

Direct Scheduling Routine AUD-OPT VCP 30 Day Wait Standard Operating Procedure

Table of Contents

| | |
|--|----|
| Policy..... | 1 |
| Purpose/Objective | 1 |
| Scope | 1 |
| Definitions/Acronyms..... | 1 |
| Procedure..... | 2 |
| Appendices <i>*Appendices listed in the order they are referenced within the document ..</i> | 8 |
| Appendix A. 10N Memo 04192016-Audiology and Optometry Direct Scheduling Implementation..... | 8 |
| Appendix B. 10N Memo 08312016-Audiology and Optometry Direct Scheduling Implementation..... | 8 |
| Appendix C. Standardized AUD/OPT Sorting Questions..... | 8 |
| Appendix D. Direct Schedule AUD/OPT VA Staff Choice Fact Sheet for Veteran | 8 |
| Appendix E. Direct Schedule OPT VA Staff Choice FAQ for Veteran | 8 |
| Appendix F. Scheduling Directive 1230 (July 2016) | 9 |
| Appendix G. Direct Schedule AUD/OPT VA Staff Single Booking Script for Veteran .. | 9 |
| Appendix H. DS Routine AUD/OPT Standardized Administrative Consult | 9 |
| Appendix I. 10-0386 AUD/OPT MACRO | 9 |
| Appendix J. OCC-VHA Audiology Toolkit for Choice-Community Providers_03152017 | 9 |
| Appendix K. Veterans Standardized Audiology or Optometry Letter | 9 |
| Appendix L. Amended Hearing Aid Directive (July 2014) | 10 |
| Revision History <i>*Used for major revisions once distributed to the field.....</i> | 11 |

Policy

Direct Scheduling Routine Audiology / Optometry Initiative is a process whereby the Veteran no longer is required to be evaluated by VA Primary Care when requesting routine Ear/Eye exams. This eliminates some demand on Primary Care and potentially alleviates overall wait times for access to these physicians by allowing Audiology and Optometry patients to go straight to specialists within VA.

Purpose/Objective

When VA Audiology and Optometry Clinics do not have 30 day access for routine Ear/Eye exams, the Veteran has the ability to be referred out to the community under Choice Program / Community Care to obtain the services. VA Office of Community Care (OCC) has developed standardized tools / processes to identify, capture and track the Veterans who elects to go out under Choice Program / Community Care.

The OCC has developed standardized processes and toolkits for internal VA clinic and local VA office of community care staff. Standardizing tools and processes decrease variability and increases reliability when the Veteran requires routine Ear/Eye services outside VA under Choice Program / Community Care and clear understanding for VA Staff, Veterans and Community Providers how to obtain eyeglasses and hearing aids with the VA.

Scope

Direct Scheduling Routine Audiology / Optometry process will allow Primary Care appointments opened up when the Veteran is able to go directly to Audiology / Optometry to request routine Ear/Eye exams. When appointments for these routine exams are greater than 30 days and the Veteran opts-in to Choice / Community Care, there are two (2) standardized administrative Audiology & Optometry consults that will be placed by the internal Audiology / Optometry clinics. These standardized administrative consults and other tools capture and track the Veteran thru the entire episode of care to completion of services; and meets the contract requirement for a VA consult and 10-0386 Authorization for the Choice Provider.

Definitions/Acronyms

AUD- Audiology

CID- Clinically Indicated Date

COI- Choice Opt-In

COO- Choice Opt-Out

CPRS- Computerized Patient Record System

DS- Direct Scheduling
EWL- Electronic Wait List
MSA- Medical Support Assistant
OCC- Office of Community Care
OHI- Other Health Insurance
OPT- Optometry
SA- Special Authority
SC- Service Connected
SOP- Standard Operating Procedure
VCL- Veterans Choice List
VA- Department of Veterans Affairs
VAMC- VA Medical Center
VistA- Veterans Information System Technology Architecture
VHA- Veterans Health Administration

Procedure

(Roles and Responsibilities will be incorporated within the procedure as necessary)

1. Veteran requests routine audiology/optometry appointment
See Appendix A: 10N Memo 04192016-Audiology and Optometry Direct Scheduling Implementation
See Appendix B: 10N Memo 08312016-Audiology and Optometry Direct Scheduling Implementation
2. Is the Veteran enrolled and eligible for VHA medical benefits package?
 - 2.1. **No:** Veteran unenrolled. Follow local VAMC policy.
 - 2.2. **Yes:** Proceed to Step 3
3. Review Standardized Audiology/Optomtery Sorting questions with Veteran
See Appendix C: Standardized AUD/OPT Sorting Questions
4. Is request Routine or Non-Routine (Urgent)?

