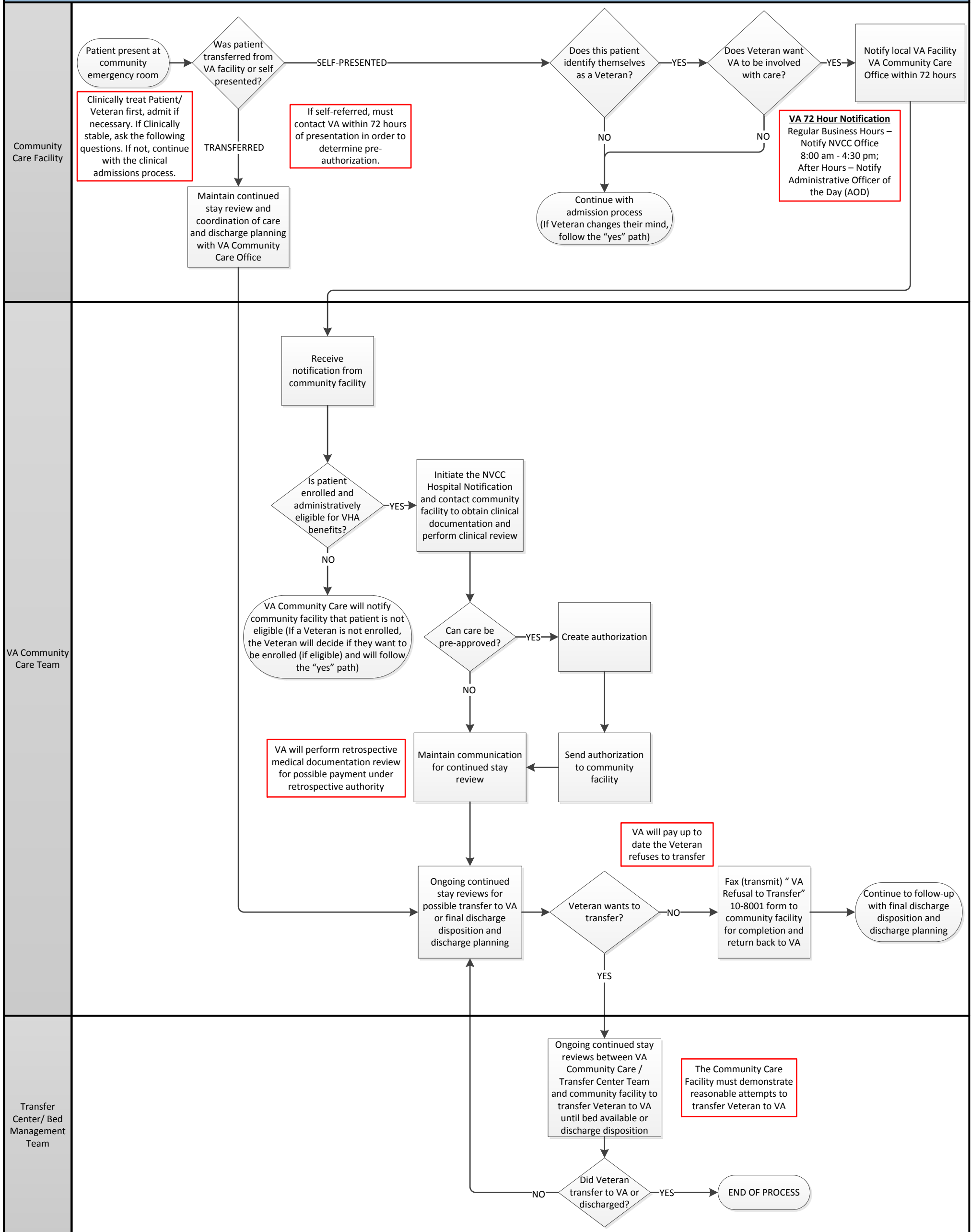
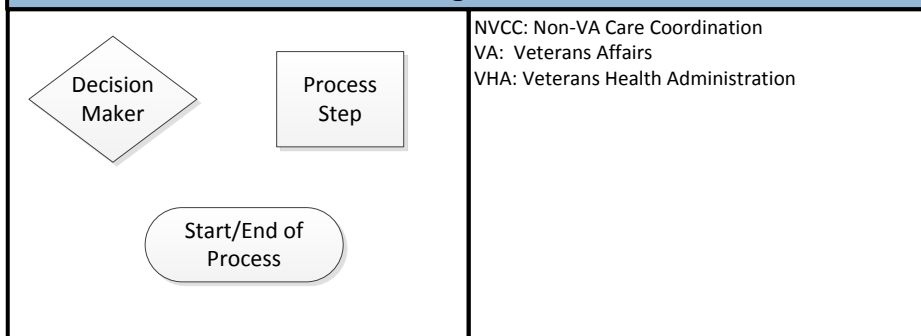


