



# VA Healthcare



# VA Mission Act



# VA Mission Act

- The **VA MISSION Act of 2018** consolidates VA's community care programs into a new Veterans Community Care Program that will help to ensure Veterans choose VA by getting them the right care at the right time from the right provider. MISSION act benefits began on June 6, 2019.
- **Key Elements**
  - Combines multiple community care programs into a unified integrated experience.
  - Expands eligibility for caregiver services to eras of Veterans.
  - Authorizes “anywhere to anywhere” telehealth provision across State lines.
  - Established a VA Center to Innovation for Care and Payment.
  - Strengthens VA's ability to recruit and retain clinicians.
  - Empowers Veterans with increased access to community care.
  - Creates ability for VA to match infrastructure to Veteran needs.
  - Establishes access to urgent care in community.



# VA Mission Act Cont.’

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- New benefits under the Veteran Community Care Program include: access to urgent care, expanded eligibility for community care, scheduling by the Veteran and VHA, and technology that streamlines communication. For more information on the VA Mission Act and its benefits see <https://missionact.va.gov/>



# VA Healthcare



# VA Healthcare

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- VA healthcare covers:
  - Preventative care services like: Health exams, health education, immunizations, and counseling on genetic disease that run in families.
  - Inpatient hospitals services like: surgeries, medical treatments, kidney dialysis, acute care, specialized care
  - Urgent care for minor injuries and illnesses in community (must have received VA healthcare within last 24 months and must use Network doctor).  
[https://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent\\_Care.asp](https://www.va.gov/COMMUNITYCARE/programs/veterans/Urgent_Care.asp)
  - Women's healthcare services/programs. [www.va.gov/womenvet](http://www.va.gov/womenvet) The State Women Veteran Office also has services/information available <https://veterans.georgia.gov/women-veterans>



# VA Healthcare Cont.'

- Urgent and emergency care at a VA hospital, outpatient clinic, or vet center.
- Emergency care in a non-VA hospital (must meet requirements)  
[https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency\\_Care.asp](https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency_Care.asp)
- Mental health services to treat PTSD, MST, depression and substance abuse.  
<https://www.va.gov/health-care/health-needs-conditions/mental-health/>
- Assisted living and home health care (dependent on need, income and space in program) <https://www.va.gov/health-care/about-va-health-benefits/long-term-care/>
- Prescription services <https://www.va.gov/health-care/refill-track-prescriptions/>



# Healthcare Enrollment





# Enrollment

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- To receive health care, veterans generally must be enrolled. Veterans do not have to be enrolled if they:
  - Have a service-connected (SC) disability of 50% or more or
  - Need care for a compensable disability (service connected)
- A veteran may apply for enrollment at any VA healthcare facility or veterans benefits office at any time. There is no time limit.
- VA Form 10-10EZ must be completed and can be submitted in person, online or by mail. The form must be signed, otherwise it cannot be processed for enrollment.



# Enrollment Cont.’

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- Applications can be obtained by visiting, calling or writing any VA Healthcare Facility, veterans benefits office or by calling 1-877-222-8387.
- Online application is also available at <https://www.va.gov/health-care/apply/application/introduction>
- Claims for VA healthcare are processed within a week, if a week has passed call 1-877-222-8387.
- Once everything is processed you will receive a notification in the mail.



# Enrollment Cont.’

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- While many veterans qualify for free healthcare due to service connected conditions, most veterans are required to complete a financial assessment at the time of enrollment to determine if they qualify.
- Veterans with service connected conditions rated at 50% or above are in Priority Group 1 and do not have to pay co-pays for services or medications.
- Those who don't qualify for free healthcare (Priority Groups 2-8) are required to pay co-pay.
  - Co-pay schedule for services  
<https://www.va.gov/HEALTHBENEFITS/cost/copays.asp>
  - Co-pay schedule for medications  
[https://www.va.gov/HEALTHBENEFITS/cost/copay\\_rates.asp](https://www.va.gov/HEALTHBENEFITS/cost/copay_rates.asp)



