

NATIVE AMERICAN VETERANS – STRATEGIES TO FACILITATE CARE

Indian Health Service California Area Office
Program Directors Meeting
September 17, 2013



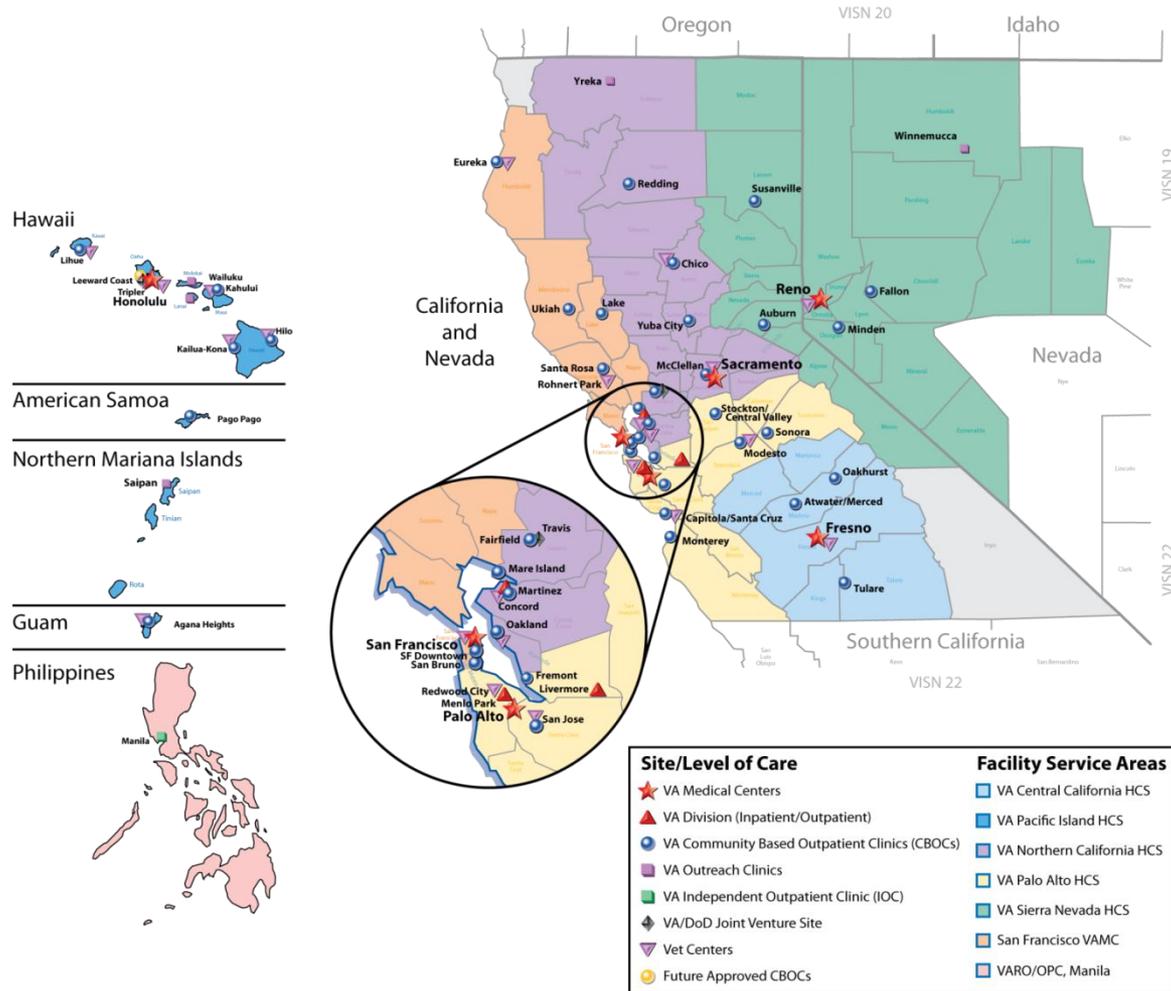
VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Veterans Health Administration (VHA) Mission

- ▶ Honor America's Veterans by providing exceptional health care that improves their health and wellbeing.
- ▶ VHA accomplishes its mission by being People Centric, Results Driven, and Forward Looking.

