

Veterans Health Administration Office of Rural Health

Co-Managed Care Toolkit for Primary Care Providers in Wisconsin



*Veterans Rural Health Resource
Center - Central Region*



VA
HEALTH
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Purposes of this Toolkit

- To improve health for patients who receive care from the Department of Veterans Affairs (VA) and a Non-VA health care provider
- To improve care coordination and communication between VA and non-VA health care providers
- To act as a reference for busy primary care physicians caring for veterans outside the VA system

A Solution While the VA Builds Sustainable Infrastructure for Care Coordination

- This toolkit serves as a way to “bridge the gap” of care coordination while the VA works hard to enable electronic information exchange between VA and Non-VA providers
- There is a current call for research within the VA specifically related to improving care coordination for co-managed veterans
- While waiting for these important changes, please use this toolkit to make communication and care coordination with the VA easier and make care delivery safer for co-managed veterans

What is Co-Managed Care?

- Treatment for people who receive care from the VA and another health care system
- This is common among all veterans, especially those in rural areas and over age 65
- It will likely become more common as a result of increased coverage options through the ACA
- Co-managed patients are unique because they often have two primary care providers (PCPs) as VA enrollees are all assigned a VA PCP
- This can cause confusion about roles and responsibilities
- Non-VA PCPs are often confused about how to communicate with the VA system on behalf of their co-managed patients

Toolkit Contents

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1. Medication and Prescribing

For Patients Who Receive Medications at the VA

- In order to get prescriptions filled at the VA, the prescriptions must be prescribed by a VA provider
- Prescriptions started outside the VA can be more easily prescribed by the VA provider with:
 - A copy of the prescription with the diagnosis
 - The most recent notes
 - Pertinent lab and test results
- It can be helpful to have access to the VA formulary so patients do not have to switch between different drugs in the same class
- The VA formulary can be accessed through the following link:

<http://www.pbm.va.gov/nationalformulary.asp>

1. Medication and Prescribing

Non-formulary requests at the VA:

- If your patient would benefit from a non-formulary medication that he/she wishes to fill at the VA, his/her VA provider will need to fill out a form with the following information:
 - The requested medication
 - Justification for use (options include):
 - Contraindication
 - Adverse reaction
 - Therapeutic failure of alternatives
 - No alternatives
 - Risk associated with change to formulary agent
 - Other circumstances
 - List of medications attempted and outcome
 - Expected duration of therapy
 - Additional comments
- You can help your veteran patient by sending this information to his/her VA provider

2. Release of Information


- To request information from the VA, use the form seen below
- This form is *specific* to the VA and must be used when requesting records due to the special privacy policies at the VA
- Mail or fax the form to the Release of Information Office at the VA Medical Center in your area (see list at the end of the toolkit for details)
- Requests are responded to within 20 working days of receipt
- Urgent requests can be expedited to same day responses by calling the office directly and faxing the form
- An easy to fill out web-based PDF of this form can be found at:
 - <http://www.va.gov/vaforms/medical/pdf/vha-10-5345-fill.pdf>
 - It is important to note that this form requires the patient's social security number

Continuity of Care Clause:

- In some circumstances you may be able to obtain information about an established patient without this form by faxing a written request to the VA facility or provider

