

Dear Valued Provider:

For the past few years, the Community Care Program in Alaska involved both the Department of Veterans Affairs (VA) Patient-Centered Community Care Program (PC3) and Veterans Choice Program (VCP).

We are writing this letter to inform you of changes to the VA Community Care Program, and to provide you with the necessary, supporting resources to help ensure continuity of care for Veterans. These changes are as follows:

- Federal funding for the Veterans Choice Program (VCP) ends on June 6, 2019 and VCP will no longer be used to furnish community care to Veterans; care will transition to PC3.
- Alaska VA Medical Centers (VAMC) will be responsible for making all appointments for Veterans under the PC3 program.
- VCP providers are now known as certified providers. Certified providers who want to continue treating Veterans through PC3 referrals and authorizations can continue to do so, but will need to become a contracted and credentialed PC3 provider within one year from the date the certified provider accepts a referral and treats a patient as a certified provider.
- TriWest Healthcare Alliance will still be responsible for generating authorization letters to providers and for paying claims.
- All medical documentation should be submitted directly to the VAMC within the timeframes established by VA. Do not return medical documentation to TriWest.
- Like before, providers should not administer care to a Veteran without an authorization, otherwise they risk losing reimbursement.
- The VA MISSION Act of 2018 now offers urgent care services to Veterans, providing them with greater choice and access to timely, high-quality care. The benefit allows Veterans to access urgent care within VA's community care network and receive care without prior authorization from VA. Instead, urgent care/retail location staff will just confirm the Veteran's eligibility before providing care.
- Providers should expect a lag time of three to four days from when VA makes an appointment to when TriWest sends the authorization letter which is also available on the secure Provider Portal.
- VA will provide all necessary medical documentation to the provider in order to secure the appointment for the Veteran.
- If a Veteran calls the number on the back of his or her Veterans Choice Card to confirm eligibility and initiate the appointing process, these calls will be handled by the VA Medical Center staff after May 1, 2019.
- For more information on the VCP Program changes, view [Key Points to Know](#) on the Provider Portal.

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 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 the PC3 Customer Service Line at 1-855-722-2838.
- Authorization or appointment questions, call VA at 1-907-257-4836

We appreciate your patience and, above all, thank you for your partnership in serving our nation's Veterans!

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