Veterans Integrated Service Network (VISN) 21



Three Parts to VA

- ▶ Veterans Health Administration (VHA)
- ▶ Veterans Benefits Administration (VBA)
- ▶ National Cemetery Administration (NCA)

VA Enrollment / Eligibility

▶ Basic Eligibility

- Veterans who served in the active military, naval, or air service and discharged or released under conditions **other than dishonorable** may qualify.

▶ Reservists and National Guard Eligibility:

- Reservists and National Guard members called to active duty (other than for training only) by a Federal order and completed the full period for which they were called or ordered to active duty.

▶ Minimum Duty Requirements:

- Veterans who enlisted after Sept. 7, 1980, or who entered active duty after Oct. 16, 1981, must have served 24 continuous months or the full period for which they were called to active duty in order to be eligible. This minimum duty requirement may not apply to veterans discharged for hardship, early out or a disability incurred or aggravated in the line of duty.

Enrollment / Eligibility

▶ Complete the Application for Health Care Benefits VA Form 10-10EZ

- from any VA health care facility or regional benefits office,
- online at www.va.gov/1010ez.htm
- calling 1-877-222-VETS (8387)

▶ Submit on line, or mail to nearest VA facility.

YOU MUST BE ENROLLED TO USE HEALTH CARE BENEFITS

OMB Approved No. 2900-0002
Estimated Burden: Avg. 45 min.

Department of Veterans Affairs		APPLICATION FOR HEALTH BENEFITS	
SECTION I - GENERAL INFORMATION			
<small>Federal law provides criminal penalties, including a fine and/or imprisonment for up to 5 years, for concealing a material fact or making a materially false statement. (See 18 U.S.C. 1001)</small>			
1. VETERAN'S NAME (Last, First, Middle Initial)	2. OTHER NAMES USED	3. MOTHER'S MARRIAGE NAME	4. SEX <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
5. ARE YOU SPANISH, HISPANIC, OR LATINO? <input type="checkbox"/> YES <input type="checkbox"/> NO	6. WHAT IS YOUR RACE? (You may check more than one.) (Information is required for statistical purposes only.) <input type="checkbox"/> AMERICAN INDIAN OR ALASKA NATIVE <input type="checkbox"/> BLACK OR AFRICAN AMERICAN <input type="checkbox"/> ASIAN <input type="checkbox"/> WHITE <input type="checkbox"/> NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER		
7. SOCIAL SECURITY NUMBER	8. DATE OF BIRTH (mm/dd/yyyy)	9. RESIDENCE	
10. CLAIM NUMBER	11. PLACE OF BIRTH (City and State)		
12. PERMANENT ADDRESS (Street)		13A. CITY	13B. STATE
13C. ZIP CODE (If Appt)		14. COUNTY	
15. HOME TELEPHONE NUMBER (Include area code)		16. EMAIL ADDRESS	
17. CELLULAR TELEPHONE NUMBER (Include area code)		18. FAX NUMBER (Include area code)	
19. TYPE OF BENEFIT/APPLICANT FOR (You may check more than one) <input type="checkbox"/> HEALTH SERVICES <input type="checkbox"/> NURSING HOME <input type="checkbox"/> DOWNSHIFT <input type="checkbox"/> DENTAL			
20. IF APPLYING FOR HEALTH SERVICES OR ENROLLMENT, WHICH VA MEDICAL CENTER OR OUTPATIENT CLINIC DO YOU PREFER?			
21. DO YOU WANT AN APPOINTMENT WITH A VA DOCTOR OR PROVIDER AS SOON AS ONE BECOMES AVAILABLE? <input type="checkbox"/> YES <input type="checkbox"/> NO I am only enrolling to care I need care in the future.		22. HAVE YOU BEEN SEEN AT A VA HEALTH CARE FACILITY? <input type="checkbox"/> YES LOCATION: <input type="checkbox"/> NO	
23. CURRENT MARITAL STATUS (Check one) <input type="checkbox"/> MARRIED <input type="checkbox"/> NEVER MARRIED <input type="checkbox"/> SEPARATED <input type="checkbox"/> WIDOWED <input type="checkbox"/> DIVORCED <input type="checkbox"/> SINGLE <input type="checkbox"/> UNKNOWN			
24. NAME, ADDRESS AND RELATIONSHIP OF NEXT OF KIN		25A. NEXT OF KIN'S HOME TELEPHONE NUMBER (Include area code)	
		25B. NEXT OF KIN'S WORK TELEPHONE NUMBER (Include area code)	
26. NAME, ADDRESS AND RELATIONSHIP OF EMERGENCY CONTACT		27A. EMERGENCY CONTACT'S HOME TELEPHONE NUMBER (Include area code)	
		27B. EMERGENCY CONTACT'S WORK TELEPHONE NUMBER (Include area code)	
28. INDIVIDUAL TO RECEIVE POSSESSION OF YOUR PERSONAL PROPERTY LEFT ON PREMISES UNDER VA CONTROL AFTER YOUR DEPARTURE OR AT THE TIME OF DEATH. NOTE: THIS DOES NOT CONSTITUTE A WILL OR TRANSFER OF TITLE. (Check one) <input type="checkbox"/> EMERGENCY CONTACT <input type="checkbox"/> NEXT OF KIN			
VA FORM 10-10EZ		PREVIOUS EDITIONS OF THIS FORM ARE NOT TO BE USED	
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VHA Health Eligibility Center Training

