

# How to Become a VA Community Provider

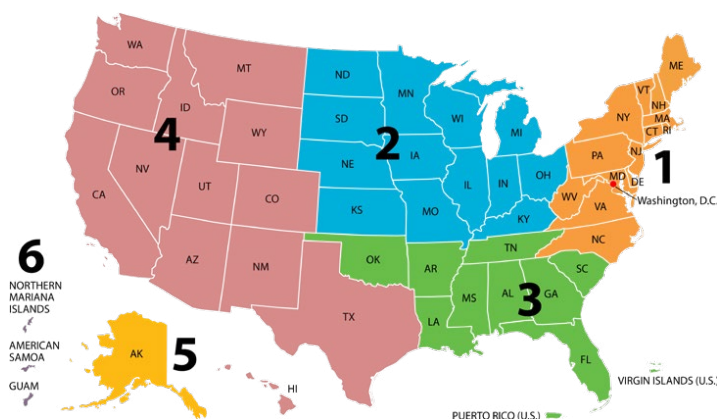
To partner with VA and provide care to Veterans, community providers must join VA's community provider network in one of several ways. The Community Care Network (CCN) is VA's direct link with community providers to ensure Veterans receive timely, high-quality care. CCN is comprised of six regional networks covering all U.S. states and territories, and is being deployed in a phased approach. Once fully implemented, CCN will be the preferred national network VA uses to purchase care for Veterans in their community. Providers interested in serving Veterans in their community until CCN is fully implemented in their area should contact TriWest Healthcare Alliance (TriWest) to be a part of VA's Patient-Centered Community Care (PC3) network. As VA transitions from PC3 to CCN contracts, community providers may enroll with Optum Public Sector Solutions, Inc. (Optum), TriWest or other partners yet to be announced through CCN contracts in their region. An alternative route, to be used in limited circumstances, is through a Veterans Care Agreement (VCA) with a local VA medical facility.

1. **Join the TriWest network** through Patient-Centered Community Care (PC3)—TriWest is the third party administrator (TPA) for VA's PC3 contract, which is currently the national contract vehicle and network of community providers VA uses for services not available within VA medical facilities.

- TriWest's PC3 network is a critical bridge to the Community Care Network (CCN) deployment to ensure Veterans continue to receive the care they need.
- Contact information for TriWest:
  - Provider Services Contracting: 1-866-284-3743
  - Email: [providerservices@triwest.com](mailto:providerservices@triwest.com)
  - Website: Join Our Provider Network (<https://joinournetwork.triwest.com>)

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

- Community providers are not automatically enrolled in CCN. They must sign up with their regional TPA to join CCN.
- Optum is now enrolling community providers as well as general and specialized dental providers to be a part of CCN.
- Optum began operations in Regions 1 and 2 in 2019 and will continue in Region 3 in 2020.
- The TriWest PC3 network will be phased out as VA activates each CCN provider network throughout each region.
- More information about CCN can be found at the link [https://www.va.gov/communitycare/providers/community\\_care\\_network.asp](https://www.va.gov/communitycare/providers/community_care_network.asp)
- Community providers located in CCN Regions 1, 2, and 3 who would like information about joining CCN, should contact Optum's CCN provider services at 888-901-7407.





- Community providers located in CCN Region 4 who would like information about joining CCN should contact TriWest's provider team through one of the following methods:
  - Phone: 866-486-4174
  - Email: [ccnprovider@triwest.com](mailto:ccnprovider@triwest.com)
  - Web: <https://ccn.triwest.com>

**3. Establish a Veterans Care Agreement (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 community care network are either not provided or not sufficient to ensure Veterans can get the care they need.

- If you are currently contracted with VA to provide dental care, homemaker/home health aide services, or Veteran-Directed Home and Community Based Health Care (VD-HCBS) or Respite services under an individual or provider agreement, you must sign a VCA with VA as soon as possible to avoid delays in receiving referrals.
- Once a VCA is signed, it is active for three years and must be re-certified every 12 months.
- For questions and support, please contact your local facility community care office. Search the VA facility locator tool for the nearest facility at the following link: <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 is working to improve relationships with community providers by:

- Establishing CCN.
- Improving information technology systems.
- Deploying new tools like HealthShare Referral Manager to enhance efficiency with electronic file sharing
- Working to address issues with payment timeliness, among other initiatives.

To ensure Veterans continue to choose VA for their health care, VA and its TPAs will also work to identify high-performing providers using established Healthcare

Effectiveness Data and Information Set (HEDIS) protocols and other specific measures.

Additionally, providers are able to access required training courses, like Community Care Provider Opioid Safety Initiative (OSI) and Community Care Provider: A Perspective for Veteran Care, using VHA TRAIN MISSION Act curriculum training site (VHA TRAIN MA). 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 receiving referrals.

### Health Care Claims Processing

Claims filing timeliness requires providers to submit health care claims for authorizations created on or after June 6, 2019, within 180 calendar 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 community care networks or through a VCA must be credentialed through VA or a CCN contractor. For VCAs, providers will be initially certified through an interim process, and fully credentialed at a point in the future to provide care for Veterans.

### Support

- For more information, visit the following link at [www.va.gov/communitycare/providers](http://www.va.gov/communitycare/providers).
- Resources for providers can also be found at the link <https://train.missionact.org/main/welcome>.
- For questions, contact TriWest or Optum using the contact information listed above, or your local VA medical center using the VA's provider locator: <https://www.va.gov/find-locations/>.