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, the 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.

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.

Provider Reconsiderations

- Mailing Address:
  - VA Community Care Network Appeals & Grievance Team
  - MS-21 3297 Airport Road
  - La Crosse, WI 54603
- Fax: 877-666-6597

Medical Documentation

Submit All Medical Documentation Directly to VA:
- VA 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.

Virtual Health

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

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
    - 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 consultations when clinically appropriate and with an approved referral from a VAMC.

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.

Provider Reconsiderations

- Mailing Address:
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  - 3297 Airport Road
  - La Crosse, WI 54603
- Fax: 877-666-6597

Optum Provider Portal

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