

Choice Close Out

Talking Points

Opening Statements

- The Veterans Choice Program ends June 6, 2019.
- All traditional community care authorizations initiated under the Choice Program will transition to Patient Centered Community Care (PC3) on or before June 6, 2019. This transition ensures continuity of care for Veterans and quicker payments to community providers.
- TriWest will continue to accept new Choice referrals if care can be completed by June 6, 2019.
- TriWest and VA will work together to convert Choice authorizations issued with end dates after June 6, 2019, to PC3 authorizations. The authorization process will be automated and make the conversion seamless to VA staff and providers while ensuring no disruptions to Veteran care.
- Distance-eligible Veterans calling TriWest to initiate a new referral will be redirected to their respective VA medical facility.

Communication with Community Providers

- There will be no disruption to the processing of claims payments. TriWest will establish and maintain a toll-free number to assist providers with their Choice claims-related concerns after the contract ends.
- The VA Choice toll-free customer service number will sunset on September 6, 2019. Veterans can continue to call the PC3 customer service number for assistance.
- The authorization process will be automated and seamless to VA staff and providers while ensuring no disruptions to Veteran care.
- To avoid confusion, new authorization letters will not be sent to community providers. Local facility community care offices will work directly with community providers to address specific questions and issues.
- Provider webinars are available at <https://www.va.gov/COMMUNITYCARE/providers/index.asp>.
- VA established a Provider Experience Office to support local VA medical facilities that escalate provider issues and track trends at a national level.

Communication with Veterans

- Delivering care under the MISSION Act will be seamless to Veterans.
- VA will handle Veteran complaints and grievances.
- Quality of Veterans care will remain unchanged during the transition of Choice and PC3.
- Veterans can work directly with VA to resolve debt collection or adverse credit reporting resulting from inappropriate or delayed billing by calling the Community Care Call Center at (877) 881-7618, Monday through Friday from 9 a.m. – 5 p.m. EST.
- Veterans are encouraged to continue working with their VA primary care team to obtain necessary health care services regardless of adverse credit reporting or debt collection activity.
- Veterans should continue to use their local VA medical facility for their health care needs.
- Veterans can find their local facility using the [Facility and Service](#) locator.