Veterans Choice Program

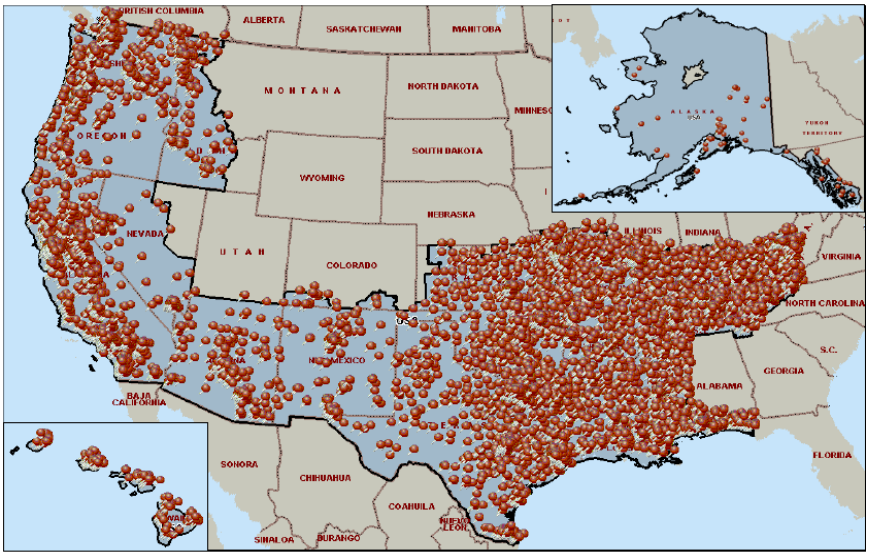
"One Million and Counting"… Improving Access to Care for America's Veterans

TriWest Healthcare Alliance, its non-profit owners and more than 3,500 employees, is committed to providing health care elasticity for the Veterans Administration through the Veterans Choice Program so that quality health care and services are available in the community for Veterans when VA is unable to care for them directly.

While refinement of the new Veterans Choice Program continues, so that each and every Veteran and provider encounter is worthy of their service, the facts suggest in TriWest's area of responsibility that we and VA are well on our way in making this work to the benefit of our Nation's heroes:

Provider Network of 180,000

- The community provider network now built out across TriWest's 28 state service territory includes nearly 180,000 providers of all specialties, including over 20,000 behavioral health providers.

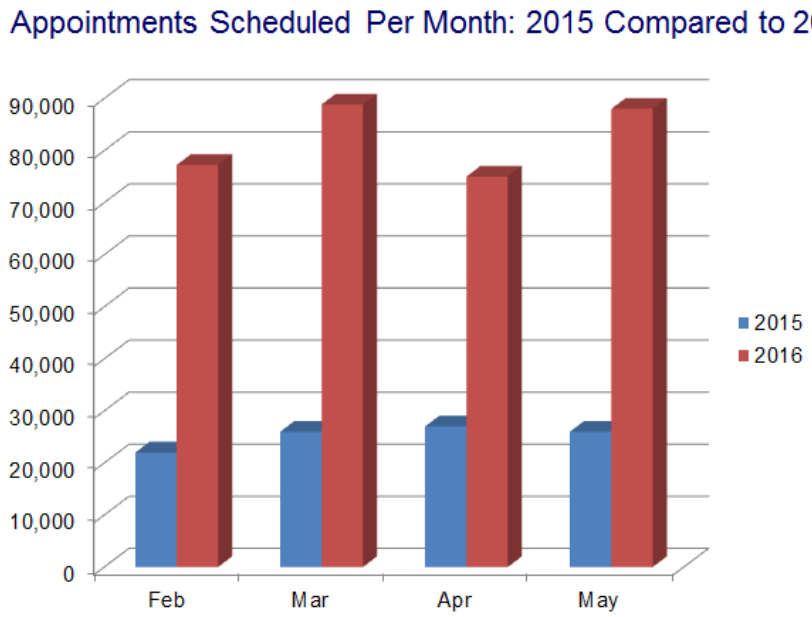


1 Millionth Appointment for Care in the Community

- TriWest is receiving nearly 120,000 requests for care per month, a 6,000% increase in volume from the 2,000 received in the first month of the Veterans Choice Program. This month, TriWest made the 1 millionth community health care appointment for Veterans. A huge milestone in the expansion of access to needed care and reduced waits.
- TriWest is now receiving behavioral health care requests from every VA medical center in TriWest's areas of responsibility.
- Across all categories of care, the average number of days to make an appointment with TriWest providers is under 4; and the average number of days to the first completed appointment is 13.
- Less than 1% of all authorizations for care are returned because no network provider is available and TriWest is processing in excess of 95% of clean claims within 30 days.

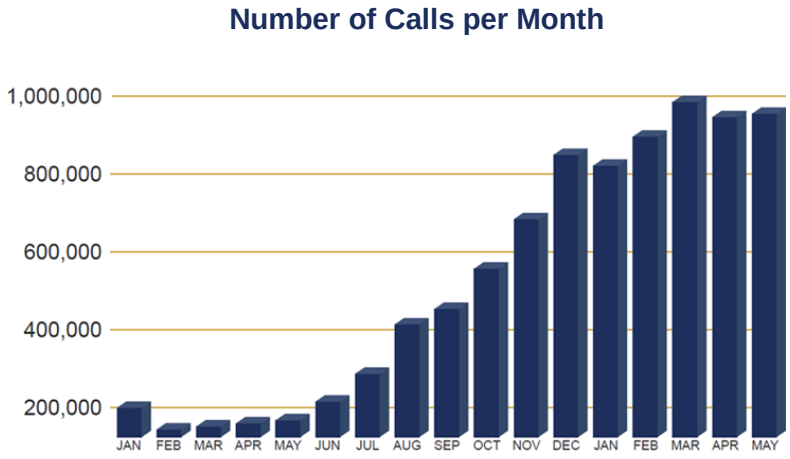
Veterans Choice Program

"One Million and Counting"… Improving Access to Care for America's Veterans



1 Million Calls Per Month

- TriWest is handling nearly 1 million calls a month supporting the Veterans Choice Program, more than triple the volume since the beginning of 2015. The average speed to answer is 25 seconds and the abandonment rate is an industry leading 2%. The growth from 3 to 10 operational sites since July 2015 has made this performance possible.



While there is still work to be done, the public-private partnership between VA and TriWest Healthcare Alliance is improving access to care for those Veterans who call its 28 state service area home.

For more information on TriWest and the Veterans Choice Program, visit: TriWest.com and va.gov/opa/choiceact.

JUNE 2016