



CHOICE BRIEF

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Disclaimer

- ▣ I oversaw and supervised Patient Administrative Service from Mar 2013-June 2015.
- ▣ Change occurs fast in the CHOICE program
- ▣ Most of my responses will be from the Internal VA Choice Website:
 - <http://vaww.va.gov/choice/index.asp>
- ▣ Remember to consult your local CHOICE Champion for local process

Questions from the audience

- ▣ Who calls who, once Choice is accepted
- ▣ Who notifies the vet to call them
- ▣ Is there a script for staff to use when pts call regarding their status in regards to the program?
- ▣ contact information for patient regarding the choice program
- ▣ Pertinent links/web resources regarding the program

What is a CHOICE Champion

- ▣ Choice champions are the POC's in your facility regarding information on the CHOICE program
- ▣ To identify who is your local CHOICE champion Refer to:
http://vaww.va.gov/CHOICE/CHOICE_CHAMPIONS.asp
- ▣ Click on find a CHOICE Champion, then click “this link”. Should take to an excel spreadsheet

Who Calls who

- ▣ Begin with who is eligible
 - Must be enrolled in a VHA facility
 - Veteran's scheduled appointment will be greater than 30 days from the VHA physicians clinically determined date or Veteran's preferred date (when there is no CID date)
 - Veteran's current VHA listed residence is more than 40 miles from a VHA medical facility
 - Veteran's Travel to VHA requires excessive travel burden



So, who calls who??!?

- ▣ This would depend on how the process was implemented at your site and if the veteran is under the 30 day or 40 mile eligibility.
- ▣ The official answer can be found at:
http://vaww.va.gov/CHOICE/Choice_First_Initiative.asp
 - Under: Choice First Process Flows
 - Or: Choice First Standard Operating Procedures

Scripts for CHOICE calls from Vets

- ▣ There is a script for initial contact, which can be found at:
http://vaww.va.gov/CHOICE/Choice_First_Initiative.asp
 - Choice First 30-day wait script
- ▣ At this time there is no Script identified when Vets are checking their status.
 - VA facilities should have a department that is able to check the status online and inform the Veteran

Who Notifies the Vet

- ▣ The Veteran is notified of their ability to use the Choice Program by the VHA
 - You must contact your local Champion to identify the department responsible for this
 - The 30 day wait Veteran's will usually receive a call from the VHA and from Choice once they are aware the Veteran is eligible
 - The 40 mile Veteran's are informed by the VHA and will not receive a call from Choice

Contact Info for the Veteran

- ▣ Public Web Page:
<http://www.va.gov/OPA/CHOICEACT/>
 - There is an FAQ section that is very informative
 - There is an area for providers to register with the program
- ▣ Contact Number: 1-866-606-8198
- ▣ Check with your local Champion to see if your facility has set up a contact number at your site
- ▣ Google Hang out:
<https://www.youtube.com/watch?v=CHzHCPZ4SE4>

Links & Web Resources

- ▣ Additional websites not already mentioned
 - <http://vaww.va.gov/choice/>
 - ▣ Everything you want to know, plus training
 - <http://vaww.va.gov/CBO/apps/qanda/index.cfm>
 - ▣ Chief Business office question submission site plus answers to questions already asked
 - ▣ You may ask about anything dealing with Non-VA Care
 - <http://www.va.gov/purchasedcare/>
 - ▣ List of additional Non-VA programs available to Vets

Questions

