

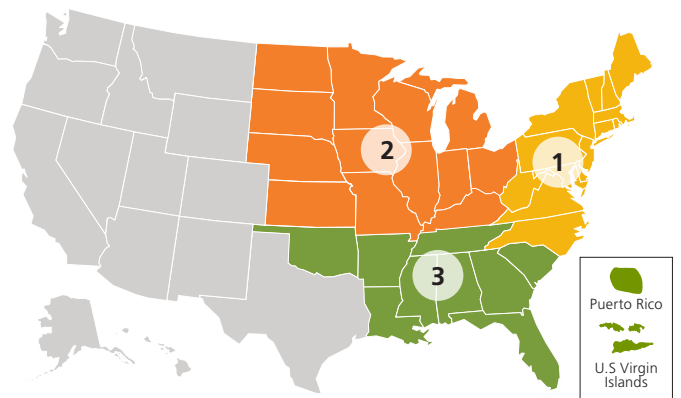
VA Community Care Network

Optum, part of UnitedHealth Group®, is honored to partner with the U.S. Department of Veterans Affairs through VA's new Community Care Network. Together, we will ensure that our nation's Veterans have access to the right care, at the right time and in the right setting.

Giving Veterans greater choice over their health care

Through the VA Community Care Network, VA medical staff are able to authorize and schedule care from a community care provider with the Veteran's approval. In addition, VA staff manages customer service for Veterans who are receiving care from a community provider.


A network of community care providers and provider billing are managed by third-party administrators (TPAs) in each region. Optum is the TPA for Regions 1, 2 and 3, encompassing 36 states, the District of Columbia, the U.S. Virgin Islands and Puerto Rico. The VA Community Care Network is currently active and serving over 6 million Veterans in all three regions.





Optum is the third-party administrator for the VA Community Care Network for Regions 1, 2 and 3


The role of Optum


Optum delivers the following services to the VA to accomplish its goal of delivering the highest quality of care to the Veterans they serve:

- 

Community care network of providers. Optum is leveraging its extensive network and relationships across UnitedHealth Group and beyond to provide a robust provider network for the VA. This includes medical, behavioral, chiropractic, skilled nursing, eye, pharmacy, dental and other complementary services like hypnotherapy and Tai Chi.
- 

Claims processing. Optum processes claims from providers who see Veterans as part of the VA Community Care Network. On average, claims are paid within 14 days.
- 

Call center for VA staff and providers. VA staff and providers can contact or chat live with the Optum call center to get their questions answered about authorizations, claims and other issues. Calls or questions from Veterans will be handled by a VA call center.
- 

A portal for providers, VA staff, Veterans and Veteran Advocates (such as members of Congress and Veteran and Military Service Organization representatives). Optum operates an online portal where Veterans, providers, and VA staff can find additional resources including claims and referral information. Also in the portal, Veteran Advocates are able to stay informed about the latest information on CCN and reference state-by-state provider data and fact sheets. Individuals can access the portal at www.vacommunitycare.com.
- 

Community Care Experience Team. This Optum team provides dedicated support and resources to VA medical centers and staff.

Our provider network team

The Provider Network team leverages the UnitedHealth Group enterprise to build a robust Community Care Network that will meet the health care needs of the Veteran population.

Healthcare Service Network

- UnitedHealthcare (UHC): Medical network
- UnitedHealthcare (UHC): Urgent care network
- Optum: Physical therapy, occupational therapy, speech therapy, chiropractic, acupuncture, skilled nursing facilities
- Optum Behavioral Health: Psychiatry, behavioral facilities, other behavioral health practitioners
- UnitedHealthcare Vision: Routine eye examination and refractions

Pharmacy

- CVS Caremark: All CVS and partner pharmacies

Complementary & Integrative Health Services

- Optum Behavioral Health: Hypnotherapy, biofeedback, relaxation techniques, Native American healing services
- Optum: Tai Chi, massage therapy

Dental

- Logistics Health Incorporated: General and specialty dental services

Veteran eligibility

With the VA Community Care Network, Veterans will have better access to and greater choice in their health care, whether at a VA facility or through a community provider. Eligibility is determined by the VA for Veterans to receive care through the VA Community Care Network.