Community Care Facility Guidance for Veteran Emergency Community Care Services
Community Care Admission and Emergency Care Notification



Legend



Community Care Facility Guidance for Veteran Emergency Community Care Services Community Care Admission and Emergency Care Notification

Flowchart-style graphic shows steps to Emergency Community Care process moving from Community Care Facility to Veterans Affairs (VA) Community Care Team to Transfer Center/Bed Management Team.

The process begins in the Community Care Facility with a patient present at a community emergency room. Clinically treat the Patient/ Veteran first, and admit if necessary. If the Patient/Veteran is clinically stable, ask the following questions. If not, continue with the clinical admissions process.

The first decision-maker question is: Was the patient transferred from a VA facility or self-presented? If transferred, the next process step is to maintain continued stay review and coordination of care and discharge planning with the VA Community Care Office. The VA Community Care team picks it up from here. If the patient was self-presented, first a note: If self-referred, must contact VA within 72 hours of presentation in order to determine preauthorization. The next process step for a patient who was self-referred is to ask another decision-maker: Does this patient identify themselves as a Veteran? If not, continue with the admission process (If Veteran changes their mind, follow the “yes” path). (This is an end of process step.) If yes, another decision-maker: Does Veteran want VA to be involved with care? If not, continue with admission process (If Veteran changes their mind, follow the “yes” path). If yes, notify the local VA Facility VA Community Care Office within 72 hours. Additional information: VA 72 Hour Notification. Regular Business Hours – Notify Non-VA Care Coordination Office 8:00 am - 4:30 pm; After Hours – Notify Administrative Officer of the Day. This process step moves the emergency care process to the VA Community Care team level.

For the self-presented Veteran who wants to be involved with care now at the VA Community Care team level, the next process step is to receive notification from the community facility. The next question is: Is the patient enrolled and administratively eligible for Veterans Health Administration (VHA) benefits? If no, then VA Community Care will notify the community facility that the patient is not eligible (If a Veteran is not enrolled, the Veteran will decide if they want to be enrolled, if eligible, and will follow the “yes” path). (This is an end of process step.) If yes, the patient is enrolled and administratively eligible for VHA benefits, then the next process step is to initiate the Non-VA Care Coordination Hospital Notification and contact the community facility to obtain clinical documentation and perform clinical review. After that the decision-maker is: Can care be pre-approved? If yes, then create an authorization, then send the authorization to the community facility, then maintain communication for continued stay review. If not, then simply maintain communication for continued stay review. Important note: VA will perform retrospective medical documentation review for possible payment under retrospective authority. The next step is ongoing continued stay reviews for possible transfer to VA or final discharge disposition and discharge planning. This is also the next step for the community emergency room patient who was transferred from a VA facility at the beginning of this process flow. Next is a decision-maker: Does the Veteran want to transfer? If no, then fax (transmit) a “VA Refusal to Transfer” 10-8001 form to the community facility for completion and return back to VA. Then continue to follow-up with final discharge disposition and discharge planning. (This is an end of process step.) For the Veteran who does want a transfer, the process moves to the Transfer Center/ Bed Management Team. The next step for the Veteran who wants a transfer is ongoing continued stay reviews between the VA Community Care / Transfer Center Team and the community facility to transfer the Veteran to VA until a bed is available or discharge disposition. Important note: The Community Care Facility must demonstrate reasonable attempts to transfer the Veteran to VA. The next step is a decision-maker: Did the Veteran transfer to VA or was he or she discharged? If no, the coordination goes back to the VA Community Care team at the process step of ongoing continued stay reviews for possible transfer to VA or final discharge disposition and discharge planning. If yes, the Veteran was transferred to the VA or discharged, then you have reached the end of the process.