



Coordinated Veterans' Care Program

CVC Mental Health Pilot Checklist

The following will need to go into the envelope to send to TUNSTALL HEALTHCARE

Envelope must contain completed:

- Uni of SA consent form for veteran to participate in pilot
- Uni of SA consent form for family member to participate in focus groups/interviews
- Tunstall participant consent form
- Tunstall consent to exchange information form
- K10 questionnaire
- Pain Score questionnaire (DVPRS)
- Anger Score questionnaire (DAR -5)
- Pain Catastrophising Scale
- CVC Care Plan which must have the following information:
 - Veteran's name
 - Date of Birth
 - Veteran's address
 - Veteran's phone number
 - DVA number (Gold card)
 - Medicare Number (White card)
 - Note Gold or White card holder
 - Current medication/s
 - Psychiatric history
 - Pain history

Note: The veteran will keep:

- CVC Mental Health brochure and Welcome Letter
- Tunstall and Clevertar brochures
- 'Getting Help' contact list



Coordinated Veterans' Care Program

MENTAL HEALTH PILOT

Information for General Practices

The Coordinated Veterans' Care (CVC) Mental Health Pilot (the Pilot) is an early intervention measure to promote better health outcomes for veterans. It is a voluntary program, with the veteran completing a program via a mental health app on their smart phone or device. Additional technical and clinical coordination for the veteran will be provided through Tunstall Healthcare's connected health centre. The Pilot will run until December 2019 as an additional service under the CVC Program.

Veteran Eligibility for the Pilot

The Pilot is open to eligible DVA White and Gold Card holders. The program through the app is the same for both veteran groups, however the eligibility requirements and access to the CVC Program differ slightly between the two groups, as outlined below.

Gold Card Holders

Gold Card veterans will need to meet the CVC Program eligibility requirements before being able to access the Pilot. These criteria include:

| Eligibility criteria | Exclusions |
|--|--|
| <ul style="list-style-type: none">• Being a Gold Card holder;• living in the community;• having at least one chronic condition; and• being at risk of hospitalisation. <p>In addition, the pilot will support veterans with:</p> <ul style="list-style-type: none">• chronic physical and mental health comorbidities, particularly focussing on veterans who are under 55 years• mild to moderate mental health conditions, such as anxiety or depression who also have a physical condition requiring pain management (K10 20-29). | <ul style="list-style-type: none">• Veterans with K10 score under 20 or above 29;• those participating in other mental health research projects;• those with alcohol or drug use disorders; and• those who have been hospitalised with a mental health condition in the last 12 months. |

White Card Holders

Changes to Legislation that came into effect 25 April 2018 allow White Card veterans (previously excluded) to have access to the CVC Program, for up to 12 months, for the purpose of participating in the Pilot and having access to the app.

| Eligibility criteria | Exclusions |
|--|--|
| <ul style="list-style-type: none">• Being a White Card holder;• living in the community; and• experiencing mild to moderate anxiety or depression who also have a musco-skeletal physical condition requiring pain management (K10 20-29). | <ul style="list-style-type: none">• Veterans with K10 score under 20 or above 29;• those participating in other mental health research projects;• those with alcohol or drug use disorders; and• those who have been hospitalised with a mental health condition in the last 12 months. |

Further information is available on the DVA website www.dva.gov.au
or you can contact Tunstall on 1800 424 514



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MENTAL HEALTH PILOT

What does it involve?

The Pilot's short self-help program has been developed by Clevertar Digital Coaches. The app will prompt various health messages and exercises to do based on the K10, Hope Scale and suicide questionnaire.

Data from the use of the app will be monitored by Tunstall's registered nurses, to provide technical and clinical support between 9am – 5pm Monday to Friday. Tunstall has delivered connected healthcare services to veterans across Australia since 2002. Agreed protocols will trigger appropriate intervention messages, such as reminders for a GP review, through to escalation pathways for crisis events.

Veteran Enrolment for the Pilot

Enrolment will involve a discussion between the veterans and the GP to determine if the Pilot is an appropriate option.

For Gold Card holders already on the CVC Program, a review of their care plan will need to be undertaken to incorporate the mental health component.

For veterans new to the CVC Program, both Gold and White Card holders, a care plan will need to be developed which incorporates the mental health component.

An information and enrolment pack will be provided for the practice nurse to complete with the veteran.

To participate veterans will need to complete and sign the consent forms. Tunstall will relay any relevant clinical information collected during the Pilot to the general practice and all information collected will be securely stored on Australian servers.

