



**THE SECRETARY OF VETERANS AFFAIRS
WASHINGTON**

December 14, 2023

The Honorable Jon Tester
Chairman
Committee on Veterans' Affairs
United States Senate
Washington, DC 20510

Dear Mr. Chairman:

In accordance with the requirements of the Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020, P.L. 116-315 § 3103(a)(2), enclosed is the Department of Veterans Affairs (VA) report on the Veterans Community Care Program (VCCP). This report reviews and provides certification that VA has established all staffing, training, and other requirements required under the law. Through VCCP, covered Veterans may receive health care from a non-VA provider based on specific eligibility requirements and circumstances. VA remains committed to honoring the Nation's Veterans by ensuring a safe environment to deliver exceptional health care.

In addition, as required by 38 U.S.C. § 116, a statement of cost for preparing the report is included. This report has been sent to the leaders of the House and Senate Committees on Veterans' Affairs.

Sincerely,

A handwritten signature in black ink, appearing to read "DMcDonough", is positioned above the printed name.

Denis McDonough

Enclosures

DEPARTMENT OF VETERANS AFFAIRS



Congressionally Mandated Report Administration of Non-Department of Veterans Affairs Health Care

December 2023

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Introduction

The Johnny Isakson and David P. Roe, M.D. Veterans Health Care and Benefits Improvement Act of 2020 (P.L. 116-315 § 3103(a)(2)), requires the Department of Veterans Affairs (VA) to conduct a review of the staffing, training, and other requirements necessary to administer 38 U.S.C. § 1703, which covers the operations of the Veterans Community Care Program (VCCP). Through VCCP, covered Veterans may receive health care from a non-VA provider based on specific eligibility requirements and circumstances. Generally, VA must authorize non-VA care before a Veteran can receive care from a community provider.

Specifically, § 3103(a) requires VA's review and assessment of the types of positions required to be staffed at each VA medical facility, including the following:

- The number of such positions authorized;
- The number of such positions funded;
- The number of such positions filled and
- The number of additional such positions required to be authorized.

Section 3103(a) also requires VA to submit to Congress a report on the results of the review and certification that VA has established all staffing, training and other requirements required to be reviewed. VA must submit the report to Congress not later than 180 days after the date of enactment and every 180 days thereafter. This is the sixth report VA submits to Congress.

VA certifies it has conducted a review of the staffing, training, and other requirements necessary to administer 38 U.S.C. § 1703. Appendix A contains personnel data by administrative and clinical positions required for the administration of non-Department health care for each station. Appendix B outlines all current community care-related training available to staff and the number of times the training was completed from March 1, 2023, to August 31, 2023. Veterans Health Administration (VHA) recommends the listed trainings and medical facilities establish training requirements based on these recommendations to ensure successful administration of VCCP.

Staffing

Local community care staff comprised of VA personnel administer non-VA health care at each VA medical facility, including the following:

- Hospital management;
- Referral management;
- Clinical care coordination;
- Scheduling and appointment management;
- Authorization/management of funds for the local community care department;
- Referral follow up; and,
- Phone calls and electronic communications.

The current community care staffing tool uses average task times, workload data, type of role (administrative or clinical), other required tasks (meetings, training, congressional research, etc.), and leave replacement factors to calculate estimated resource requirements or the number of positions required to be authorized. The workload data in the tool are based on the fiscal year (FY) 2023 workload and incorporates expected workload growth. In response to the requirement for an assessment of the types of positions required, VA medical facilities break down their position types into administrative and clinical personnel.

While VHA's Office of Integrated Veteran Care (IVC) provides guidance to standardize how facilities should organize resources (administrative and clinical people and processes, technology and data) within local community care offices, each medical facility is responsible for implementing these processes. Since the inception of community care with the Maintaining Internal Systems and Strengthening Integrated Outside Networks Act of 2018 (MISSION Act) sites have continued to make individual changes to their original community care operating structures and processes based on their own unique needs. The staffing tool was originally developed by VHA's former Office of Community Care (OCC). As a result of the functional and organizational variances between VA medical facilities over time, the staffing tool has limitations to accurately represent the specific needs at each individual medical facility.

To address some of these limitations, IVC is working on a new operating model, which will require standardization of many processes but allow some variances in local processes. IVC is also making updates to the staffing tool to incorporate this operating model and accurately estimate the personnel required at individual medical facilities to manage the administration of non-VA health care. Until all sites have the same operating structure, the aggregate "required to be authorized" data released from the staffing tool may create inappropriate inferences regarding both a staff surplus or staff deficit.

