

VA Community Care Network (CCN) Builds on Foundation of PC3 for the Future

★ Overview ★

The Community Care Network (CCN) is the Department of Veterans Affairs' (VA) direct link with community providers to ensure eligible Veterans are provided with timely and high-quality care. CCN is a contract vehicle and network of high-performing, credentialed community providers that partners with VA to provide health care to Veterans in their local community.

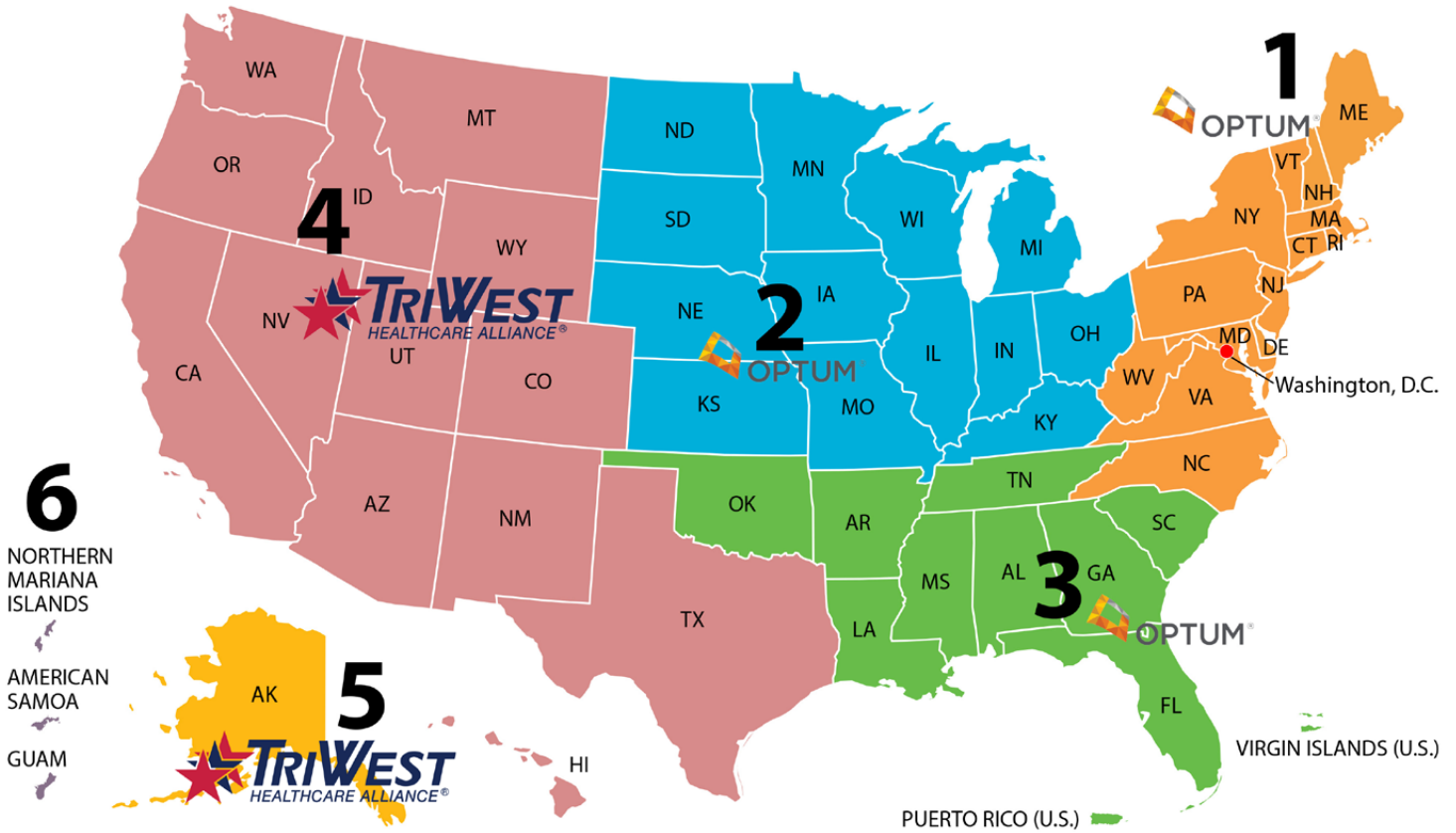
CCN covers all U.S. states and territories with an established set of regional boundaries aligned to state borders to provide local flexibility and increased access to care. VA relies on Third Party Administrators (TPA) to develop and administer regional networks of high-performing, licensed, and contracted health care providers. Every day, TPAs work directly with VA to make sure health care is available to eligible Veterans in the community. TriWest Healthcare Alliance (TriWest) is the TPA for CCN Regions 4 and 5, which encompasses the western part of the country.

CCN is being deployed in a phased approach by VA medical facilities across the country. Once fully implemented, CCN will replace the Patient-Centered Community Care (PC3) network, Individual Authorizations (IA), Provider Agreements (PA), and Veteran Care Agreements (VCA) as the preferred national network VA uses to purchase care for Veterans in their community. TriWest currently manages the PC3 network, which serves as a critical bridge until CCN is fully deployed to ensure Veterans continue to receive the care they need.

