



Veterans Affairs Community Care Network (VA CCN)

Quick Reference Guide



Program Overview

This quick reference guide provides an overview of what you and your practice might need to know about the new U.S. Department of Veterans Affairs Community Care Network (VA CCN) program.

The VA CCN supplements the health care services of the military health system and the Veterans Health Administration with a network of civilian health care providers.

Using This Guide

To keep up to date on the VA CCN, please visit info.vacommunitycare.com. We'll update this guide, the frequently asked questions and the VA CCN Provider Manual with the latest program information as we get closer to the start of health care delivery under VA CCN.

Provider Services

When the VA CCN program launches and health care delivery starts, you can call CCN Provider Services at **888-901-7407** (7 a.m. – 7 p.m., local time, Monday – Friday) to:

- Confirm Veteran eligibility and approved referrals
- Check claims status
- Request a referral

Tip: Once health care delivery starts as part of the VA CCN program, you'll be able to verify the status of a referral or prior authorization at vacommunitycare.com or by calling **888-901-7407**.

Online Tools and vacommunitycare.com

Our VA CCN website, vacommunitycare.com, will be available before the start of health care delivery and will include:

- Administrative tools to help you submit claims, as well as track and submit referrals
- VA CCN announcements and news
- Program forms, the provider manual and provider materials
- Links to VA policies and procedures

Updates will be posted to info.vacommunitycare.com.

Referrals and Veteran Eligibility

You are not authorized to provide services to a VA member until you receive a VA-approved referral. The only exceptions are for emergency or urgent care, or the Veteran's first behavioral health visit. The referral process is outlined in the VA CCN Provider Manual at info.vacommunitycare.com.

When VA determines that a Veteran needs to receive care from a VA CCN provider, VA will send you a referral with information about the Veteran and the type of care the Veteran can receive.

Prior Authorization Requests

Prior authorization is required for the services that will be listed on the VA Prior Authorization List.

The VA Prior Authorization List will be available at vacommunitycare.com before the start of health care delivery under the VA CCN program.

Pharmacy Benefits and Prescription Guidelines

- VA CCN care providers must **not** dispense any pharmaceutical samples to Veterans.
- VA requires that you register with your state's prescription monitoring program, if your state has one, before prescribing a controlled substance.
- Prescriptions for routine and maintenance medications will be filled by the VA pharmacy.
- For urgent and emergency prescriptions:
 - Covered medications are on the VA Urgent/Emergent National Formulary at pbm.va.gov > VA National Formulary > Formulary Documents > [VA Drug Standardization List](#).
 - The initial prescription should be a maximum 14 day supply with no refills. Veterans should fill this prescription at a local network pharmacy.
 - Additional prescriptions should be submitted to and filled by the VA pharmacy.

Claim Management

- Instructions for filing electronic and paper VA CCN claims will be in the VA CCN Provider Manual available at info.vacommunitycare.com.
- All claims must have a referral or prior authorization number.
- Contact CCN Provider Services at **888-901-7407** for claim status.
- Submit claims within 180 days from the date of service or date of discharge.

Other Health Insurance

- When the Veteran has other health insurance (OHI) coverage that's primary, submit secondary claims to VA within 90 days from the date of the primary payer's claim decision. Please include the Remittance Advice from the primary payers when invoicing secondary payers.

Reconsideration Request

- Submit reconsideration requests to VA within 90 days from the date of denial.

Submitting Medical Documentation

- VA will release more information about submitting medical documentation closer to the start of health care delivery.
- VA CCN Healthcare Services network providers and Complementary and Integrative Healthcare Services (CIHS) network practitioners will submit medical documentation for VA CCN care directly to VA or the Veteran's referring provider.

Insurance coverage provided by or through UnitedHealthcare Insurance Company, All Savers Insurance Company, Oxford Health Insurance, Inc. or their affiliates. Health Plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Texas, LLC, UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc. and UnitedHealthcare of Washington, Inc., Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. or other affiliates. Administrative services provided by United HealthCare Services, Inc., OptumRx, OptumHealth Care Solutions, LLC, Oxford Health Plans LLC or their affiliates. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH) or its affiliates

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