- ▶ **How to check Veteran enrollment**
- ▶ •Hotline: 1-855-488-8441. The Veteran name and social security number will be required.

- ▶ **Training**
- ▶ •The VHA Health Eligibility Center (HEC) provides monthly training focused on eligibility, the medical benefits package, and enrollment.

- ▶ **Schedule:**
- ▶ –Every third Tuesday Monthly
- ▶ •2pm – 3pm (EST)
- ▶ –Please email Tribal.Agreements@va.gov to receive calendar invite.

VA Primary Care

- ▶ Coordination of Care - Patient Aligned Care Teams (PACT)
- ▶ Medication management
- ▶ Screenings and tests
- ▶ Immunizations
- ▶ Chronic disease management



Evidence-based Psychotherapy

Vocational Rehabilitation

Behavioral Medicine

Homeless Programs

Psychosocial Rehabilitation & Recovery

Primary Care Integration

Therapeutic Recreation

Incarcerated Veteran

Mental Health Intensive Case Management

Outpatient Psychiatry

Substance Abuse Treatment

Inpatient Psychiatry

Residential Care

Military Sexual Trauma

Post Traumatic Stress Disorder

Suicide Prevention

Geriatrics

Outpatient Mood and Anxiety

Mental Health Crisis Team

Violence Prevention

Outpatient Detox

Work Programs

VA Mental Health Care

VA Caregiver Support

- ▶ **Over 50% of Caregivers state they experience medium to high levels of stress as a result of the demands of their role as a Caregiver.**
 - VA Caregiver Support Line (855) 260-3274
 - Education and Training
 - Family Support Services
 - In-Home Care and Respite Care
 - Aid and Attendance Compensation
 - Home Adaptation
 - Automobile Modification
 - Transportation Assistance
 - Stipend, CHAMPVA and other special services for Caregivers of eligible post 9/11 Veterans.

Geriatrics and Long Term Care (GEC)

- ▶ Homemaker and Home Health Aide
- ▶ Skilled Home Care
- ▶ Respite
- ▶ Long-Term Care
- ▶ Hospice/Palliative Care

Women Veterans

- ▶ **The increase of women Veterans means increased demand for VA health care services for them.**
- ▶ Influx of younger women
- ✓ Maternity care
- ✓ Service-connected disabilities
- ✓ Privacy, safety, convenience
- ▶ Older women (largest sub population of female VA users)
 - ✓ Menopausal needs
 - ✓ Geriatric Care
 - ✓ Inpatient/extended stays

Women Veterans VA Hotline



- ▶ The women Veterans hotline – 1-855-829-6636 was launched in April 2013. Representatives at this incoming call center will receive and respond to questions from Veterans, their families and caregivers about the many VA services and resources available to women Veterans.

