VA Community Care Network

Quick Reference Guide for Providers

Program Overview

This quick reference guide provides an overview of what community care providers need to know about the Department of Veterans Affairs Community Care Network (VA CCN).

The VA CCN supplements the health care services of the Veterans Health Administration with a network of community health care providers.

Using This Guide

This guide provides resources and VA CCN requirements. To keep up to date on VA CCN, please visit vacommunitycare.com, where you will find this guide, frequently asked questions, training resources as well as the VA CCN Provider Manual.

Provider Services

When the VA CCN launches and health care delivery starts, community care providers can call CCN Provider Services at **888-901-7407** (8 a.m. – 6 p.m., local time, Monday – Friday excluding holidays) to:

- Confirm Veteran eligibility
- Check on status of referrals
- Inquire on claims status

Online Tools

Optum's provider portal is available at vacommunitycare.com, which contains Training & Guides, News & Announcements, and Documents & Links.

Secure functionality at vacommunitycare.com > I am a Provider > Medical Provider. The portal will be available July 29, 2019 which will include:

- Check status of referrals (except urgent/emergent referrals that should route directly to the VA Community Care Contact Center)
- Check claims status
- Resolve claims issues
- Confirm Veteran eligibility
- Resolve pharmacy issues
- Resolve issues with DME, medical devices, orthotic items, and prosthetic items
- Verify provider enrollment status
- Resolve complaints
- Resolve benefits issues
- Link to VA CNN provider directory

Referrals and Veteran Eligibility

VA CCN providers are not authorized to provide services to a Veteran without an approved referral. The only exception is emergency room care, VA must be notified within 72 hours of a Veteran seeking care at an in-network emergency room. The referral process is outlined in the VA CCN Provider Manual at vacommunitycare.com.

When VA determines a Veteran needs to receive care from a VA CCN provider, VA will send a VA CCN provider a referral with information about the Veteran and the type of care the Veteran can receive.

Pharmacy Benefits and Prescription Guidelines

- VA CCN providers must **not** dispense any pharmaceutical samples to Veterans.
- VA requires that community care providers register with their state's prescription monitoring program, if the state the community care provider is located in has one, before prescribing a controlled substance.
- Prescriptions for routine and maintenance medications will be filled by the VA pharmacy.
- For urgent and emergency prescriptions:
    - Covered medications are on the VA Urgent/Emergent National Formulary at pbm.va.gov > VA National Formulary > Formulary Documents > VA Drug Standardization List.
    - The urgent/emergent prescription should be a maximum 14-day supply with no refills. Veterans should fill this prescription at a VA CCN retail pharmacy.
    - Additional prescriptions should be submitted to, and filled by, the VA pharmacy.

Claims Management

- Instructions for filing electronic and paper VA CCN claims are in the VA CCN Provider Manual available at vacommunitycare.com.
- All claims must have a referral number.
- To check the status of a claim the VA CCN provider can access vacommunitycare.com or contact VA CCN Provider Services at **888-901-7407**.
- Submit claims within 180 days from the date of service or date of discharge.

Reconsideration Request
Reconsideration is a formal process by which a Provider may request that Optum review a claim denied partially or in whole, or where a Provider believes payment was incorrect. Where a claim is denied partially or in whole, a reconsideration request must be filed within 90 calendar days from the date of denial.

Where a claim has not been denied partially or in whole, but the Provider believes the claim has been incorrectly paid, the Provider must file a reconsideration request within 12 months after the claim was initially processed.

Submitting Medical Documentation
VA CCN providers must submit medical documentation directly to VA and/or the VA CCN referring provider.

Additional VA Resources

VA information on VA CCN, including upcoming trainings, can be found at: va.gov/communitycare > For Community Care Providers > Community Care Providers Overview