VHA OCC
Customer Service Provider Fact Sheet

The Department of Veterans Affairs (VA) provides health care for eligible Veterans from community providers. Veterans may be eligible to receive care from a community provider when VA isn't capable of providing the necessary care or they meet other eligibility criteria explained in the VA MISSION Act.

The Veterans Health Administration Office of Community Care's (OCC) community provider network ensures Veterans receive high-quality health care at the right time, right place and from the right provider.

To support this mission, OCC is committed to providing outstanding service to its customers. We have many vehicles to answer community care provider and other stakeholder questions and to provide helpful information.

- Community providers can check the status of claims filed directly with VA using the VA Customer Engagement Portal (CEP). For more information, visit https://www.va.gov/COMMUNITYCARE/revenue_ops/claims_status.asp.

- Community providers who have questions related to claims filed with VA for services rendered to a Veteran should contact a customer service representative in the OCC Customer Service Center at 877-881-7618.

Community providers who filed a claim with one of VA’s third-party administrators (TPAs) should contact the appropriate TPA as noted below:

<table>
<thead>
<tr>
<th>Network</th>
<th>TPA</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Community Care Network (CCN) Regions 1 – 3</td>
<td>Optum Public Sector Solutions, Inc. (Optum), part of UnitedHealth Group, Inc.,</td>
<td>Region 1: 888-901-7407 Region 2: 844-839-6108 Region 3: 888-901-6613</td>
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<tr>
<td>Community Care Network (CCN) Region 4</td>
<td>TriWest Health Care Alliance (TriWest)</td>
<td>Region 4: 866-286-4174</td>
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<tr>
<td>Patient-Centered Community Care (PC3)</td>
<td>TriWest</td>
<td>TriWest PC3: 855-722-2838</td>
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If you have additional questions or need further guidance or assistance, please contact your OCC Regional Provider Experience Manager.

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<thead>
<tr>
<th>VISN</th>
<th>Provider Experience Manager</th>
<th>Email</th>
<th>Phone</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Charissa Johnson</td>
<td><a href="mailto:Charissa.Johnson@va.gov">Charissa.Johnson@va.gov</a></td>
<td>803-403-7925</td>
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<td>303-398-5584</td>
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<td>8</td>
<td>Frank Hernandez</td>
<td><a href="mailto:William.Hernandez2@va.gov">William.Hernandez2@va.gov</a></td>
<td>303-780-4795</td>
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<tr>
<td>9</td>
<td>Eric Blakely</td>
<td><a href="mailto:Eric.Blakely@va.gov">Eric.Blakely@va.gov</a></td>
<td>224-229-1697</td>
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<td>17</td>
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