- 4.1. **Non-Routine (Urgent):** Notify VA AUD/OPT Clinician immediately to evaluate Veteran or other disposition per local VAMC policy
- 4.2. **Routine:** Proceed to Step 5
5. Are services available within 30 days at VA clinic?
 - 5.1. **Yes:** Schedule routine appointment in VA clinic
 - 5.2. **No:** Proceed to Step 6
6. Does the Veteran agree to wait more than 30 days?

NOTE: Determining Veteran's preference to wait longer than 30 days for an appointment (Step 6), Choice eligibility (Step 7), and interest in Choice (Step 8) are sometimes done concurrently.

 - 6.1. **Yes:** Schedule routine appointment in VA clinic
 - 6.2. **No:** Proceed to Step 7
7. Is the Veteran eligible for Choice?
 - 7.1. **No:** Follow hierarchy of care
 - 7.2. **Yes:** Proceed to Step 8
8. Is the Veteran interested in Choice?

See Appendix D: Direct Schedule AUD/OPT VA Staff Choice Fact Sheet for Veteran
See Appendix E: Direct Schedule OPT VA Staff Choice FAQ for Veteran

 - 8.1. **No (Opt-Out):** Is the Veteran New or Established
 - 8.1.1. Established: Schedule appointment in AUD/OPT Clinic per local VAMC policy (Single Booking)

See Appendix F: Scheduling Directive 1230 (July 2016)

 - 8.1.1.1. Document Veteran's decision in VistA Appointment Scheduling comment field of the pending appointment
See Appendix G: Single Booking Process
 - 8.1.2. New: Is the Appointment available with 90 days?
 - 8.1.2.1. **No:** Refer to Single Booking Process for VCL and EWL guidance
See Appendix G: Single Booking Process
 - 8.1.2.2. **Yes:** Schedule appointment in AUD/OPT Clinic per local VAMC policy (Single Booking)

See Appendix X: Scheduling Directive 1230 (July 2016)

- 8.1.2.2.1. Document Veteran's decision in VistA Appointment Scheduling comment field of the pending appointment

See Appendix G: Single Booking Process

8.2. **Yes (Opt-In):** Proceed to Step 9

9. Refer to Single Booking Process for VCL and EWL guidance

See Appendix G: Single Booking Process

10. Enter standardized administrative consult, identifying AUD or OPT clinician (NON VA CARE DS ROUTINE AUD or NON VA CARE DS ROUTINE OPT)

See Appendix H: DS Routine AUD/OPT Standardized Administrative Consult

NOTE: VA AUD/OPT staff must place VA audiologist/optometrist name on administrative consult

NOTE: VAMC Leadership at each facility must determine who within the VA Audiology/Optometry Clinic will enter the required standardized Administrative NON VA CARE DS ROUTINE AUD or OPT Consult for 30 Day Wait Time Veterans

11. Inform Veteran OCC Staff will contact them within two business days to discuss Choice Scheduling

12. Local OCC Staff receive View Alert for NON VA CARE DS ROUTINE AUD or NON VA CARE DS ROUTINE OPT Administrative Consult

13. Refer to Single Booking Process for VCL and EWL Guidance

See Appendix G: Single Booking Process

14. Proceed to OHI SC/SA Process:

- 14.1. Prior to contacting the Veteran, OCC Staff determines OHI (VistA Patient Insurance File)

NOTE: SOP 30 Day Wait Time Veteran evaluate internal VA services prior to Provider Agreement based on time frame of authorization return

- 14.2. Does the Veteran have OHI other than Medicare, Medicaid, or Tricare?

NOTE: Medicare, Medicaid, and Tricare are not billable OHI. Additionally, regional counsel cases and torts are not considered OHI

- 14.2.1. **No:** VA is Primary Payer

- 14.2.1.1. Proceed to Step 14.6
- 14.2.2. **Yes:** Proceed to Step 14.3
- 14.3. Does the Veteran have SC/SA eligibility?
 - NOTE:** Clinical Review for SC/SA will ONLY be required if billable OHI exists for the Veteran to determine payment liability - VA Primary or Subsequent
 - 14.3.1. **No:** VA is Subsequent Payer
 - 14.3.1.1. Proceed to Step 14.6
 - 14.3.2. **Yes:** Proceed to Step 14.4
- 14.4. Are services requested SC/SA?
 - 14.4.1. **No:** VA is subsequent Payer
 - 14.4.1.1. Proceed to Step 14.6
 - 14.4.2. **Yes:** Proceed to Step 14.5
- 14.5. VA is Primary Payer
 - NOTE:** Clinical Reviewers will require access to VBA - VBMS Software to determine SC/SA
- 14.6. Contact Veteran and verify insurance information
- 14.7. Is Veteran's on-file insurance information correct?
 - 14.7.1. **No:** Create Buffer entry (OCC Staff need access)
 - 14.7.1.1. Return to Step 14.2
 - 14.7.2. **Yes:** Proceed to Step 14.8
- 14.8. Does the Veteran want to opt-in to Choice?
 - 14.8.1. **No:** Follow hierarchy of care
 - 14.8.2. **Yes:** Return to Direct Scheduling for Routine AUD/OPT Process
(Proceed to Step 15)
- 15. Continuing with Direct Scheduling?
 - 15.1. **No:** Discontinue administrative NVC DS AUD/OPT Consult, add comment "Veteran opts-out", add AUD/OPT MSA for View Alert and transfer Veteran to AUD/OPT Clinic.
 - 15.1.1. Schedule appointment in AUD/OPT Clinic per local VAMC policy (Single Booking)

