

MISSION Act: Quick Reference Sheet

Contact List:

| Topics/Questions | Who | Number |
|---|---------------------------------------|---|
| <ul style="list-style-type: none"> General MISSION Act Questions Urgent Care Questions: Eligibility, Copayments, Prescriptions, In-Network Locations, etc. | VA Mission Act Hotline | 866-867-7927 |
| <ul style="list-style-type: none"> TriWest Scheduling, Appointments, Billing Questions | TriWest | 855-722-2838 |
| <ul style="list-style-type: none"> Other Community Care Billing Questions (Non-TriWest: Dental, Emergency, etc.) | VA Community Care Contact Center (C4) | 877-881-7618 |
| <ul style="list-style-type: none"> Status on community care authorizations Billing Questions (to assist with triaging) General MISSION Act Questions | VAPAHCS Community Care Line | 650-617-2732 |
| <ul style="list-style-type: none"> Veteran's Priority Group (e.g., how is it determined) | VAPAHCS Admissions and Eligibility | 650-493-5000 ext. 66266 (Palo Alto Division) |
| <ul style="list-style-type: none"> Request to schedule a VA appointment (in-house) | VAPAHCS Patient Scheduling Unit | 855-632-8262 |
| <ul style="list-style-type: none"> Notification of community (non-VA) emergency admission | VAPAHCS Community Care | 650-493-5000 ext. 27400 (Menlo Park Division) |
| <ul style="list-style-type: none"> Community Care Clinical Appeals | VAPAHCS Patient Advocate Office | 650-493-5000, ext. 65544 |

MISSION Act Community Care Eligibility Overview:

- Service unavailable at VA (i.e. maternity care, IVF/ART, hospice, etc.)
- State with no full-service VA medical facility (not applicable for VAPAHCS)
- Grandfathered eligibility (Veteran was distance eligible via Veterans Choice Program)
- Access standards
 - Drive Time
 - Primary care, mental health, and non-institutional services: 30 minutes
 - Specialty care: 60 minutes
 - Wait Time
 - Primary Care, mental health, and non-institutional services: 20 days
 - Specialty care: 28 days
- Best medical interest
- Quality standards

If Veteran requests to be seen in the community, and a community care consult has not been entered, direct the Veteran to contact his VA provider.

Urgent Care Benefit Eligibility Overview:

- Enrolled in VA and was seen by VA in the last 24 months
- Pre-Authorization is not needed
- Must go to an in-network urgent care provider: <https://vaurgentcarelocator.triwest.com/Locator>
- Copayments depend on priority group and number of urgent care visits made in a calendar year

If Veteran wants more information about urgent care eligibility or copayment, direct the Veteran to the Mission Act Call Center. If Veteran has questions about their priority group (e.g., why or how that is determined), direct Veteran to Admissions and Eligibility.

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VA



U.S. Department of Veterans Affairs
Veterans Health Administration
VA Palo Alto Health Care System