OEF/OIF/OND Care

- ▶ Every VA medical facility has an Operation Enduring Freedom, Operation Iraqi Freedom, Operation New Dawn (OEF/OIF/OND) program manager.
- ▶ VISN 21 Office Point of Contact, Lori Cry, 707-562-8372
- ▶ Central California VAHCS (Fresno), Lydia Duarte, 559-225-6100 x4321
- ▶ VA Pacific Islands HCS (Hawaii), Terry J Martin, LCSW, DCSW, 808-433-0837
- ▶ Manila VA Outpatient Clinic, Ma. Soccoro B. Torrijos, RN, 011-632-318-8387 x8331
- ▶ VA Northern California HCS, Timothy S. Wilson, LCSW, 925-372-2717
- ▶ Palo Alto VAHCS, Laura Gomez, LCSW, 650-493-5000 x60007
- ▶ San Francisco VAMC, Carrie Bancroft, LCSW, 415-221-4810 x4405
- ▶ VA Sierra Nevada HCS (Reno), Christie Lambert, RN, MSN

Vet Center



- ▶ Counseling for Veterans
- ▶ Family Counseling for Military Issues
- ▶ Employment Assessment & Referral
- ▶ VBA Benefits Explanation and Referral
- ▶ Screening & Referral for Medical Issues

My HealthVet

VA's award-winning online Personal Health Record (PHR)



My Health, My Care: 24/7 ^{Online} Access to VA

- VA Prescription Refills
- Tracking and Graphing Self-entered Vitals
- Food and Activity Journals
 - VA Blue Button
 - VA Wellness Reminders*
- VA Appointments*
- Secure Messaging*
- VA Allergies and Adverse Reactions*
- VA Labs and Test Results
- Military Occupational Codes*

***Requires In-Person Authentication**

Other Benefits for Veterans

5 Business Lines in Veterans Benefits Administration (VBA)

- Compensation and Pension
- Loan Guaranty
- Insurance
- Education
- Vocational Rehabilitation
and Employment

National Cemetery Administration (NCA)

- Headstones and Markers
- Presidential Memorial Certificate
- Burial Flag
- Reimbursement of Burial Expenses
- Burial in a VA National Cemetery



Native Veterans

- ▶ VISN 21 encompasses largest and most diverse group of Native populations including American Indian, Hawaiian Native and Pacific Islander.
- Native Veterans from American Indian, Alaska Native, Native Hawaiian and Pacific Islander populations have an exemplary tradition of military service and sacrifice.
- Today over 346,623 Veterans identify themselves as American Indian / Alaska Native (US Census 2010).
- ▶ National data indicate that American Indian and Alaska Native Veterans are highly rural (38.8%) compared to the U.S. Veteran population nationwide (26.2%).

Rural Outreach in VISN 21 VA Medical Facilities

- ▶ Central California Health Care System (Fresno)
 - Tribal Outreach Worker
 - Memorandum of Understanding with Fresno American Indian Health Project – collaboration and referral to VA
 - Home Telehealth Nurse (Oakhurst Clinic) – increase access and quality of care, collaborate with Rancherias
 - Oakhurst Resource Workshop and Stand Down events – collaboration and increase access to VA
 - Visalia Resource Workshop – collaboration and access
 - Big Sandy Pow Wow – collaboration and access to VA
 - *The Fresno Bee* newspaper article on PTSD and American Indian Veterans

Rural Outreach in VISN 21 VA Medical Facilities

- ▶ Sierra Nevada Health Care System (Reno)
 - Ongoing meetings between the Minority Veterans Program Coordinator and the Tribal Health Care Directors – promote dialogue, relationship building, and partnerships
 - Pyramid Lake Paiute Tribal Health Program and VA – collaboration, relationship building, and review for potential increase in services
 - Pursuing a Tribal Veteran Representative program with local tribal governments within the Health Care System’s geographical area