# Medical Care for Dependents and Survivors



# Medical Care for Dependents and Survivors

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- CHAMPVA, the Civilian Health and Medical Program of the Department of Veterans Affairs,
  - Provides reimbursement for most medical expenses – inpatient, outpatient, mental health, prescription medication, skilled nursing care and durable medical equipment (DME). To be eligible for CHAMPVA, you cannot be eligible for TRICARE and you must be in one of these categories:
    - The spouse or child of a Veteran who's been rated permanently and totally disabled for a service-connected disability by a VA regional benefit office, or
    - The surviving spouse or child of a Veteran who died from a VA-rated service-connected disability, or



# Medical Care for Dependents and Survivors

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- CHAMPVA, the Civilian Health and Medical Program of the Department of Veterans Affairs,
  - The surviving spouse or child of a Veteran who was at the time of death rated permanently and totally disabled from a service-connected disability, or
  - The surviving spouse or child of a service member who died in the line of duty, not due to misconduct (in most of these cases, family members qualify for TRICARE, not CHAMPVA).
  - <https://www.va.gov/health-care/family-caregiver-benefits/champva/>



# Caregiver Programs



# Caregiver Programs

- The Department of Veterans Affairs (VA) Caregiver Support Program offers training, educational resources, and multiple tools to help caregivers succeed. The caregiver weblink contains a plethora of information and peer support resources <https://www.caregiver.va.gov/> .
- This includes various services such as Adult Day Health Care Centers, Home-Based Primary Care, Home Hospice Care, Homemaker and Home Health Aides, Home Telehealth, Respite Care and Skilled Home Care [https://www.caregiver.va.gov/care\\_veterans.asp](https://www.caregiver.va.gov/care_veterans.asp) .
- To contact caregiver support direct call 855-260-3274.





# My HealtheVet

- My HealtheVet is the VA's Personal Health Record. It is designed for Veterans, Servicemembers, their caregivers and others. To use My HealtheVet, you just need a computer with Internet access.
- Contact the My HealtheVet Coordinator at your local VA Medical Center for questions and/or assistance or call 1-877-327-0022.
- To enroll or access the My HealtheVet portal <https://www.myhealth.va.gov/mhv-portal-web/home>



# Unpaid Bills

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- If you have **unpaid bills due to the Choice Program** please contact:
  - Atlanta VAMC- 404-321-6111, dial 0 (operator) and ask for a patient advocate in the Veterans Experience Office
  - Dublin VAMC- 478-272-1210, dial 0 (operator) and ask for patient advocate in the Veterans Experience Office
  - Augusta VAMC- 706-733-0188, dial 0 (operator) and ask for a patient advocate in the Veterans Experience Office
  - Central AL HCS- 334-727-0550, dial 0 (operator) and ask for a patient advocate in the Veterans Experience Office
  - Lake City VAMC- 386-755-3016, dial 0 (operator) and ask for a patient advocate in the Veterans Experience Office
  - Charleston VAMC- 843-577-5011, dial 0 (operator) and ask for a patient advocate in the Veterans Experience Office



# Questions?

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# Check on Learning

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- Where can you enroll in VA Healthcare?
- Who do you contact to get unpaid bills from the choice program paid?
- What is the name of the medical program that covers survivors and dependents?
- What is the name of the law that consolidates VA's community care programs into a new Veterans Community Care Program?



# Check on Learning

## Answers

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- How can you enroll in VA Healthcare?
  - **VA facility**
  - **online**
  - **fax**
  - **mail.**
- Who do you contact to get unpaid bills from the choice program paid?
  - **Patient Advocate,**
  - **Veterans Experience Office**
- What is the name of the medical program that covers survivors and dependents?
  - **CHAMPVA**
- What is the name of the law that consolidates VA's community care programs into a new Veterans Community Care Program?
  - **MISSION ACT**