



Dear Valued Provider:

As of July 2016, the health care management process for the Department of Veterans Affairs (VA) Patient-Centered Community Care Program (PC3) and Veterans Choice Program (VCP) is changing in the Alaska region.

We are writing this letter to inform you of these upcoming changes and provide you with the necessary, supporting resources to ensure continuity of care for Veterans through this transition. The main changes are as follows:

- **Alaska VA medical centers will take over the responsibility of making appointments for Veterans under the PC3 and VCP.**
- TriWest Healthcare Alliance will still be responsible for generating authorizations to providers, collecting medical documentation and paying claims.
- Like before, providers should not administer care to a Veteran without an authorization; otherwise, they risk losing reimbursement.
- Providers should expect a lag time of three to four days from when VA makes an appointment to when TriWest sends the authorization letter.
- VA will provide all necessary medical documentation to the provider in order to secure the appointment for the Veteran.
- Under the VCP, a Veteran still needs to call the number on the back of his or her Veterans Choice Card to confirm eligibility and initiate the appointing process.

Alaska Section on TriWest Provider Portal

To help you better understand this new process, we have developed an Alaska-specific webpage on our TriWest Provider Portal at www.triwest.com/provider-alaska.

On this webpage, you will find the following resources:

- Alaska Process Quick Reference Guide
- Alaska Training Webinar Schedule and Registration
- Alaska Webinar Slides

We encourage you to visit www.triwest.com/provider-alaska and sign up for a live, interactive training webinar conducted by our Provider Education Team. The webinar will cover the PC3 and VCP appointing process, authorization process, medical documentation requirements and billing process specific to Alaska.

If you have any further questions after reviewing this material or attending the training, please feel free to reach out through one of the numbers below:

- Claims and/or contract questions, call TriWest: 1-866-606-8198
- Authorization or appointment questions, call VA: 907-257-4836

We know this change might seem daunting at first, but we anticipate it will streamline the VA health care management process moving forward. We appreciate your patience during this transition, and above all, thank you for your partnership in serving our nation's Veterans!

Sincerely,
TriWest Provider Services
www.triwest.com/provider