

Partnering with the Washington State Department of Veterans Affairs

Washington State Serving Veterans & their Families

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May 2021

Veterans Homes and Veterans Cemetery



Spokane Veterans Home

- 100 Skilled beds
- 117 FTEs (123 employees)



WA Soldiers Home - Orting

- 97 Skilled beds
- 11 Domiciliary residents
- 167 FTEs (186 employees)



WA Veterans Home - Port Orchard

- 240 Skilled beds
- 297 FTEs (331 employees)
- *Memory Care Provided*



Walla Walla Veterans Home

- 80 Skilled beds - private rooms
- 101 FTEs (146 employees)
- VA Medical Center campus
- *Memory Care Provided*



Veterans Cemetery

- **597** Veterans
- **175** Family Members
- **118** Forgotten Heroes (Unclaimed)
- **17%** traditional burial (casket), 83% cremation

The cemetery sits is located in West Medical Lake. The grounds include a committal shelter, over 1,000 pre-placed crypts, 5,700 columbarium niches, burial plots for in-ground inurnments as well as a scattering garden.

Armed Forces License Plates

\$28 from the sale or renewal of each Armed Forces License Plate is directed to operating and maintaining the state veteran's cemetery, providing programs and services for homeless veterans, and other activities that benefit veterans.

Annual revenue generated from plates approximately
\$536,000



Veterans Services and Counseling & Wellness

Veterans Services:

- Olympia Service Center
- Veterans Benefits Enhancement Program
- VA Claims Quality Assurance Program
- Transitioning Warrior Program
- Transitional Housing Program
- Homeless Veterans Reintegration Program
- Veterans Innovation Program
- Veterans Estate Management Program
- King County Programs
- Veteran Owned Business Certification
- Apprenticeship Coordinator
- LGBTQ+ Veterans Outreach
- Military Spouse Liaison
- Rural Veterans Outreach
- Reentry / Justice Involved

Counseling & Wellness:

- War Trauma and PTSD Counseling
- Suicide Prevention
- Traumatic Brain Injury
- Veterans Training Support Center
- Vet Corps
- Veterans Peer Corps
- Veterans Conservation Corps
- Veterans in Agriculture
- Veterans Farm



WDVA Veteran Service Officer Network

State Service Officers:

- WA Dept. of Veterans Affairs



Tribal Veteran Service Officers:

- Cowlitz Indian Tribe
- Makah Tribe
- Snoqualmie Indian Tribe
- Suquamish Tribe
- Yakama Nation



Veteran Service Organizations with State Contracts:

- African American Post-Traumatic Stress Disorder Association
- American Legion
- AMVETS
- National Association of Black Veterans
- Veterans of Foreign Wars
- Vietnam Veterans of America

Other Veteran Service Organizations:

- Disabled American Veterans
- Fleet Reserve Association
- Paralyzed Veterans of America
- Wounded Warrior Project
- Others....

[Directory of Veterans Service Organizations](#)

County Veteran Service Officers:

- Asotin
- Chelan
- Clallam
- Douglas
- Grant
- King
- Klickitat
- Lewis
- Okanogan
- Pacific
- Peirce
- Skagit
- Snohomish
- Spokane
- Stevens
- Whatcom



Veteran Service Officer Accreditation (38 C.F.R.)

Recognition of Organizations:

[\(Title 38, Chapter 1, Part 14, §14.628\)](#)

- Amended in March 2017 to allow for the following types of organizations to be accredited
 - National organization – Veteran Service Organizations
 - State organization – State Veteran Agency
 - Tribal organization – Tribal government(s)
 - Regional or local organization
- Requirements for recognition
 - Describes six requirements for recognition or organization
 - Describes process for recognition by the VA Office of General Counsel and the Secretary of Veterans Affairs
 - VA Office of Tribal Government Relations will provide technical assistance to Tribal organizations

Accreditation of Service Organization Representatives; agents; and attorneys: [\(Title 38, Chapter 1, Part 14, §14.629\)](#)

