



VHA Office of Community Care Overview

The Veterans Health Administration Office of Community Care (OCC) was established in 2015 and operates two services lines, **Delivery Operations** and **Revenue Operations**. OCC is also responsible for functions that support these two service lines such as administration, stakeholder relations, planning and oversight.

Delivery Operations

Delivery Operations manages all of the programs that allow Veterans and their family members to receive care and services through providers outside of VA. This includes programs such as the Veterans Choice Program (VCP), along with what is known as traditional community care (i.e. "Fee Basis" or "Non-VA Care"). Activities that support these programs include establishing and managing national contracts for procurement of hospital care and medical services. For these operations, OCC works closely with VA medical facilities because some processes take place locally and some are managed centrally.

Delivery Operations also manages Veteran and family member programs that pay for care outside of VA including Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA), Foreign Medical Program (FMP), Spina Bifida Health Care Program (SB), and Children of Women Vietnam Veterans (CWVV). These programs vary in how they function, but mostly they act as a reimbursement program for services provided.

Supporting functional areas of Delivery Operations include clinical integration, provider relations and services, as well as claims adjudication and reimbursement.

Revenue Operations

Revenue Operations manages the centralized processes that allow VA to collect revenue from private health insurance carriers for non-service connected care provided to insured Veterans. Funds that are

collected go back to VA medical facilities to provide health care services to Veterans. As with Delivery Operations, OCC works closely with VA medical facilities because some processes associated with revenue operations take place locally.

For Revenue Operations, OCC is mainly responsible for managing back-end revenue cycle processes that take place at the seven Consolidated Patient Account Centers (CPACs) located across the country. Supporting functional areas include payer relations and services, finance and logistics, as well as quality and performance.

Other OCC Functions

OCC manages several other important functions that support and improve the effectiveness of its business lines. These include strategy, policy and planning, budget, workforce management, performance improvement and oversight, data integration, and stakeholder relations.

Taken together, OCC works closely with Veterans and their families, community providers, and VA staff to ensure Veterans can get care from community providers when needed, administers VHA's beneficiary programs, and collects revenue from private health insurance carriers to provide additional financial support to VA medical facility operations.

- VHA Office of Community Care Website: <https://www.va.gov/communitycare>