Illinois Warrior Assistance Program

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What is the issue?

- Following the start of Operation Iraqi Freedom/Operation Enduring Freedom, Illinois saw a large influx of veterans.
- Illinois is bisected by 4 VISN’s, and served by 5 VA Medical Centers (VAMC).
- As many newer veterans began to seek services at the VAMC’s, wait times grew.
- Illinois has an access problem.
- Wait times for veterans with mental health concerns reached 4 months.
- The Illinois Warrior Assistance Program was created as a stop gap program to meet the needs.
What is IWAP?

- A confidential tool
- A 24-hour toll-free service
- Provides a unique TBI screening tool
- Provides veterans with additional diagnostic review and treatment
- Allows for emerging technology to be deployed in support of veterans needs, including online chats, texts, and skype.
Cost Associated with IWAP

• 2007 IWAP launched - two year contract, $1.6 million with Magellan Health Services (MHS).
• 2009 restructured and re-bid the contract.
• MHS awarded contract again - two years, $500,000.
• 2011 restructured and re-bid the contract.
• MHS awarded contract again – base fee $218,000 annual, plus costs of prescription and clinical referrals (for those not otherwise covered).
• $25,000 budgeted for referrals, but < $5,000 / year
Program Statistics
February 1, 2012 – January 31, 2013

- 12,142 unique users accessed the website
- 259 phone calls
- 25 unique online chat sessions
- 9 veterans screened telephonically were positive for TBI
- 13 referrals to providers
- Program referrals: 60% self, 20% from VSO’s and other governmental entities, and 20% from the Internet
- Outpatient services: 11 individuals accessed services, totaling 87 sessions. This was a total additional cost of $4,901, or 19% of the budgeted expense.
- Three different disorders were treated through the program this year: anxiety disorders (90%), mood disorders (4%), and schizophrenia (6%).
- Additional services budgeted for but not utilized include neuropsych testing, occupational therapy, speech therapy, and physical therapy.
Evolution Moving Forward

- IWAP will expand to include dependants
- The disqualifiers for eligibility will be rolled back.
- Finally, the program was built as an independent program from the Federal system. This causes duplication.