

# ***Veterans Health Administration Prosthetic and Sensory Aids Service***



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# Prosthetic & Sensory Aids Service

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Our mission is to provide comprehensive support to optimize health and independence of the Veteran. Our vision is to be the premier source of prosthetic and orthotic services, sensory aids, medical equipment, and support services for Veterans.

***VHA Handbook 1173 establishes uniform and consistent national policy and procedures for the provision of prosthetic services.***



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# Populations Served by PSAS

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## Veterans with needs related to . . .

- ◆ Amputation
- ◆ Spinal Cord Injury/Disorders
- ◆ Polytrauma
- ◆ Hearing and Vision
- ◆ Podiatric Care
- ◆ Cardio-Pulmonary Disease
- ◆ Traumatic Brain Injury
- ◆ Speech/Language deficit
- ◆ Geriatric Impairments
- ◆ Neurologic Dysfunction
- ◆ Muscular Dysfunction
- ◆ Women's Health
- ◆ Orthopedic Care
- ◆ Diabetes/Metabolic Disease
- ◆ Peripheral Vascular Disease
- ◆ Cerebral Vascular Disease



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# Many Generations of Veterans Supported

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# PSAS Team

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## ◆ Central Office

- National Program Director
- Clinical Liaison
- Field Operation Manager
- Program Managers
- Data Management Team
- O&P National Program Director
- Executive Assistant
- Program Specialist

## ◆ Field

- VISN Prosthetics Representatives
- Facility Prosthetics Representatives
- Data Analysts
- O & P Clinical Staff
- Purchasing agents
- Support/Administrative Staff

