

# Provider Reference Guide



## Referral Process

- VA Medical Center (VAMC) determines a Veteran's need and eligibility for care in the community.
- VAMC contacts the provider to confirm they will accept the referral and schedule an appointment. A referral packet is sent to the contracted Department of Veterans Affairs Community Care Network (VA CCN) provider.
- The Veteran is seen by a VA CCN provider for medically necessary services included in a standardized episode of care.
- If additional services are required, provider must submit a Request for Services (RFS) form to VA. If services on an approved referral are performed by a VA CCN participating provider not listed on the referral, the referral number must be shared with the provider rendering the services.
- Full details about the referral process can be found at [Referral Process](#).



## Third-Party Administrator (TPA)

- On the VA CCN referral, please look for the following Affiliations and Networks specific to the VA CCN Region signifying Optum as the TPA:
  - Affiliations:**
    - CCN1, CCN2, CCN3
  - Network:**
    - CC Network 1, 2 or 3
- When you see the above Affiliations and Networks on an approved referral, the claim should be submitted to Optum (or Logistics Health Inc. for Dental Providers).



## Telehealth

- During the COVID-19 public health emergency, VA will allow providers to care for VA CCN patients through telehealth and telephonic consults when clinically appropriate and with an approved referral from a VAMC.



## Claims Processing

- **Timely Filing:** 180 days from date of service or discharge
- **File Claim Reconsiderations:**
  - 90 days from denial date
  - 12 months from believed incorrect payments
- **Additional VA CCN Requirements for Clean Claim:**
  - Veteran's Social Security number (SSN) or Veteran's Integration Control Number (ICN) on approved referral
  - Approved referral number
  - National Provider Identifier (NPI) number
- Submit claims electronically, in the portal, by mail or secure fax
- For claim questions, call CCN Provider Services or use the online chat feature after signing in to the [Provider Portal](#).
- Full details about claims can be found at [Claims Processing Guidelines](#).



## Medical Documentation

- **Submit All Medical Documentation Directly to VA.**
  - VAMC on approved referral
- **Submission Time Frames:**
  - **Outpatient Care:** Within 30 days of initial appointment and within 30 days of completing approved care
  - **Inpatient Care:** Within 30 days of discharge
- **Submit Medical Documentation to VA Using:**
  - HealthShare Referral Manager
  - VA Exchange
  - Direct Messaging
  - Secure fax number on referral

Full details about medical documentation requirements can be found at [Medical Documentation Requirements](#).



## Additional Information

- **Durable Medical Equipment (DME)** Provider can issue urgent/emergent DME only. Submit the RFS Form to VA for all other DME. Full details can be found at [Durable Medical Equipment Benefits](#).
- **Pharmacy** Urgent/emergent prescriptions, up to a 14-day supply, can be filled at a VA CCN retail pharmacy. All other prescriptions must be sent to VA. Full details can be found at [Prescribing Medications for Veterans](#).
- **Emergency Department** Provider must notify VA within 72 hours to request retroactive referral.
- **Additional Details about VA CCN** The [VA CCN Provider Manual](#) is a binding part of your contract with Optum, UnitedHealthcare or LHI and includes requirements that you must comply with for VA CCN.
- **Join VA CCN:** Call 888-901-7407.



## Medical Claims

- Payer ID: VACCN
- Mailing Address:
  - VA CCN Optum
  - P.O. Box 202117
  - Florence, SC 29502
- Secure Fax: 833-376-3047
- [Sign-in required at the Provider Portal](#)



## Dental Claims

- Payer ID: VACCN
- Mailing Address:
  - Logistics Health Inc. (LHI)
  - Attn: VA CCN Claims
  - 328 Front St. S.
  - La Crosse, WI 54601
- Secure Fax: 608-793-2143
- Please specify VA CCN on fax
- [Sign-in required at the LHI Provider Portal](#)



## Provider Reconsiderations

- **Mailing:** VA Community Care Network Appeals & Grievance Team MS-21  
3237 Airport Road  
La Crosse, WI 54603
- **Fax:** 877-666-6597
- Full details about claim reconsideration can be found at [Claims Processing Guidelines](#).



## Optum Provider Portal

- [provider.vacommunitycare.com](https://provider.vacommunitycare.com)
- COVID-19 Information
- Training & Guides
  - Provider Manual, Videos, QRGs
- News & Announcements
- Documents & Links
  - RFS Forms
  - Fee Schedule
  - VA SEOC Billing Code List



## CCN Provider Services

- Call CCN Provider Services 8 a.m. – 6 p.m. provider's local time, Monday – Friday, excluding federal holidays.
- Region 1: 888-901-7407
- Region 2: 844-839-6108
- Region 3: 888-901-6613
- [VA Community Care Regions](#)