Thus, VHA has removed the "required" and "surplus/deficit" data fields that inform "the number of additional such positions required to be authorized" for this report until the IVC staffing tool methodology is updated. Referencing Table 1 on page 3, positions noted in the "ceiling" designation are considered "authorized" and "funded." "Reported" positions are the number of positions "filled" as of October 13, 2023. Appendix A provides the details on "ceiling" and "reported" for administrative and clinical positions for each station.

In summary, this report includes following categories of the IVC Staffing Tool data:

- Administrative ceiling: Number of administrative personnel positions approved;
- Administrative reported: Number of currently staffed administrative personnel;
- Clinical ceiling: Number of clinical personnel positions approved; and,
- Clinical reported: Number of currently staffed clinical personnel.

Table 1: Staffing Tool Input Mapping

Staffing Tool Input Data Title	Megabus Data Title
Ceiling	Authorized
	Funded
Reported	Filled
Required	Required to be authorized ¹
Surplus/Deficit	

Table 2 below provides an overview of the administrative and clinical personnel results at a national level. These numbers include data from all stations across the country.

Table 2 National Personnel for Administration of Non-Department Health Care (Reported October 13, 2023)

Position Type	Ceiling	Reported
Administrative	7,327.13	6,007
Clinical	3,693	3342.05
Total	10,217.25	9,349.05

Table 3 below showcases the year over year (YoY) growth in Full Time Equivalent Employee (FTEE) between Oct 2022 and Oct 2023 for the reported administrative and clinical personnel results at a national level.

Table 3: YoY Growth in National Personnel Reported for Administration of Non-Department Health Care (Reported October 13, 2023)

Position Type	Reported (Oct 2022)	Reported (Oct 2023)	FTEE Growth (Count)	FTEE Growth (Percentage)
Administrative	5,172	6,007	835.00	16%
Clinical	2,752.10	3342.05	589.95	18%

IVC is currently working to improve the existing staffing tool with the goal of producing “required to be authorized” data that are collectively valid across sites. As a part of this effort, IVC has also initiated a feasibility study to understand if there are superior data algorithms and models to drive the staffing tool resulting in data that are more reflective of site variability. With these enhancements, IVC can further develop the staffing tool to

¹ The “Required,” “Surplus/Deficit,” and “Required to be authorized” data are not included in this report. The staffing tool data on required staffing level does not fully capture the variability in how sites administer community care and is subject to misinterpretation.

better capture site differences and other enterprise changes (e.g., scheduling technology solutions).

Training

VHA has a robust training curriculum in place for staff supporting community care programs, over 130 training courses available to provide comprehensive education. As a result of the VA MISSION Act, P.L. 115-182, VA developed a comprehensive training program on the administration of VCCP and other community care items.² These courses and completion totals are listed in Appendix B. Notably, VHA has launched new trainings since March 2022, including: seven modules of Consult Toolbox (CTB) Curriculum; FY 2022 Annual Community Care Scheduling Refresher Training; RCI Overview; and IVC Community Rehabilitation Services (CRT) Ambulatory Care—The Basics; IVC CRT Behavioral Health Care; and IVC CRT Inpatient & Surgical Care. Further, several webinars have been added to the available content. In addition to the training courses, VA provides several guidance resources to staff, including the OCC Field Guidebook. Staff may access these resources for consistent, clear guidance on the administration of community care programs.

Conclusion

In accordance with P.L. 116-315 § 3103(a)(2), VA has conducted a review of staffing, training and other requirements necessary to properly administer non-VA care programs. VA will continue to make updates to the Community Care Staffing Tool to ensure VA has access to current, accurate data on resource needs for community care administration to make informed staffing decisions and allocations.

Department of Veterans Affairs
December 2023

² This training is the subject of a congressionally mandated report titled “Congressionally Mandated Report on Training Program for Administration of Non-Department of Veterans Affairs Health Care” that was submitted on (June 7, 2023).

