

## D.9 WORKLOAD HISTORY

### WORKLOAD Estimates:

As of 09/30/2019, enrollment at the Troy CBOC is approximately 1,443. The following is a listing of estimated numbers of veterans residing in Rensselaer, Albany and Saratoga counties as of 09/30/2019 according to the following website: [http://www.va.gov/vetdata/Veteran\\_Population.asp](http://www.va.gov/vetdata/Veteran_Population.asp)

<b>County</b>	<b>Veterans</b>
Rensselaer	9,849
Albany	14,948
Saratoga	17,183
Total	42,819

All these veterans are not actually "enrolled" at VA or a CBOC.

There are eight Priority Groups to which veterans may be assigned after processing. All applications for all eight groups are input into VISTA by the CBOC for reporting and accountability purposes, but those veterans in Priority Group 8, who applied after 1/17/03, are ineligible and will not receive services by the Contractor. Veterans are not "assigned" to a CBOC but may choose either to be seen at Albany VA Medical Center or to be enrolled in a CBOC. The Albany VAMC in collaboration with the contractor will notify eligible veterans about the availability of the Troy CBOC and the services to be provided there. The Government estimates that each patient will make 3.0 visits per contract year to the CBOC.

The numbers of veterans residing in the counties identified above and estimated numbers of visits per patient per year as stated above are **estimates only** and are to be used for information purposes. The Albany VAMC in no way guarantees the accuracy of the estimates. The contractor fully understands and agrees that costs for any additional visits above the estimated average visits per unique veteran patient and all primary care services as specified in the *Performance Work Statement* are borne by the contractor and is included in the capitation rates agreed to by the contractor in the *Schedule of Services* section.

Patients have the right to receive primary care other than from the Albany VAMC or a VACBOC. However, the Albany VAMC, encourages patients to have only one primary care provider; and it is the Albany VAMC's expectation that the patient is seen at the Troy CBOC at least once per 12 month period or as often as deemed clinically appropriate by the veteran's VHA CBOC primary care provider (for further guidance, please also refer to VHA Directive 2009-038 dated August 25, 2009, which is available at [http://vaww1.va.gov/vhapublications/ViewPublication.asp?pub\\_ID=2058](http://vaww1.va.gov/vhapublications/ViewPublication.asp?pub_ID=2058)).

Statistical Information: The following is the most recent statistical information for services provided for the Troy CBOC for the period of 10/01/2018 - 09/30/2019.

Number of Unique = 1,175

Number of Visits = 3,547

Average Number of Visits per Patient = 3.0 annually

### Unique Patients

Age Group	Female	Male	Total
<25	3	3	6
25-34	13	51	64
35-44	9	69	78
45-54	15	95	110
55-64	24	223	247
65-74	13	394	407
75-84	2	213	215
85+	3	89	92
All Age	79	1,096	1,175

### 10 Most Frequent CPT Codes

Code	Description
99214	OFFICE/OUTPATIENT VISIT, EST
90471	IMMUNIZATION ADMIN
99211	OFFICE/OUTPATIENT VISIT, EST
98966	NONPHYSICIAN TELEPHONE ASSESSM
90750	HZV VACC RECOMBINANT IM
99213	OFFICE/OUTPATIENT VISIT, EST
98967	NONPHYSICIAN TELEPHONE ASSESSM
90653	FLU VACCINE ADJUVANT IM
99397	PREV VISIT, EST, 65 & OVER
S9445	PT EDUCATION NOC INDIVID

### Immunizations

Code	Description	Quantity
90750	HZV VACC RECOMBINANT IM	344
90655	FLU VACCINE ADJUVANT IM	309
90686	FLU VAC NO PRSV 4 VAL 3 YRS+	199
90732	PNEUMOCOCCAL VACCINE	155
90715	TDAP VACCINE > 7 IM	62
90670	PNEUMOCOCCAL VACC, 13 VAL IM	37
90746	HEP B VACCINE, ADULT, IM	31
90636	HEP A/HEP B VACC, ADULT IM	30
90662	INFLUENZA VACCINE SPLT PRSRV F	21
90714	TYPHOID IMMUNIZATION	17