



Media Statement

Developing a complex new program like Veterans Choice is a team effort, and Health Net Federal Services is working closely with Congress, the Department of Veterans Affairs, health care providers and many others to improve service levels and provide veterans with the appropriate, coordinated and convenient care they have earned for their service to our nation.

The Choice program recently completed its first year of operation, and we – as well as all stakeholders in the program – learned a great deal from this early experience about what it will take to cultivate an effective public/private partnership that efficiently connects community health care providers with veterans who are eligible for the program. Since Veterans Choice was implemented, Health Net Federal Services has:

- Secured more than 400,000 medical appointments for veterans in their communities
- Answered more than 2.5 million phone calls from veterans, health care providers and Veterans Affairs staff to help coordinate veterans' care
- Contracted or registered with more than 365,000 health care providers

Additionally, there was good news earlier this month when the VA announced it is eliminating administrative burdens placed on community health care providers who participate in the Veterans Choice program. This enhancement was driven partly by support from both health care providers and the VA itself, and we believe this will help us eliminate the current backlog of provider claims and help ensure timely payment of clean claims going forward.

In fact, since the administrative burden was lifted on March 1, 2016, Health Net Federal Services already has paid nearly 250,000 provider claims that were previously backlogged.

Health Net strongly supports VA's vision for a single community care program that is easy to understand, simple to administer and meets the needs of veterans, community health care providers and VA staff. We remain committed to support VA in providing supplementary care in the community to address the capacity needs of today.

- March 31, 2016