Appendix A: Administrative and Clinical Staff by Facility (Reported as of October 13, 2023)

Administrative Staff:

Facility Name (Station Number)	Administrative Ceiling	Administrative Reported
Veterans Integrated Service Network (VISN) 01 Total	206	179
Togus, Maine (402)	54	48
White River Junction, Vermont (405)	22	19
Bedford, Massachusetts (518)	10	8
Boston, Massachusetts (523)	11	10
Manchester, New Hampshire (608)	37	32
Central Western Mass, Massachusetts (631)	24	20
Providence, Rhode Island (650)	18	17
Connecticut, Connecticut (689)	30	25
VISN 02 Total	178	160
Bronx, New York (526)	9	8
Western New York, New York (528)	16	14
Canandaigua, New York (528A5)	19	18
Bath, New York (528A6)	9	9
Syracuse, New York (528A7)	37	35
Albany, New York (528A8)	33	31
New Jersey (561)	26	19
Hudson Valley, New York (620)	12	12
New York Harbor, New York (630)	7	5
North Port, New York (632)	10	9
VISN 04 Total	260	223
Wilmington, Delaware (460)	42	35
Altoona, Pennsylvania (503)	31	29
Butler, Pennsylvania (529)	21	18
Coatesville, Pennsylvania (542)	10	8
Erie, Pennsylvania (562)	20	17
Lebanon, Pennsylvania (595)	28	27
Philadelphia, Pennsylvania (642)	33	24
Pittsburgh, Pennsylvania (646)	47	40
Wilkes-Barre, Pennsylvania (693)	28	25
VISN 05 Total	253	182
Baltimore, Maryland (512)	74	44
Beckley, West Virginia (517)	32	27
Clarksburg, West Virginia (540)	28	22

Facility Name (Station Number)	Administrative Ceiling	Administrative Reported
Huntington, West Virginia (581)	35	33
Martinsburg, West Virginia (613)	24	16
Washington, DC (688)	60	40
VISN 06 Total	437	352
Durham, North Carolina (558)	47	36
Fayetteville, North Carolina (565)	105	82
Hampton, Virginia (590)	58	47
Asheville, North Carolina (637)	52	36
Richmond, Virginia (652)	60	50
Salem, North Carolina (658)	52	46
Salisbury, North Carolina (659)	63	55
VISN 07 Total	475	335
Atlanta, Georgia (508)	61	61
Augusta Downtown, Georgia (509)	55	6
Birmingham, Alabama (521)	71	56
Charleston, South Carolina (534)	96	76
Columbia, South Carolina (544)	74	50
Dublin, Georgia (557)	44	35
Montgomery, Alabama (619)	52	34
Tuscaloosa, Alabama (679)	22	17
VISN 08 Total	599	460
Bay Pines, Florida (516)	78	60
Miami, Florida (546)	38	33
West Palm Beach, Florida (548)	58	49
Gainesville, Florida (573)	146	98
San Juan, Florida (672)	34	29
Tampa, Florida (673)	120	100
Orlando, Florida (675)	125	91
VISN 09 Total	269	202
Lexington, Kentucky (596)	24	22
Louisville, Kentucky (603)	33	19
Memphis, Tennessee (614)	64	51
Mountain Home, Tennessee (621)	58	48
Middle Tennessee, Tennessee (626)	90	62
VISN 10 Total	474	434
Ann Arbor, Michigan (506)	25	25
Battle Creek, Michigan (515)	59	50
Chillicothe, Ohio (538)	35	34

Facility Name (Station Number)	Administrative Ceiling	Administrative Reported
Cincinnati, Ohio (539)	20	18
Cleveland, Ohio (541)	44	38
Dayton, Ohio (552)	40	39
Detroit, Michigan (553)	37	31
Indianapolis, Indiana (583)	44	44
Northern Indiana (610)	68	55
Saginaw, Michigan (655)	57	55
Columbus, Ohio (757)	45	45
VISN 12 Total	255.13	215
Chicago, Illinois (537)	26	20
Danville, Illinois (550)	37	36
North Chicago, Illinois (556)	17	11
Hines, Illinois (578)	25	25
Iron Mountain, Michigan (585)	27	27
Madison, Wisconsin (607)	34	27
Tomah, Wisconsin (676)	35.13	29
Milwaukee, Wisconsin (695)	54	40
VISN 15 Total	306	267
Kansas City, Missouri (589)	31	21
Columbia, Missouri (589A4)	41	40
Eastern Kansas, Kansas (589A5)	60	50
Wichita, Kansas (589A7)	50	44
St. Louis, Missouri (657)	33	25
Poplar Bluff, Missouri (657A4)	41	41
Marion, Illinois (657A5)	50	46
VISN 16 Total	580	470
Alexandria, Louisiana (502)	55	48
Gulf Coast, Mississippi (520)	120	74
Fayetteville, Arkansas (564)	96	87
Houston, Texas (580)	94	82
Jackson, Mississippi (586)	62	50
Little Rock, Arkansas (598)	39	34
New Orleans, Louisiana (629)	64	59
Shreveport, Louisiana (667)	50	36
VISN 17 Total	519	449
Amarillo, Texas (504)	31	30
Big Spring, Texas (519) (Last Updated January 2023)	61	50
Dallas, Texas (549)	104	85

