

## HealthNet Way Forward

### Talking Points

#### Opening Statements

- TriWest Healthcare Alliance has expanded their community provider network to those areas formerly covered by HNFS.
- VA continues to provide ongoing community provider support through the VA call center and will continue to work open claims related to VA authorizations prior to the cessation of claim processing by HNFS.
- VA staff are directly managing customer service touchpoints for Veterans while HNFS continues to support community provider billing inquiries.

#### Communication with Community Providers

- Community providers have until March 26, 2019, to submit initial claims to HNFS for payment for authorized services rendered through September 30, 2018. HNFS will be unable to provide reimbursement for initial claims received after March 26, 2019.
- The last day for HNFS to accept or process claims appeals or rejections will be January 30, 2020.
- Community providers can continue to use [www.availity.com](http://www.availity.com) to check the status of claims submitted for HNFS-authorized services.
- Community providers should resolve outstanding Choice and PC3 claims and submit authorization inquiries related to HNFS-authorized services using the HNFS provider customer line at (844) 728-1914 or visit the HNFS website at [www.hnfs.com/go/VA](http://www.hnfs.com/go/VA).
- If a provider is unable to get resolution for outstanding claims after working with HNFS, they may contact VA's Provider Relations & Services office at [ProviderExperience@va.gov](mailto:ProviderExperience@va.gov).
- Provider webinars are available at <https://www.va.gov/COMMUNITYCARE/providers/index.asp>.
- VA established a Provider Experience Office to support local VA medical facilities that escalate provider issues and track trends at a national level.

#### Communication with Veterans

- VA will continue to handle Veteran complaints and grievances.
- Veterans can work directly with VA to resolve debt collection or adverse credit reporting resulting from inappropriate or delayed billing by calling the Community Care Call Center at (877) 881-7618, Monday through Friday from 9 a.m. – 5 p.m. EST.
- Veterans are encouraged to continue working with their VA primary care team to obtain necessary health care services regardless of adverse credit reporting or debt collection activity.
- Veterans should continue to use their local VA medical facility for their health care needs.
- Veterans can find their local facility using the [Facility and Service](#) locator.