2. Release of Information

OMB Number: 2900-0208
Estimated Burden: 2 minutes

 Department of Veterans Affairs		REQUEST FOR AND AUTHORIZATION TO RELEASE MEDICAL RECORDS OR HEALTH INFORMATION	
<p>Privacy Act and Paperwork Reduction Act Information: The execution of this form does not authorize the release of information other than that specifically described below. The information requested on this form is solicited under Title 38, U.S.C. The form authorizes release of information in accordance with the Health Insurance Portability and Accountability Act, 45 CFR Parts 160 and 164, 4 U.S.C. 552a, and 38 U.S.C. 5701 and 7332 that you specify. Your disclosure of the information requested on this form is voluntary. However, if the information including Social Security Number (SSN) (the SSN will be used to locate records for release) is not furnished completely and accurately, Department of Veterans Affairs will be unable to comply with the request. The Veterans Health Administration may not condition treatment, payment, enrollment or eligibility on signing the authorization. VA may disclose the information that you put on the form as permitted by law. VA may make a "routine use" disclosure of the information as outlined on the Privacy Act system of records notices identified as VA VAM "Person Medical Record - VA" and in accordance with the VHA Notice of Privacy Practices. You do not have to provide the information to VA, but if you don't, VA will be unable to process your request and solve your medical needs. Failure to furnish the information will not have any effect on any other benefits to which you may be entitled. If you provide VA your Social Security Number, VA will use it to administer your VA benefits. VA may also use this information to identify veterans and persons claiming or receiving VA benefits and their records, and for other purposes authorized or required by law. The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 3107 of the Paperwork Reduction Act of 1995. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who must complete this form will average 2 minutes. This includes the time it will take to read instructions, gather the necessary facts and fill out the form.</p>			
ENTER BELOW THE PATIENT'S NAME AND SOCIAL SECURITY NUMBER IF THE PATIENT DATA CARD IMPRINT IS NOT USED.			
TO: DEPARTMENT OF VETERANS AFFAIRS (Print or type name and address of health care facility)		PATIENT NAME (Last, First, Middle Initial)	
<input type="text"/>		<input type="text"/>	
		SOCIAL SECURITY NUMBER	
<input type="text"/>		<input type="text"/>	
NAME AND ADDRESS OF ORGANIZATION, INDIVIDUAL OR TITLE OF INDIVIDUAL TO WHOM INFORMATION IS TO BE RELEASED			
<input type="text"/>			
<p>VETERAN'S REQUEST: I request and authorize Department of Veterans Affairs to release the information specified below to the organization, or individual named on this request. I understand that the information to be released includes information regarding the following condition(s):</p>			
<input type="checkbox"/> DRUG ABUSE <input type="checkbox"/> ALCOHOLISM OR ALCOHOL ABUSE <input type="checkbox"/> TESTING FOR OR INFECTION WITH HUMAN IMMUNODEFICIENCY VIRUS (HIV) <input type="checkbox"/> SICKLE CELL ANEMIA			
<p>INFORMATION REQUESTED (Check applicable box(es) and state the extent or nature of the information to be disclosed, giving the dates or approximate dates covered by each)</p>			
<input type="checkbox"/> COPY OF HOSPITAL SUMMARY <input type="checkbox"/> COPY OF OUTPATIENT TREATMENT NOTE(S) <input type="checkbox"/> OTHER (Specify)			
<input type="text"/>			
PURPOSE(S) OR NEED FOR WHICH THE INFORMATION IS TO BE USED BY INDIVIDUAL TO WHOM INFORMATION IS TO BE RELEASED			
<input type="text"/>			
NOTE: ADDITIONAL ITEMS OF INFORMATION DESIRED MAY BE LISTED ON THE BACK OF THIS FORM			
<p>AUTHORIZATION: I certify that this request has been made freely, voluntarily, and without coercion and that the information given above is accurate and complete to the best of my knowledge. I understand that I will receive a copy of this form after I sign it. I may revoke this authorization, in writing, at any time except to the extent that action has already been taken to comply with it. Written revocation is effective upon receipt by the Release of Information Unit at the facility housing the records. Redisclosure of my medical records by those receiving the above authorized information may be accomplished without my further written authorization and may no longer be protected. Without my express revocation, the authorization will automatically expire: (1) upon satisfaction of the need for disclosure; (2) on _____ (date supplied by patient); (3) under the following condition(s):</p>			
<input type="text"/>			
<p>I understand that the VA health care practitioner's opinions and statements are not official VA decisions regarding whether I will receive other VA benefits or, if I receive VA benefits, their amount. They may, however, be considered with other evidence when these decisions are made at a VA Regional Office that specializes in benefit decisions.</p>			
DATE	SIGNATURE OF PATIENT OR PERSON AUTHORIZED TO SIGN FOR PATIENT (Attest authority to sign, e.g., POA)		
<input type="text"/>	<input type="text"/>		
FOR VA USE ONLY			
IMPRINT PATIENT DATA CARD (or enter Name, Address, Social Security Number)		TYPE AND EXTENT OF MATERIAL RELEASED	
<input type="text"/>		<input type="text"/>	
		DATE RELEASED	RELEASED BY
		<input type="text"/>	<input type="text"/>

