows the VA Readiness Review Process
 - Approved VDC Providers are listed on ACL's website at:
<https://acl.gov/programs/veteran-directed-home-and-community-based-services/veteran-directed-home-community-based>

- ❑ Section H: Medical Records
 - Provider must submit medical documentation. Multiple methods for sharing documentation include Virtu Pro, mail or fax number
 - For VDC, medical documentation may include summaries of in-home assessments and monitoring visits, VDC spending plans and VDC monthly service reports

VCA: Section I-J

□ Section I: Prices/Rates

- VA will pay billed charges for VDC based on Veteran's VDC budget determined by the VAMC.
- More information on rates will be provided as it becomes available

□ Section J: Claims Submission and Adjudication

- Providers shall submit all claims within 180 days of date of service
- Providers can submit claims electronically or paper claims
- This section outlines the requirements and information that must be included on invoices
- If a claim is denied, VA will provide notification within 45 days and providers must submit additional information within 30 days of calendar request
- More information regarding VDC billing and invoicing processes, including the proper forms to use, will be provided in the near future
 - Currently, VDC Providers should plan to use their current process for submitting VDC invoices

VCA: Section K

□ Section K: Payment

- VA will make payment for clean invoices within 30 calendar days
- Providers must complete a FMS Vendor File Request form (VA Form 10091) and W-9 and provide to the authorizing VAMC
- VA will pay an interest penalty, without request, for any payments that aren't made timely

□ Section L: Payment Responsibility

- VA is responsible for all payments and providers shall not collect from Veterans or other third parties

□ Section M: Discontinuation

- Provider may discontinue the VCA by providing written notice
- VA may discontinue VCAs by providing written notice

VCA: Section

Section N: Disputes

- If a disagreement is not resolved by both parties, the Provider can submit a notice of dispute to VA (contacts provided in Section O)

Section O: Notice

- VA and the Provider fill in the applicable POCs, mailing addresses and emails

Section P: Term

- VCAs are valid for three years beginning on the effective date

Section X: Amendment

- VCAs may be amended only by mutual written consent.
 - Amendments could delay the process

VCA: Section AA

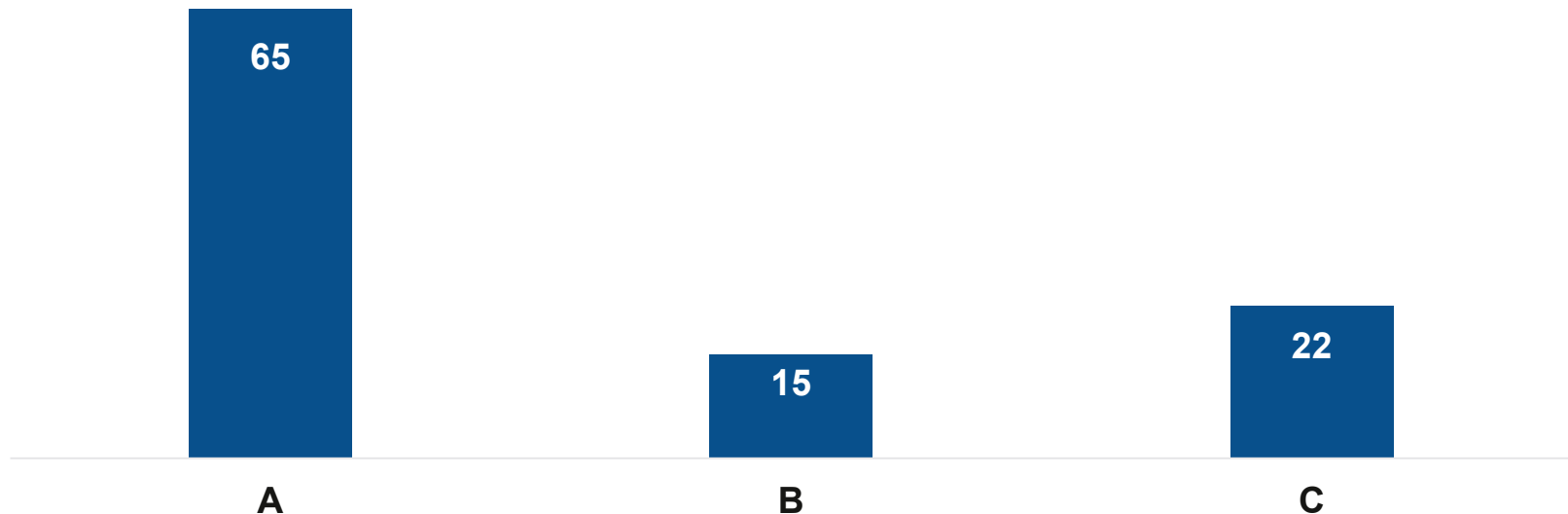
- Section AA: Veterans Care Agreement Signature
 - The VCA is first signed by the Provider, then returned to the VA for signature
 - The effective date is based on the date of VA's signature

