

VA MISSION Act of 2018
Your Care is Our Mission

VETERANS HEALTH ADMINISTRATION

VA MISSION Act Overview



April 2019 | Version 2

What is the MISSION Act?

Passed into law in June 2018, the MISSION Act expands Veterans' access to receive care within the community, enhances our ability to provide telehealth services, streamlines our care in the community program, and expands eligibility for the Caregiver Support Program.

VA MISSION Act for Employees

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Expanding Access to Community Care:

Veterans are eligible to receive care within the community if they meet any one of the following six eligibility criteria:

Six Community Care Eligibility Criteria

1. It is in the best medical interest of the Veteran
2. Care or services are non-compliant with VA's standards for quality
3. Grandfathered eligibility from Veteran Choice Program
4. Lack of full-service medical facility
5. Required care or services are not offered
6. Care or services are not provided within designated wait time standards



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Streamlining Community Care Programs

The VA is improving and streamlining our community care program by...

- Consolidating all current VA community care programs into one program
- Establishing an integrated community care network, which will consist of providers who have been identified as partners within the Veteran Community Care Program
- Additionally, Veterans will be eligible to receive urgent, non-emergency care from specific Urgent Care facilities that have been identified as participants within the VA's community care provider network

Urgent Care Benefit

- Within the VA, Veterans have access to Same Day Primary Care and Mental Health services
- Under the MISSION Act, eligible Veterans will have the option to access same day service for non-emergent conditions (injuries/illnesses such as pink eye, minor burns/abrasions, flu, etc.), through their local in-network urgent care facility.
 - To access this benefit, Veterans must be enrolled at a VA Medical Facility, and have received care through the VA within the last 24 months
 - Veterans can receive services through an Urgent Care facility, without prior VA authorization
- To find an in-network Urgent Care facility within your community, please visit:
<https://vaurgentcarelocator.triwest.com/Locator/Care>
- Upon arriving at the in-network Urgent Care facility, Veterans must state they are using their VA urgent care benefit., where the urgent care provider will verify the Veteran's eligibility, before providing care.
 - If a Veteran arrives at an urgent care network location and has any difficulty receiving care, they can call 866-620-2071 to receive assistance.
- For questions regarding Urgent Care eligibility, cost, and utilization limits, please call: (833-483-8669)



Expanding Eligibility for Caregivers Support

What is Caregiver Support?

- Veterans in these programs need assistance for Activities of Daily Living (ADL) such as bathing, dressing, grooming, mobility, eating independently, and use of prosthetics.
- Currently, eligibility for the Caregiver Support program is limited to Veterans who were injured on or after September 11, 2001. Under MISSION Act, eligibility will be open to Veterans from all eras of service and their caregivers.



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Peer Specialists

- The MISSION Act will place peer specialists in 30 VA medical centers around the country by May 31, 2020.
- Peer specialists have a variety of roles in their work with Veterans. They help Veterans with treatment goals, and often go with Veterans to mental health or primary care appointments
- Veterans may request to work with a peer specialist or, the treatment team may ask a Veteran if he or she would be willing to meet with a peer
- Each site will also have female peer specialists available, when requested/needed by female Veterans



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Veterans Are Choosing VA

- Through the MISSION Act, VA gives Veterans the power to choose the care they trust, and more Veterans are choosing VA for their health care than ever before.
- Patients' trust in VA care has skyrocketed - currently at 87.7 percent.
- VA is leading the health care industry in transparency by helping Veterans compare data across VA and the private sector so they can make informed decisions when selecting a provider.
- VA is giving Veterans more choices in their health care decisions and improving transparency by becoming the first hospital system in the nation to publicly post wait times, opioid prescription rates, accountability, settlements, and chief executive travel.
- Our medical services will continue to evolve to meet Veterans' needs and strengthen the trust in the VA by constantly innovating, upgrading, and pursuing better ways to serve our Nation's heroes.



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For more information on the MISSION Act,
please visit this website

(<https://www.missionact.va.gov/>) or

contact your local VA Medical facility:

Michael Ciminna (Michael.Ciminna@va.gov)

Associate Group Practice Manager

James A. Haley Veterans' Hospital

Thank you!



Choose VA

