



Care in the Community Future State Care in the Community IPT

Update for Commission on Care

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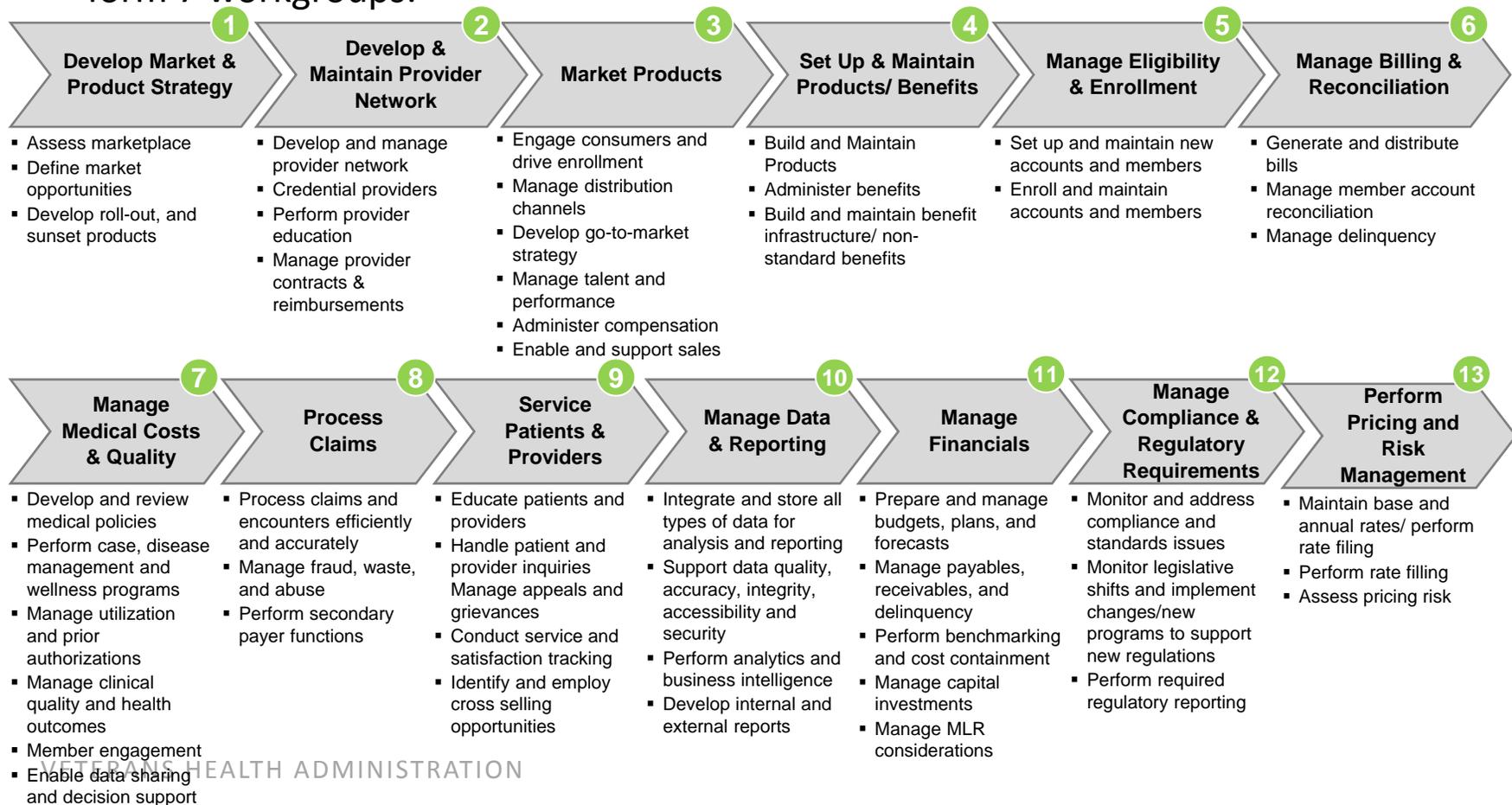
October 2015

Integrated Project Team Purpose and Background

- Care in the Community Integrated Project Team (IPT) kicked off in May 2015
 - Charged with recommending an approach to establishing a managed care model for VA and formulating a strategy for purchasing care in the community
- Will require a large-scale effort to integrate various avenues of community care into a single managed-care model
- Comprised of subject matter experts from throughout VA and VHA
- Initiated weekly IPT meetings and established supporting work groups

