



# Office of Integrated Veteran Care (IVC)

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**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Office of Integrated Veteran Care



## **Our Mission:**

To fulfill President Lincoln's promise to care for those who have served in our nation's military and for their families, caregivers, and survivors

- Veteran Health Administration (VHA) is the largest integrated health care network in the US
  - 1,294 health care facilities with over 350k full time employees
    - 18 Veteran Integrated Service Networks (VISN)
    - 171 VA medical facilities
    - 722 Community-Based Outpatient Clinics (CBOC)
  - Over 9 million enrolled Veterans
  - Over 6 million Veterans received care last year
- Office of Integrated Veteran Care
  - Manages and advocates for Veterans' and beneficiaries' access to health care in both VA and community facilities

# VA Successes with Low/No-Code Initiative

- VA Health Connect
- Transform processes and technologies to meet Veteran needs during the pandemic and beyond
- 45 million calls into clinical contact centers each year, averaging five touchpoints per Veteran
  - 57% – scheduling & administration
  - 27% – pharmacy
  - 16% – clinical triage
  - 0.3% – virtual clinic visits
- Integration with many systems - telephony, electronic health record systems (130), patient index, triage tool, data centers, etc.

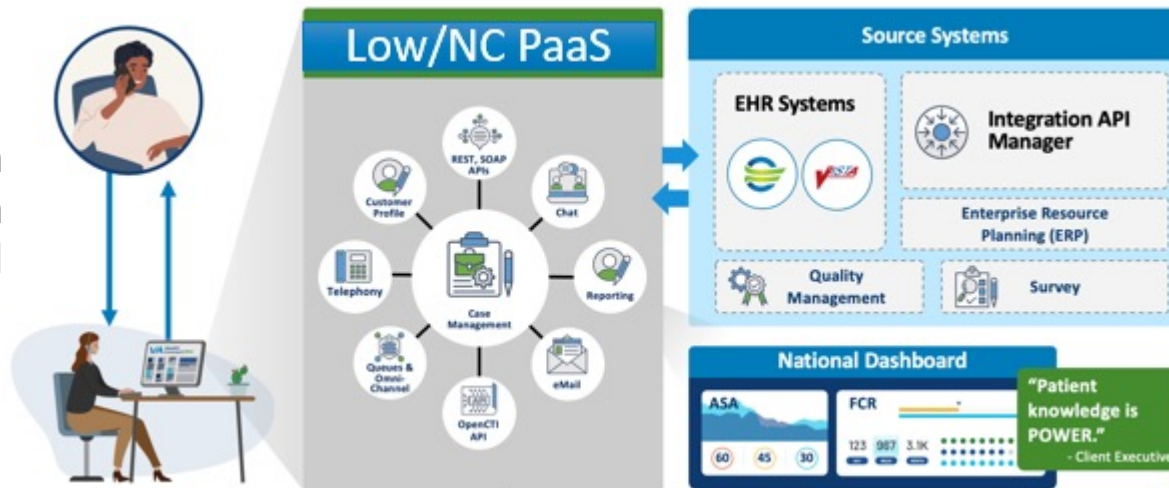
# Before and After

Without  
VA Health  
Connect CRM



Without VA Health Connect CRM, clinical contact center staff must simultaneously navigate **multiple, disparate applications** to access all data and tools necessary to fulfill Veterans' needs

