



VETERANS FUTURE
★ WELLNESS CENTER ★

ORGANIZATIONAL STRUCTURE OF VETERANS FUTURE WELLNESS



BOARD ADVISORY (USA)

MEDICAL ADVISORY BOARD



Psychiatry



Orthopedics



Pain Medicine



PM&R



Physical
Therapy



Behavioral
Health



VA Claim
Expert

CLINICAL GOVERNANCE COMMITTEE

VETERANS FUTURE WELLNESS CENTER (PATTAYA)



MEDICAL DIRECTOR



CASE MANAGERS



MEDICAL DOCUMENTATION TEAM



CLAIM SUBMISSION UNIT

NETWORK CLINICS



Psychiatry



Orthopedic



PT



Massage



Diagnostic
Center



Imaging



Laboratory





VETERANS FUTURE WELLNESS CENTER (VFWC) THE VA HEALTHCARE COORDINATION CENTER

★ ★ ★ COORDINATED CARE. BETTER OUTCOMES. BRIGHTER FUTURES. ★ ★ ★

CORE FUNCTIONS



CORE POSITIONING

VFWC is a VA Healthcare Coordination Center that integrates multidisciplinary healthcare providers, clinical governance, medical documentation, and reimbursement support into one coordinated care ecosystem for U.S. Veterans receiving care in Thailand.

WHY A HEALTHCARE COORDINATION CENTER?



Traditional healthcare is often fragmented. Veterans may visit different physicians, therapists, imaging centers, and pharmacies independently, resulting in duplicated services, inconsistent treatment plans, incomplete documentation, and poor continuity of care.

VFWC addresses this challenge by functioning as the central coordinator of care. Rather than replacing licensed healthcare providers, VFWC integrates them into a single, clinically governed network where every treatment episode follows an individualized care pathway, standardized documentation, and continuous outcome monitoring.



MISSION STATEMENT

Every Veteran should have measurable clinical goals, and treatment plans should be modified whenever expected improvement is not achieved.

VALUE PROPOSITION



TRADITIONAL HEALTHCARE

- ✗ Independent providers
- ✗ Fragmented medical records
- ✗ Multiple treatment plans
- ✗ Variable documentation quality
- ✗ Patient manages the process

VS

VFWC HEALTHCARE COORDINATION CENTER

- ✓ Integrated multidisciplinary network
- ✓ Single coordinated treatment plan
- ✓ Centralized clinical governance
- ✓ Standardized medical documentation
- ✓ Continuous outcome monitoring
- ✓ Dedicated Veteran Care Navigator
- ✓ Reimbursement support for eligible FMP claims
- ✓ Quality assurance and performance improvement



VFWC IS
HEALTHCARE INTEGRATOR
+ CLINICAL GOVERNANCE ORGANIZATION
+ VETERAN NAVIGATION CENTER

1 CLINICAL COORDINATION

Coordinate every healthcare provider involved in the Veteran's care to ensure continuity, communication, and avoidance of fragmented treatment.



ACTIVITIES

- Coordinate appointments
- Coordinate referrals
- Coordinate multidisciplinary treatment
- Communicate between providers
- Ensure continuity of care

BENEFITS

- ✓ One integrated care pathway
- ✓ Reduced duplicated services
- ✓ Better patient experience
- ✓ Faster access to appropriate care

2 TREATMENT PLANNING

PURPOSE

Develop individualized evidence-based treatment plans that align with the Veteran's clinical condition, functional goals, and covered service-connected conditions where applicable.



Treatment recommendations from the U.S. Advisory Board should support, rather than replace, the clinical judgment of licensed physicians practicing in Thailand.

3 OUTCOME MONITORING

PURPOSE

Evaluate whether treatment achieves meaningful improvements in function, symptoms, and quality of life using standardized outcome measures.