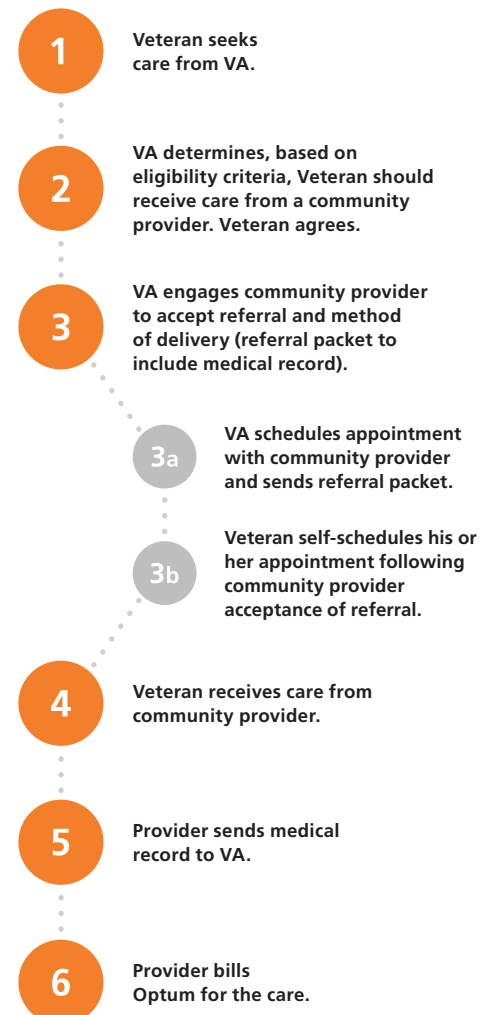
Ensuring a network of high-performing providers and Centers of Excellence for VA CCN

Once a provider or institution is part of the CCN network, Optum's Clinical Quality Management team monitors and reviews the performance of the providers and institutions against specific metrics defined by VA. Once there is enough data captured to measure a provider's or institution's performance against the metrics, and their performance meets or exceeds the performance threshold as determined by VA, they will be identified as a High-Performing Provider or Center of Excellence. Using benchmarks to independently judge performance ensures Optum is providing Veterans with a high-quality network of providers and institutions available to provide care. Providers and institutions that have not received this designation may not have sufficient data to adequately assess their performance.

To learn more about the VA Community Care Network, visit va.gov/communitycare.

To learn more about Optum, visit optum.com.

Example of a Veteran's journey through the VA Community Care Network



About Optum

Optum is a leading health services innovation company dedicated to helping make the health system work better for everyone. With more than 160,000 people collaborating worldwide, Optum combines technology, data and expertise to improve the delivery, quality and efficiency of health care.

A Veteran journey through the VA Community Care Network (VA CCN)



MEET EDWARD!

AGE: 72 LOCATION: VIRGINIA

Retired factory worker, Edward, was drafted into the Army in 1965 and following training was deployed to Vietnam, where he served several tours over his four years of service.



Edward receives a call from the VAMC to inform him his referral has been approved and asks how he would like to schedule his appointment.



The VA scheduler is able to make Edward's appointment while on the phone.*



Edward is diagnosed with sleep apnea. The CCN provider orders a continuous positive / airway pressure (CPAP) machine from the VA for Edward, which will arrive at his home.



Edward receives his CPAP machine from his local VAMC and works with them to get it fitted. Edward starts to use the CPAP machine at night to improve his sleep apnea.

Health care concern:
Edward hasn't been sleeping well.



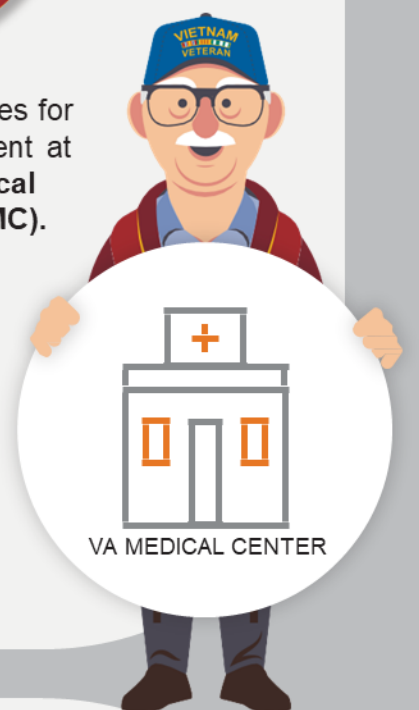
Edward contacts his local VA clinic to schedule an appointment to get to the bottom of his sleep issues.



Edward's VA primary care provider, Dr. Jones, confirms his VA CCN eligibility and informs him of the CCN program and he will be referred to a CCN sleep specialist.



