

Purchased Care is part of the Chief Business Office (CBO), which is responsible for developing administrative processes, policy, regulations and directives associated with delivering health benefit programs for the Department of Veterans Affairs (VA). CBO has two other major divisions: Revenue Operations and Member Services. Headquartered in Denver, Colo., Chief Business Office Purchased Care (CBOPC) includes a Customer Service Center that handles calls from beneficiaries, and a Health Care Reimbursement department that processes claims.

A company's success is often measured by its willingness to embrace new ideas, improve on existing processes, and keep pace with new technologies. Our organization has gone through many changes over the years to better serve Veterans. Here's a look back to its beginnings, highlighting some key milestones, and where we are today.

Historic Time Line

From 1973 through 1986, VA medical centers across the country were responsible for processing CHAMPVA applications and determining if applicants were eligible for the program.

In 1986, VA centralized management of the CHAMPVA Program at the Denver VA Medical Center. It was then called Central CHAMPVA Registration Center.

The agency separated from the Denver VAMC in 1989 and was renamed The CHAMPVA Center, a field activity of VHA's Central Office. In 1990, the organization began to assume responsibility for all aspects of the program, including claims processing, which previously had been done by the Department of Defense. In November 1990, the first claims processed at the CHAMPVA Center were for the State of New Hampshire.

In 1993, the Center became fully responsible for performing all CHAMPVA program administrative functions, including claims processing, beneficiary eligibility determinations and payments for beneficiaries residing in the 50 states, the District of Columbia and Puerto Rico. The transition was completed Jan. 1, 1996, when the Center assumed responsibility for all foreign CHAMPVA claims processing and payments.

In 1994, the Center assumed responsibility for VA's Foreign Medical Program. Under this program, the Center pays for health services required for Veterans with service-connected disabilities who live or travel overseas or who are enrolled in a VA-approved vocational rehabilitation program overseas. The successful transfer of the program resulted in a VA Scissors Award.

In 1996, the CHAMPVA Center was officially renamed the Health Administration Center and later that year, assumed responsibility for processing CHAMPVA foreign claims for CHAMPVA beneficiaries living or traveling outside the United States (not to be confused with the Foreign Medical Program).

The Center became the home of the Spina Bifida Health Care Program in 1997. Under this program, children of Vietnam Veterans with spina bifida are provided a full range of health care services related to their spina bifida

In 2000, the Center further expanded services to CHAMPVA beneficiaries through a mail-order pharmacy program, providing improved access to care and decreased costs for the beneficiary and the government. This program allows eligible beneficiaries to receive their maintenance medications free of charge through a VA mail-order program rather than purchase them from local pharmacies. The mail-order pharmacy program, called Meds by Mail, received a VA Scissors Award in 2000 for excellence and innovation.

In June 2001, Congress authorized the extension of CHAMPVA benefits for beneficiaries over the age of 65. The Center contacted more than 250,000 individuals, notifying them of their eligibility for this program. Between July 2001 and the end of fiscal year 2004, the Center added 80,394 beneficiaries, who were over 65 years old, to the program. Because of its success with the Spina Bifida Health Care Program, the Center was selected to administer health benefits under the Children of Women Vietnam Veterans (CWVV) Health Care Program, a benefit program that began in December 2001.

In the summer of 2002, the Center began the centralization of claims processing for VA's National Fee Program to ensure that the program met Health Insurance Portability and Accountability Act (HIPAA) mandates by October 2003. HIPAA mandates were met through deployment of the Fee Payment Processing System.

In 2003, the Center was given responsibility for the National Fee Program. In that capacity, the Center provided policy and guidance to all VHA activities and sponsored the National Non-VA Advisory Council.

The National Fee Program was organizationally realigned in June 2007 as its own separate component under the Deputy Chief Business Officer for Purchased Care.

In 2010 the Center assumed management responsibility for the State Home Per Diem Program. Previously, the program was managed by VHA's Office of Geriatrics and Extended Care.

On June 5, 2011, Purchased Care and the Health Administration Center merged into one organization with a vision to be a streamlined operation to leverage business strengths, avoid duplication of services and assure strong financial accountability across all programs to deliver world-class health benefit administration to every client and stakeholder.

The new organization, temporarily named Purchased Care at the Health Administration Center, consists of five directorates – Operations, Program Administration, Resources, Program Oversight and Informatics, and Business Systems Management.

In 2012, the VA and Indian Health Service (IHS) signed a national reimbursement agreement that successfully reimbursed over \$1 million in claims to IHS and other Tribal Health Programs serving over 575 Alaskan Native and American Indian Veterans.

The five directorates from the June 2011 reorganization are still in place, with some tweaks in their functionality.

