

Provider Fact Sheet

PC3 and VCP Comparison – All Regions

Key Points:

- The Department of Veterans Affairs (VA) aligned many aspects of the Veterans Choice Program (VCP) and Patient-Centered Community Care (PC3) program at the end of 2018.
- Going forward, timelines for medical documentation and claims submission are aligned.
- Secondary authorization requests (SAR) or requests for services (RFS) are managed the same for VCP and PC3 providers.
- Key Differences:
 - Plan description and the authorization process are still different.
 - VCP registered providers are not classified as credentialed network

Comparison Details

	Patient-Centered Community Care (PC3)	Veterans Choice Program (VCP)
Customer Service Contacts	1-855-PCCCVET (722-2838)	1-866-606-8198
Plan Description	A program designed to enhance access to health care by allowing VA medical centers (VAMC) to refer Veterans to a quality provider network in the Veteran’s community	A program for Veterans that allows them to seek care from community providers if: <ul style="list-style-type: none"> • Veteran faces wait times longer than 30 days for a specific service from a VA medical center (“Choice 30”), or • A VA medical facility is not easily accessible (>40 miles) from their home (“Choice 40”) • Services are not available at the VAMC (“Choice First”)

Patient-Centered Community Care (PC3)		Veterans Choice Program (VCP)
Referrals	<ul style="list-style-type: none"> In Regions 3, 5 and 6, the VAMC sends a care request to TriWest <ul style="list-style-type: none"> TriWest calls to schedule the appointment on behalf of the Veteran, or the Veteran may choose to self-appoint with a network provider via TriWest's smartphone app With appointment confirmation, an authorization for care is generated by TriWest In Regions 1, 2 and 4 the VAMC may send a care request to TriWest or may manage the appointing process directly. With confirmation of the appointment, an authorization for care is generated by TriWest. Auth letters are available prior to an appointment (via fax or download from TriWest's Provider portal) Any VA consult documentation is available when appointment is confirmed. <ul style="list-style-type: none"> Clinical information to support appointing needs may be provided prior to confirming an appointment date Access is either via TriWest's portal, if appointing is managed by TriWest, or the HSRM portal if appointing is managed by the VAMC. 	<ul style="list-style-type: none"> Veteran calls TriWest or VA to verify eligibility for the VCP. <ul style="list-style-type: none"> If care can be provided within a VA, that may be scheduled. If care cannot be scheduled within VA, then, depending upon the Region and VAMC, TriWest or VA may find a community provider to schedule with if that is the Veteran's preference. TriWest or VA may call to schedule the appointment on behalf of the Veteran, or the Veteran may choose to self-appoint with a network provider via TriWest's smartphone app With appointment confirmation, an authorization letter is generated by TriWest. For "Choice 30" or "Choice First" Veterans, the provider will also receive clinical/ consult information from VAMC For "Choice 40" Veterans, only the TriWest authorization may be provided Auth letters are available prior to an appointment (via fax or download from the TriWest provider portal) Any VA consult documentation is available when appointment is confirmed
Credentialing	<ul style="list-style-type: none"> PC3 providers must be fully credentialed, contracted with TriWest's network, and meet any additional VA requirements by specialty Please refer to the Quick Reference Guide on PC3 Credentialing for details 	<ul style="list-style-type: none"> VCP providers must submit registration information, participate in Medicare and have all licensure in order VCP providers do not have as extensive credentialing requirements VCP providers provide services pursuant to the VCP Terms & Conditions that are received with the referral/authorization.