

VHA Office of Community Care Program Office provides:

1. Where in the guide does it address the process and documentation regarding the patient agrees or refuses to schedule an appointment outside the 20-/28-day period?

The Office of Community Care Field Guidebook, chapter 2, section 2 outlines the 20/28 day period. Below are excerpts from this section:

Community Care Wait Time Standards (WTS)		
Routine		Considerations
Primary Care/Mental Health/Non-Institutional Extended Care Services	Specialty Care	The WTS for community care must be considered if the following applies: <ol style="list-style-type: none"> 1. The PID on the consult is within 20 or 28 days (based on the type of care being requested) from the file entry date. 2. The appointment within the VA cannot be scheduled within the 20/28 days of the file entry date.
20 days	28 days	

As of 10/01/2020 the following steps should take place once all possible community care eligibility option have been reviewed and discussed with both NEW and ESTABLISHED Veterans.

- a. If Veteran opts into community care proceed with forwarding the internal consult to a community care consult title following the steps outlined in section 2.18 of the Office of Community Care Field Guidebook (FGB).
- b. If the Veteran decides to opt-out of community care, the staff then should follow VA scheduling protocols and thereby schedules the appointment and document the opt out by capturing #COO# in the internal VA appointment comments.
- c. If a VAMC can accommodate a Veteran by wait time standards, it is still required that that RCTs ask the Veteran if they would like to know about their other potential community care eligibilities.

2. The Community Care customer Service Guide explains each step in the Veteran’s community care journey once they are referred for care.

To Submit a FOIA request for Office of Community Care records, please contact vha.occ.foia@va.gov or by telephone to 303-780-4753