

Air Force Personnel Center



AF ARC Case Management Division

Col Tom Matschek

AFPC/DPFA

10 Dec 13

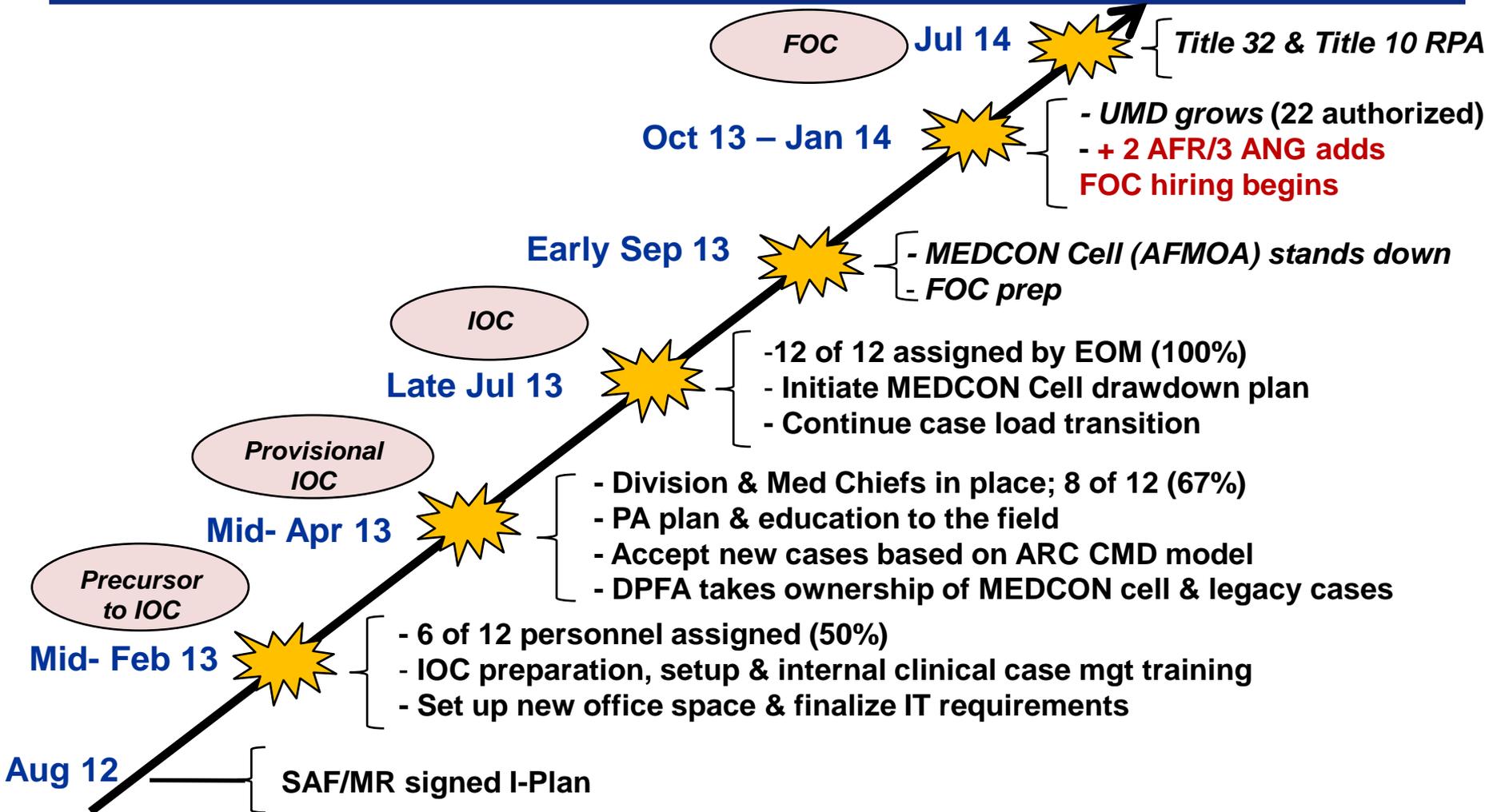


ARC CMD

- **Three primary functions of ARC-CMD (AFPC/DPFA)**
 - **Determination of eligibility for Medical Continuation (MEDCON) orders and entitlements**
 - **Medical case management of ARC on MEDCON**
 - **Conversion of MEDCON eligibility into orders**
- **Three secondary functions of ARC-CMD**
 - **Face of MEDCON program**
 - **(Appeals, Congressionals, Briefings, etc.)**
 - **Source and supplier of all MEDCON statistics**
 - **ARC medical case management experts**



