



Community Provider Claim Submission to Health Net Federal Services Information 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. Health care provided to Veterans through HNFS ceased September 30, 2018. VA reached an agreement with TriWest Health Care Alliance (TriWest) to expand TriWest's services to all regions across the country under this program.

The final date for community providers to submit VCP or PC3 claims to HNFS is March 26, 2019.

Community providers have until March 26, 2019, to submit initial claims to HNFS for payment for covered services that were rendered through September 30, 2018. PC3 and Veteran Choice Program claims should be coordinated directly between your community provider and HNFS. This information has also been communicated to your community provider. No action is needed by Veterans.

Veterans with VCP billing issues should contact VA directly.

Veterans with debt collection or adverse credit reporting issues resulting from inappropriate or delayed billing should call VA's Community Care Call Center at 877-881-7618, Monday–Friday, 9 a.m.–5 p.m. EST. Veterans are encouraged to continue working with their VA primary care team to obtain necessary health care services regardless of adverse credit reporting or debt collection activity.

Contact your local VA to coordinate care and appointments.

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.

To find more information about Office of Community Care Programs.

Visit <https://www.va.gov/COMMUNITYCARE/> for more information.