Facility Name (Station Number)	Administrative Ceiling	Administrative Reported
San Antonio, Texas (671)	72	64
Temple, Texas (674)	101	85
Texas Valley, Texas (740)	74	66
El Paso, Texas (756)	76	69
VISN 19 Total	443	338
Montana, Montana (436) <i>(Last Updated September 2023)</i>	91	75
Cheyenne, Wyoming (442)	38	25
Aurora, Colorado (554) <i>(Last Updated September 2023)</i>	71	53
Grand Junction, Colorado (575)	33	28
Muskogee, Oklahoma (623)	61	61
Oklahoma City, Oklahoma (635)	67	38
Salt Lake City, Utah (660) <i>(Last Updated September 2023)</i>	55	33
Sheridan, Wyoming (666)	27	25
VISN 20 Total	505	451
Anchorage, Alaska (463)	62	59
Boise, Idaho (531)	26	24
Portland, Oregon (648)	84	80
Roseburg, Oregon (653)	57	54
Puget Sound, Washington (663)	95	81
Spokane, Washington (668)	82	69
Walla Walla, Washington (687) <i>(Last Updated September 2023)</i>	58	45
White City, Oregon (692)	41	39
VISN 21 Total	543	444
Honolulu, Hawaii (459)	115	101
Fresno, California (570)	40	37
Las Vegas, Nevada (593)	174	124
N. California, California (612A4)	119	95
Palo Alto, California (640)	44	40
Reno, Nevada (654)	25	23
San Francisco, California (662)	26	24
VISN 22 Total	652	568
New Mexico, New Mexico (501)	77	65
Long Beach, California (600)	18	9
Loma Linda, California (605)	100	85
Phoenix, Arizona (644)	127	126

Facility Name (Station Number)	Administrative Ceiling	Administrative Reported
Northern Arizona, Arizona (649)	89	82
San Diego, California (664)	77	51
Southern Arizona, Arizona (678)	70	69
Greater Los Angeles, California (691)	94	81
VISN 23 Total	373	278
Fargo, North Dakota (437)	49	45
Sioux Falls, South Dakota (438)	57	50
Black Hills, South Dakota (568) <i>(Last Updated September 2023)</i>	30	22
Minneapolis, Minnesota (618)	78	36
Nebraska-Western Iowa (636)	48	25
Central Iowa, Iowa (636A6)	27	21
Iowa City, Iowa (636A8)	38	31
St. Cloud, Minnesota (656)	46	48
National Totals	7,327.13	6,007.00

Clinical Staff by Facility:

Facility Name (Station Number)	Clinical Ceiling	Clinical Reported
VISN 01	94	89.5
Togus, Maine (402)	36	35
White River Junction, Vermont (405)	8	8
Bedford, Massachusetts (518)	3	3
Boston, Massachusetts (523)	6	6
Manchester, New Hampshire (608)	13	12
Central Western Mass, Massachusetts (631)	11	10
Providence, Rhode Island (650)	7	6
Connecticut, Connecticut (689)	10	9.5
VISN 02	64	61
Bronx, New York (526)	3	3
Western New York, New York (528)	6	6
Canandaigua, New York (528A5)	6	6
Bath, New York (528A6)	5	4
Syracuse, New York (528A7)	7	6
Albany, New York (528A8)	11	10
New Jersey (561)	15	15
Hudson Valley, New York (620)	5	5
New York Harbor, New York (630)	2	2
North Port, New York (632)	4	4
VISN 04	178	162
Wilmington, Delaware (460)	27	20
Altoona, Pennsylvania (503)	20	20
Butler, Pennsylvania (529)	15	12
Coatesville, Pennsylvania (542)	8	8
Erie, Pennsylvania (562)	12	12
Lebanon, Pennsylvania (595)	26	23
Philadelphia, Pennsylvania (642)	27	24
Pittsburgh, Pennsylvania (646)	28	28
Wilkes-Barre, Pennsylvania (693)	15	15
VISN 05	127	115.5
Baltimore, Maryland (512)	26	24
Beckley, West Virginia (517)	18	17

