

# What is the Department of Veterans Affairs (VA) Community Care Network (CCN)?



# Overview

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The Department of Veterans Affairs created the VA CCN to help Veterans access health care services in the community when:



Services aren't available at a VA Medical Center (VAMC).



A Veteran's drive time to a VAMC exceeds certain standards.



Veterans can't get an appointment within a certain amount of time.



Optum is the third party administrator for Regions 1, 2 and 3 of the VA CCN.

Providers participating in the VA CCN can help Veterans in their community access a network of:



Community health care facilities



Pharmacies



Primary care physicians, specialists, behavioral providers and more



# Purpose

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Help fulfill health care needs for CCN eligible Veterans



Allow community providers to provide care for Veterans



Help VA meet the health care needs of Veterans

# Delivering Care

## Referrals, Reimbursement and Start Dates



### VA will refer Veterans to community providers

VA determines eligibility and will refer those eligible Veterans for community care.



### Participating providers will be reimbursed at 100% of Medicare rates

If Medicare rates aren't available, please refer to the payment appendix for additional reimbursement details.



### Start of health care delivery will vary depending on your location

Contract implementation will occur in phases through the summer of 2020. If you have questions please visit [vacommunitycare.com](https://vacommunitycare.com).

# Support Services

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## VA CCN Provider Services

Access the VA CCN **Provider Portal**, **vacommunitycare.com** to:

- **View** referrals
- **Submit** claims
- **Link** to VA CCN provider directory
- **Access** claim information
- **Verify** Veteran eligibility
- **Monitor** real-time pharmacy dispensing information
- **Chat** with provider services

### CCN Provider Phone Services

**Region 1: 888-901-7407**

**Region 2: 844-839-6108**

**Region 3: 888-901-6613**

- **Benefit** issue resolution
- **Claim** status and issue resolution
- **Pharmacy** issue resolution
- **Provider** enrollment
- **Referral** status
- **Veteran** eligibility

# You can be a part of the VA Community Care Network.

Your support of and commitment to  
American Veterans is invaluable to  
your community.

You can get more information at  
[vacommunitycare.com](http://vacommunitycare.com).



Thank you.