Enhanced VA Options Under the MISSION ACT:

IMPORTANT INFORMATION FOR VETERANS

Choose VA

Your VA Health Care Options

At VA, Veterans are the center of everything we do. We are constantly working to make sure you know about the health care and benefits you have earned through your service to our country. A new law, called the MISSION Act, strengthens VA's ability to provide you with state-of-the-art care and services. The law makes several improvements to VA care that begin on June 6, 2019. To help you understand your health care options through VA, we are sharing the following educational material.

Improving Veteran Health Care

VA is devoted to providing an excellent experience for you and the important people in your life. We are strengthening our ability to deliver timely, high-quality health care through a network of providers and cutting-edge technology.

Under the VA MISSION Act, VA will:

» Continue to provide you with an excellent health care experience

» Deliver the right care, at the right time, at the right place

» Continue to offer care through telehealth in your home, in a VA facility, or in the community

» Provide more options for health care, including community care and urgent/walk-in care

For more information on the VA MISSION Act, please visit www.missionact.VA.gov

Choose VA

This Brochure Covers Six Topics

1. HEALTH CARE ELIGIBILITY
2. COMMUNITY CARE ELIGIBILITY
3. URGENT/WALK-IN CARE
4. COPAYMENTS AND INSURANCE
5. ACCESS STANDARDS AND STANDARDS FOR QUALITY
6. COMPLAINT AND APPEALS PROCESS

ChooseVA

1

HEALTH CARE ELIGIBILITY

VA provides a comprehensive medical benefits package to all Veterans who are enrolled through an annual patient enrollment system that categorizes Veterans based on different priority groups.

Eligible Veterans can use VA health care services nationwide, including through mobile health clinics that serve rural areas and via telehealth (care through a phone or computer) in your home or on the go.

2

COMMUNITY CARE ELIGIBILITY

You may be able to receive care from a provider in your local community if you meet specific criteria. Generally, Veterans must be enrolled with VA to receive care, although some Veterans are not required to enroll to receive care. Eligibility further depends upon your individual health care needs or circumstances. It is important to remember that under the Veterans Community Care Program, in most instances VA must authorize your care before you receive it.

Under the MISSION Act, there are six different eligibility criteria for community care. Meeting any one of these criteria for the specific care you need means you are eligible to elect to receive that care either through direct VA care or a community provider in VA's network:

- The specific care you need is not provided by VA at any facility
- You reside in a U.S. state (AK, HI, or NH) or territory (Guam, American Samoa, Northern Mariana Islands, or U.S. Virgin Islands) that does not have a full-service VA medical facility
- "Grandfathered" eligibility based on residence and the 40-mile eligibility criterion from the Choice program
- The specific care you need is not available within designated access standards
- You and your referring clinician decide it is in your best medical interest to receive the specific care you need in the community
- VA has designated the VA medical service line delivering the specific care you need as not providing care that complies with VA's standards for quality

3

URGENT/WALK-IN CARE

VA will offer an urgent/walk-in care benefit for minor injuries and illnesses, such as pink eye or ear infections. To be covered by this benefit, you must be enrolled in the VA health care system and have received care from VA within the 24 months prior to seeking this care to be eligible for this benefit.

Eligible Veterans can seek this care from an urgent care facility or walk-in retail health clinic that is part of VA's community provider network, but not all urgent care facilities or walk-in retail health clinics are in VA's network. VA will provide additional information on this benefit.

4

COPAYMENTS AND INSURANCE

Like other health care providers, VA may charge a copayment for health care. The copayment amount may be based on your enrollment priority group, the type of health care service you receive, and your financial situation. If a VA copayment applies, you are responsible for that amount whether your care is furnished directly by VA or through a community provider.

VA may bill your health insurance for medical care, supplies, and prescriptions. As a result of the MISSION Act, VA no longer requires your permission to bill your health insurance carrier for health care related to a sensitive diagnosis. If you would like to submit a request to restrict this process, please contact your local VA facility's privacy officer.
If you have other forms of health care coverage (such as Medicare, Medicaid, TRICARE, Indian Health Service, and tribal health), you can use VA health care benefits along with these plans.

To learn more, contact your local VA medical center or visit missionact.VA.gov and click:

» VA Health Care and Other Insurance
» Indian Health Service/Tribal Health Program (IHS/THP)

Choose VA

5

ACCESS STANDARDS AND STANDARDS FOR QUALITY

VA is establishing designated access standards based on the type of care you need, how long you have to wait to receive that care, and your average driving time to receive that care. We are also establishing standards for quality that focus on domains such as timely care, effective care, safe care, and Veteran-centered care.

Within each of these domains are specific quality measures. VA is applying both access standards and standards for quality of care it furnishes in VA facilities and is working to ensure care in the community also meets applicable standards.

As VA continues to develop and refine these standards, we will provide additional information.

6

COMPLAINT AND APPEALS PROCESS

VA is committed to delivering an excellent care experience every time. We know that concerns arise, and we're here for you. Patient advocates at your facility can assist with almost any problem you may experience.

VA has different processes for clinical and non-clinical appeals, and the patient advocate can ensure your concern is handled appropriately.

MORE INFORMATION

» **MISSION ACT** – Visit www.missionact.VA.gov.

» **APPLYING FOR VA CARE** – Visit VA.gov or contact your local VA medical facility to apply for VA care.

» **VA BENEFITS & SERVICES** – Visit VA.gov/welcome-kit or contact your local VA medical facility for a VA Welcome Kit that provides a broad overview of services VA can offer you.

» **VETERANS IN CRISIS** – If you are or if you know a Veteran in crisis, visit veteranscrisisline.net or text 838255.

If you do not have access to the internet, contact your local VA medical center for more information.

Choose VA