

Provider Fact Sheet

PC3 and Veterans Choice Program (VCP) Comparison

	Patient-Centered Community Care (PC3)	Veterans Choice Program (VCP)
Plan Description	A program designed to enhance access to health care by allowing VA medical centers to refer Veterans to a quality provider network closer to a Veteran's home.	A program for Veterans that allows them to seek care from community providers if the Veteran faces wait times longer than 30 days for a specific service from a VA medical center, or when a VA medical facility is not easily accessible (>40 miles) from their home.
Referrals	The VA medical center sends a care request to TriWest and the network provider subsequently receives an authorization for care from TriWest. TriWest calls to schedule the appointment on behalf of the Veteran.	The Veteran calls TriWest to learn if he or she is eligible for the VCP. If so, the Veteran may request to see a certain provider, or TriWest may find a provider for the Veteran. TriWest sends an authorization to the provider and schedules the appointment on behalf of the Veteran. For Veterans who are on a 30-day wait list, the provider will also receive clinical/consult information from a VA medical center. For Veterans who live at least 40 miles from a VA medical center, only the TriWest authorization is provided.
Co-Pays	Provider is not responsible for the collection of any co-payments. All allowable charges are paid by TriWest.	Provider is not responsible for the collection of any co-payments. All allowable charges are paid by TriWest.
Medical Documentation	Medical documentation must be submitted to TriWest <i>PRIOR</i> to payment of any claim.	Medical documentation must be submitted to TriWest to retain VA continuity of care.

	Patient-Centered Community Care (PC3)	Veterans Choice Program (VCP)
Claims Submission	After sending medical documentation to TriWest, provider submits claim to Wisconsin Physicians Service (WPS), TriWest's claims processing partner. Network provider is paid according to terms in provider <i>contract</i> .	After sending medical documentation to TriWest, provider submits claim to WPS, TriWest's claims processing partner. The VCP provider is paid according to his or her <i>VCP agreement</i> .
	Claims should be submitted on CMS1500 or UBO4 claim electronically or mailed in hard copy to: WPS-VAPC3 PO Box 7926 Madison, WI 53707-7926	
	For claims, eligibility or other questions call: 855-722-2838.	For eligibility or other questions, call: 866-606-8198. For claims questions, call: 855-722-2838.
Secondary Authorization Requests (SAR)	SARs must be submitted to TriWest via fax for any services beyond what has been authorized.	SARs must be submitted to TriWest via fax for any services beyond what has been authorized.
	Authorizations and SARs will be communicated and displayed on TriWest's Secure Provider Portal at www.triwest.com/provider . A program indicator for PC3 will display on the summary page.	Authorizations and SARs will be communicated and displayed on TriWest's Secure Provider Portal at www.triwest.com/provider . A program indicator for the VCP will display on the summary page.
Customer Service Contacts	1-855-PCCCVET (722-2838)	1-866-606-8198