### VA Office of Community Care



#### UNDERSTANDING THE VA COMMUNITY CARE PROCESS

# Consult Creation and Review

A consult is a request from a VA provider that refers a Veteran for specialty medical and/or behavioral care.

The VA medical center referral coordination team reviews the request and determines if the care can be delivered locally, face to face or virtually and assesses the Veteran's community care eligibility.

VA then contacts the Veteran. If the Veteran is deemed to be community care eligible and opts-in to receive community care, the referral is prepared for scheduling with an in-network community provider.

#### Scheduling

After the referral has been reviewed and the modality confirmed, the Veteran may proceed to self-schedule their appointment. If the Veteran prefers, VA can schedule the appointment for them.

If the Veteran decides to self-schedule, they are either given the contact information of the applicable providers near them in the community network or can use https://www.va.gov/find-locations/ to find acceptable providers.

The Veteran is asked to inform VA of the details of the appointment within 14 days to add to the Veteran's chart. This allows VA staff to help coordinate care when needed or requested by the Veteran.

#### Authorization

After the appointment is scheduled, an authorization is created.

Authorizations are approvals from VA for Veterans to receive care from a community provider.

Veterans receive a letter with:

- · An authorization number
- The approved in-network community provider info
- A description of the authorized care
- The time period the Veteran is authorized to receive care.

## Community Care Visit

At the scheduled day and time, Veterans attend their community care appointment.

VA will have already sent relevant medical records to the community provider.

However, if instructed by the community provider, the Veteran may be asked to bring copies of diagnostic imaging (CT or MRI) with them.



The wait time is calculated from the date of the referral to the date the appointment is completed

1

2

3

> 4

Day 1

**Up to 14 Days** 

Dependent upon community provider availability and Veteran's scheduling preference