VA FORM 10-5345
MAY 2008

USE EXISTING STOCK OF VA FORM 10-5345, DATED NOV 2004

3. Care Coordination With VA Facilities and Providers

- It can be difficult to know how to contact members of your patient's care team at the VA because it is such a large institution
- The following resources will help you become familiar with the types of VA facilities in your area, the services they offer, and the contact information for each site

4. Types of VA Facilities

- **VA Medical Center**
 - The largest of all the facilities; comparable to a tertiary care facility
 - Services include outpatient primary care, outpatient specialty care, mental health services, inpatient care, surgical services, physical and occupational therapy, and pharmacy services
- **VA Community-Based Outpatient Clinics (CBOCS)**
 - Smaller facilities in the community to improve access to care
 - Services include primary care, preventive care, and mental health services and substance abuse counseling
 - Some CBOCS include lab and x-ray services, physical therapy
 - CBOCS generally do not have pharmacies and DO NOT provide EMERGENCY CARE
- **Vet Centers**
 - Community-based centers staffed by multidisciplinary teams providing counseling and support services
 - Providers often have combat experience
 - Services include readjustment counseling for transition between military and civilian life, individual counseling, group counseling, marital and family counseling, bereavement counseling, assistance with applying for VA benefits, employment counseling, substance abuse assessments, and military sexual trauma counseling

5. Personal Health Record at the VA: My HealtheVet

- Patients can access a web-based personal health record called My HealtheVet through the VA that gives them access to some of their personal health information
- If your patient has signed up for this program, he/she will have access to:
 - Medication list
 - Laboratory results
 - Recent progress notes
 - Clinic appointments
- It is important to note that this health record cannot be accessed by the physician, but the patient may choose to share information from My HealtheVet with his/her non-VA provider

5. Personal Health Record at the VA: My HealthVet

The screenshot shows the My HealthVet website homepage. At the top, there is a dark blue header with the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS" and the VA seal. A search bar is located in the top right corner. Below the header is a navigation menu with links for "Home", "Veteran Services", "Business", "About VA", "Media Room", "Locations", and "Contact Us". The main content area features a large banner with the My HealthVet logo and a group of healthcare professionals. Below the banner, there are several informational boxes: "Welcome to My HealthVet" with a description of the service, "Already a Member?" with a "Go to My HealthVet" button, "Not Registered?" with a "Register Today!" button, "Service Alerts", "Blue Button Download My Data" with a "Learn what the Blue Button can do for you" link, "Veterans Crisis Line" with the number 1-800-273-8255, and "eBenefits" with a "Register Now" button and the URL www.ebenefits.va.gov.

- If your patient would like to sign up for My HealthVet he or she can visit the website listed below

<https://www.myhealth.va.gov/index.html>

6. Tips: Caring for Co-Managed Veterans

- Ask patients about their care and care providers at the VA
- Encourage patients to utilize My HealtheVet, the VA personal health record
- Consider networking with local VA providers
- Consult the VA formulary when prescribing medications for patients who receive prescriptions through the VA
- Use the special VA Release of Information form when requesting records from the VA

