

Provider Credentialing

Department of Veterans Affairs (VA) Community Care Network (CCN) Credentialing Requirements

Optum, UnitedHealthcare or its designee must credential providers and facilities according to requirements of nationally recognized accrediting organizations. Credentialing is generally not required for health care professionals who are permitted to furnish services only under the direct supervision of another licensed independent practitioner or for hospital- or facility-based health care professionals who provide services to covered persons incidental to hospital or facility services. Providers who are currently credentialed and participating with Optum or UnitedHealthcare, as applicable, are not required to complete a separate credentialing application for CCN.

The credentialing process involves obtaining primary-source verification of the provider's education, board certification, license, professional background, malpractice history and other pertinent data.

New VA CCN providers who are not currently credentialed and participating with one of our network partners will have to complete a standardized, applicable, nationally accredited credentialing process.

All services, facilities and providers must adhere to all applicable federal and state regulatory requirements. Optum will monitor the U.S. Department of Health and Human Services Office of Inspector General (OIG) exclusionary list. If the provider is on the exclusionary list, the provider won't be eligible to participate in the network. See oig.hhs.gov/exclusions for more information about the exclusionary list. If the provider doesn't maintain active credentialing status, the provider's VA CCN agreement with Optum, UnitedHealthcare, or other network partner, may be terminated.

If a VA CCN provider is licensed, registered or certified in more than one state, the provider must confirm that:

- None of the provider's licenses, registrations or certifications in those states have been terminated for cause.
- The provider has not involuntarily relinquished the provider's license, registration or certification in any of those states after being notified in writing by that state of a potential termination for cause.



The provider must notify the appropriate network partner within five calendar days of the occurrence or otherwise specified in the provider's VA CCN agreement of an action, lapse or limit impacting the provider license, registration or certification. If any state in which a provider is licensed, registered or certified terminates such license, registration or certification, the provider will be removed from VA CCN.

If a VA CCN provider's specialty is not subject to an accredited credentialing process, the provider must operate within the scope of the provider's professional license. The VA CCN provider must maintain and provide the appropriate network partner, upon request, with the following documentation:

- Proof of identity with a government-issued photo and I-9 documentation
- An active, unrestricted license from the state where the service is provided, if applicable
- Criminal background disclosure
- Current national provider identifier (NPI) number, if applicable
- Drug Enforcement Agency (DEA) number if controlled substances are prescribed
- Education and training, if applicable (unskilled home health excluded)
- Professional references
- Proof of professional liability insurance in an amount in accordance with the laws of the state in which the care is provided
- Tax identification number (TIN)
- Work history

Contact Information

For more information about the credentialing process or to become a participating provider with VA CCN, please contact CCN Provider Services at **888-901-7407**. Thank you.