

2.2.3 VA Main Prompts:

Prompts\VA_Main.wav

If you are a Veteran, press or say '1'

If you are a Provider, press or say '2'

If you are employed by Veterans Affairs, press or say '3'

All others, please stay on the line.

Prompts\InvalidZip.wav

I'm sorry we didn't get that. Please try again.

Prompts\VA_ConfirmCaller.wav

You entered {CallerType}. If this is correct say yes, otherwise say no.

Prompts\Vet_Program.wav

Hi. I am Secretary Bob McDonald.

Thank you for contacting us about The Choice Program. Our representatives are now available to verify your Choice Program eligibility, help you understand the benefits of this new program, and assist with the scheduling of appointments.

The Choice Program is designed to ensure that Veterans waiting extended periods of time for needed appointments at a local VA Medical Facility, or those who have to travel long distances for care from VA can instead find services more readily available and closer to home. The Choice Program supplements care provided by VA. But, you do not lose any rights you have to use VA's health care system.

Choice Cards will be sent to all Veterans who were enrolled in the VA Health Care System as of August 1, 2014. The mailings began on November 3, 2014 and will continue through the end of January 2015.

It is important to remember that you must confirm your eligibility with us before using your Choice Card and you must receive authorization from VA to seek services in your local community.

Once eligibility is determined and authorization is received, you may start using your card by advising us of the provider of your choice, so that we can verify they accept the terms and conditions necessary to provide care under The Choice Program. Please be aware that not all providers will choose to participate in the program, so there is no guarantee you will receive care from a specific provider.

In closing, I would like to thank you for your service to our nation and assure you that I and the entire team at VA, as well as health care providers across this country, count it a privilege to be of service to you.

Prompts\Provider_Program.wav

Hi, I am Secretary of Veterans Affairs Bob McDonald.

I want to thank you for contacting us about The Choice Program. We are grateful that you have taken the time to learn more about this exciting new program, and I hope that you will consider joining the other providers from your community who have agreed to be of service to our nation's heroes when we in VA are unable to do so or the Veterans resides too far from a VA facility to conveniently receive care.

Our representatives are now available to answer your questions regarding how you can provide care to Veterans who present the new Choice Card in your practice or facility and be paid for providing that service. It is important to know that in order to ensure you are reimbursed for care you provide under The Choice Program, you must have an agreement in place to serve Veterans either through the Patient-Centered Community Care program or we can support you in executing an agreement.

Also, please make sure that you've received an authorization from one of The Choice Program contractors –Health Net Federal Services or TriWest Healthcare Alliance. You may also find information about the program, the reimbursement rates and other pertinent details online at www.va.gov.

Thank you, again, for your interest in serving our nation's heroes in this fashion.

Have a great day.