7. Resources for Further Information

- Release of Information Form
 - <http://www.va.gov/vaforms/medical/pdf/vha-10-5345-fill.pdf>
- VA Formulary
 - <http://www.pbm.va.gov/nationalformulary.asp>
- Veterans Crisis Line
 - 1-800-273-8255
- Veterans Benefits Information
 - <http://www.benefits.va.gov/benefits/>
- Web-based Co-Management Toolkit
 - <http://www.ruralhealth.va.gov/resource-centers/central/comanagement-toolkit.asp>

8. VA Facilities in Wisconsin: Medical Centers

Clement J. Zablocki VA Medical Center

Address:

5000 West National Avenue
Milwaukee, WI 53295-1000

Main Phone Number:

414-384-2000

Website:

<http://www.milwaukee.va.gov/>

Release of Information Office:

Phone- 414-384-2000 Ext. 44507
Fax- 414-382-5398

General Information:

Provides primary, secondary and tertiary care
168 acute operating beds
Nursing home unit with 113 beds
Operates Vets Place Central, a 72-bed transitional housing program

Associated CBOCS:

-Appleton
-Cleveland
-Green Bay
-Union Grove

Special Services Available Include:

- Interventional Radiology
- Cardiac Surgery
- Comprehensive Cancer Care
- Telemedicine
- Spinal Cord Injury Unit
- Geriatric Program
- Palliative Care
- Dental Services
- Extended Care and Rehabilitation
- Military Sexual Trauma Center
- Surgical subspecialties
- Women's Health Clinic

8. VA Facilities in Wisconsin: Medical Centers

Tomah VA Medical Center

Address:

500 East Veterans Street
Tomah, WI 54660

Main Phone Number:

608-372-3971

Website:

<http://www.tomah.va.gov/>

Release of Information Office:

Phone- 608-372-3971, ext. 67775
Fax- 608-372-1691

Associated CBOCS:

-La Crosse
-Clark County
-Wausau
-Wisconsin Rapids

Special Services Available Include:

- Extended Care and Rehabilitation
- Former POW Program
- Hospice and Palliative Care
- Mental Health Care Services
- Parkinson's Disease Center
- Some Specialty Care
 - Neurology
 - Radiation therapy
 - Physical medicine
 - Podiatry
 - Dentistry
 - Dermatology

8. VA Facilities in Wisconsin: Medical Centers

William S. Middleton Memorial Veterans Hospital

Address:

2500 Overlook Terrace
Madison, WI 53705-2286

Main Phone Number:

608-256-1901

Website:

<http://www.madison.va.gov/index.asp>

Release of Information Office:

Phone- 608-256-1901, ext 14430
Fax-608-830-6655

General Information:

- Provides tertiary medical, surgical, neurological, and psychiatric care
- Affiliated with the University of Wisconsin School of Medicine and Public Health
- Specialty referral center

Associated CBOCS:

- Janesville
- Baraboo
- Beaver Dam
- Primary Care Annex at Madison West Clinic

Special Services Available Include:

- Addiction Treatment
- Amputee Care
- Comprehensive Chronic Back Pain Program
- Cardiac and Pulmonary Rehabilitation
- Dental Services
- Epilepsy Services
- Geriatrics Center
- Infusion Clinic
- Weight Management Clinic
- Outpatient Mental Health Care (available by video)
- Palliative Care
- PTSD Care
- Smoking Cessation Clinic
- Vestibular Rehabilitation

8. VA Facilities in Wisconsin:

Community Based Outpatient Clinics (CBOCS)

Appleton Clinic (John H. Bradley)

- Address: 10 Tri-Park Way, Appleton, WI 54914
- Phone: 920-831-0070 ; Hours: 8-4:30pm, M-F
- Additional Services: Lab, X-ray, EKG, Pharmacy, Physical Therapy, Social Work .