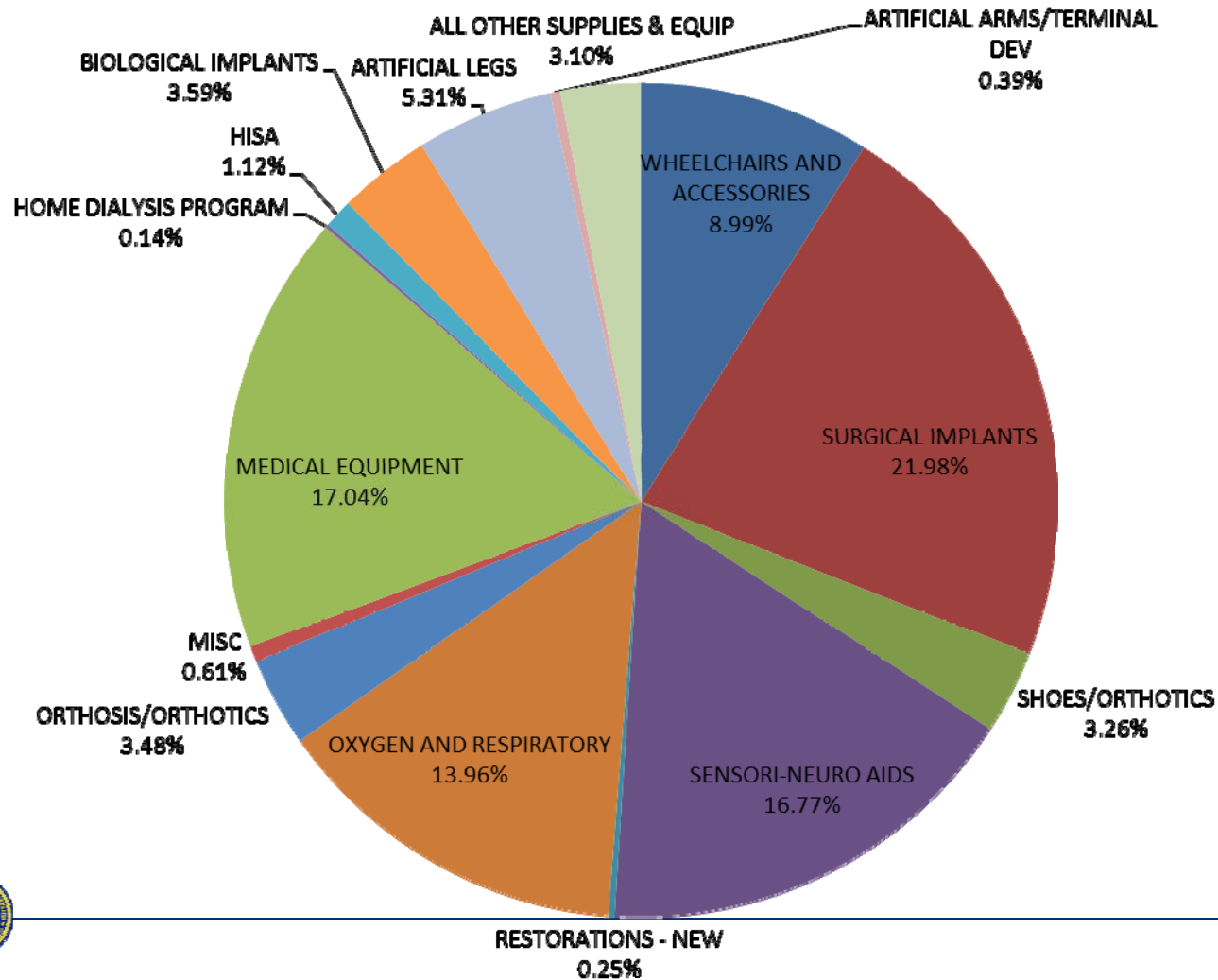


# VHA / PSAS Data Summary

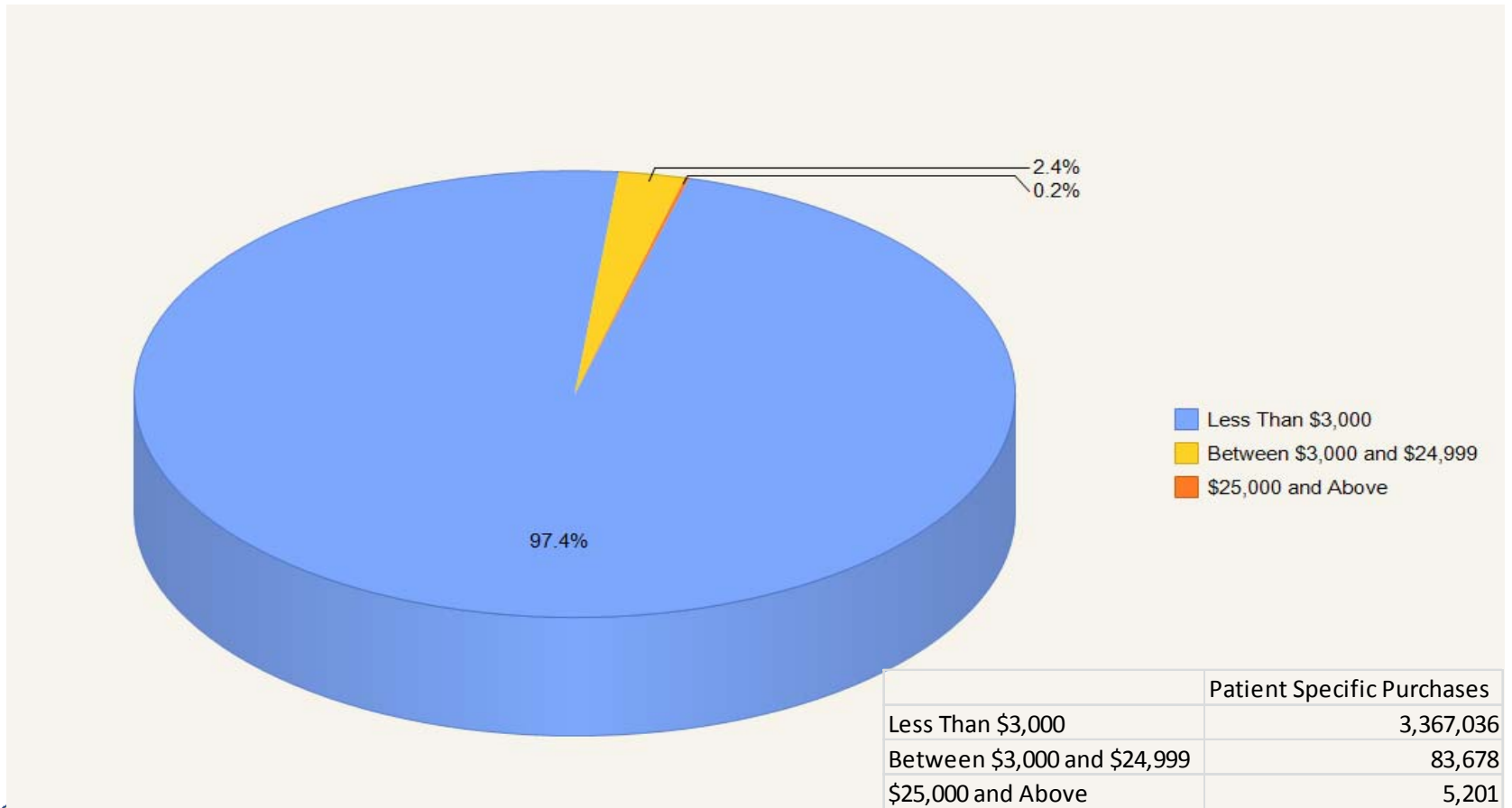
VHA and PSAS Statistics	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
VHA Enrollees	7.8M	7.8M	8.0M	8.3M	8.4M	8.7M	8.9M
VHA Unique Patients Treated	5.4M	5.3M	5.7M	5.5M	5.5M	6.3M	6.5M
PSAS Unique Patients Treated	1.6M	1.98M	2.2M	2.4M	2.6M	2.7M	2.9M
% of PSAS Uniques to All VA Unique Patients Treated	29.32%	37.33%	38.26%	43.73%	47.00%	43.22%	44.35%
Total VHA Medical Care Obligations	\$35.2B	\$39.4B	\$43B	\$47.5B	\$51.3B	\$53.8B	\$55.4B
PSAS Obligations	\$1.2B	\$1.4B	\$1.6B	\$1.8B	\$1.99B	\$2.1B	\$2.2B
% of PSAS Expenditures to All VHA Medical Care Obligations	3.28%	3.61%	3.81%	3.83%	3.84%	4.04%	3.79%
PSAS Transactions	6.5M	8.8M	10M	11.5M	12.9M	14.5M	15.9M



