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. Community providers should enroll with TriWest Health Care Alliance (TriWest) through the Patient-Centered Community Care (PC3) contract. In the near future, as VA transitions to new contracts, community providers should enroll with Optum Public Sector Solutions, Inc. In the near future, as VA transitions to new contracts, community providers should enroll with Optum Public Sector Solutions, Inc. (Optum), TriWest or other partners yet to be announced through Community Care Network contracts. 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 Health Care Alliance (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.
   - To learn more about contracting with TriWest and PC3, go to: https://www.va.gov/COMMUNITYCARE/providers/info_PC3.asp
   - Contact information for TriWest:
     - Provider Services Contracting: 1-866-284-3743
     - Email: providerservices@triwest.com
     - Website: Join Our Provider Network (https://joinournetwork.triwest.com)

2. Join the Community Care Network—Optum Public Sector Solutions, Inc., (Optum) is the third party administrator (TPA) for Regions 1, 2, and 3, and TriWest 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 Optum or TriWest, depending on their region, to join CCN.
   - Optum is now enrolling general and specialized dental providers to be part of the CCN.
   - Optum will begin operations in Regions 1, 2 and 3 at VAMCs in 2019.
   - The TriWest transitional contract will be phased out as each CCN provider network is activated throughout each region.
   - More information about CCN can be found at the link 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 VA CCN provider contracting team at VACCNProviderContracting@optum.com.
3. Establish a Veterans Care Agreement (VCA)—VCAs are agreements between a community provider and a VA medical facility that are used in specific situations, such as nursing home care, and for providers to receive referrals to furnish care to Veterans.

- 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, you must sign a VCA with VA as soon as possible to avoid delays in receiving referrals.

- Participating in the Patient-Centered Community Care (PC3) or Community Care Network (CCN) contract is the preferred method for working with VA because of the standardized referral, pricing, and claims procedures. However, VCAs are useful for accommodating Veterans and providers under unique circumstances.

- 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 and access to timely, high-quality health care. VA has been working to improve its relationship with providers by establishing its new contracted Community Care Networks (CCN); improving information technology systems; deploying new tools like Healthshare Referral Manager to enhance efficiency with electronic file sharing; and working to address issues with payment timeliness, among other initiatives.

To ensure Veterans continue to choose VA for their health care, VA and its third party administrators 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 Opioid Safety Initiative (OSA) guidelines and Community Care Provider: A Perspective for Veteran Care, using VHA TRAIN learning management systems. Community providers will create an account in VHA TRAIN, register for and complete required courses, or attest to meeting in lieu of qualifications, as applicable. Maintaining training standards is essential for network providers to continue receiving referrals.

While VA builds out CCN as its new, nationwide contracted network, VA encourages community providers to partner with TriWest through the Patient-Centered Community Care (PC3) network to ensure Veterans continue to get the care they need. TriWest is serving as a critical bridge between now and the time when CCN is fully established.

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.

- Resources for providers can also be found at the link https://www.train.org/vha/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/.