In February 2013, the organization took on the official name of Chief Business Office Purchased Care, or CBOPC. This name is descriptive of what we do and matches with the branding of the other business lines within CBO, Member Services and Revenue Operations.

During 2013, we implemented policy to allow VA to provide reimbursement for high-quality health care for 15 specified illnesses and conditions to all eligible Camp Lejeune family members who resided at the base for more than 30 days from Jan. 1 1957 to Dec. 31, 1985.

We also ushered in new dialysis contracts to dialysis providers nationwide who offer life-saving services to Veterans. The contracts became effective on Oct. 1.

In 2014, President Obama signed into law the *Veterans Access, Choice and Accountability Act of 2014* by President Obama, which requires moving oversight and funding for the non-VA medical care program to CBOPC. This

★ CBOPC Awards & Accolades

(formerly the Health Administration Center)

2014 – *The Program Integrity Tool*, developed by CBOPC to detect fraud and improper payments in health care claims, wins top honors from Excellence.gov; *The Quality Inspector Tool*, which automatically inspects outpatient claims, named finalist in Nextgov Bold Awards; CHAMPVA receives a score of 91 and Spina Bifida receives an 87 from the *American Customer Satisfaction Index*, scores that exceed national benchmarks by sector and industry

2011 – CHAMPVA receives a score of 92 from the *American Customer Satisfaction Index*, the second highest score achieved by any organization – government or civilian – since 1999; The former Health Administration Center (HAC) wins an Employer Support of the Guard and Reserve award

2010 – HAC wins the *Timberline Award* from Colorado Performance Excellence, the organization's second highest. The top award was not issued in 2010

2009 – HAC awarded *American Heart Association Start! Fit Friendly Platinum Award*

2008 – HAC receives *URAC Claims Processing Accreditation; Excellence in Communications Award*, "Program Office Annual Report"

2007 – *American Customer Service Index* score of 82 (second highest in the federal government for the health care category); *VA Information Security Award* for Most Improved Facility/Staff Office; *VHA Excellence in Communications Award* for a specialty publication

2006 – *Secretary's Award*

2005 – Colorado Performance Excellence *Timberline Award*; *Mayor of Denver's Top Employer Partner Award*

consolidation will help the VA continue to move Veterans off of wait lists and into clinics for needed health care.

In July 2014, Customer Relationship Management software was released. This software consolidates many of the multiple, independent systems a Customer Service Representative was required to access when responding to a customer inquiry. As a result of the role out, the business streamlined multiple processes in an attempt to further increase both the efficiency and quality of the contact.

PC3 contracts were fully implemented in August, 2014. Patient Centered Community Care is an enterprise-wide program awarded by region that provides inpatient and outpatient care to include primary care, skilled home health and home infusion therapy, mental health, limited emergency care, and limited newborn care for enrolled female Veterans after delivery. The PC3 contracts provide accessible non-VA health care for eligible Veterans when the local VAMC cannot readily provide the services.

How do I get more information?

- Mail: Chief Business Office Purchased Care
PO Box 469063
Denver, CO 80246-9063
- Phone: 1-800-733-8387, 24 hours / 7 days
Interactive Voice Response System (IVR)
- Email: Follow the directions for submitting email via IRIS at <https://iris.custhelp.com/app/ask>
- Website: <http://www.va.gov/purchasedcare/>

2004 – Denver Federal Executive Board Legacy Certificate of Merit for Exceptional Public Service; Denver Federal Executive Board Legacy Certificate of Merit for Exceptional Productivity / Process Improvement

2003 – Department of Veterans Affairs Financial Efficiency Award for FY03; Denver Federal Executive Board Legacy Certificate of Merit for Exceptional Productivity / Process Improvement

2000 – Denver Federal Executive Board Excellence in Customer Service Award and Department of Veterans Affairs Deputy Secretary Scissors for Cutting Red Tape, both for the Meds by Mail program

1999 – Denver Federal Executive Board award for Outstanding Quality Improvement in the Spina Bifida program; Denver Federal Executive Board award for Community Service

1998 – Denver Federal Executive Board award for Outstanding Productivity or Process Improvement; Finalist, Denver Federal Executive Board Government Program Certificate of Merit, Community Success Honor Award for Excellence in Public Service

1996 – Department of Veterans Affairs Deputy Secretary Scissors for Cutting Red Tape by the HAC Printing Solutions Team; Federal Technology Leadership Award for HAC CHAMPVA eligibility and claims processing systems

1995 – Department of Veterans Affairs Deputy Secretary Scissors for Cutting Red Tape in the Foreign Medical Program; Vice President Al Gore Hammer Award for efficient work

1994 – Disabled American Veterans Certificate of Appreciation for establishing a national training academy for National Service Officers to help disabled vets