

Veteran Community Care

Current and Future State (VA MISSION Act)

Topic	Current	Future	Bottom Line
General	Community care programs with complex requirements and processes.	Streamlined Veteran community care program reduces the risk of errors and problems.	Veterans have more choices for care and better customer service when they choose to receive community care.
Eligibility	Eligibility criteria across community care programs do not always meet the individual needs of Veterans.	Eligibility criteria for community care expands access to community providers, including new access standards for average drive times to and wait times at VA medical facilities.	Veterans have expanded access to community care.
Appointments & Getting Care	VA and third party administrators can schedule appointments and coordinate care, adding bureaucracy and disorganization.	Veterans have expanded ability to self-schedule appointments or VA-only scheduling with better IT systems that improve coordination between VA and community providers.	Scheduling appointments is easier with improved care coordination between VA and community providers.
Billing	Complex billing requirements and processes for community care programs lead to claims not being paid timely and Veterans receiving bills for care.	New IT systems improve claim processing timeliness and accuracy with more stringent requirements for third party administrators to pay claims in a timely manner.	Payments to community providers are made in a timely manner.
Urgent Care	Benefit is not generally available through community care.	New benefit provides eligible Veterans with access to care for certain, limited, non-emergent health care needs through VA's community care network.	Veterans have access to a new, convenient option to receive care for minor injuries and illnesses.