

Community Care Capability Area Definitions

Access to Community Care (Referral and Authorization)

This area addresses the complicated processes of community care referrals and authorizations. VA will optimize the referral and authorization systems and supporting processes, enabling more rapid exchange of information to support timely delivery of care

Community Care Network (CCN)

This area leverages components of existing non-Department networks and identifies new community partners to build a high-performing network that delivers personalized, proactive, and patient driven care. Addressing issues of provider eligibility requirements and reimbursement rates will be key to this approach.

Provider Payment (Claim Quality and Audit)

This area focuses on improving billing, claims, and reimbursement processes, as well as Prompt Payment Act (PPA) compliance for purchasing care.

Veterans We Serve (Eligibility)

This area addresses overlapping community care eligibility requirements. Streamlining and consolidating these requirements will allow Veterans to easily understand their eligibility for community care and enable faster access. VA and community providers will have significantly lower administrative burdens, which have often impeded timely delivery of Veterans' care.

Customer Service (MyVA)

This area focuses on Ensuring that Veterans have a positive experience in their interactions to access and receive care through VA's delivery network. Includes development of a comprehensive, multi-modal customer service system that connects both Veterans and Community Providers with timely and pertinent answers, provided by well-prepared and well-equipped VA personnel and resources.

Care Coordination

This area focuses on improving health information management and strengthening existing care coordination capabilities. Improving health information management will support a high-performing network and enable better decision making through analytics. It will also support more effective care coordination and improved Veteran health care outcomes.