# FY14– Total Cost Breakdown of PSAS Budget



# Prosthetic Patient Specific Purchases by Cost Threshold FY 2014





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# Process for Ordering Prosthetic Devices

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- ◆ **Veteran** sees a clinical provider or an interdisciplinary team
- ◆ **Clinician** writes a prescription to prosthetics for the clinically appropriate device or service
- ◆ **Prosthetics** facilitates the submission of an acquisition plan
  - Prosthetic staff makes sure the needs of the veteran are being met by serving as point of contact
  - Conducts research related to prosthetic devices and serves as a subject matter expert regarding sourcing and nomenclature
  - Compiles and assembles the acquisition plan and uploads to eCMS
- ◆ **Contracting** takes the acquisition plan and creates a contract award to the vendor
  - Continues research related to acquisition rules and regulations
  - Completes the eCMS acquisition plan
  - Develops eCMS PO action and prepares the contract (SF-1449)
  - Creates the purchase order and obligation of funds
  - Awards the contract and completes the eCMS process



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# Integrated Product Team (IPT)

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- ◆ IPT is a multidisciplinary group of people who are collectively responsible for delivering a defined product or process.
  - Develop specifications for national contracts for high cost/high volume Prosthetic appliances
- ◆ Collaborate with National Directors, Chief Consultant to solicit clinical SMEs
- ◆ Majority of IPTs will have a physician as the chair
- ◆ A VPR or PSAS chief should be present on all IPTs
- ◆ Office of General Counsel
- ◆ VHA Program Executive Office (Procurement & Logistics)
- ◆ Contracting Officer
- ◆ Veteran Service Organizations are sometimes invited as non-voting members of the IPT
  - Contribute input representing our primary stakeholder, the Veteran
  - Alleviate concerns about soliciting for lowest cost instead of for higher quality
  - Adhere to same confidentiality as voting members



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# VHA National Standardization Program Overview (Contracts)

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It is Veterans Health Administration policy to standardize, to the maximum extent possible, the types and kinds of supplies and equipment it purchases, consistent with clinical and practitioner needs.