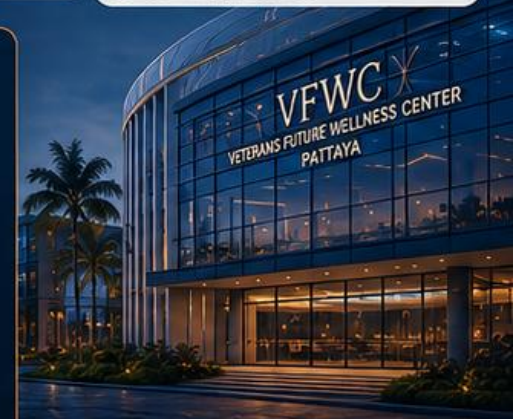
OUTCOME INDICATORS

- Pain Score
- Functional Status
- Range of Motion
- Mental Health
- Walking Distance
- Activities of Daily Living
- Medication Reduction
- Quality of Life
- Patient Satisfaction



PERFORMANCE INDICATORS

- Clinical Improvement Rate
- Treatment Completion Rate
- Patient Satisfaction
- Provider Performance
- Claim Acceptance Rate





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4 MEDICAL DOCUMENTATION

PURPOSE

Produce complete, accurate, standardized, and timely clinical documentation that supports continuity of care and facilitates eligible reimbursement through the VA Foreign Medical Program.



DOCUMENTATION PACKAGE

- ✓ SOAP Notes
- ✓ Medical Necessity
- ✓ ICD-10 Diagnosis
- ✓ Treatment Summary
- ✓ Outcome Measures
- ✓ Medication Record
- ✓ Provider Credentials
- ✓ Itemized Billing
- ✓ Supporting Documents
- ✓ English Documentation

i VA encourages providers outside the United States to supply documentation in English whenever possible because translation by VA may delay claims processing. FMP claims also require itemized billing and supporting medical records.

5 CLAIM MANAGEMENT

PURPOSE

Coordinate and prepare complete claim packages that satisfy Foreign Medical Program documentation requirements.



VFWC RESPONSIBILITIES

- ✓ Review documentation
- ✓ Verify completeness
- ✓ Prepare claim package
- ✓ Communicate with providers
- ✓ Support Veterans
- ✓ Monitor claim status
- ✓ Appeal documentation when appropriate

6 CASE NAVIGATION

PURPOSE

Provide Veterans with a dedicated healthcare navigator who assists them throughout the treatment journey.



SERVICES

- ✓ Appointment scheduling
- ✓ Provider coordination
- ✓ Education
- ✓ Medication follow-up
- ✓ Transportation support
- ✓ Follow-up reminders
- ✓ Family communication

7 VA REIMBURSEMENT SUPPORT

PURPOSE

Support Veterans and participating providers by facilitating compliant reimbursement submissions for eligible FMP-covered care.



SCOPE

- ✓ Verify FMP eligibility
- ✓ Verify service-connected conditions
- ✓ Review medical necessity
- ✓ Prepare supporting documentation
- ✓ Track reimbursement
- ✓ Assist with additional documentation requests

IMPORTANT NOTE

VFWC does not determine VA eligibility, authorize benefits, or guarantee reimbursement. Those determinations remain solely with the U.S. Department of Veterans Affairs under the Foreign Medical Program.

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STRATEGIC POSITIONING



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NETWORK MODEL

NETWORK MODEL



PROPOSED CARE PATHWAY



CLINICAL GOVERNANCE



Clinical Practice Guidelines of the VA, DoD, and specialty societies are used as reference standards for treatment planning to ensure that care aligns with recognized best practices and to support the completeness of documentation for FMP reimbursement.

FMP evaluates the relevance to the service-connected condition and the completeness of documentation. It does not automatically "endorse" any treatment program.



U.S. Department of Veterans Affairs



Department of Defense



SPECIALTY SOCIETIES



COORDINATED CARE
One integrated care pathway



BETTER OUTCOMES
Evidence-based care and outcome tracking



COMPLETE DOCUMENTATION
Supports continuity of care and FMP requirements



REIMBURSEMENT SUPPORT
Facilitates eligible FMP claim submission



VETERAN-CENTERED
Navigator support through every step

VETERANS FUTURE WELLNESS CENTER (PATTAYA)

★★★ THE VA HEALTHCARE COORDINATION CENTER ★★★

COORDINATED CARE • BETTER OUTCOMES • BRIGHTER FUTURES

VFWC

VETERANS FUTURE
WELLNESS CENTER
PATTAYA

CORE PRINCIPLES

1



Individualized
Treatment Plan
90 Days

2



Mandatory Review
Every 45 Days

4



Outcome Based
Therapy
Measured
Not Estimated



Every Patient should have measurable
clinical goals, and treatment plans
should be modified when expected
improvement is not achieved.