- Service Organization Representatives
 - Is of good character and reputation and has demonstrated an ability to represent claimants before the VA
 - Is either a member in good standing or a paid employee of such organization working for it not less than 1,000 hours annually
- County or Tribal Veterans Service Officer Accredited by a State Veteran Organization
 - Paid employee of the county or tribal government working not less than 1,000 annually
 - Successful complete course of training and examination
 - Receives regular supervision and monitoring or annual training
- Accreditation of [Claims] Agents and Attorneys
 - Defines process, requirements, responsibilities, etc.
 - Claimant authorizes the individual agent/attorney to represent them vs. the organization

Memorandum of Agreement with Tribal Governments

WDVA will provide

- 1. Veteran Service Officer training**
- 2. Veteran Service Officer accreditation**
- 3. Tracking and reporting of outcomes (ROI)**
- 4. Representation of appeals for VA disability claims at the Seattle VA Regional Office**

Tribal Veteran Service Officer

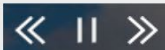
- 1. Paid employee of a tribal government working not less than 1,000 annually**
- 2. Successful completion of training and examination**
- 3. Receives regular supervision and monitoring or annual training**





WELCOME TO YOUR WDVA!

Hello and welcome to the Washington Department of Veterans Affairs website. We invite you to look through our web pages for information on benefits, services and programs. We, at WDVA, would like to thank you for your service to our country. We are committed to providing you with the information you need and invite you to e-mail or call if you or someone you know needs assistance. We Want to Hear from You! WDVA invites YOU to take a Customer Satisfaction Survey!



Avenue of flags

Most of the Department of Veterans Affairs state and national cemeteries display an Avenue of Flags on patriotic holidays and during special events.... [Read more](#)

WHAT'S HAPPENING NOW

January 22, 2021

[YesVets Employer Survey](#)

January 20, 2021

[Veterans Conservation Corps Testimonial](#)

January 19, 2021

[Is It Your Time to Get the COVID-19 Vaccine? - Information from the Federal VA, TRICARE, and Dept of Health](#)

January 7, 2021

[2015-2018 Veterans Suicide Data via Washington State Department of Health](#)

[More news](#)



CALENDAR



EMPLOYMENT @
WDVA



FEDERAL VA



LICENSE PLATES



RESOURCES



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Resources

County Map

Statistics

Brochures and Newsletters

Federal VA Benefits

Benefits by State

Document Repository

Videos

Resources

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Resource Type

- Any -
- County Veterans Assistance Fund or Program
- Education
- Employment
- Federal VA
- Healthcare
- Housing
- Local
- Non Profit
- PTSD / Find a Counselor
- Service Officer/Claims Assistance
- State
- Tribal Veterans Program**
- Vet Corps
- Veteran Owned Business
- Veteran Service Organizations
- Women Veterans Resources

County

Select Service ▾

Services Offered

Select Service ▾

Apply

Reset

Contact Information

[206-708-4278](tel:206-708-4278)

[360-394-8515](tel:360-394-8515)



[Home](#) / Resources

Resources

County Map

Statistics

Brochures and Newsletters

Federal VA Benefits

Benefits by State

Document Repository

Videos

Resources

Displaying 1 - 1 of 1

Resource Type

Tribal Veterans Program



County

Select Service

Services Offered

Select Service

Apply

Reset

Tribal Veterans Program

Resource Title	Contact Information
+ Suquamish Tribe Veterans Services 18490 Suquamish Way, Suquamish, WA 98392	360-394-8515



Questions?

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"Serving Those Who Served"

www.dva.wa.gov

1-800-562-2308

VA Indian Health Service (IHS)/Tribal Health Program (THP) Reimbursement Agreement

5/2021



VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

IHS/THP Reimbursement Agreements Program

The VA Reimbursement Agreement Program (RAP) with the Indian Health Service (IHS) and Tribal Health Programs (THP) provides a mean for IHS and THP health care facilities to receive reimbursement from VA for direct care* services provided to eligible American Indian/Alaska Native (AI/AN) Veterans

Key Milestones

- 2010- VA and IHS signed Memorandum of Understanding signed in October 2010 to improve access to care and care coordination for our nation's Native Veterans. This program supports the MOU goals
- December 2012- The National VA-IHS Reimbursement Agreement signed and individual THPs began execution
- Sept. 2020 – Agreement modified to extended until **June 30, 2024**, as well as reimbursing for telehealth and Covid-19 related PRC.