Facility Name (Station Number)	Clinical Ceiling	Clinical Reported
Clarksburg, West Virginia (540)	19	14
Huntington, West Virginia (581)	24	22.5
Martinsburg, West Virginia (613)	19	18
Washington, DC (688)	21	20
VISN 06	210	182
Durham, North Carolina (558)	24	20
Fayetteville, North Carolina (565)	61	59
Hampton, Virginia (590)	37	25
Asheville, North Carolina (637)	15	13
Richmond, Virginia (652)	24	21
Salem, North Carolina (658)	22	19
Salisbury, North Carolina (659)	27	25
VISN 07	217	187.25
Atlanta, Georgia (508)	39	32
Augusta Downtown, Georgia (509)	18	16
Birmingham, Alabama (521)	31	31
Charleston, South Carolina (534)	32	27.25
Columbia, South Carolina (544)	33	23
Dublin, Georgia (557)	20	14
Montgomery, Alabama (619)	26	26
Tuscaloosa, Alabama (679)	18	18
VISN 08	352	318
Bay Pines, Florida (516)	50	42
Miami, Florida (546)	13	12
West Palm Beach, Florida (548)	30	28
Gainesville, Florida (573)	92	85
San Juan, Florida (672)	14	13
Tampa, Florida (673)	60	50
Orlando, Florida (675)	93	88
VISN 09	127	114
Lexington, Kentucky (596)	7	6.5
Louisville, Kentucky (603)	15	12
Memphis, Tennessee (614)	26	20
Mountain Home, Tennessee (621)	30	30
Middle Tennessee, Tennessee (626)	49	45.5

Facility Name (Station Number)	Clinical Ceiling	Clinical Reported
VISN 10	330	314
Ann Arbor, Michigan (506)	11	13
Battle Creek, Michigan (515)	37	35
Chillicothe, Ohio (538)	30	30
Cincinnati, Ohio (539)	22	22
Cleveland, Ohio (541)	23	22
Dayton, Ohio (552)	15	15
Detroit, Michigan (553)	14	14
Indianapolis, Indiana (583)	26	26
Northern Indiana (610)	42	38
Saginaw, Michigan (655)	64	55
Columbus, Ohio (757)	46	44
VISN 12	141	111.3
Chicago, Illinois (537)	13	12
Danville, Illinois (550)	23	18
North Chicago, Illinois (556)	14	9.3
Hines, Illinois (578)	9	9
Iron Mountain, Michigan (585)	15	12
Madison, Wisconsin (607)	13	7
Tomah, Wisconsin (676)	21	16
Milwaukee, Wisconsin (695)	33	28
VISN 15	180	161.5
Kansas City, Missouri (589)	29	23
Columbia, Missouri (589A4)	19	18.5
Eastern Kansas, Kansas (589A5)	26	24
Wichita, Kansas (589A7)	22	21
St. Louis, Missouri (657)	19	17
Poplar Bluff, Missouri (657A4)	26	25
Marion, Illinois (657A5)	39	33
VISN 16	362	302
Alexandria, Louisiana (502)	34	28
Gulf Coast, Mississippi (520)	70	53
Fayetteville, Arkansas (564)	71	68
Houston, Texas (580)	50	36
Jackson, Mississippi (586)	47	40

Facility Name (Station Number)	Clinical Ceiling	Clinical Reported
Little Rock, Arkansas (598)	25	21
New Orleans, Louisiana (629)	33	30
Shreveport, Louisiana (667)	32	26
VISN 17	281	262
Amarillo, Texas (504)	20	20
Big Spring, Texas (519)	28	27
Dallas, Texas (549)	57	55
San Antonio, Texas (671)	38	34
Temple, Texas (674)	46	44
Texas Valley, Texas (740)	43	36
El Paso, Texas (756)	49	46
VISN 19	189	165.5
Montana, Montana (436)	21	17
Cheyenne, Wyoming (442)	16	15
Aurora, Colorado (554)	39	34
Grand Junction, Colorado (575)	9	9
Muskogee, Oklahoma (623)	25	24
Oklahoma City, Oklahoma (635)	30	20
Salt Lake City, Utah (660)	39	37.5
Sheridan, Wyoming (666)	10	9
VISN 20	205	196.9
Anchorage, Alaska (463)	32	31.6
Boise, Idaho (531)	7	6
Portland, Oregon (648)	40	39
Roseburg, Oregon (653)	36	34
Puget Sound, Washington (663)	34	32
Spokane, Washington (668)	25	23
Walla Walla, Washington (687)	12	12.3
White City, Oregon (692)	19	19
VISN 21	165	150
Honolulu, Hawaii (459)	54	53
Fresno, California (570)	15	15
Las Vegas, Nevada (593)	19	15
N. California, California (612A4)	34	27
Palo Alto, California (640)	15	15