With  
VA Health  
Connect CRM

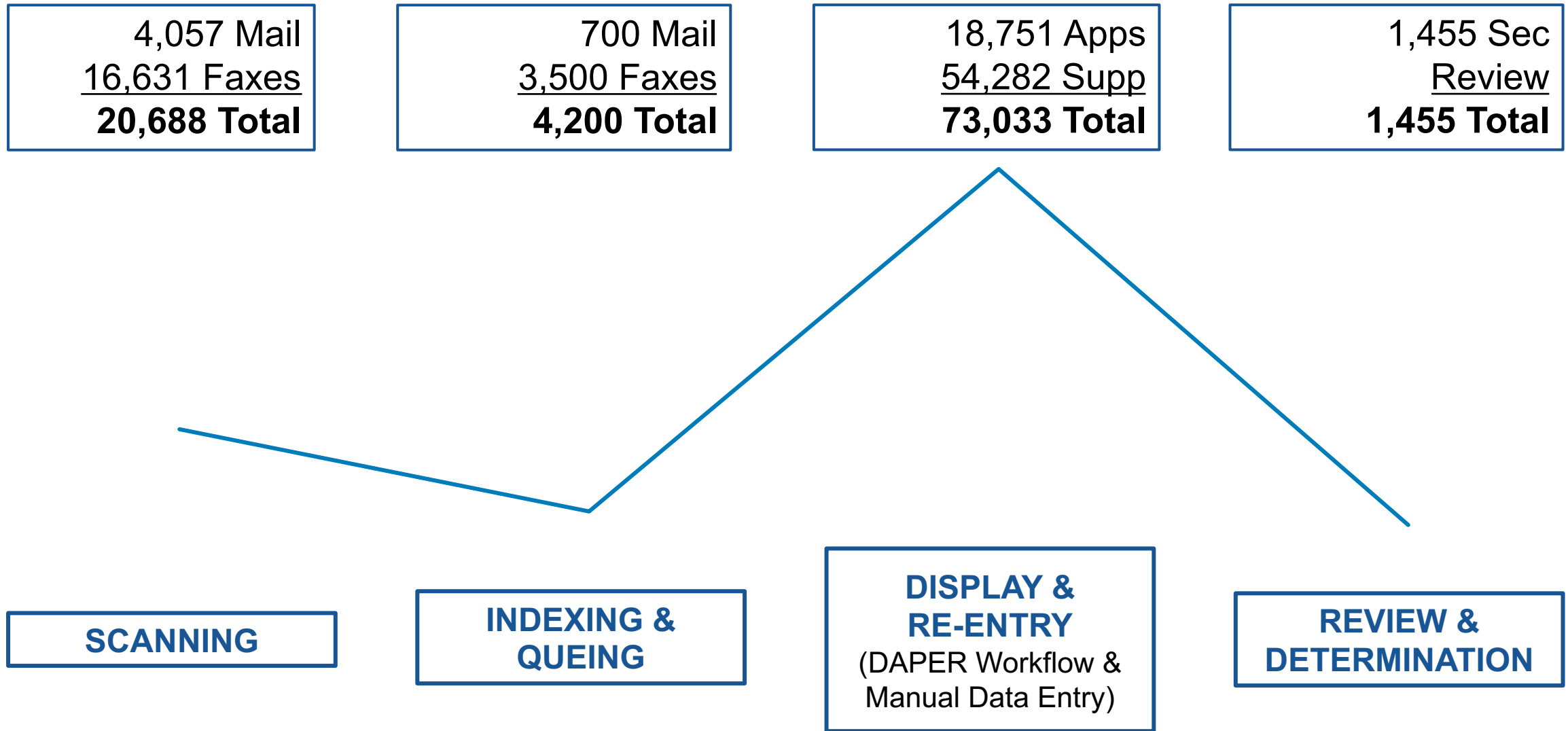


With VA Health Connect CRM, clinical contact center staff have a **unified** user interface that **streamlines** workflows and **reduces call handling time**

# Current Pega Implementation

- The Veteran Family Member Program (VFMP)/Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) is one of five congressionally mandated programs:
  - CHAMPVA
  - Spina-Bifida (SB)
  - Foreign Medical Program (FMP)
  - Children and Women of Vietnam Veterans (CWVV)
  - Camp Lejeune Family Member Program (CLFMP)
- CHAMPVA covers health care for over 600,000 beneficiaries related to or directly supporting a “sponsor” (Veteran parent or spouse allowing for CHAMPVA eligibility)

# Operational Value Stream Review



# Current Pega Implementation

- Reviewed several solutions
  - Time to market
  - Capabilities
  - Skilled resources
  - Cost
  - Architectural stack
- Implementation began in late February 2023
- Currently in test phase?
- Scheduled for production: June 2023



# Healthcare Reimbursement

- VA has processed over 300 million healthcare invoices at an estimated 47 billion dollars under its community care network
- VA operates similarly to industry payers through its pay and chase model. In this model, claims for reimbursement pass through basic business rules check, then are subsequently processed for payment
- This model requires VA to conduct extensive backend claims research through post payment analytics
- The current post payment analytics research process requires users to access many disparate systems to research, analyze and evaluate the accuracy of claims.
- VA seeks to build off its momentum in using a process like “Health Connect” mentioned in the previous slide to help streamline post payment analytics processes
- This will allow users to be more proficient by conducting PPA research in a central location under one graphical user interface

# Ongoing VA Technology Modernization Drivers

## Moving fast for our Veterans

- Choice Act 2014
- VA Mission Act 2018
- Veteran Compact Act 2020
- PACT Act 2022

## Community Care grew 223% from 2014-2021

- \$7.9B to \$17.6B
- Eligibility
- Referrals
- Community Care Networks
- Claims
- Payments
- Co-pays
- FWA
- Oversight/reporting

## Emerging Health Care

- Telehealth
- Virtual clinic visits (VCV)
- Video visits
- Portable/wearable medical devices
- COVID-19
- Electronic health records
- Interoperability
- 24/7/365 Access to high quality care
- Seamless care in and out of the VA
- Care coordination
- e911
- Self-scheduling

# Future

## Community Care:

- Seven years of rapid innovation/solutions
- 54 IT systems
- A small part of our system of systems