IHS/THP Agreements Versus Other MOUs

- Do not relate to existing Memorandum of Understandings (MOUs) or sharing agreements.
- Separate program from VA's Community Care Network.
 - Such as the Community Care Network (CCN)
- Program managed by the office of Community care but agreements are locally established.



Key Stakeholders and Benefits

Benefit

Collaboration - Promotes quality health care through collaborative relationships both intergovernmental by sharing resources and with the community

Choice of Provider and Access - Eligible AI/AN Veterans can choose to receive their health care from the IHS/THP facility and/or VA facility closer to their homes in a culturally sensitive environment. In Alaska, due to the rural nature of the state and the limited presence of VA there, reimbursement agreements also cover eligible non-AI/AN Veterans

No Copayment – Pursuant to section 405(c) of the Indian Health Care Improvement Act (IHICIA), VA copayments do not apply to direct care services delivered by the IHS or THP healthcare facility to eligible AI/AN Veterans under agreements with VA.

No Outstanding Balances - For United States lower 48 states, IHS and THP medical facilities bill third parties prior to billing VA. This means VA is only responsible for the balance remaining after third party reimbursements (except for Medicare/Medicaid which must be the first and only payer). For Alaska, VA can be the primary payer, but VA payments are considered payment in full, they cannot bill both.

No Prior Authorization - IHS and THP facilities that are providing direct care services Eligible AI/AN Veteran does not require VA-preauthorization to receive reimbursement from the VA.

Pharmacy Benefit:- Facilities will be reimbursed for outpatient medications dispensed by the facility that are on the VA's formulary. This is not limited to emergent prescriptions



Choose **VA**

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Scope of Services

- VA only reimburses for **Direct Care Services** ; defined as any health service that is provided directly by IHS/THP. This does not include Contract Health Services, unless those services are provided within the walls of the IHS or THP facility.
- VA will not reimburse for any services that are excluded from the **Medical Benefits package** or for which the eligible AI/AN Veteran does not meet qualifying criteria.



Scope of Services

Medical Benefits package includes:

- Outpatient medical, surgical, and mental healthcare, including care for substance abuse
- Inpatient hospital, medical, surgical, and mental healthcare, including care for substance abuse
- Outpatient Prescription pharmaceutical drugs available under the VA's formulary
- Emergency care
- Telehealth
- COVID-19 treatment (provided directly or contract care)
- Dental Care dependent on Veteran eligibility

If care cannot be provided directly on-site by the IHS or THP facilities and the Veteran wants to use the VA Medical Benefits Package, then the AI/AN Veteran must contact the local VA medical facility for care coordination.

AI/AN Veterans in need of Medical Durable Equipment, Eyeglasses, Hearing Aid, and Ambulance needs to be referred to the local VAMC for these services.

Home Health is not reimbursable under the agreement. [MBC exclusions listed here](#)

Eligibility and Enrollment

IHS and THPs are all responsible for verifying eligibility for health care services within their respective programs.

- The eligible Veteran must meet IHS eligibility requirements and be eligible for services in accordance with 42 C.F.R. Part 136.
- Veterans generally must be enrolled in the VA system before a claim can be processed and reimbursed.
 - IHS/Tribes check VA eligibility prior to providing services and submitting claims, but will be verified before claims are paid

Payment Rates

Inpatient:

- Lower 48 states- Medicare Inpatient Prospective Patient System (IPPS)
- Alaska – IHS All Inclusive Per diem Rate

Outpatient: IHS All Inclusive Rate (AIR)

Ambulatory Surgical Services & Critical Access Hospitals: Medicare rates.

Pharmacy (Outpatient) –

- Lower 48 state: Actual Cost
- Alaska - Wholesale Acquisition Cost (WAC) + administrative fee.

Administrative fees:

- Except for pharmacy, paper claims will incur a \$15 fee (except Alaska)

VA does not reimburse co-pays, deductibles, or participate in balance billing; in addition to what other Federal organizations (i.e., Medicare or Medicaid) have already paid.