Facility Name (Station Number)	Clinical Ceiling	Clinical Reported
Reno, Nevada (654)	10	10
San Francisco, California (662)	18	15
VISN 22	260	243.5
New Mexico, New Mexico (501)	34	31
Long Beach, California (600)	13	11
Loma Linda, California (605)	32	31
Phoenix, Arizona (644)	67	66
Northern Arizona, Arizona (649)	29	27
San Diego, California (664)	23	20.5
Southern Arizona, Arizona (678)	28	25
Greater Los Angeles, California (691)	34	32
VISN 23	211	206.1
Fargo, North Dakota (437)	21	20
Sioux Falls, South Dakota (438)	26	24
Black Hills, South Dakota (568)	12	11.5
Minneapolis, Minnesota (618)	53	53
Nebraska-Western Iowa (636)	22	22
Central Iowa, Iowa (636A6)	20	20
Iowa City, Iowa (636A8)	35	34
St. Cloud, Minnesota (656)	22	21.6
National Totals	3,693.00	3,342.05

Appendix B: Training Course Completions (March 1, 2023 – August 31, 2023) (Data as of September 26, 2023)

Training is recommended, but not required for staff.

Talent Management System (TMS) Course Title	Completions
A Day in the Life of a Referral Coordination Team (RCT) Member	413
A How-To Guide on Forwarding a Consult to Community Care	8
A How-To Guide: Completing Consults & Referrals (CTB v2.0)	1,624
Access 101: Fundamentals of Access Principles	6,616
Access 102: Introducing the Key Roles That Impact Access	231
Admin Screening and Clinical Triage in CTB 2.0 (Megabus)	1,456
Advanced Medical Cost Management Solution (AMCMS) Overview	22
All About the RFS Form 10-10172	436
AMCMS Financial Management	23
AMCMS Training the Trainer (Parts 1 and 2)	13
AMCMS Utilization Management	16
An Overview of Community Care	9,785
Authorized Emergency Treatment Under 38 CFR 17.4020(c)	228
Back to Basics: An Integrated Informatics & Analytics (IIA) Reporting Primer Series	9
Building a New OCC Organizational Structure	27
Cancelled to Discontinued Patch - Complete Overview	96
Care Coordination Model–Standardized Episodes of Care (SEOC) for Admin Staff	417
Care Coordination Model–Standardized Episodes of Care (SEOC) for Clinical Staff	270
CCN - Network Adequacy Overview	27
CCN Contract Administration	40
CCN Contract Deliverable Review and Acceptance	30
CCN Contract Requirements Overview	48
CCN Scheduling End-To-End Simulation (CTB v2.0)	1,868
Collaborating Together: Understanding Your Role in VA/DoD Health Care Resource Sharing and Care Coordination	9
Communicating Effectively & Efficiently Establishing Provider Relationships	189

