

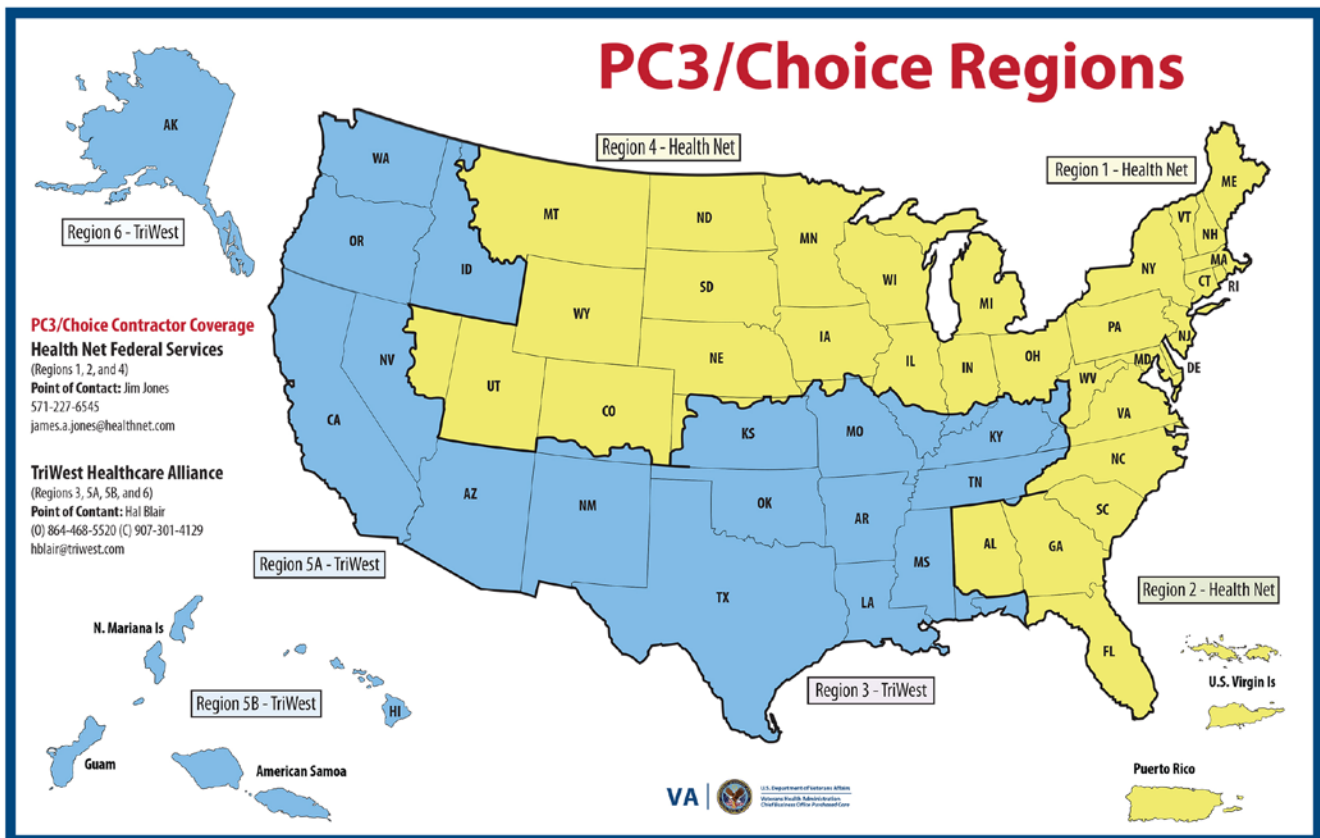
# HOW TO BECOME A VETERANS CHOICE PROGRAM OR PATIENT-CENTERED COMMUNITY CARE PROVIDER

## Background

The Veterans Choice Program (VCP) was enacted with the passage of the Veterans Access, Choice, and Accountability Act of 2014. The program gives eligible Veterans the ability to receive U.S. Department of Veterans Affairs (VA) health care in their communities rather than waiting for a VA appointment or traveling to a VA medical facility. For more information about the Veterans Choice Program, including eligibility criteria, visit [US Department of Veterans Affairs Choice Program](https://www.va.gov/choice/).

VA has expanded its Patient-Centered Community Care (PC3) contracts with Health Net Federal Services (Health Net) and TriWest Healthcare Alliance (TriWest) to include implementing the Veterans Choice Program. PC3 is a VA nationwide program that provides eligible Veterans access to certain medical care when the local VA medical facility cannot readily provide the care. This may be due to the lack of an available specialist, long wait times, geographic inaccessibility, or other factors. The Veterans Choice Program supplements PC3 as another method for purchasing care in the community. It allows coverage of more services for eligible Veterans and provides Veterans more flexibility in where they receive care.

## PC3/Veterans Choice Program Contract Coverage Map



## PC3 and/or Veterans Choice Program Network of Providers

To become a PC3 or Veterans Choice Program network provider, you must first set up a provider agreement. See *Contact Information for Becoming a PC3 or Veterans Choice Program Provider* below for details. If you are contacting Health Net or TriWest to join the PC3 network, you can use the map above to determine which contractor serves your area. Providers must meet the following criteria:

- All PC3 providers who are Medicare-participating are automatically eligible to participate in the Veterans Choice Program.
- To become a PC3 provider, you must establish a contract with one of the Veterans Choice Program contractors, Health Net or TriWest.
  - The Veterans Choice Program contractor and provider must have an agreed upon reimbursement amount.
- To become a Veterans Choice Program provider without a PC3 contract, you must establish a provider agreement with Health Net or TriWest. Providers must:
  - Be Medicare-participating providers
  - Accept Medicare rates as the reimbursement rates for Veterans Choice Program services
  - Have a full, current, and unrestricted license in the state where the service(s) are delivered
  - Have same or similar credentials as VA staff
  - Be in compliance with all applicable federal and state regulatory requirements
  - Meet all Medicare Conditions of Participation and Conditions for Coverage as required by the U.S. Department of Health and Human Services
    - Visit [Centers for Medicaid and Medicare Services website](#) for more information
  - Submit a copy of the medical records to the contractor for the medical care and services provided to Veterans for inclusion in the VA electronic record

**Note:** Providers on the Centers for Medicare and Medicaid Services (CMS) exclusionary list may not participate. You can search the Exclusions Database at [www.oig.hhs.gov/exclusions/index.asp](http://www.oig.hhs.gov/exclusions/index.asp).

## Contact Information for Becoming a Provider

Contractor	Contact Information
Health Net Federal Services	<b>Phone (PC3):</b> 800-979-9620, Option 2 <b>Phone (Veterans Choice Program):</b> 866-606-8198, Option 2 <b>Email:</b> <a href="mailto:JoinOurNetwork@Healthnet.com">JoinOurNetwork@Healthnet.com</a> <b>Online:</b> <a href="http://www.hnfs.com/content/hnfs/home/va/provider/options-for-providers/join-our-network.html">www.hnfs.com/content/hnfs/home/va/provider/options-for-providers/join-our-network.html</a>
TriWest Healthcare Alliance	<b>Phone (PC3 or Veterans Choice Program):</b> 866-284-3743 <b>Email:</b> <a href="mailto:TriWestDirectContracting@triwest.com">TriWestDirectContracting@triwest.com</a> <b>Online:</b> <a href="http://www.joinournetwork.triwest.com">www.joinournetwork.triwest.com</a>