Payment for GPs

Payments will be the scheduled CVC Program claiming entitlements.

Gold Card Holders

For Gold Card holders already accessing the CVC Program payments will continue as normal with the GP continuing to claim quarterly care payments while veterans are enrolled on the CVC Program.

For Gold Card holders new to the CVC Program GPs will be able to access the initial incentive payment and then claim quarterly care payments while veterans are enrolled on the CVC Program. Details on CVC Program claiming for Gold Card holders are available on the DVA website.

White Card Holders

White Card holders are now able to access up to 12 months of CVC payments as part of the Pilot. This will include the initial incentive payment and then up to three quarterly payments while veterans are enrolled on the CVC Program. The number of quarterly payments will depend on when the veteran is enrolled on the CVC Program.

The CVC Mental Health Pilot is funded through to 31 December 2019 and access to the CVC Program and quarterly payments for White Card holders will end on this date. White Card veterans enrolled prior to 31 December 2018 will be able to access the full 12 months of the CVC Program. Veterans enrolled after this date will have access to the CVC Program until the cessation of the Pilot on 31 December 2019.

Specialty codes for the initial payment and quarterly payments, for White Card holders, have been developed for the Pilot. These codes are available only to general practices who are enrolled in the Pilot Program. Codes will be provided to practices by DVA once a complete enrolment pack had been received by Tunstall.

More Information

All questions or concerns relating to the CVC Program, including codes and payments should be directed to the CVC Program Team in DVA - cvcprogram@dva.gov.au or **1800 555 254**.

Questions relating to the Mental Health Pilot including enrolment, participation and progress of veterans can be directed to Tunstall Health Care.

Further information is available on the DVA website www.dva.gov.au
or you can contact Tunstall on 1800 424 514



MENTAL HEALTH PILOT FLOWCHART FOR GENERAL PRACTICES

Coordinated Veterans' Care Program



DVA Coordinated Veterans' Care Mental Health Pilot

Tunstall Healthcare is a global company with over 60 years of connected healthcare experience.

Our Australian operations are long established managed service providers to government, retirement villages and community care organisations, servicing more than 57,000 people across Australia and New Zealand.

Tunstall has delivered connected care services to veterans across Australia since 2002.

DVA has commissioned Tunstall to collaborate with Clevertar and University of South Australia to deliver the DVA CVC Mental Health Pilot.



Tunstall will be responsible for:

Supporting GPs

We will:

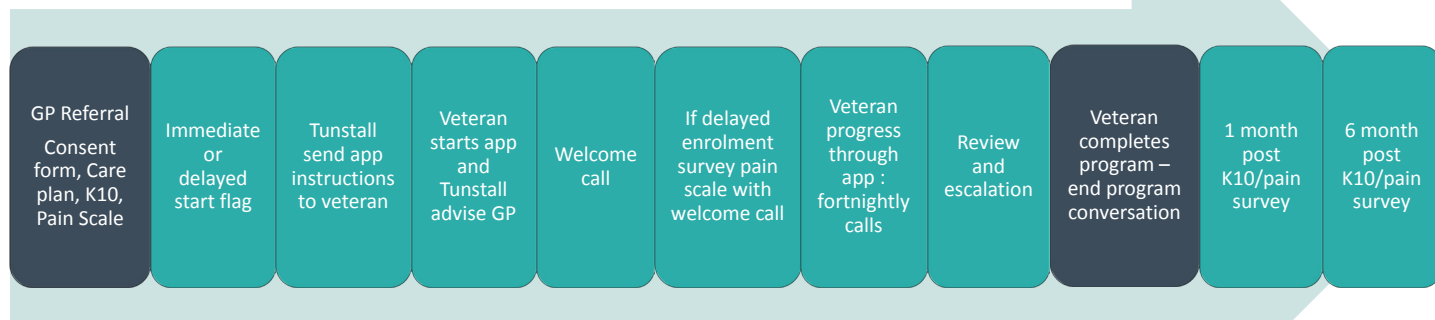
- provide information about the pilot
- provide education on the pilot process
- support recruitment of eligible veterans
- provide reports of escalations
- provide updates on veteran activity

Supporting veterans

We will:

- help with downloading and starting Clevertar digital coach app
- welcome them to the pilot
- conduct fortnightly guided conversations
- debrief them at the end of the pilot
- review patient activity via Clevertar portal
- evaluate risk, triage and escalate
- facilitate research surveys

Veteran engagement plan



Contact Us

You can find out more about this pilot by contacting our friendly team on 1800 424 514 or visiting us at www.tunstallhealthcare.com.au.



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