There are some variations for Alaska THP's



Choose VA

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Claims Submission

- VA has a centralized claims processing center for IHS/THP at Northwest Region Payment Operations and Manager (NW POM).
- VA accept and encourages the use of electronic data interchange (**EDI**) (837 claims form)
 - VA can also accept Paper claims submission (CMS 1500/1450)
 - Paper claims are subject to \$15 administrative fee, except for Pharmacy where we require a paper claim, and in Alaska
- VA' provider guide and website have more detailed information on claims submission. During onboarding tribes are provided training on claims submission https://www.va.gov/COMMUNITYCARE/providers/info_IHS-THP.asp

Care Coordination for the IHS/THP RAP

- When care is not available within IHS/THP facilities, Veterans must be referred to non-IHS/THP providers
- For eligible AI/AN Veterans, referrals can be made to the VA. VA may provide the care directly or refer the care to a community care provider, requiring enhanced care coordination

VA established the Healthcare Coordination Advisory Board to assist in developing a standardized approach for care coordination when care is not available within the IHS or THP healthcare facilities and a referral is made to VA for care.

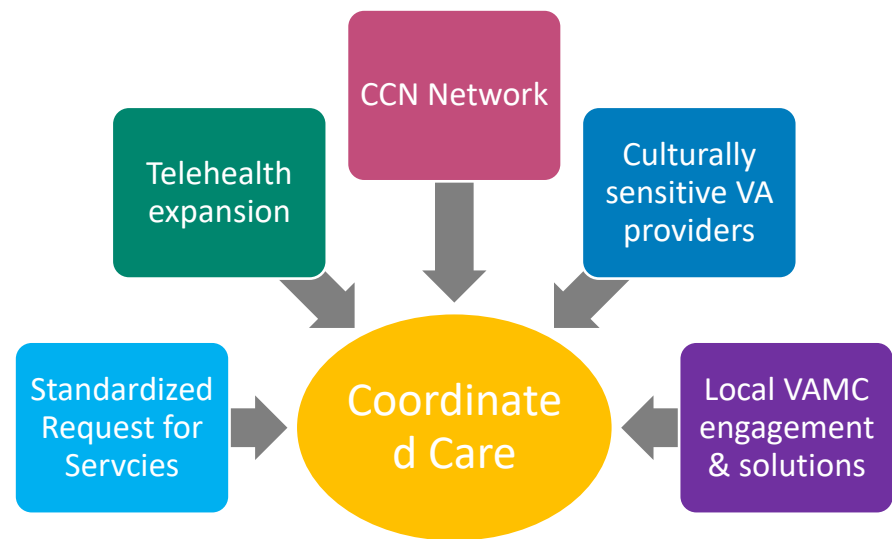
The board consisted of 19 members and included VA/IHS/Tribal facility stakeholders.

Details of the approach can be found on the

[IHS/THP RAP website:](https://www.va.gov/COMMUNITYCARE/providers/info_IHS-THP.asp)

https://www.va.gov/COMMUNITYCARE/providers/info_IHS-THP.asp

5 elements of the care coordination approach



Choose VA

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Program Utilization

VA-IHS/THP Reimbursement Agreements Through March 2021

74 IHS sites

116 THP sites

	FY20	FY21 YTD	Program Inception to
Disbursed	\$18,477,790	\$11,372,101	\$134,762,386
Unique Veterans	5,246	5,217	12,673
Inpatient Claims	2,557	1,934	7,385
Outpatient Claims	55,145	26,817	376,689
Total Claims	57,702	28,751	384,074



Establishing a Reimbursement Agreements

1. Start Email Communication

- Tribal rep emails VA stating interest in the agreement.
Send email to: tribal.agreements@va.gov
- VA will reply with some program information and if the tribe is interested, schedule the Joint Orientation.

2. Joint Orientation Training

- Tribe and VA rep attends a joint orientation training about the program.

3. Complete Necessary Paperwork

- Tribes complete and submit the agreement, implementation, required documents, and attend VA eligibility training.

