



# Health Net Federal Services Contract Close Out for Veterans

The Department of Veterans Affairs (VA) contract with Health Net Federal Services (HNFS) ended on September 30, 2018. HNFS was a third party administrator for the eastern region of the Veterans Choice Program (VCP) and Patient-Centered Community Care (PC3) networks. When the contract with HNFS ended, VA took over all activity previously performed by HNFS.

To request community care, please contact your local VA medical facility to coordinate the care you need, including if you are eligible for community care based on your distance from a VA medical facility (i.e. more than 40 miles away). If you're not sure who to contact, visit the [Facility and Service Locator](#) to find your local facility.

## Frequently Asked Questions

### Q1. Why is the contract with HNFS ending?

VA's contract with HNFS was scheduled to end on September 30, 2018, per the contract agreement.

### Q2. Is the VCP program ending?

No. The VCP program continues to be available for Veterans.

### Q3. How do I contact VA to obtain care after September 30, 2018?

Care delivered after September 30, 2018, will be coordinated through your local VA medical facility.

### Q4. What happens after September 30, 2018 if I already have an appointment scheduled through HNFS?

Existing appointments under the HNFS contract were to be completed before the end of the contract. Appointments after September 30, 2018, are being coordinated by your VA medical facility. VA medical facilities and community providers are working together to ensure a seamless transition for care authorization, coordination, billing and payments.

### Q5. Does my community provider need to submit my PC3 or VCP claims by September 30, 2018 in order to be paid for the care they provided to me?

No. HNFS will continue to process claims after the September 30, 2018 contract end date, but they must be received by HNFS by March 26, 2019. This information has also been communicated to your community provider. Claims for services on or after October 1, 2018 will be coordinated directly between your community provider and VA.

### Q6. Who do I call if I have questions about appointments, authorizations, or billing?

Please contact your local VA medical facility. If you're not sure who to contact, please visit the [Facility and Service Locator](#) to find your local facility.