Rural Outreach in VISN 21 VA Medical Facilities

- ▶ Palo Alto Health Care System
 - Stockton and Stanford Pow Wow events – enrollment, health screens, claims assistance, education on VA services
 - Ongoing outreach services provided by multi-disciplinary team of health care professionals to Tuolumne and Calaveras Counties
 - Me-Wuk Acorn Festival – dialogue for collaboration and coordination between VA and Me-Wuk Indian Health Clinic
 - Expanded telehealth from Sonora Clinic to Groveland, San Andreas, and West Point communities

Rural Outreach in VISN 21 VA Medical Facilities

- ▶ Northern CA Health Care System (Sacramento)
 - HBPC collaborative with Feather River Tribal Health – developing telehealth capacity
 - ongoing palliative care education to clinic providers
 - Happy Camp Family Resource Center – community partnership and assistance with rural outreach
 - Karuk Tribal Health Clinic – ongoing dialogue for collaboration and partnership opportunities
 - Overall plan to increase outreach activities and expand telehealth services to rural areas and American Indian Veterans

Rural Outreach in VISN 21 VA Medical Facilities

- ▶ San Francisco VA Medical Center
 - Tribal Outreach Worker
 - Lake County Tribal Health Consortium, Inc. Clinic – Sharing Agreement to provide group and individual Mental Health services
 - Lake County Vet Connect – outreach events held monthly (Clearlake and Lakeport), to forge partnerships with community, disseminate information on VA health care and other benefits
 - Mendocino Vet Connect started in May 2012 with additional medical center outreach in July 2013
 - North Coast Stand Downs – Ferndale, CA to increase access/enrollment to VA health care, VA benefits, and other community services (usually in October)
 - VA Benefits and Community Resource Event – Eureka, CA in August 2013

IHS/VA Sharing Agreements

- There are currently 34 signed THP agreements consisting of 27 in Alaska, the Choctaw Nation in Oklahoma, Muscogee (Creek) National in Oklahoma, Indian Health Council in California, Tuba City Regional Health in Arizona, Coeur d'Alene Tribal Health Authority in Washington, Confederated Tribes of Grand Ronde in Oregon, and Yellowhawk Tribal Health in Oregon.
- As of 8-15-13, 441 Veterans have been impacted by the reimbursement agreements and VA has processed 1,506 claims, for a total VA amount paid of \$945,149.50. Of the THP agreements, Alaska Tribes and Muskogee Tribe have been the only ones who have submitted and received processed claims.

VA and Tribal Health Program Highlights

- As local Tribal Healthcare facilities establish Sharing Agreements with VA Medical Centers (VAMCs), eligible American Indian and Alaska Native (AI/AN) Veterans will receive benefits from their local Tribal health facilities that may include:
 - Medical Benefits the same as is available to all Veterans under 38 CFR § 17.38
 - Choice of care provider from the Tribal healthcare facility and/or VAMC
- Under agreements with VA, IHS/THP will receive reimbursement for up to a 30 day supply of outpatient medications provided directly to eligible AI/AN Veterans for outpatient emergency prescriptions or other outpatient prescriptions. Prescription claims for the initial 30 day supply of outpatient medications will be processed by the VA Veteran Integrated Service Network (VISN) 21 Network Payment Center. Initial 30 day scripts are being processed on a HCVA CMS 1500 claim form using J codes.

VA and Tribal Health Program Highlights

- ▶ Medications required by eligible AI/AN Veterans beyond an initial 30-day supply can be referred to VA's Consolidated Mail Outpatient Pharmacy (CMOP) for routine, long-term outpatient medication and must be on the formulary list used by VA. The CMOP can process electronic prescriptions for IHS sites with an electronic connection established. An IHS/THP that cannot electronically submit prescriptions to CMOP may submit directly to their local VAMC via fax, mail, or in person. Points of contact and phone numbers will be established within the local implementation plans.
- ▶ All prescriptions reimbursed under the agreement must be on the formulary list found here <http://www.pbm.va.gov/nationalformulary.asp>

VISN 21 Rural Health Contacts

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