Talent Management System (TMS) Course Title	Completions
Communicating Medical Information to Community Providers Using REFDOC	1,411
Community Care Customer Relationship Management (CRM): Improving the Customer Experience One Interaction at a Time	396
Community Care Eligibility	5,619
Community Care Network (CCN) Transition Overview	426
Community Care Patient Safety and Quality Processes: How VHA is Advocating for Change	234
Community Care Referral Process for Complementary and Integrative Health (CIH)	167
Community Care Reimbursement System Training Series: Dashboard Reporting Tool Training	12
Community Care Reimbursement System Training Series: Workflow Tool Training	15
Community Care Scheduler Onboarding Post-Test	746
COMPACT Act, Section 201: The Essentials	32,704
Connecting to Care: An Overview of C6	51
Consult Management—Providing Better Support for Veterans	242
Consult Timeliness Standard Operating Procedures and Metrics	294
Consult Toolbox (CTB) Curriculum Module 1: Introduction to CTB	1,036
Consult Toolbox (CTB) Curriculum Module 2: Ordering a Consult in Consult Toolbox	665
Consult Toolbox (CTB) Curriculum Module 3: Receiving a Consult Using CTB - Internal VA and Community Care	734
Consult Toolbox (CTB) Curriculum Module 4: Initiating the Scheduling Process on Internal Consults and Reviewing Community Care Eligibility Using CTB	866
Consult Toolbox (CTB) Curriculum Module 5: Forwarding a Consult to Community Care Using CTB	879
Consult Toolbox (CTB) Curriculum Module 6: Capturing Unable to Schedule Options in CTB	539
Consult Toolbox (CTB) Curriculum Module 7: Closing a Consult in CTB	571
Consults & Referrals—What's the Difference?	432
Creating a Community Care—Imaging Consult	66
Creating a New Consult—Four Scenarios	120
Critical Components of Clinical Documentation & Downstream Impacts (CDI)	98
CTB Mandatory Training Survey (Self-Certification)	6
Decision Support Tool (DST) Community Care Drive Time	294

Talent Management System (TMS) Course Title	Completions
Decision Support Tool (DST) Comprehensive Overview	3,559
Decision Support Tool (DST) VHA and Community Care Wait Time	357
Delegation of Authority and Clinical Review	261
EHR Module 1: Overview of Electronic Health Record	91
EHR Module 2: Referral Entry and Initial Clinical Review	65
EHR Module 3: Office of Community Care (OCC) Clinical Processing	78
EHR Module 4: OCC Administrative Scheduling	80
EHR Module 5: Closing the Referral	70
EHR Module 6: Processing the RFS	75
Eligibility 101	4,252
Eligibility 201 (Detailed Process Training)	3,640
Emergency Care Reimbursement 101	3,784
EPRS Reporting	22
Expanding Your Functionality in PPMS–Field User Training	1,655
HealthShare Referral Manager (HSRM) Clinical Viewer Audit User Training	1
HealthShare Referral Manager (HSRM) Tasking Functionality for Care Coordination	339
HealthShare Referral Manager Training for VA Facility Community Care Staff	1,528
How to Get a VCA Credentialed Through a CVO	19
How to Process Unauthorized Emergency Care Claims	54
IHS/THP Reimbursement Agreement Program Joint Orientation Brief	22
Immediate Need Pharmacy Benefit: Improving the Veteran Experience One Prescription at a Time	228
Implementing a New OCC Organizational Structure	21
Implementing and Maintaining Provider Relationships	134
Introduction to the Community Care Network - CCN 101	1,178
IVC CRT Ambulatory Care – The Basics	83
IVC CRT Behavioral Health Care	78
IVC CRT Inpatient & Surgical Care (ISC)	79
IVC Integrated Informatics and Analytics (IIA) Reporting	34
Managing and Maximizing Your Functionality in PPMS–Admin-Super User Training	147

Talent Management System (TMS) Course Title	Completions
Managing Unauthorized Commitments (UAC)	22
Navigating the Community Provider Orders (CPO) Process	212
Navigating the Operating Model SharePoint Site	3
OCM Support Services and the Project Lifecycle	11
Online: FY22 Annual Community Care Scheduling Refresher Training	274
Operating Model - How to Establish an Oversight Council	25
Operating Model Implementation - Overview	119
Operating Model Implementation--Tools & Resources	57
Ordering Dental Care in the Community: The VA Provider Process	188
Overview of the VA IHS/THP Reimbursement Agreement Program For VA employees	33
Patient Safety and Quality Overview	241
Personalizing Care--Having Your Own Care Coordination Plan	114
Personalizing Care--How to Implement It	93
Perspective Lens: Community Care Scheduling	240
Precertification Process in HSRM for Revenue Staff	77
Provider Exclusionary Management (PEM)	822
Provider Precertification Overview for VA Community Providers and VHA Staff	61
Referral Coordination Initiative (RCI) Overview	746
Request for DME and Prosthetics from Community Providers	329
Role based Webinar: VA/DoD Sharing Agreements and Care Coordination	63
Test Out Option: Overview of Community Care	341
The Benefit of Co-Located Integrated Teams	20
The Community Provider Lifecycle for HealthShare Referral Manager Course	49
The Gold Standard--Enhancing the Customer Experience	553
TriWest Community Care Network (CCN) Region 4 Training for VA Customer Service Representative	32
TriWest Portal Demo	123
Urgent Care 101	3,552
Urgent Care 201	3,688
Using the New Admin Key in CPRS	66

