Overview
This quick reference guide provides important information about the Department of Veterans Affairs (VA) Community Care Network (CCN).

VA CCN contracts provide eligible Veterans access to licensed community health care providers.

The information contained in this document is specific to dental providers. If you are not a dental provider, please reference the VA CCN Quick Reference Guide (QRG) at provider.vacommunitycare.com > Training & Guides for details.

VA CCN Resources
This guide provides resources and VA CCN requirements. To keep up to date on VA CCN, please review the training and resources available on the LHI Provider Portal at providers.logisticshealth.com. We’ll update this guide, the Frequently Asked Questions and the VA CCN Provider Manual for Dental Providers.

Provider Services
VA CCN providers can call CCN Provider Services (8 a.m. – 6 p.m., provider’s local time, Monday – Friday, excluding federal holidays).

CCN Provider Services Region 1: 888-901-7407
CCN Provider Services Region 2: 844-839-6108
CCN Provider Services Region 3: 888-901-6613

To determine the VA CCN provider region, click here: Community Care Network Regions.

CCN Provider Services assists with:
• Benefits issue resolution
• Claims status and issue resolution
• Pharmacy issue resolution
• Provider enrollment status
• Referral status
• Veteran eligibility
Online Tools
The Optum VA Community Care Network provider portal is available at provider.vacommunitycare.com, which contains Training & Guides, News & Announcements, and Documents & Links. A new COVID-19 section has been added where providers can view the latest VA Community Care Network information related to COVID-19.

The LHI Provider Portal providers.logisticshealth.com will include:
- VA CCN Dashboard includes:
  - Information on claim or referral request status
  - Links to real-time pharmacy dispensing information to help prevent medication errors
  - Online assistance is available through online chat from 8 a.m. – 6 p.m. provider’s local time, Monday – Friday, excluding federal holidays
  - VA’s covered benefits
  - Veteran eligibility verification
- Knowledge Center includes:
  - Provider resources and education information on claim or referral request status are available via the Provider Portal Knowledge Center

Referrals and Veteran Eligibility
Eligibility for community care is determined by VA before a Veteran can be referred to a VA CCN provider. All services require an approved referral from VA before services are rendered. Approved referrals from VA will authorize a specific Standardized Episode of Care (SEOC) that will include a specified number of visits and/or services related to a plan of care. The approved referral will state when it is issued and how long it is valid. Minor changes for an earlier VA approved treatment plan, such as adding a surface to restorative procedure code or additional images, may be performed without an approved referral. If any additional services are needed, the VA CCN provider will need to send a request for services form to VA for approval.

VA encourages the VA CCN provider to contact VA Dental Services via the preferred method established with the local VAMC to discuss any changes in the plan, if appropriate.

Pharmacy Benefits and Prescription Guidelines
- VA CCN providers must not dispense any pharmaceutical samples to Veterans.
- Before prescribing a controlled substance, VA CCN providers must check their state’s prescription monitoring program to verify that other practitioners are not currently prescribing a Veteran a controlled substance.
- Prescriptions for routine and maintenance medications will be filled by the VA pharmacy.
• VA National Formulary Search Tool is on pbm.va.gov > VA National Formulary > Formulary Search.
• For urgent and emergency prescriptions:
  • Covered medications are on the VA Urgent/Emergent Formulary at provider vacommunitycare.com > Formulary and Pharmacy Search > VA Urgent/Emergent Formulary Search.
  • Urgent/emergent prescriptions can be written for a maximum 14-day supply with no refills. Opioids may be filled up to a 7-day supply or state limits, whichever is less. The prescription must be associated with an approved referral. Veterans should fill this prescription at a VA CCN retail pharmacy.
  • If an urgent/emergent medication is required beyond a 14-day supply, the provider should write a second prescription to be filled by the VA pharmacy.
  • Topical compounds are never considered urgent/emergent.
• Additional pharmacy information is available in the VA CCN Provider Manual for Dental Providers available at providers.logisticshealth.com.

Claim Management
• Instructions for filing electronic and paper VA CCN claims are in the VA CCN Provider Manual for Dental Providers available at providers.logisticshealth.com.
• All claims must have an approved referral number listed.
• To check the status of a claim, the VA CCN provider can access the LHI Provider Portal at providers.logisticshealth.com.
• Submit claims within 180 days from the date of service or date of discharge.

Reconsideration Request
The reconsideration request is a formal process. Claim reconsideration requests for denied or partially denied claims must be submitted to Optum within 90 days of the process date.
If a claim is not partially or completely denied but the provider does not agree with payment, a reconsideration request must be submitted within 12 months of the process date.

Submitting Dental Documentation
• VA CCN network providers will submit dental documentation directly to VA and/or the Veteran’s referring provider; and
• Dental records of completed care, including supplemental images/radiographs, must be submitted within forty-five (45) days of the completion of the dental treatment plan directly to VA via secure electronic submission, where available.
Additional VA Resources

- VA information on VA CCN, including upcoming VA trainings, can be found at [va.gov/communitycare](va.gov/communitycare) > For Providers > Community Providers Overview.