See Appendix F: Scheduling Directive 1230 (July 2016)

- 15.1.2. Document Veteran's decision in VistA Appointment Scheduling comment field of the pending appointment

See Appendix G: Direct Schedule AUD/OPT VA Staff Single Booking Script for Veteran

- 15.2. **Yes:** Proceed to Step 16

16. NVC Consult forwarded to CHOICE-FIRST DS ROUTINE AUD or CHOICE-FIRST DS ROUTINE OPT consult title

17. Veteran notified contractor will contact them within five business days. Provide Veteran with contractor phone number

18. OCC Staff enters 10-0386 (10-0386a if Authorization returned by contractor)

See Appendix J: 10-0386 AUD/OPT MACRO

19. Upload or fax AUD or OPT consult, 10-0386, any prior routine exams; and for AUD consults, Audiology Tool Kit

See Appendix K: OCC-VHA Audiology Toolkit for Choice-Community Providers_03152017

NOTE: OCC Staff may be required to send hearing aid order forms to community audiology provider; however, VA audiologist must approve and place order

20. Send Veteran appropriate audiology or optometry letter

See Appendix K: Veterans Standardized Audiology or Optometry Letter

21. Obtain Veteran appointment through portal/community provider and enter in VistA Appointment Management

NOTE: Always link routine appointment in VistA Appointment Management to Administrative consult (will display appointment on consult in CPRS)

22. OCC Staff to run daily Consult Status and Appointment List Report

23. ROUTINE SERVICES PROVIDED

24. Obtain clinical documentation per Choice Process

NOTE: VA Audiologist must approve and order hearing aid(s)

25. Requesting Hearing Aid(s)?

- 25.1. **No:** Proceed to Step 27

25.2. Yes: Proceed to VA OCC Hearing Aid Ordering Process

See Appendix L: Amended Hearing Aid Directive (July 2014)

25.2.1. CHOICE-FIRST DS AUD consult, 10-0386, and OCC Audiology Tool Kit sent to community provider

25.2.2. Diagnostic audiology exam completed

25.2.3. VA Form 10-2364 and Hearing Aid Ordering Form completed and sent to referring VA Audiology Clinic

25.2.4. VA Audiology Clinic orders hearing aid(s) and has shipped to community provider

25.2.5. Community provider fits hearing aid to Veteran and sends fitting template to local OCC

25.2.6. Community provider schedules hearing aid follow-up appointment with Veteran

NOTE: Follow-Up appointment to be scheduled within three months (not to exceed five months). Standardized VA Follow-Up template completed and sent to local OCC

25.2.7. Return to Direct Scheduling for Routine AUD/OPT Process (Proceed to Step 26)

26. Received medical documentation from community audiology provider

27. Follow Consult Complete (closed) Process

Appendices **Appendices listed in the order they are referenced within the document*

Appendix A. 10N Memo 04192016-Audiology and Optometry Direct Scheduling Implementation



10N Memo 04192016
- Audiology and Opto

Appendix B. 10N Memo 08312016-Audiology and Optometry Direct Scheduling Implementation



10N Memo 08312016
- Audiology and Opto

Appendix C. Standardized AUD/OPT Sorting Questions



AUD - OPT Direct
Scheduling Sorting Qs

Appendix D. Direct Schedule AUD/OPT VA Staff Choice Fact Sheet for Veteran



Direct Schedule
AUD-OPT VA Staff Ct

Appendix E. Direct Schedule OPT VA Staff Choice FAQ for Veteran



Direct Schedule OPT
VA Staff Choice FAQ

Appendix F. Scheduling Directive 1230 (July 2016)



Appendix G. Direct Schedule AUD/OPT VA Staff Single Booking Script for Veteran



Appendix H. DS Routine AUD/OPT Standardized Administrative Consult



Appendix I. 10-0386 AUD/OPT MACRO



Appendix J. OCC-VHA Audiology Toolkit for Choice-Community Providers_03152017



Appendix K. Veterans Standardized Audiology or Optometry Letter



Appendix L. Amended Hearing Aid Directive (July 2014)



Amended Hearing
Aid Directive (July 2014)

Revision History **Used for major revisions once distributed to the field*

1. Revision:

Date:

Description of Changes:

Requested By:

2. Revision:

Date:

Description of Changes:

Requested By:

3. Revision:

Date:

Description of Changes:

Requested By: