



Provider Fact Sheet

Office of Community Care Customer Service

Community providers are a vital part of the Department of Veterans Affairs (VA) high-performing health care network, ensuring Veterans and their families get the timely, high-quality health care they need, when they need it. VA and the Office of Community Care (OCC) are committed to providing outstanding customer service to community providers.

VA has a number of ways to answer your questions and provide other helpful information.

1. Community providers who have filed a claim with one of VA's Third Party Administrators (TPAs) for services rendered in the community please contact the appropriate TPA as noted below and for claims filed with VA, call the Contact Customer Service Center listed below:

Network	TPA	Contact Information
Community Care Network (CCN) Regions 1-3	Optum	Region 1: 888-901-7407 Region 2: 844-839-6108 Region 3: 888-901-6613
Community Care Network (CCN) Region 4	TriWest	Region 4: 866-286-4174
Patient-Centered Community Care (PC3)	TriWest	TriWest PC3: 855-722-2838
For claims filed with VA		
VA Customer Contact Service Center		877-881-7618

2. For all authorization and referral questions, providers should contact their regional TPA (see Contact Information in 1. Table) or their local [VA Medical Center Office of Community Care](#).
3. Community providers who have filed a claim directly with VA for Veteran care can check the status of the claim through the [VA Customer Engagement Portal \(CEP\)](#). For more information and to learn how to access CEP, visit OCC's [Claims Status website](#).
4. For regional and national systemic payment issues, that have not been resolved at the local or national level; please contact your OCC Regional Provider Experience Manager listed below or mail to providerexperience@va.gov.

VISN	Provider Experience Manager	email	phone
1	Charissa Johnson	Charissa.Johnson@va.gov	(803)403-7925
2	Charissa Johnson	Charissa.Johnson@va.gov	(803)403-7925
4	Charissa Johnson	Charissa.Johnson@va.gov	(803)403-7925
5	Charissa Johnson	Charissa.Johnson@va.gov	(803)403-7925
6	Charissa Johnson	Charissa.Johnson@va.gov	(803)403-7925
7	Ashanti Patman	Ashanti.Patman@va.gov	(303)398-5584
8	Frank Hernandez	William.Hernandez2@va.gov	(303)780-4795
9	Eric Blakely	Eric.Blakely@va.gov	(224)229-1697
10	Eric Blakely	Eric.Blakely@va.gov	(224)229-1697

VISN	Provider Experience Manager	email	phone
12	Eric Blakely	Eric.Blakely@va.gov	(224)229-1697
15	Charlotte McGrath	Charlotte.McGrath@va.gov	(605)681-4867
16	Frank Hernandez	William.Hernandez2@va.gov	(303)780-4795
17	Cooper Boeke	Cooper.Boeke@va.gov	(832)491-7239
19	CooperBoeke	Cooper.Boeke@va.gov	(832)491-7239
20	Jason Ferguson	Jason.Ferguson@va.gov	(602)227-5551 x1055
21	Jason Ferguson	Jason.Ferguson@va.gov	(602)227-5551 x1055
22	Jason Ferguson	Jason.Ferguson@va.gov	(602)227-5551 x1055
23	Charlotte McGrath	Charlotte.McGrath@va.gov	(605)681-4867

