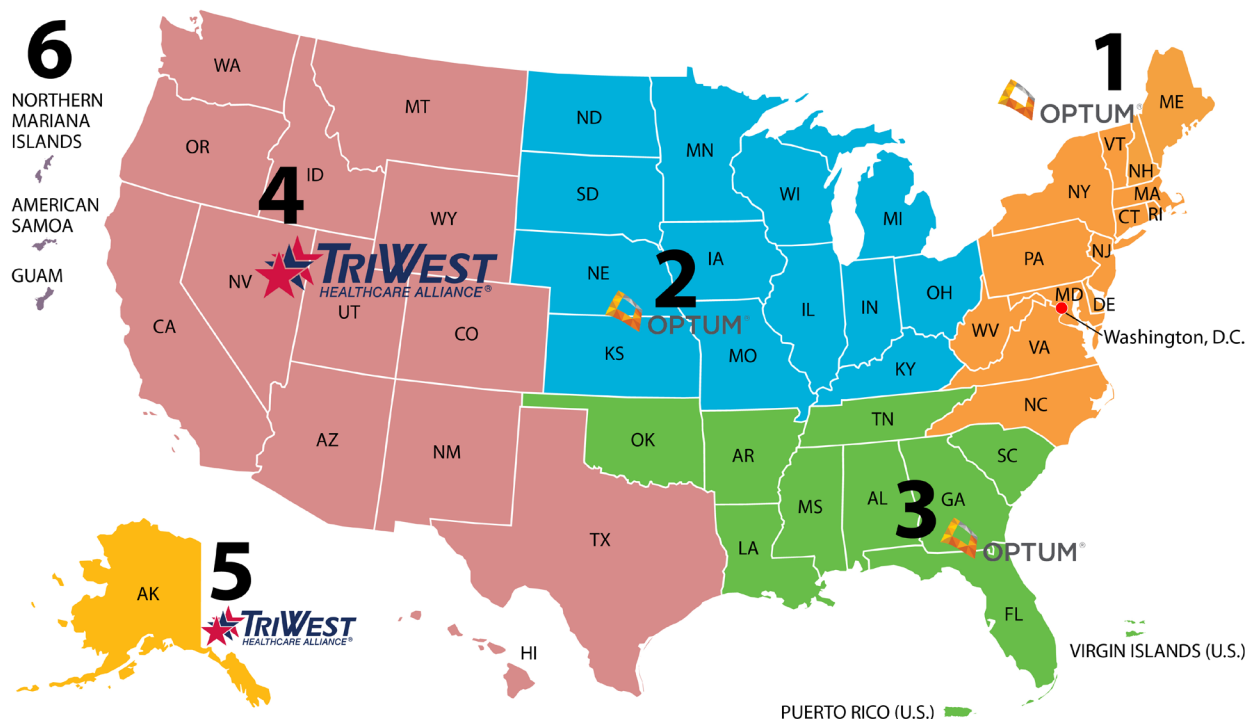


# How to Become a VA Community Provider

To partner with VA and provide care to Veterans, community providers must join VA's community provider network. The Community Care Network (CCN) is VA's direct link with community providers to ensure Veterans receive timely, high-quality care. The CCN is comprised of six regional contracts that cover all U.S. states and territories. Once fully deployed, CCN will be the preferred national network VA uses to purchase care for Veterans in the community.



**1. Join the Community Care Network**—Optum is the third party administrator (TPA) for Regions 1, 2, and 3; TriWest is the TPA for Regions 4 and 5 of the CCN. This is VA's national contract vehicle and network of community providers for services not available within VA medical facilities. VA will announce the selected contractor for Region 6 in the near future.

- Community providers are not automatically enrolled in CCN. They must sign up with their regional TPA to join CCN.
- Additional information about CCN can be found at [https://www.va.gov/communitycare/providers/community\\_care\\_network.asp](https://www.va.gov/communitycare/providers/community_care_network.asp).

- For information about joining CCN, providers in Regions 1, 2, and 3, visit Optum's provider website at <https://provider.vacommunitycare.com/>.
- For information about joining CCN in Regions 4 and 5, contact TriWest:
  - Phone: 877-226-8749 (877-CCN-TRIW)
  - Email: [providerservices@TriWest.com](mailto:providerservices@TriWest.com)
  - Web: <https://joinournetwork.triwest.com/>



2. **Veterans Care Agreements (VCA)**—VCAs are agreements between a community provider and a VA medical facility that are used in limited situations where contracted services through VA's CCN are either not provided or not sufficient to ensure Veterans can receive the care they need.

- Once a VCA is signed, it is valid for three years. It must be re-certified every 12 months. However, with the implementation of CCN, the VCA may not be active for the full three-year duration.
- For questions and support, please contact your local VA medical facility's Community Care office. Search the VA facility locator to find the nearest facility at <https://www.va.gov/find-locations>.

### Recent Changes and Improvements

Community providers are integral to VA's ability to provide Veterans with greater choice of and access to timely, high-quality health care. VA continues to improve relationships with community providers by:

- Implementing CCN
- Improving information technology systems
- Deploying new tools like the HealthShare Referral Manager to enhance efficiency with electronic file sharing

To ensure Veterans continue to choose VA for their health care, VA and its TPAs work to identify high-performing community providers using established Healthcare Effectiveness Data and Information Set (HEDIS) protocols and other measures.

Providers can access required training courses – including Community Care Provider Opioid Safety Initiative (OSI), and Community Care Provider: A Perspective for Veteran Care – using Veterans Health Administration (VHA) TRAIN MISSION Act curriculum training site. Community providers may create an account in VHA TRAIN, register for and complete any required courses. Maintaining training standards is essential for network providers to continue to receive referrals.

### Health Care Claims Processing

Claims filing timeliness requires providers to submit health care claims for authorizations within 180 days after the date care was provided to the Veteran.

### Provider Exclusions

Community providers are held to the highest standards to ensure Veterans receive the best care possible. As a result, VA prohibits providers listed in the U.S. Department of Health and Human Services (HHS) Office of Inspector General (OIG) List of Excluded Individuals/Entities (LEIE) and/or providers listed on the General Service Administration (GSA) System of Award Management (SAM) database from participating in VA's community provider network (through PC3, CCN, or a VCA).

### Credentialing

Community providers participating in VA's CCN must be credentialed through the TPA. Community providers participating through a VCA must be credentialed through VA.

### Support

- For more information, visit <http://www.va.gov/communitycare/providers>.
- Resources for providers can be found at <https://train.missionact.org/main/welcome>.
- For questions, contact your respective region's TPA – Optum or TriWest – using the contact information listed above, or your local VA medical center. Find your local VAMC at <https://www.va.gov/find-locations/>.