## ◆ Contracts Types

- 3 Blanket Purchase Agreement (BPA)
- 65 National Contracts (NC)



# PSAS Services / Devices / Benefits

## Devices

- ◆ **Durable Medical Equipment and Supplies**
- ◆ **Wheelchairs and Accessories**
- ◆ **Eyeglasses, Blind Aids, Low Vision Aids**
- ◆ **Hearing Aids and Assistive Listening Devices**
- ◆ **Health Monitoring Equipment**
- ◆ **Artificial Limbs/Custom Braces**
- ◆ **Surgical Implants**
- ◆ **Adapted Sports and Recreational Equipment**

## Services

- ◆ **Orthotic and Prosthetic Services, Restorations**
- ◆ **Home Oxygen**
- ◆ **Dog Insurance**

## Benefit Programs

- ◆ **Automobile Adaptive Equipment (AAE)**
- ◆ **Clothing Allowance**
- ◆ **Home Improvements and Structural Alterations (HISA)**



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# Orthotics & Prosthetic (O&P) Services

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Joseph A. Miller PhD, MS, CP  
National Director, Orthotics and Prosthetics Clinical Services



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# State-of-the Art Wheeled Mobility

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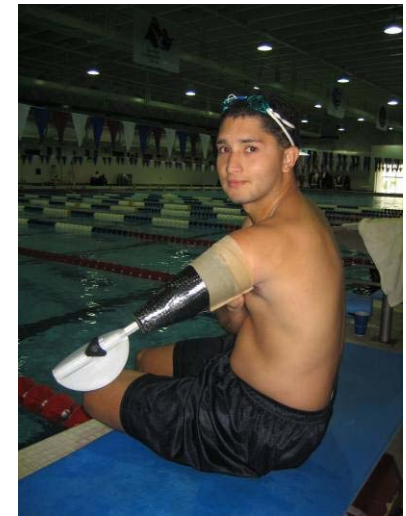
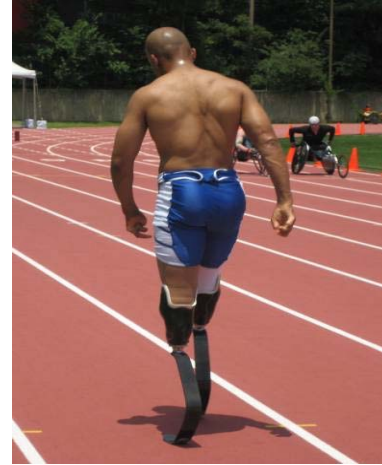


- Materials
  - Design
  - Functionality
  - Customization
- ◆ Devices provided by VHA PSAS exceed what is commonly provided by CMS & private insurance. We set the “standard”.
  - ◆ VA clinicians at forefront of product knowledge and clinical application
  - ◆ Manual Wheelchairs, power wheelchairs, scooters, wheelchairs with specialty functions





# Adaptive Sports & Recreation



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# Specialized Equipment Requests

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- ◆ Authority for Issuance of Special and/or Experimental Appliances (VA Form 10-2641 process)
  
- ◆ Allows consideration for unique equipment, technology, adaptation, or special circumstances:
  - Mobility equipment
  - Computers & electronic technologies
  - Special home modifications
  - New and emerging technologies
  - Adaptive sports equipment
  - Other





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# Home Telehealth

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- ◆ PSAS collaborates with Office of Telehealth Services to administer the Telehealth budget.
  - Telehealth equipment provided to Veterans with chronic conditions in urban and rural areas.
- ◆ Monitoring, Messaging and Measuring Device:
  - Computers that have capability of taking biometric measurements, i.e., blood pressure, glucose, weight.
  - Computers that have videophone components, e.g., digital stethoscope sender, and ECG.
    - They take same biometric measurements as the messaging units but replicate face-to-face visits of a clinician via the video component



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# Prosthetics Women's Workgroup (PWW)

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- ◆ In 2008, PSAS established the Prosthetic Women's Workgroup (PWW) as an interdisciplinary collaboration of VA subject matter experts on Women's Health
- ◆ The purpose of the PWW is to enhance the care of women Veterans by focusing on:
  - The unique needs of women Veterans.
  - How those needs can best be met by the range of devices provided by PSAS.
  - Ensuring uniformity in the provision of prosthetic appliances across VA
  - Eliminating barriers to prosthetics care experienced by women Veterans
  - Identifying emerging technology for women and propose ideas for research and development



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# Clothing Allowance

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Eligibility: New extended benefit for Veterans using more than one prosthetic, orthopedic appliance, and/or medication which impacts more than one article of clothing.