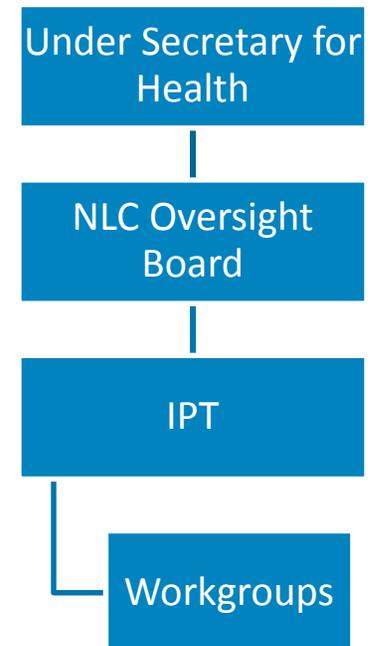
Managed Care Core Competencies

- The IPT consolidated the 13 capabilities from the Deloitte Commercial Analysis to form 7 workgroups:



IPT Workgroups

- Several workgroups made up of SMEs report to the Care in the Community IPT
- The following workgroups are established and support the IPT:
 - Provider Network Management
 - Data and Compliance
 - Claims Processing and Billing
 - Medical Cost and Quality
 - Finance
 - Market Products
 - Process Integration, Standardization, and Technology Management



- Additional workgroups or sub workgroups will be further defined as needed and approved by IPT

Connection to NLC Focus Areas and Blueprint for Excellence

NLC Focus Area:	IPT Workgroup:	Blueprint for Excellence:
Develop and Maintain Provider Networks	Provider Network Management	Strategy One
Set up and Maintain Products/Benefits		Strategy Eight
Service Veterans and Providers		
Manage Data and Reporting	Data and Compliance	Strategy Nine
Claims Processing	Claims Processing and Billing	
Manage Medical Costs and Quality	Medical Cost and Quality	Strategy Two
	Finance	
	Market Products	
	Process Integration, Standardization and Technology Management	

Workgroup Objectives

Provider Network Management Workgroup

- **Set Up & Maintain Products/ Benefits**
 - Build and Maintain Products
 - Administer benefits
 - Build and maintain benefit infrastructure/ non-standard benefits
- **Manage Eligibility & Enrollment**
 - Set up and maintain new accounts and members
 - Enroll and maintain accounts and members
- **Develop & Maintain Provider Network**
 - Develop and manage provider network
 - Credential providers
 - Perform provider education
 - Manage provider contracts & reimbursements

Workgroup Objectives, cont.

Data and Compliance Workgroup

- **Manage Compliance & Regulatory Requirements**
 - Monitor and address compliance and standards issues
 - Monitor legislative shifts and implement changes/new programs to support new regulations
 - Perform required regulatory reporting
- **Manage Data & Reporting**
 - Integrate and store all types of data for analysis and reporting
 - Support data quality, accuracy, integrity, accessibility and security
 - Perform analytics and business intelligence
 - Develop internal and external reports

Medical Cost and Quality Workgroup

- Develop and review medical policies
- Perform case, disease management and wellness programs
- Manage utilization and prior authorizations
- Manage clinical quality and health outcomes
- Member engagement
- Enable data sharing and decision support

Workgroup Objectives, cont.

Claim Processing and Billing Workgroup

- Process Claim
 - Process claims and encounters efficiently and accurately
 - Manage fraud, waste, and abuse
 - Perform secondary payer functions
- Manage Billing and Reconciliation
 - Generate and distribute bills
 - Manage member account reconciliation
 - Manage delinquency

Process Integration, Standardization and Technology Workgroup

- Develop strategy for standardizing processes across continuum of Non-VA Care
- Should consider end-to-end process from the initial consult through completion of the episode of care

Workgroup Objectives

Market Products Workgroup

- Develop Market & Product Strategy
- Assess marketplace
- Define market opportunities
- Develop roll-out, and sunset products
- Engage consumers and drive enrollment
- Manage distribution channels
- Develop go-to-market strategy
- Manage talent and performance
- Administer compensation
- Enable and support sales

IPT Membership

- The IPT is chaired by:
 - Deputy Chief Business Officer for Purchased Care
 - VA North Texas Medical Center Director
- The following offices comprise the membership of the IPT. Participation includes field and central office staff.
 - Office of General Counsel
 - Office of Acquisitions, Logistics, and Construction
 - Office of Small Disadvantaged Business and Utilization
 - VHA Procurement and Logistics
 - VHA Office of Policy and Planning
 - VHA Finance
 - VHA Office of Rural Health
 - VHA Office of Community Engagement
 - VHA Office of Communications
 - VHA Office of Patient Care Services
 - VHA Chief Business Office
 - VHA Office of Quality, Safety, and Value
 - VHA VISN/VAMC representatives
 - VHA Office of Informatics and Analytics
 - VHA Office of Strategic Integration
 - VHA Medical Sharing Office
 - VHA Disability Medical Assessment Office
 - VHA Office of Prosthetics and Sensory Aids
 - VHA Clinical Operations
 - VHA Product Effectiveness
 - Pharmacy Benefits Management
 - Office of Rehabilitation and Prosthetics