Next steps for VDC Programs including Veterans Affairs Medical Centers (VAMCs) and Aging and Disability Network Agencies (ADNAs)

Results from VCA Training Registration Report Questions (as of 5/30/2019)

Please check the following box to indicate what stage your agency is at in the Veteran Care Agreement implementation process (please note that if a VDC provider has more than one VAMC partner for VDC, they will only need one VCA with one VAMC) (N=102)

- A. My agency is still reviewing the Veteran Care Agreement internally
- B. My agency sent a signed Veteran Care Agreement to our partnering VA Medical Center
- C. My agency's partnering VA Medical Center signed the Veteran Care Agreement



Step #1: Sign a VCA

- ❑ VAMCs: contact VDC Providers with a request to sign the VCA and provide any other information
 - VDC Providers (Hubs and Sole Proprietors) should contact their VAMC if they have not heard from them or received a VCA
- ❑ VDC Providers: sign and return the VCA ASAP
- ❑ VAMCs will sign after receiving the signature from the VDC Provider
 - VDC Providers should request and keep a copy of the fully-executed VCA signed by the VA

Step #2: Track and Receive Updated Authorizations for VDC

- ❑ VDC Providers: collect and document all current Authorizations for VDC
 - Most authorizations for VDC will expire on June 5th or June 6th (2019)
- ❑ VAMCs: issue new authorizations for VDC prior to current authorizations for VDC expiring
 - New authorizations: VDC will use either the VCA or an individual authorization if a VCA is not in place by June 6th
 - See Section C of the VCA for more information on what's included in VCA authorizations
- ❑ VDC Providers: receive updated authorizations for VDC
 - Prior to current authorizations for VDC expiring, VDC Providers should reach out to VAMCs to understand their plans for issuing new authorizations for VDC
 - Document the expiration date on new authorizations for VDC

Step #3: Compile VDC Invoices

- ❑ VDC Providers: if you receive VCA authorizations, follow the steps below:
 - Invoice for the full monthly administrative fee and Veteran spending through the end of the current authorization for VDC
 - ❑ This will be from June 1, 2019 through the end of the current authorization
 - The remainder of the month covering the new VCA authorization for VDC will be invoiced to VAMCs separately
 - ❑ The invoice should only cover Veteran spending during the month covering the new authorization
 - ❑ More guidance for how to invoice, including which form to use, will be provided in the near future
- ❑ VDC Providers: if you receive an individual authorization (**not under a VCA**), continue to invoice per your current processes
 - More guidance will be provided in the near future

Step #4: Communication

- ❑ VAMCs and VDC Providers: establish open communication channels to discuss any issues with completing and signing a VCA
 - Discuss strategy and timeline for receiving new authorizations for VDC, either through VCAs or individual authorizations

- ❑ VDC Providers: communicate with subcontractors including spokes and FMS Providers (if applicable)
 - ❑ Inform subcontractors so that they are aware of VCAs, new authorizations for VDC, and any implications for billing and invoicing

- ❑ VDC Providers: ensure new authorizations for VDC are received to avoid any gaps in coverage for Veterans
 - Email veterandirected@acl.hhs.gov once new authorizations for VDC are received for all enrolled Veterans
 - In the subject line, put “VCA Implementation”

Questions and Answers

Please use the chat feature in the right side panel of the WebEx platform to enter any questions.



THANK YOU

- ❑ Thank you for the partnership you've built with the VA and your dedicated service and support for Veterans and their caregivers.
- ❑ Together we can ensure that every Veteran in VDC has a seamless transition into the VA MISSION Act funded VDC.