VA awarded a contract to Optum, part of UnitedHealth Group, Inc., to serve as the TPA for CCN Regions 1, 2, and 3. VA awarded a contract to TriWest to manage CCN Regions 4 and 5. TriWest continues to manage the PC3 network in the future CCN Region 6 at this time.

For more information, please visit: www.va.gov/COMMUNITYCARE/programs/veterans/CCN-Veterans.asp.

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The following services are included under CCN.

- Preventive Care
- Comprehensive Rehabilitative Services
- Hospital Services
- Ancillary Services
- Behavioral Health (to include professional counseling)
- Residential Care
- Skilled Nursing Facility Care*
- Pharmacy (Emergent/Urgent)*
- Dental*
- Outpatient Diagnostic and Treatment Services (including Laboratory Services)
- Hospice/Palliative Care/Respite
- Geriatrics
- Home Healthcare (Skilled)
- Home Healthcare (Unskilled)
- Urgent/Emergent Durable Medical Equipment, Medical Devices, Orthotic, and Prosthetic Items*
- Reconstructive Surgery*
- Inpatient Diagnostic and Treatment Services
- Long Term Acute Care
- Acupuncture
- Maternity and Women's Health
- Implants*
- Telehealth*
- Chronic Dialysis Treatment
- Immunizations*
- Urgent Care*
- Complementary and Integrative Health Services (CIHS)*

** These benefits have associated restrictions and qualifications*

Below is a description of the differences between PC3 and CCN by topic:

PC3	Topic	CCN
VA refers Veterans to community providers based on excessive wait times, distance, or other burden in obtaining VA care.	General	VA refers Veterans to community providers based on MISSION Act criteria, which are broader than PC3 criteria.
TriWest is the primary customer service contact for Veterans.	Customer Service	VA is the primary customer service contact for Veterans. TriWest will respond to medical, dental and pharmacy questions from VA staff and CCN providers through live chat, email, and phone (Spanish and TTY also available). For questions, call: 877-CCN-TRIW (877-226-8749).
Veterans must receive approval from VA prior to obtaining care from a community provider with the exception of emergent and urgent care. In most circumstances community providers receive authorizations for care from TriWest.	Referral and Authorization	Except for emergency care and Urgent Care benefit, Veterans generally receive approval from VA prior to obtaining care from a community provider. In most circumstances, community providers receive an approved referral for care and supporting medical documentation from VA. VA provides a copy of the approved referral to TriWest for claims payment purposes.
TriWest usually schedules the Veteran's appointment for care. Veterans may self-present at urgent care/retail care locations for urgent care needs.	Appointment Scheduling	VA has primary responsibility for appointment scheduling but VA facilities may use TriWest as an option. Veterans may also self-appoint to CCN providers with an approved referral from their VAMC. Veterans may self-present at urgent care/retail care locations for urgent care needs.
Providers must sign a PC3 network contract or have been certified to provide care.	Provider Contracts	Fully negotiated CCN provider contracts are required. Providers may be automatically amended from a PC3 contract into CCN, sign a new CCN amendment, or sign an entirely new CCN contract.
Providers are paid at a negotiated discount off Medicare or 100% Medicare allowable, VA fee schedule, or negotiated discount off billed charges in that sequence where applicable.	Provider Reimbursement	In CCN Region 4, providers are paid 100% Medicare allowable, VA fee schedule, or negotiated discount off billed charges in that sequence where applicable. In CCN Region 5, the provider agreement specifies the contractual rates for services provided to CCN beneficiaries by incorporating references to the Alaska VA Professional Fee Schedule, the Alaska VA Fee Schedule, and VA Maximum Allowable (Allowed) Charges.
Pharmacy services are not provided under PC3, except for urgent prescriptions written by a network urgent care provider, for up to a 14-day supply of medication that can be filled at a network pharmacy. Providers (other than network Urgent Care) with an approved referral may write prescriptions for urgent medications for up to 14 days that can be filled in the community but the Veteran will need to seek reimbursement from VA. Opiates may be prescribed up to a seven-day supply, in accordance with the issuing state's laws.	Pharmacy Claims Submission	Emergent, urgent, and immediate need pharmacy services are included in CCN. Pharmacy providers in CCN Regions 4 and 5 (CCN Region 5 begins in Kodiak as of April 1, 2021, and the rest of Alaska will transition beginning June 15, 2021) should submit the prescription and authorization for the medications to an Express Scripts retail pharmacy using the Surescripts e-Prescribing tool via http://surescripts.com .
Dental services not included under PC3.	Dental Claims Submission	Dental providers in CCN Regions 4 and 5 submit dental claims for authorized services to Delta Dental, TriWest's dental network partner. Network provider is paid according to terms in provider agreement. Dental providers may review the Dental Claims Quick Reference Guide on Availity for more information.
For PC3 claims questions, call TriWest Customer Service at 866-651-4977.	Provider Medical Claims Customer Service	For CCN claims questions, call TriWest CCN Customer Service at 877-226-8749 (877-CCN TRIW)