



Veterans Interest Group

Virtual Office Hour

Thursday, April 14, 2022

2:00 PM EDT



Welcome! What to Expect Today

We encourage your engagement and hope to have two-way dialogue!

1. Questions Process:

- We highly encourage you to use the hand raise feature at any time to get in line to ask questions - the facilitator will call on you when prompted to take yourself off mute and ask your question when the briefers are ready.
- Questions and responses can also be submitted via chat

2. Attendance:

- We want to know you're here! Please rename yourself on the screen to your first and last name and name of health center

3. Polling:

- We will be using the Zoom polling feature to gather your input and feedback on a variety of topics today

4. Recording:

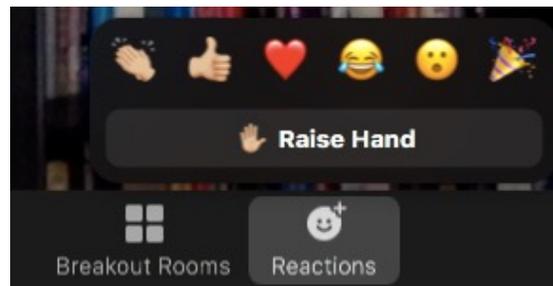
- This session will be recorded and available for reference and review on NACHC's Health Center Resource Clearing House page

5. Event Survey:

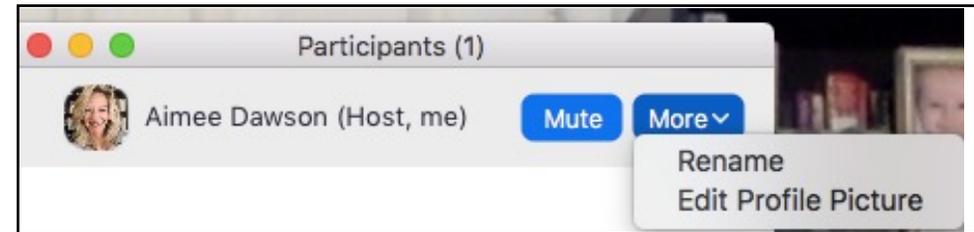
- Please stick around to receive the event survey via chat at the end of the session!

Tech Practice

1. Find the Chat icon at the bottom of your screen and type “hi” to the group
2. Turn your Video on and off using the VIDEO icon at the bottom left of your screen
3. Turn your mute button on and off using the microphone icon at the bottom left of your screen
4. Raise your hand – go to the “Reactions” tab and click on Raise Hand or find the icon that says “Participants” and find the “Raise Hand” button



5. Rename yourself – go to the icon that says “Participants” and select “more” and then “rename”. Type in your first and last name and Health Center, e.g. “Aimee Dawson, ABD HC”



5. Once prompted, look for a poll to pop up on your screen! And click to respond!
6. Tech Help via Chat - You can find **TECH HELP** listed in the Chat for any issues related to Zoom or functionality

THE NACHC MISSION

America's Voice for Community Health Care

The National Association of Community Health Centers (NACHC) was founded in 1971 to promote efficient, high quality, comprehensive health care that is accessible, culturally and linguistically competent, community directed, and patient centered for all.



Meeting Agenda



Introduction



National Updates



What We're Working On in 2022



Live Polling & Listening Session

National Updates

- **Community Care Network Updates**
- **VETSmile**
- **Congressional activity**
 - e.g., S.3017: Veterans Dental Care Eligibility Expansion and Enhancement Act of 2021
- **Veterans Health Facilities Assessment and Possible Actions**



What We're Working on this Year

- CCN Toolkit and Fact Sheet Updates
- Veteran Health Care Success Stories Refresh
- Data analyses (Geographic utilization within CCN)
- Supporting veteran hiring/employment in health centers
- Additional VIG Office Hour: VETSmile

HEALTH CENTERS SERVING VETERANS:

A Toolkit for the Veteran Community Care Program (VCCP) Administered by the U.S. Veterans Health Administration

Providing Care for Veterans in Community Health Centers APRIL 2020 UPDATE

Quick Facts

- In June 2018, the VA MISSION Act was signed into law authorizing the Department of Veterans Affairs (VA) to stand up a new, streamlined Veterans Community Care Program (VCCP).
- In June 2019, the VA VCCP was implemented and replaced legacy VA community programs such as the Veterans Choice Program (VCP) and traditional community care programs.
- In Section 101, the VA MISSION ACT specifically identifies that any Federally Qualified Health Center (FQHC), as defined by Section 1905 of the Social Security Act, may provide care to eligible (i.e. enrolled to Veterans Health Administration for care) Veterans under the provisions of the VA VCCP.
- Providers that join the VCCP participate in a new program to purchase care for Veterans in their community called the Community Care Network (CCN), which is the preferred national network of the VA. The CCN contracts with Optum Public Sector Solutions, Inc. (Optum) to serve as a Third Party Administrator (TPA) for CCN Regions 1, 2, and 3 and TriWest Health Alliance for Region 4. Contracts have not yet been awarded for Region 5 or 6.

Additional Information & Resources

Community Care Network (CCN) Fact Sheet

https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_26-01.pdf

Join the Community Care Network (CCN)

FQHCs in Regions 1-3
Contact Optum:
Region 1: 888-901-7407
Region 2: 844-839-6108
Region 3: 888-901-6613

FQHCs in Region 4
Contact TriWest:
Web Form (Preferred):
<https://ccn.triwest.com/Forms/AddProvider.aspx>
866-486-4174

Success Stories: Health Centers & Military Veterans

NACHC is committed to enhancing the ability of health centers to serve Veterans in their communities. For over 50 years, health centers have proudly served Veterans and their families in need of care. NACHC has also helped health centers find, hire and retain qualified and experience Veterans as staff members. Over the past five years, NACHC has made a concerted effort to help health centers understand and participate in the Department of Veterans Affairs' (VA) evolving community care programs. The success stories highlighted here are just a few examples of the unique and meaningful ways that health centers are successfully supporting Veterans in their local communities.

Success Stories:

- HORIZON Health Care**: Horizon Health Care Hiring Veterans in Health Centers
- Family Health Center of Marshfield**: Improving Access to Oral Health Care for Veterans
- NORTHWEST MICHIGAN Health Services Inc.**: Northwest Michigan Health Services Providing Needed Dental Care to Veterans
- Yakima Neighborhood Health**: Supporting Homeless Veterans
- Harvard Street Neighborhood Health Centers**: Harvard Street Neighborhood Health Centers Veterans Resource Center
- Peak Vista Community Health Centers**: Peak Vista Community Health Centers Veteran Hiring in Health Centers
- Brooklyn Neighborhood Health Center**: Brooklyn Neighborhood Health Center VA Medical Center Residency Partnership
- Community Health Centers of Southeastern Iowa**: Enhancing Veteran Patient Screening Protocols
- ZUFALL Health Community Health Centers**: Zuffall Health Community Health Centers Bringing Dental Care to Veterans Where They Are
- Union Community Health Center**: Union Community Health Center Helping Veterans Access and Navigate VA Healthcare

Listening Session / Open Discussion

Now What?

- Evaluate this meeting! Click on the link in the Chat for the survey!
- Learn more about what we do for veterans:
<https://www.nachc.org/health-center-issues/special-populations/veterans/>
- What's next?

Closing Remarks

 trainings@nachc.org

ARE YOU LOOKING FOR RESOURCES?

Please visit our website www.healthcenterinfo.org



**HEALTH CENTER
RESOURCE
CLEARINGHOUSE**



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