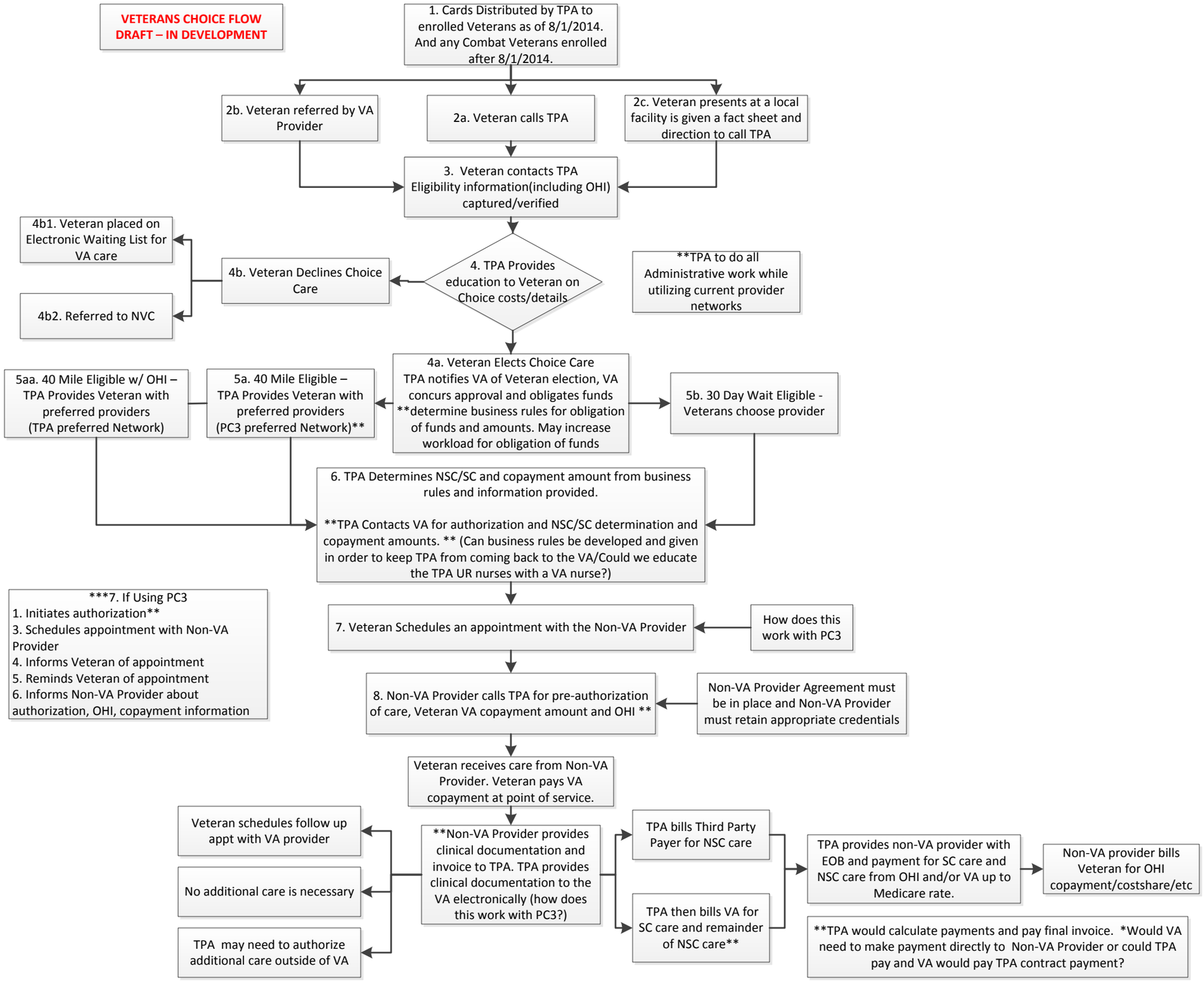
VETERANS CHOICE FLOW
DRAFT – IN DEVELOPMENT
1. Cards Distributed by TPA to enrolled Veterans as of 8/1/2014. And any Combat Veterans enrolled after 8/1/2014.
2b. Veteran referred by VA Provider
2a. Veteran calls TPA
2c. Veteran presents at a local facility is given a fact sheet and direction to call TPA
3. Veteran contacts TPA Eligibility information(including OHI) captured/verified
4. TPA Provides education to Veteran on Choice costs/details
**TPA to do all Administrative work while utilizing current provider networks
4b. Veteran Declines Choice Care
4b1. Veteran placed on Electronic Waiting List for VA care
4b2. Referred to NVC
4a. Veteran Elects Choice Care TPA notifies VA of Veteran election, VA concurs approval and obligates funds **determine business rules for obligation of funds and amounts. May increase workload for obligation of funds
5a. 40 Mile Eligible – TPA Provides Veteran with preferred providers (PC3 preferred Network)**
5aa. 40 Mile Eligible w/ OHI – TPA Provides Veteran with preferred providers (TPA preferred Network)
5b. 30 Day Wait Eligible - Veterans choose provider
6. TPA Determines NSC/SC and copayment amount from business rules and information provided.
**TPA Contacts VA for authorization and NSC/SC determination and copayment amounts. ** (Can business rules be developed and given in order to keep TPA from coming back to the VA/Could we educate the TPA UR nurses with a VA nurse?)
***7. If Using PC3
1. Initiates authorization**
3. Schedules appointment with Non-VA Provider
4. Informs Veteran of appointment
5. Reminds Veteran of appointment
6. Informs Non-VA Provider about authorization, OHI, copayment information
7. Veteran Schedules an appointment with the Non-VA Provider
How does this work with PC3
8. Non-VA Provider calls TPA for pre-authorization of care, Veteran VA copayment amount and OHI **
Non-VA Provider Agreement must be in place and Non-VA Provider must retain appropriate credentials
Veteran receives care from Non-VA Provider. Veteran pays VA copayment at point of service.
**Non-VA Provider provides clinical documentation and invoice to TPA. TPA provides clinical documentation to the VA electronically (how does this work with PC3?)
Veteran schedules follow up appt with VA provider
No additional care is necessary
TPA may need to authorize additional care outside of VA
TPA bills Third Party Payer for NSC care
TPA then bills VA for SC care and remainder of NSC care**
TPA provides non-VA provider with EOB and payment for SC care and NSC care from OHI and/or VA up to Medicare rate.
Non-VA provider bills Veteran for OHI copayment/costshare/etc
**TPA would calculate payments and pay final invoice. *Would VA need to make payment directly to Non-VA Provider or could TPA pay and VA would pay TPA contract payment?