

## Volunteer and Retired Providers Program Frequently Asked Questions

### For Healthcare Volunteers

#### **What is the VRP Program?**

The Volunteer and Retired Providers Program is a unique, state-funded program to support healthcare volunteerism in Washington. The program pays for malpractice insurance for healthcare volunteers, and license renewal for healthcare volunteers who only use their license for unpaid work (such as retired volunteers). All care must be provided through VRP-approved sites.

#### **What kind of care is covered under the program?**

VRP malpractice insurance covers all forms of care coded as non-invasive.

Non-invasive medical care includes the administration of injections, suturing of minor lacerations, and the incision of boils and superficial abscesses. All obstetric care and any procedures coded as surgery are **not** covered under non-invasive medical care.

Non-invasive dental care includes diagnosis, oral hygiene, restoration and extraction. Orthodontia and surgical treatments are not covered by our malpractice insurance.

#### **Who is providing my coverage?**

Our VRP insurance is provided by Physician's Insurance. If you have any questions about the insurance coverage, application, or process, feel free to reach out to the VRP Program administrators at [vrp@wahealthcareaccessalliance.org](mailto:vrp@wahealthcareaccessalliance.org) or 267-713-WHAA (9422).

#### **I'm retired and no longer practicing. Can I volunteer and use the VRP program for malpractice insurance?**

Yes! The VRP Program covers license renewal fees for providers who only use their license for volunteer work. Please note that while your license can be renewed at no cost to you, you are expected to cover any **late fees** for license renewal.

#### **What kinds of healthcare licensure are covered under the VRP Program?**

The VRP Program offers malpractice coverage for a wide range of healthcare professionals. Providers must hold licensure with Washington State or other U.S. states. All providers must be in conformity with current requirements for licensure, including continuing education requirements.

Healthcare providers who are registered or certified, rather than licensed, are **not** eligible for VRP malpractice insurance. For a breakdown of eligible provider types, please [click here](#).

**I'm an out-of-state volunteer. How do I apply?**

As an out-of-state volunteer, you have a two-step application process to secure VRP malpractice insurance! First, you'll have to fill out an attestation with the State of Washington [here](#) in order to volunteer. To secure malpractice insurance coverage, apply [here](#).

**How do I know that my application is still being processed? I submitted it, but haven't heard back yet.**

If you have any questions about your application, please contact the VRP Program administrator at [vrp@wahealthcareaccessalliance.org](mailto:vrp@wahealthcareaccessalliance.org) or 267-713-WHAA (9422). The VRP Program administrators are available Monday-Friday, typical business hours.

**Can I volunteer at more than one site with VRP coverage?**

Yes! As long as you are volunteering with a [VRP-approved site](#), you are welcome to use your VRP coverage at multiple clinics.

**I don't want to volunteer anymore. How do I leave the program?**

We're sorry to see you go! Please get in touch with us at [vrp@wahealthcareaccessalliance.org](mailto:vrp@wahealthcareaccessalliance.org) or 267-713-WHAA (9422) to end your participation in the program.

**My VRP malpractice coverage expires on July 1<sup>st</sup>. Do I need to renew my coverage when it expires?**

No! As an active VRP member, your coverage will be renewed automatically every year.

**Do I need to renew my coverage with the VRP program every year?**

No! If you're an active VRP member, your coverage gets renewed automatically every year. If you anticipate not needing VRP coverage for several years, please get in touch with us so we can take you off the program.

For Healthcare Sites Utilizing Volunteers**What does the VRP Program do for my clinic?**

The VRP Program reduces barriers to healthcare volunteerism. Many healthcare professionals do not have malpractice insurance that also covers their volunteer work. The VRP Program provides them with malpractice insurance so that they can care for clients in free and charitable clinics, rural health clinic, federally qualified community health centers, and other sites. The VRP Program also covers license renewal fees for those who only use their license for volunteer work (such as retirees).

**Can I pay my VRP volunteers?**

No – in order to be eligible for the VRP Program, volunteers must be offering their services at no cost.

**How do we apply to become a VRP-approved site?**

In order to apply as a VRP-approved site, fill out an application [here](#). You must be able to demonstrate that you:

- Provide healthcare services to low income patients
- Assure continuity of care
- Have arrangements for after-hours coverage (such as ER access)
- Have a referral system to assure patient access to care beyond services of volunteer providers
- Not compensate volunteers whose malpractice insurance is paid through the Volunteer and Retired Providers Program.

For any questions about the approval process, contact us at [vrp@wahealthcareaccessalliance.org](mailto:vrp@wahealthcareaccessalliance.org) or 267-713-WHAA (9422).

**I'm not sure our organization is eligible – we offer care in an unusual setting.**

VRP-covered sites range across the board – from summer camps, to social service organizations, to health fairs, to mobile clinics and more. A full list of approved clinics is [here](#).

To be approved as a VRP site, you must be able to demonstrate that you:

- Provide healthcare services to low income patients
- Assure continuity of care
- Have arrangements for after hours coverage (such as ER access)
- Have a referral system to assure patient access to care beyond services of volunteer providers
- Not compensate volunteers whose malpractice insurance is paid through the Volunteer and Retired Providers Program.

For questions about the site approval process, please contact us at [vrp@wahealthcareaccessalliance.org](mailto:vrp@wahealthcareaccessalliance.org) or 267-713-WHAA (9422).

**What kinds of volunteers are covered under the VRP Program?**

The VRP Program offers malpractice coverage for a wide range of healthcare professionals. Providers most hold licensure with Washington State or other U.S. states. All providers must be in conformity with current requirements for licensure, including continuing education requirements.

Healthcare providers who are registered or certified, rather than licensed, are **not** eligible for VRP malpractice insurance. For a breakdown of eligible provider types, please [click here](#).

**How do I find out which of my volunteers are VRP-approved?**

To find out which of your volunteers are VRP-approved, contact us at [vrp@wahealthcareaccessalliance.org](mailto:vrp@wahealthcareaccessalliance.org) or 267-713-WHAA (9422).

**I'm not sure my volunteer has applied for VRP. How can I check?**

Get in touch! We're available at [vrp@wahealthcareaccessalliance.org](mailto:vrp@wahealthcareaccessalliance.org) or 267-713-WHAA (9422).