CLINICAL OUTCOMES



Pain Score
(VAS)



GAD-7



Return to ADL
(Activities of Daily Living)



ODI
(Oswestry Disability Index)



PT
Functional
Score



Medication Reduction



Neck Disability Index



ROM
(Range of Motion)



Quality of Life



PHQ-9



Strength



Patient Satisfaction

MAJOR SERVICE LINES



MENTAL HEALTH

- PTSD
- Depression
- Anxiety
- Substance Use



PAIN MANAGEMENT

- Back Pain
- Neck Pain
- OA (Osteoarthritis)
- Neuropathy



ORTHOPEDIC

- Joint
- Sports Injury
- Degenerative Disease



PHYSICAL THERAPY

- Manual Therapy
- Exercise Therapy
- Aquatic Therapy



COMPLEMENTARY THERAPY

- Medical Massage
- Thai Traditional Medicine
(within evidence-supported
indications)
- Acupuncture
(where appropriate)

DOCUMENTATION STANDARD

✓ EACH VISIT SHOULD INCLUDE

- ✓ SOAP Note
- ✓ ICD-10
- ✓ Functional Outcome
- ✓ Treatment
- ✓ Progress
- ✓ Provider Signature
- ✓ Medical Necessity
- ✓ Link to Service-connected Condition
- ✓ Supporting Evidence

- ✓ Documentation should be prepared in English
or with accurate translation to reduce delays
in FMP claim processing.

CASE MANAGEMENT & CLAIM PROCESS



Case
Management



Verify
Eligibility



Documentation
Review



Claim
Preparation



VA FMP
Submission



Reimbursement
Support

QUALITY & CONTINUITY



Evidence-Based
Care



Continuous
Monitoring



Safety &
Compliance



Veteran-
Centered
Approach

★★★ Honoring Service. Supporting Health. Building a Better Future. ★★★



DIGITAL PLATFORM

★★★ INTEGRATED. SECURE. VETERAN-CENTERED. ★★★

EHR



- Comprehensive Patient Records
- Clinical Notes
- Treatment History
- Medication Management
- Interoperable

SECURE CLOUD



OUTCOME DASHBOARD



- Real-time Outcome Tracking
- Visual Progress Reports
- Clinical Metrics
- Treatment Effectiveness
- Data-Driven Decisions

PATIENT PORTAL



- Appointment Scheduling
- Secure Messaging
- Treatment Plan Access
- Educational Resources
- Progress Tracking

VFWC DIGITAL PLATFORM



TELEHEALTH



- Virtual Consultations
- Remote Monitoring
- Follow-up Care
- Teletherapy
- Access Anywhere

SECURE CLOUD



- HIPAA Compliant
- Data Encryption
- Secure Storage
- High Availability
- Disaster Recovery

AI DOCUMENTATION ASSISTANT



- Automated Clinical Notes
- Smart Templates
- ICD-10 Suggestions
- Documentation Quality Check
- Save Time & Improve Accuracy

ELECTRONIC CLAIM SUBMISSION



- FMP Claim Preparation
- Electronic Submission
- Real-time Status Tracking
- Document Management
- Faster Reimbursement





VETERANS FUTURE WELLNESS CENTER (PATTAYA)

★★★ NETWORK MODEL SWOT ANALYSIS ★★★

S STRENGTH

- ✓ Single coordination center
- ✓ VA documentation expertise
- ✓ Lower Thailand treatment cost
- ✓ High patient satisfaction
- ✓ Integrated care



W WEAKNESS

- ✓ Multiple providers
- ✓ Need quality control
- ✓ Documentation burden
- ✓ Different EMR systems



O OPPORTUNITY

- ✓ Growing Veteran population
- ✓ Thailand medical tourism
- ✓ Digital health
- ✓ Rehabilitation
- ✓ Mental health



T THREAT

- ✓ VA regulation changes
- ✓ Provider variation
- ✓ Claim denial
- ✓ Currency risk
- ✓ Legal compliance



RISK ANALYSIS

RISK	SOLUTION (RISK MIGRATION)
 Network doctors document differently	✓ Standardized SOAP Template ✓ Training ✓ Quarterly Audit
 Claim denied	✓ Pre-submission QA ✓ Medical coding review ✓ VA checklist
 Poor outcomes	✓ 45-day review ✓ Change provider ✓ Modify treatment ✓ Escalate care
 Inconsistent PT	✓ Clinical pathways ✓ Competency assessment ✓ Provider credentialing
 Mental Health Crisis	✓ 24/7 Crisis Protocol ✓ Psychiatrist ✓ Emergency Referral
 Overutilization	✓ Evidence-based indication ✓ Medical necessity review ✓ Utilization review





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