Edward arrives for his appointment at the VA Medical Center (VAMC).



Edward receives his documents/package containing his CCN appointment letter and authorization.



The day of Edward's appointment, he arrives at the CCN provider's office.



Edward checks in. When asked for his insurance card, he provides his CCN appointment letter instead.



Edward attends his appointment with his CCN provider and determines a sleep study is needed. The study is scheduled and performed by the CCN provider.

*Scheduling process can vary between VAMCs

Veterans Benefits Administration Medical Disability Examinations



They honored their commitment. It's time to honor ours.

Under the Veterans Benefits Administration (VBA) Medical Disability Examinations (MDE) contract, LHI assists the U.S. Department of Veterans Affairs in providing quality compensation and pension examinations to Veterans and separating Service members seeking benefits for service-connected health issues. Clinical findings from the examinations are delivered to the Government to facilitate timely disability award determinations. LHI has worked with the VA for more than eight years and we have a complete understanding of their needs, as well as the needs of our Veterans.

Examinations begin with a review of the Veteran's medical history, as well as the Veteran's self-reported current state of health prior to the appointment. This material, paired with the Veteran's responses collected during the exam, guides the provider through the exam questionnaire. Once the exam is complete, the results are uploaded directly to the VBA for final processing and inclusion in the Veteran's record.



LHI serves Veterans in LHI facilities, independent network provider locations or via our mobile medical units, making it possible for us to serve Veterans close to home. We're constantly looking for new ways to bring our services to Veterans wherever they reside.

An Optum company

Logistics Health Incorporated (LHI) is a part of OptumServe, the federal health services business of Optum and UnitedHealth Group. Equipped with a national network of medical, dental and behavioral health providers, LHI designs and manages health programs for government and commercial customers. At our core is an unwavering dedication to support the brave men and women who keep America safe and running.



Supporting the Nurse Advice Line for U.S. Veterans

OptumServe is proud to support the Department of Veterans Affairs Nurse Advice Line (VA NAL) fielding overflow nurse triage calls from VA Medical Centers' Nurse Advice Lines across all 50 states. The Nurse Advice Line is available to over 9 million Veterans.

Getting the right care to Veterans any time, anywhere

The goal of the VA Nurse Advice Line is to provide Veterans with high-quality health care services 24/7/365. Registered nurses answer the calls of Veterans and direct them to the most clinically appropriate level of care. By doing so quickly, it helps increase positive health outcomes and reduces the amount of costly and avoidable emergency department visits. Nurse triage from the Nurse Advice Line includes, but is not limited to:



Helping Veterans manage their symptoms, medications and side effects.



Informing Veterans about self-care options to address their condition at home, if appropriate.



Identifying VHA/contracted providers near Veterans to seek in-clinic care.



Directing Veterans to VA-specified tele-urgent care, nearby urgent care and emergent care locations, if necessary.



Assisting Veterans in crisis by connecting those individuals to the VA crisis line.

About OptumServe

OptumServe™ is the federal health services business of Optum and UnitedHealth Group (NYSE: UNH). We are proud to partner with the Departments of Defense, Health and Human Services, Veterans Affairs and other organizations to help modernize the U.S. health system and improve the health and well-being of those we collectively serve.

Veterans' experience utilizing the Nurse Advice Line

The VA Nurse Advice Line offers a seamless experience to Veterans seeking care. A Veteran contacts the Nurse Advice Line through the number provided by their local VA Medical Center (VAMC) to receive timely advice from experienced nurses. To reduce any wait times a Veteran may incur, OptumServe supports overflow Nurse Advice Line calls when VAMCs are experiencing a surge. The following depicts the typical experience a Veteran can expect when contacting VA NAL:



Veteran identification

- Veteran information requested to confirm identity
- Location of the VA Medical Center where the Veteran typically seeks care
- Reason for calling the Nurse Advice Line

Review of records

- Nurse asks a series of questions to determine best care decision and next steps

Nurse provides medical advice

- Based on the condition the Veteran has described, as well as a review of their medical history, a nurse provides the Veteran with actionable advice (e.g., home care instructions, schedule in-clinic appointment)

Documentation

- The call is documented in the Veteran's medical record.

To access the VA Nurse Advice Line, contact your local VAMC.

Learn more about OptumServe

Call: 1-800-765-6092
Email: innovate@optum.com
Visit: optumserve.com