Milestones



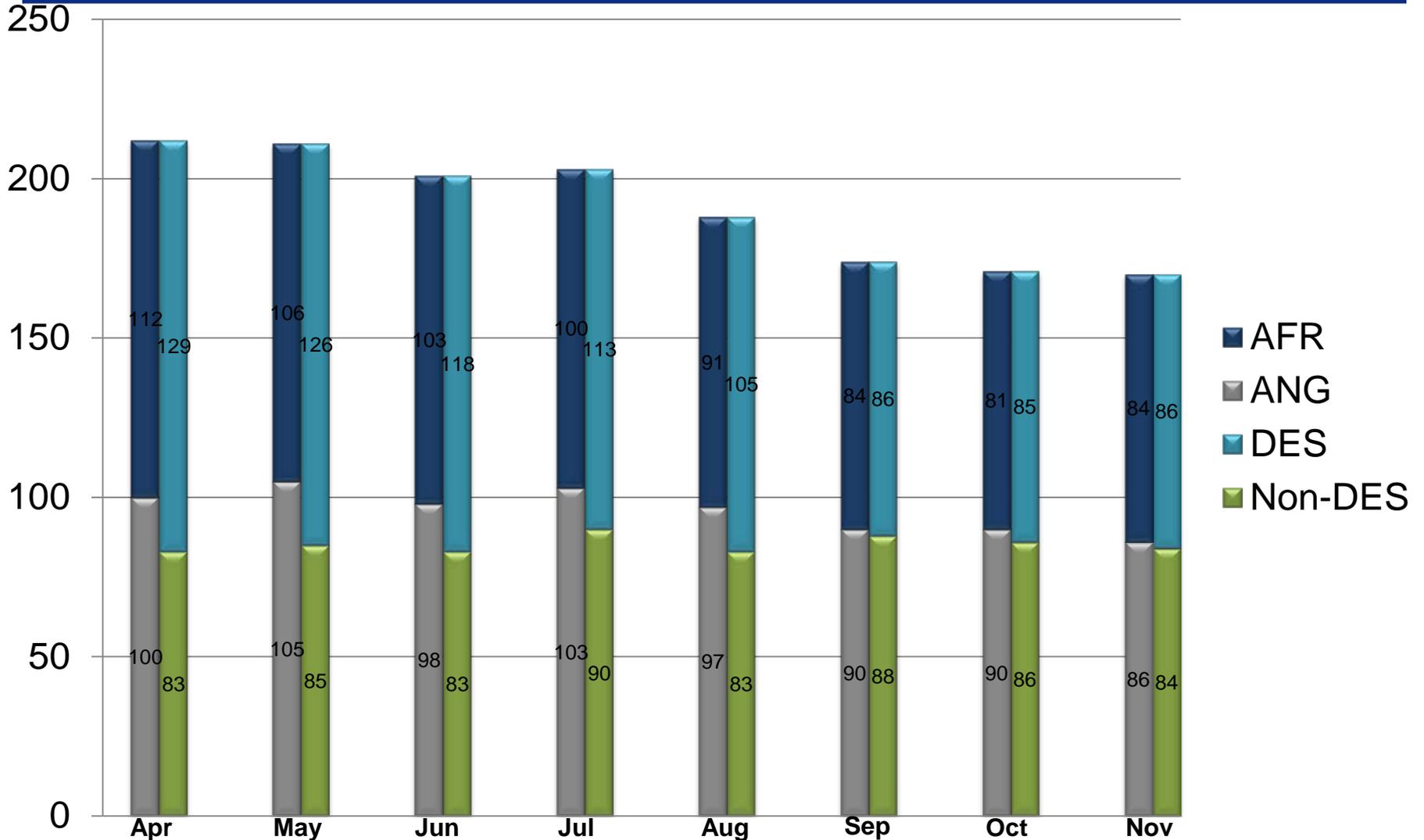


Ten-Month Lookback

- **All 11 Medical Case Manager/Care Coordinator positions filled (4 filled in Feb)**
 - **All trained and handling cases**
 - **Includes 2 Lead Case Managers mentoring on complex cases**
- **AF Physician hired**
 - **Assures expertise/legitimacy of ARC CMD**
 - **Oversees evidence-based medicine/recovery times and identifies comprehensive specialty care needs**
- **All 4 resources branch positions filled (1 filled in Feb)**
- **Permanently funded Division Chief in place**



