

Frequently Asked Questions

VA-Required Provider Training

Why do I have to take this training?

- Section 131 of the Department of Veterans Affairs (VA) MISSION Act of 2018 requires all Community Care Network (CCN) providers with a DEA number who can prescribe medications for Veterans to complete opioid safety training within 180 days of July 1, 2020. CCN providers who join the TriWest network after July 1, 2020 have 180 days to complete the opioid safety training from the date of their signed and executed contract.

When does it take effect?

- As of July 1, 2020, VA requires all network providers to complete opioid safety training and highly encourages providers to also take the military and Veteran culture training.

What does the opioid training consist of?

- The opioid safety training is a two-page PDF handout that is part of the VA Opioid Safety Initiative, a comprehensive strategy to reduce reliance on opioid medication and improve effectiveness and safety for Veterans. VA requires providers to register online to download and read the fact sheet.

Do I receive any credit for taking the training?

- No credit is available for the required opioid safety handout, but providers will receive a certification of completion. Providers who take the recommended military culture training will receive one hour of Accreditation Council for Continuing Medical Education (ACCME) accreditation for physicians.

How do I sign up for the required training?

1. Visit <https://train2serve.com/>.
2. Select "Register Now".
3. Complete the registration process.
4. Download the Opioid Safety Initiative information.

How much time do I have to take the training?

- Existing TriWest network providers have 180 days from July 1, 2020 to register and review the VA opioid safety handout. Providers who join the CCN network after July 1, 2020 have 180 days from the date of their signed and executed contract to complete the training. If providers do not meet the deadline, they will stop receiving new Veteran referrals until they complete the training.

Can I opt out of the training?

- No. VA requires all network providers with a DEA number to download and review the opioid safety training handout.

What happens if I don't sign up and take the training?

- If you do not visit <https://train2serve.com/> to register and take the VA-mandated training within the 180-day timeframe, you will stop receiving new Veteran referrals until you complete the training.

Who provides the training and where do I go to take it?

- Simply go to <https://train2serve.com/> to register and complete the training.