



Telephone Town Hall

April 30, 2019



VA MISSION Act of 2018

- The VA MISSION Act of 2018 was signed into law by the President on June 6, 2018.
- The VA MISSION Act puts Veterans and their needs at the center of their care. Through it, VA will:
 - Provide you with more options for health care,
 - Offer an improved community care process,
 - Provide a new urgent care option,
 - Help you get access to the care you need at the right place at the right time,
 - Offer you great service through a nationwide network of high-quality care,
 - Provide more Veteran-to-Veteran peer specialists,
 - Expand the program to support Veteran caregivers.
- Through the MISSION Act, VA now has additional opportunities to enhance our high-quality health care to our nation's Veterans.



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- The new community care program will start June 6, 2019.
- At that time, VA's traditional community care program and the Veterans Choice Program will end and the new program will start with new eligibility criteria.



VA MISSION Act of 2018

- **Under the proposed Federal regulation, a Veteran could be eligible for community care based on these 6 criteria:**
 - Veteran needs a service that is not available at VA
 - Veteran resides in a State without a full-service VA medical facility
 - Veteran was eligible under the 40-mile criteria from the Veterans Choice Program
 - Veteran meets specific access standards for average drive time or appointment wait-times (access standards not yet finalized)
 - 30-minute avg drive time or 20 day wait-time for primary care, mental health, and non-institutional extended care services
 - 60-minute avg drive time or 28 day wait-time for specialty care
 - Veteran and their referring clinician agree that it is in the Veteran's best medical interest
 - Veteran needs care from a VA medical service line that VA determines is not providing care that complies with VA's standards for quality

***The Veteran's VA provider and VA medical facility staff will work with the Veteran to determine if they are eligible under the new criteria.*



Changes effective May 1

- Beginning tomorrow, May 1, 2019, Veterans who are eligible for community care thru the Choice 40 Program should call the South Texas VA Office of Community Care at 210-949-3850 to request care.
- VA strongly encourages Veterans to have a primary care provider (PCP) either in the community or at the VA, but not both. Your Community or VA PCP can submit requests for services for specialty care on the Veterans' behalf.