- ◆ Veterans were eligible to apply December 16, 2011, and payments for multiple clothing allowances commenced September 1, 2012.
- ◆ Veterans who were previously “Static”, and now receive multiple clothing allowances, need to reapply each year



# Automobile Adaptive Equipment

The Automobile Adaptive Equipment Program is a joint Veterans Health Administration (VHA) / Veterans Benefit Administration (VBA) program with basic authority under Title 38 United States Code Chapter 39 and Title 38 Code of Federal Regulations 17.155-17.159.

The program provides necessary equipment such as:

- Platform wheelchair lifts or ramps
- Power door openers
- Lowered floors/raised roofs (if patient has a seating height of 52" or more);
- Raised doors (if a patient has a seating height of 49" or more and is unable to lean forward to clear the door and resume a normal seating position)
- Hand controls
- Left foot gas pedals
- Reduced effort and zero effort steering and braking
- Digital driving systems



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# Home Improvements & Structural Alterations (HISA)

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- ◆ The Home Improvements and Structural Alterations (HISA) is available for both service-connected and non-service-connected Veterans
  - Home improvement benefits up to \$6,800 may be provided for:
    - Service-connected condition
    - Non-service-connected condition of a Veteran rated 50% or more service connected
  - Home improvement benefits up to \$2,000 may be provided to all other Veterans registered in the VA health care system
- ◆ Regulations drafted and with Office of General Counsel (OGC)
- ◆ Working with Veterans Benefit Administration (VBA) Specially Adapted Housing (SAH) and Vocational Rehabilitation & Employment Service (VRE) programs to streamline and coordinate housing adaptation benefits
  - National record being developed



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# Guide and Service Dog Health Insurance

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- Veterans Health Administration (VHA) through the Prosthetic and Sensory Aid Program (PSAS) has provided veterinary care for Guide and Service dogs for many years. With the publication of 38 CFR17.148, Service Dogs in September 2012 VHA was required to provide insurance for the dogs to facilitate obtaining veterinary care and the ease of payment of the veterinary invoice.
  - VHA supports guide, hearing and mobility dogs to include seizure response dogs
  - VHA does not provide veterinary care for PTSD dogs as there is no medical evidence to support the use of service dogs in the treatment of PTSD



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# Guide and Service Dog Health Insurance Cont.

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- ◆ The Department of Veteran Affairs has a two year Indefinite Delivery Indefinite Quantity contract with Trupanion, to provide veterinary care for Guide and Service dogs as was required in regulation (38 CFR 17.148) published in September of 2012. Trupanion will serve as an insurance company and cover ALL wellness and sick care for guide and service dogs that are approved by VA as medically necessary for Veterans enrolled with VA.
- ◆ The insurance will NOT pay for:
  - Grooming
  - Elective surgery
  - Boarding
  - Nail Trimming
  - Dietary supplements, non-prescription food, weight loss food, or regular food
  - Over-the-counter items
  - Non-sedated teeth cleaning
  - Non-prescription medications
  - Boarding (other than medically necessary for the dog)



# Prosthetics External Internet

- ◆ Primarily aimed at Veterans requiring Prosthetic and Sensory Aids services
- ◆ Includes such items as services provided, benefits, staff directory and O&P labs
- ◆ Allows direct email questions via Inquiry Routing and Information System (IRIS)
- ◆ **<http://www.prosthetics.va.gov>**





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# Thank You!

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Prosthetic & Sensory Aids Service  
VA Central Office  
(202) 461-0389

[www.prosthetics.va.gov](http://www.prosthetics.va.gov)





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