Talent Management System (TMS) Course Title	Completions
VA Community Provider Locator (CPL) Tool	224
Veteran's Journey through Community Care Systems	354
Veterans Care Agreements (VCA) 101	1,926
VHA National Scheduling Trainers Onboarding Webinar Series	62
VHA Office of Integrated Veteran Care - Clinical Review Competency Exam	24
Video: Nationwide Dialysis Service Contracts (NDSC) Referral Authorization System (RAS) Transition to HealthShare Referral Manager (HSRM)	35
Video: Optum Portal Overview	271
Video: Optum Portal Veteran Advocate	86
Video: Overview of the VA IHS/THP Reimbursement Agreement Program for Community Providers	26
VISN and VAMC Roles in VA Indian Health Service/Tribal Health Program (IHS/THP) Reimbursement Agreements Program (RAP)	8
Webinar: AMCMS National Deployment	25
Webinar: Capturing Veterans Community Care Scheduling Preferences	741
Webinar: CC-CCP Note and CC-EMER Note National Training	185
Webinar: CCM National Deployment Kick-off	79
Webinar: CCN Region 1 Urgent Care Transition	32
Webinar: CCN Region 4 Urgent Care Transition	37
Webinar: CCN Regions 2 and 3 Urgent Care Transition	52
Webinar: CCN Transition - Region 1	26
Webinar: CCN Transition - Region 2	18
Webinar: CCN Transition - Region 3	27
Webinar: CCN Transition - Region 4	55
Webinar: Community Care - Coordination Plan (CCP) Note	352
Webinar: Community Care Emergency Care Treatment Process	231
Webinar: Community Care Medical Policy Overview	35
Webinar: Community Care Referrals to Mayo Clinic Health System - DMC and CCN Referral Process	110
Webinar: Community Care VA Online Scheduling (VAOS) and HSRM	1,248
Webinar: Community Care Veteran Self-Scheduling Process	550

Talent Management System (TMS) Course Title	Completions
Webinar: Consult Toolbox – Super User Overview Training	10
Webinar: Consult Toolbox 2.0 Training Demo	914
Webinar: Consult Toolbox and the Use of COVID-19 Tab	79
Webinar: Customer Relationship Management (CRM) for VA Medical Facility Community Care Offices (C3)	282
Webinar: Dependency Management Overview	2
Webinar: Eligibility Tabletop Exercises	38
Webinar: GEC SEOC Refresher Training	80
Webinar: March 2021 Change Champion Network Meeting	2
Webinar: MCG Ambulatory Care - Core Fundamentals	22
Webinar: MCG Behavioral Health Care - Core Fundamentals	18
Webinar: MCG Inpatient Surgical Care, General Recovery Care - Core Fundamentals	17
Webinar: MyHealthEVet Secure Messaging	434
Webinar: New Emergency Care Reporting Tool - National Training	106
Webinar: OCM RBW Network Adequacy	15
Webinar: OCM Role-based Webinar - Scheduling - Now and in the Future	16
Webinar: OCM Role-based Webinar Breakthrough Communications	19
Webinar: OCM Role-based Webinar Care Coordination	26
Webinar: Patient Record Flags in Consult Toolbox 2.0	312
Webinar: RBW VA/DoD Fiscal and Reconciliation Process	9
Webinar: University of Texas MD Anderson Cancer Center Destination Medical Center (DMC) Referral Process	47
Webinar: VA - DoD CarePoint Exceptions Worklist Training	15
Webinar: VA Staff Portal (TriWest Portal) Function and Appearance Changes (recording)	32
Webinar: VCA Interim Certification Committee (ICC)	12
Webinar: Veteran Care Agreements (VCA) and Authorizations	28
Webinar: Veterans Care Agreement (VCA) Outreach Training	3
What's New - Consult Toolbox 2.0 (CTB 2.0)	6,650
What's in Your Consult Toolbox?	432

Talent Management System (TMS) Course Title	Completions
What's New in Community Care	3,939
You've Been Upgraded–Community Viewer 2.9.1	105
Grand Total	127,095