



Online Provider Resources

Optum Provider Resources available on Optum VA Community Care Network (VA CCN) portal

Optum VA Community Care Network Provider portal	VA CCN Provider Portal
VA CCN Training & Guides	VA CCN Training & Guides
Electronic Payments and Statements	Electronic Payments and Statements
Culturally Competent Toolkit for Treating Veterans	Culturally Competent Toolkit for Treating Veterans
VA Community Care Regions	VA Community Care Regions Map
Region 1 Health Care Delivery Schedule	Region 1 Delivery Schedule
Region 2 Health Care Delivery Schedule	Region 2 Delivery Schedule
Region 3 Health Care Delivery Schedule	Region 3 Delivery Schedule
Claims Processing Guidelines	Claims Processing Guidelines
Prescribing Medications for Veterans	Prescribing Medications for Veterans
Medical Documentation Requirements	Medical Documentation Requirements
VA CCN Provider Services and Resources	VA CCN Provider Services and Resources
VA CCN Frequently Asked Questions (FAQ)	VA CCN Frequently Asked Questions
VA CCN Provider Manual	VA CCN Provider Manual
VA CCN Secure Medical/Behavioral Provider Portal	VA CCN Secure Provider Portal
VA CCN Pharmacy Network and Formulary Search	VA CCN Pharmacy Network and Formulary Search

VA CCN Provider Tools

VA Health Exchange for Community Care Partners	VA Health Exchange for Community Care Partners
Azure Rights Management Services (Azure RMS) Encrypted Email	Azure RMS
Direct Messaging Across Secure Network	Direct Messaging Across Secure Network
National and Urgent/Emergent Formulary	National and Urgent/Emergent Formulary
HealthShare Referral Manager (HSRM) Resources	HSRM
Request for Service Form	Request For Service Form (RFS)

VA CCN Provider Resources

Information for Community Providers	Information for Community Providers
Subscribe to Receive Provider Advisor Newsletter Email Updates	Subscribe to Receive VHA Email Updates
Free Provider Education (VHA Train)	Free Provider Education
Durable Medical Equipment (DME) and Pharmacy Requirements	DME and Pharmacy Requirements
Precertification Requirements	Precertification Requirements The VA is required by law to bill Third Party Payers (TPP) for care that is not related to a Veteran's service-connected disability or Special Authority. This requires VA to call TPPs for precertification for patients who are VHA beneficiaries with other billable health insurance (OHI). There is no requirement to wait for the TPP approval or response prior to performing the test/procedure/admission included as part of the SEOC referral.
VA Request and Coordinate Care	VA Request and Coordinate Care