

5 BENEFITS OF PROJECT HERO

1. Veterans get the care they need

When veterans need care that's not available within the VHA health care system, they don't have to search for their own doctors and dentists. Project HERO supplements VA care with a network of accredited quality medical and dental providers to meet their needs.

2. It's easy

VA sends a copy of the Project HERO authorization to HVHS and Delta Dental. HVHS and Delta Dental then contact veterans directly to schedule appointments with local health and dental providers.

3. It's fast

Veterans are contacted for an appointment within five days, see a specialist within 30 days, and usually wait less than 20 minutes to see the doctor or dentist once they've checked in for their appointments.

4. With VA-centralized records

Veterans have peace of mind knowing their medical and dental records are returned to VA so their doctors and dentists can provide more informed, continuous care over time.

5. At competitive rates

Veterans can trust VA is using resources wisely while maintaining high quality care. With Project HERO, HVHS and Delta Dental offer consistent, competitive pricing, and they send claims data directly to VA for payment.

The ultimate goal of Project HERO is to ensure that all care delivered by VA, either through Veterans Health Administration (VHA) providers or community partners, is of the same quality and consistency for all veterans.



PROJECT HERO
VHA Chief Business Office

Have questions or need more information?

Email us at Vhacoprojecthero@va.gov

Call us at 303.370.7755

Visit our Web page at

<http://www.va.gov/hac/hero>



**PROJECT
HERO**

**SUPPLEMENTING VA CARE
WITH QUALITY MEDICAL
AND DENTAL PROVIDERS**

www.va.gov/hac/hero

Project HERO

Project HERO is a pilot program that helps veterans access the health care they need when specific medical expertise or technology isn't available inside the VA health care system.



While veterans can still see out-of-network providers with a Fee care authorization, Project HERO removes the guesswork by contracting with Humana Veterans Healthcare Services (HVHS) and Delta Dental Federal Services (Delta Dental) to provide veterans with pre-screened networks of medical and dental providers who meet VA standards for quality care.

SERVICES

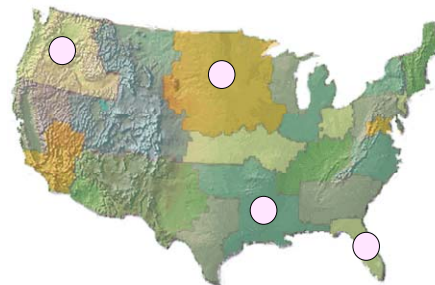
Through Project HERO, HVHS and Delta Dental provide:

- One-stop appointment-setting services with local health and dental providers
- Patient advocate services
- Credentialed, quality providers
- Return of clinical information to VA for centralized patient record keeping
- Timely provider claims processing and sending claims to VA for reimbursement
- Monitoring and reporting of access to care, appointment timeliness, patient safety and satisfaction

AVAILABILITY

Project HERO is currently available in four regions or Veterans Integrated Service Networks (VISNs).

- **VISN 8: VA Sunshine Healthcare Network**
Southern Georgia and most of Florida
- **VISN 16: South Central VA Healthcare Network**
Oklahoma, Arkansas, Louisiana, Mississippi and portions of the states of Texas, Missouri, Alabama, and Florida
- **VISN 20: Northwest Network**
Washington State, Oregon, most of the state of Idaho, and one county each in Montana and California
- **VISN 23: VA Midwest Healthcare Network**
Iowa, Minnesota, Nebraska, North Dakota, South Dakota, and portions of northern Kansas, Missouri, western Illinois, western Wisconsin, and eastern Wyoming



Note: The initial demonstration will not include Puerto Rico or the US Virgin Islands (VISN 8), or Alaska (VISN 20)

WHAT VETERANS HAVE TO SAY

"From the time I saw my VA medical team, it was very soon that I received a call from Delta Dental. Since that time it has been smooth sailing. I am so appreciative of Project HERO."

"Because of the long distance to travel to a VA hospital for care, I appreciate the VA providing the opportunity to receive care closer to home."



"Glad to see VA is working in a partnership role with non-VA specialist to help veterans."

OVERSIGHT AND COLLABORATION

The Project HERO Governing Board, comprised of leaders from VA, Veterans Health Administration and participating VISNs, ensures that veterans continue to receive high-quality health care.

VA continues to meet with veteran services organizations, academic affiliates, industry, and other federal agencies in the course of implementing Project HERO. These partnerships bring fresh ideas and leading-edge strategies, tools, and capabilities to help VA meet Project HERO's objectives. Together, VA and its partners collaborate to provide better care for all veterans.