4. Finalize Agreement

- CO obtains signatures and executes THP agreement/IHS Implementation Plan.
Tribe will receive notice to start billing VA



Resources and Contact Information

Information on how to establish agreements, guides about the program, and a summary video:

- Website:
https://www.va.gov/COMMUNITYCARE/providers/info_IHS-THP.asp
- Video:
<https://youtu.be/8MzDeO3OQtg>

To talk to someone in the IHS/THP RAP program, send an e-mail to tribal.agreements@va.gov

The screenshot shows the VA website interface. At the top, there is the VA logo and the U.S. Department of Veterans Affairs name. A search bar and a 'Sign in' button are also visible. Below the header, there are navigation tabs for 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. The main content area is titled 'Community Care' and features a sidebar with a 'Community Care Home' menu containing links for 'Veteran Care', 'Family Member Care', 'For Caregivers', 'For Providers', 'For Payers', 'Publications', 'About VHA OCC', 'Site Map', and 'More Health Care'. The main content area is titled 'IHS/THP Reimbursement Agreements Program-Information for Providers' and includes a video player with the title 'Veteran Community Care: Indian...' and a play button. Below the video, there is a text block explaining the program and a list of resources for initiating agreements and implementing the reimbursement agreement. The resources are listed in a grid of buttons: 'Eligibility and Enrollment Verification', 'IHS/THP Initiation and Implementation', 'Submitting Claims', 'Claims Status Check', 'Care Coordination', 'Training', 'Operational Updates', and 'Contacts & Resources'. At the bottom left of the screenshot, there is a 'QUICK LINKS' section with a 'Hospital Locator' form that includes a 'Zip Code' input field and a 'Go' button.

Questions



Contact: tribal.agreements@va.gov



BACK UP SLIDES

- Back up slides provide more detailed reference information



Payment Rates and Fees - Alaska THPs

Services	Based On	As Applicable
Outpatient	Outpatient IHS All Inclusive Rate (excluding Medicare)	Physician/other Practitioners Services – VA Fee Schedule (as applicable) Schedule (as applicable)
Inpatient	Inpatient Hospital Per Diem Rate (excludes Physician/Practitioners Services) IHS All Inclusive Rate	
Ambulatory Care	Medicare Rate	
Pharmacy (Outpatient)	Wholesale Acquisition Cost (WAC) + dispensing fee \$ 21.28. Effective as of 7/1/2020	Pharmaceuticals must be in the VA formulary or prior approval has been acquired for Non-VA formulary from the VA pharmacy
Clinical Services, including Certified Community Health Aide Services (CCHA)	Outpatient IHS All Inclusive Rate (excluding Medicare)	CCHA encounters are reimbursed at 85% of the rate



Claims Submission

- VA has a centralized claims processing center for IHS/THP (Region 5 Northwest Payment Operations and Manager).
- VA accept and encourages the use of electronica data interchange (**EDI**)
 - VA requires “THP” or “IHS” in the **SBR03** segment of the **837claim form** for proper routing through the VA.
- VA can also accept **Paper** claims submission,
 - Generally required elements include:

	CMS 1500 (HCFA)	CMS 1450 (UB)	Dental Claims
Contract/Agreement #	Box 19	Box 80	Box 35
VAMC Station #	Box 23	Box 63	
IHS or THP	Box 11	Box 62	Box 16

- VA’ provider guide and website have more detailed information on claims submission

Pharmacy Claims

- ❖ VA will reimburse IHS/THP only for pharmaceutical drugs on the formulary used by VA. Requests for reimbursement of pharmaceutical drugs not on the VA formulary will be submitted for approval to the local VAMC Pharmacy in advance of the request for reimbursement.

Here is the link to the VA Formulary listing: <http://www.pbm.va.gov/NationalFormulary.asp>

Search engine: <http://www.pbm.va.gov/apps/VANationalFormulary>

VA Criteria for Use for many Non-VA formulary drugs:

<http://www.pbm.va.gov/PBM/clinicalguidance/criteriaforuse.asp>

IHS/THP must use CMS 1500 or EDI 837p to submit pharmacy claims and must contain the following:

- | | | |
|----------------------------|--|----------------------------|
| ❖ HCPCS – J3490 | ❖ Dr.'s name | ❖ Number of day's supply |
| ❖ Date of fill | ❖ Drug strength | ❖ National Drug Code (NDC) |
| ❖ Pharmacy name | ❖ Retail price | ❖ Prescription number |
| ❖ Drug name (generic name) | ❖ Amount paid by the other health plan or for Pharmacy | ❖ NDC unit |
| ❖ Quantity/Unit | | |
- ❖ If the drug is a controlled substance, the Drug Enforcement Administration (DEA) number must also be provided.