Baraboo Clinic

- Address: 1670 South Blvd, Baraboo, WI 53913
- Phone: 608-356-9318; Hours: 8-4:30pm, M-F
- Additional Services: Lab, Telehealth

Beaver Dam Clinic

- Address: 215 Corporate Drive, Suite B, Beaver Dam, WI 53916
- Phone: 920-356-9415; Hours: 8-4:00pm, M-F
- Additional Services: EKG, Telehealth

Clark County Outpatient Clinic

- Address: 8 Johnson Street , Owen, WI 54560
- Phone: 715-229-4701; Hours: 8-4:30pm, M-Th
- Additional Services: Lab.

Cleveland Clinic

- Address: 1205 North Avenue, Cleveland, WI 53015
- Phone: 920-693-5600; Hours: 8-4:30pm, M-F
- Additional Services: EKG, Lab, Dietician, Mental Health, Social Work.

Freeport Clinic

- Address: 1301 Kiwanis Drive, Freeport, IL 61032
- Phone: 815-235-4881; Hours: 8-4:30pm, M-F

Green Bay Clinic (Milo C. Huempfner)

- Address: 2851 University Avenue, Green Bay, WI 54311
- Phone: 920-431-2500; Hours: 8-4:30pm, M-F
- Additional Services: X-Ray, Lab, Pharmacy, Mental Health, Podiatry, Audiology, Prosthetics, Rehab/PT, Dental, Eye Clinic, Imaging, Telehealth, Oncology, Surgery, Dialysis

Janesville Clinic

- Address: 2419 Morse Street, Janesville, WI 53545
- Phone: 608-758-9300; Hours: 7-4:30pm, M-F

River Valley Clinic

- Address: 2600 State Road, La Crosse, WI 54601
- Phone: 608-784-3886; Hours: 8-4pm, M-F
- Additional Services: Lab.

Rockford Clinic

- Address: 816 Featherstone Road, Rockford, IL 61107
- Phone: 815-227-0081; Hours: 8-4:30pm, M-F

Union Grove Clinic

- Address: 21425 Spring Street, Union Grove, WI 53182
- Phone: 262-878-7000; Hours: 8-4:30pm, M-F
- Additional Services: Lab, Mental Health, Social Work, Pharmacy, Telehealth, Marriage Counseling.

VA River Valley Integrated Health Center

- Address: 1525 Losey Blvd South, La Crosse, WI 54601
- Phone: 608-787-6411; Hours: 8-6:30pm, M-Th and F 8-4:30pm
- Additional Services : Behavioral Health, PT.

Wausau Clinic

- Address: 515 South 32nd Avenue , Wausau, WI 54401
- Phone: 715-842-2834; Hours: 7:30-4:30pm, M-F
- Additional Services: Telehealth, Mental Health, Social Work, Psychiatry

Wisconsin Rapids Clinic

- Address: 555 West Grand Avenue, Wisconsin Rapids, WI 54495
- Phone: 715-424-4682; Hours: 7:30-4:30pm, M-F
- Additional Services: Lab, Audiology, Optometry, PT, Mental Health, Nutrition, Telehealth.

8. VA Facilities in Wisconsin:

Vet Centers

Green Bay Vet Center

- Address: 1600 S. Ashland Avenue, Green Bay, WI 54304
- Phone: 920-435-5650 or 877-927-8387; Hours: 8-4:30pm

La Crosse Vet Center

- Address: 20 Copeland Avenue, La Crosse, WI 54603
- Phone: 608-782-4403; Hours: 8-7pm Mondays and Thursdays; 8-4:30pm Tuesdays, Wednesdays, and Fridays

Madison Vet Center

- Address: 706 Williamson St, Suite A, Madison, WI 53703
- Phone: 608-264-5342 or 877-927-8387; Hours: 8-4:30pm

Milwaukee Vet Center

- Address: 7910 N. 76th Street, Suite 100, Milwaukee, WI 53223
- Phone: 414-434-1311; Hours: 8-4:30pm

Wausau Vet Center

- Address: 605 S 24th Avenue, Suite 24, Wausau, WI 54401
- Phone: 715-842-1724; Hours: 8-4:30pm, except 8-7pm on Thursdays