Title-10 MPA MEDCON Caseload

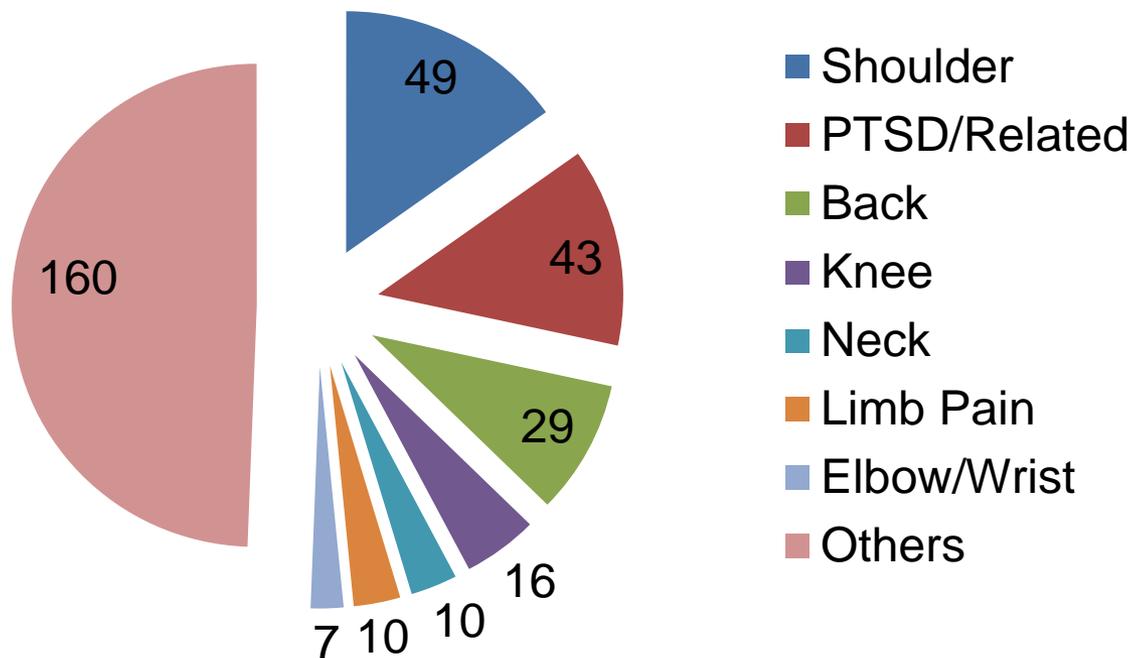




LOD Types

■ 324 Total LODs within 170 MEDCON cases

LOD Types





Road to FOC

- **Currently handling 190 MEDCON cases (20 new applicants and 170 members on MEDCON)**
 - **40 MEDCON cases/team (1 Nurse CM and 1 Med Tech Care Coordinator)**
 - **Planned capacity is 50 cases/team**
- **Expect caseload of approx 350 cases at FOC**
 - **190 MPA, 70 ANG, 90 AFR**
- **Additional ARC manning provides manpower to absorb ANG and AFR MEDCON cases**
- **Working with AFPC systems team to develop “universal” case management suite**
 - **Not dependent on funding source**



ANG Case Study

- **Member on MEDCON prior to ARC-CMD**
- **Synergy between DPF agencies highlighted need for ARC CMD medical case management**
- **Case manager and physician intimately involved**
- **Facilitated transfer of treatment from multiple civilian providers to VA PolyTrauma Center**
- **Comments from unit support marked improvement since ARC CMD's case management**



AFR Case Study

- **Member on MEDCON prior to ARC-CMD**
- **Synergy between DPF agencies highlighted need for ARC CMD medical case management**
- **Case manager and physician intimately involved**
- **Involved with getting Wounded Warrior enrolled in an inpatient program**
- **Case management potentially averted disaster**



Taking Care of Airmen

- **Relationships between ARC CMD and AFR/ANG**
 - **Monthly statistics**
 - **Teleconferences as needed**
 - **Other information sharing**
- **Synergy between divisions within AFPC**
 - **Disability Division**
 - **Casualty Division**
 - **Wounded Warrior Division**
 - **RCC (eyes on ground)**
 - **NMCM (centralized personnel B&E)**
 - **AFW2 SCAADL PM**



Whose Responsibility is it to Refer Eligible Airmen for SCAADL?

- **Members of the Recovery Team (RT) are responsible for the early identification of Airmen who are potentially qualified for SCAADL**
 - **AFW2 SCAADL Program Manager (PM), Scott Hand, works closely with RT (RCCs, MCCMs, PCMs, and NMCMs) to provide information to RSMs**
 - **PCM completes DD Form 2948, “SCAADL Eligibility” and forwards to AFW2 SCAADL PM for processing**
 - **The PM notifies the RT of the amount of payment, effective date, and when the next reevaluation is due**
 - **PCM reevaluations are conducted every 180 days until the Airmen is no longer eligible for SCAADL**



Termination of MEDCON Orders

- **Since Apr 13, ARC CMD has handled almost 380 cases**
- **Approximately 200 cases have been released (returned to duty (RTD), processed through DES, or administratively released)**
 - **Majority of cases released are due to RTD or DES processing complete**
 - **Small number of cases released due to no longer meeting MEDCON eligibility without a documented RTD or DES processing**



Termination of MEDCON Orders (cont)

- **Out of 380 cases, 5 cases that met MEDCON eligibility were terminated due to administrative deficiencies**
 - **5 cases reinstated with second set of orders once issues resolved (finalized LOD or treatment plan)**
 - **Cases coordinated with home unit to ensure roadblocks ID'd and SM supported to max extent possible**
- **ARC CMD focus is on direct and timely communication with unit and member to avoid unplanned orders termination**



Improving MEDCON

- **Challenges to overcome**
 - **Geographically Separated Units (GSUs)**
 - **Lack of MTFs**
 - **TRICARE limitations**
 - **Regionalization**
 - **ARC access to care with LOD**
 - **Increasing awareness/education**



Good News Stories

- **ARC CMD leverages:**
 - **Synergy**
 - **Centers of Excellence**
 - **Awareness and Education**
- **ARC CMD is:**
 - **Consistently and objectively determining MEDCON eligibility**
 - **Providing effective medical case management for WII Reserve Component Airmen**
 - **Working closely with RT to expedite resolution of RW issues**



Questions