



## Vision Care for Veterans

### Key Points

- Veterans may be eligible to receive routine vision care through the Department of Veterans Affairs (VA) Community Care Network (CCN) with an approved referral.
- Veterans will need to fill their prescription for eyeglasses or vision devices with their local VA Medical Center (VAMC).
- UnitedHealthcare Vision provides a network of eye care professionals covering VA CCN regions one, two and three.

### Vision Coverage Exclusions

- The approved referral does not authorize eyeglasses or optical and non-optical low vision devices.
- An approved referral will not authorize cosmetic contact lenses. VA will have to review and approve any requests for medically necessary contact lenses.
- CCN providers can submit a request for medically necessary contact lenses to the VA facility using the [Request for Service form](#) located at [provider.vacommunitycare.com](http://provider.vacommunitycare.com) > Documents & Links

### Referrals

All services require an approved referral from VA before services can be rendered. Approved referrals from VA will authorize a standardized episode of care (SEOC) that will include a specified number of visits and/or services related to a plan of care.

Additional information on the referral process is available at [provider.vacommunitycare.com](http://provider.vacommunitycare.com) > Training & Guides: [Referral Process](#).



### **Claims**

The approved referral number must always be included on claims submitted to Optum. Additional information on claims processing guidelines is available at [provider.vacommunitycare.com](http://provider.vacommunitycare.com) > Training & Guides: [Claims Processing Guidelines](#).

### **Medical Documentation**

Medical documentation must be submitted to the VA facility listed on the referral. Additional information on medical documentation requirements is available at [provider.vacommunitycare.com](http://provider.vacommunitycare.com) > Training & Guides: [Medical Documentation Requirements](#).

### **Urgent/Emergent Prescriptions**

CCN providers must prescribe from the VA Urgent/Emergent Formulary available at [provider.vacommunitycare.com](http://provider.vacommunitycare.com) > Formulary and Pharmacy Search.

Additional information on prescribing medications is available at [provider.vacommunitycare.com](http://provider.vacommunitycare.com) > Training & Guides: [Prescribing Medications for Veterans](#).

### **More VA CCN Information**

CCN providers can find additional training, guides and educational videos at [provider.vacommunitycare.com](http://provider.vacommunitycare.com) > [Training & Guides](#).