1. Is it true that the Livermore campus will close?
   Yes, the decision to decommission was made 14 years ago during the Capital Asset Realignment for Enhanced Services (CARES) Commission in 2004.

2. What is the current status of the Livermore campus? When will it close?
   There is no proposed date of when the Livermore campus will close.

3. Will all services be offered at Stockton?
   The Model of Care is still being developed; however, there will be Primary Care, Mental Health, Prosthetics and some ancillary services.

4. If I live in Turlock and need cataract surgery, will I have to travel all the way to the Palo Alto campus?
   No, we are developing provider networks with local providers.

5. Are we losing staff to the private sector?
   The employment situation at VAPAHCS is very fluid. Personnel losses occur for a variety of reasons, including losses to the private sector, losses to other VA facilities, retirements and a host of other reasons. We also actively recruit and gain employees from the private sector, other VA facilities and academia. Depending on supply and demand within the economy, we see fluctuation in the separation or gain rates for different occupations at different times.

6. Is staff pay enough?
   No, staff pay is not enough.

7. Why are we moving? What is going to make the new Stockton clinic successful if we cannot hire staff there and we are fully staffed at the Livermore Division?
   Most of our patients live in the Valley.

8. Is it cheaper to rent space vs. build a new building in Stockton?

9. Has the Livermore campus been designated as a historical site? Has it been registered on the National Landmark registry?

10. What has happened to Ethel Gilmore? She is a “bulldog” and very good at following-up, but she has not returned our calls.
    She is doing ok.

11. How was your bus ride experience?
    (Tony shared his experience).

12. What are the names of the Congressmembers & Senators in charge of the Livermore project?

13. We originally thought that a lot of the services offered at Livermore would be relocating to the new clinic in Stockton, but now we are hearing that some of those services will not be offered at Stockton. What services are we going to provide at Stockton?

We will continue to provide foundational services, such as primary care and mental health services. There is a team that is looking at the type of services we can provide at Stockton via face-to-face, telehealth, or in the community.

14. What is VA doing to improve the payment and billing process with Choice?
See question 17 below

15. The big problem with Tri-West is that they need new authorizations for any additional appointments I need. For example, I am seeing a cardiologist in the community and he needs the VA to approve my follow-up appointment.
See question 17 below

16. Who is going to pay for transport when a Veteran needs to go to Palo Alto for emergency services?

If a Veteran is at the CBOC and our social worker arranges an admission and transportation to Palo Alto, then VA pays for the ambulance.

If a Veteran walks-in on their own, then there are other factors that are taken into consideration (e.g., service-connection, urgency).

We are exploring a Veterans Transportation Service (VTS) where VA drivers can help transport Veterans.

17. What is the Mission Act?

The VA MISSION Act of 2018 consolidates VA’s community care programs into a new Veterans Community Care Program that will help to ensure Veterans choose VA by getting them the right care at the right time from the right provider.

Over the next year, VA will need to develop regulations to implement the new law, while also developing policies, training staff, and awarding contracts to furnish care. Veterans and their families, community providers, and VA staff can expect ongoing improvements and regular engagement as VA creates this new Community Care Program.

For more information, visit https://www.va.gov/COMMUNITYCARE/docs/pubfilesfactsheets/FactSheet_20-13.pdf

18. Is there anything that prohibits VA providers from completing nexus letters or DBQs?

VA providers cannot provide opinions or write nexus letters because these are done through Veterans Benefits Administration (VBA).
We will look into the process for DBQs.

19. I received a letter denying payment for emergency services I received in 2015/2016.

We recommend that you resubmit your bill with a letter asking VA to re-evaluate for payment.

20. What’s the VA’s approach to mental health services for Veterans? When I was at Menlo Park, I participated in the “Shark Tank” exercise.

In the past, there were “attack and controversial therapy” used to treat mental health conditions. Today, we use techniques that include motivational interviewing, psychoeducation, and exposure therapy.

21. Where will the new Fremont VA be located?

At the corner of Auto Mall Parkway and Technology Drive.

22. Will it be a hospital?

The new Fremont VA Clinic will not be hospital but it will be a larger clinic. The services for the new clinic are still being determined.

Suggestions:

- Bigger group rooms at the new Fremont VA Clinic
- Would like to see chiropractic care in Fremont since other clinics are receiving the service.
- Would like to see fellow Veterans attending the local High Schools to share the positive aspects about joining the military and being a Veteran.
- Veteran requested to have yoga classes on Wednesdays at Fremont.