



## Community Care Network Overview

The Community Care Network (CCN) is the next generation of the U.S. Department of Veterans Affairs (VA) community care. It will establish, develop, and administer regional networks of high-performing, licensed health care providers who will work together with VA practitioners to provide medical, dental, and pharmacy services to eligible Veterans when VA refers them for care in the community, outside of a VA Medical Center (VAMC).

Simply put, CCN augments local VAMC resources or availability. Most importantly, CCN allows Veterans to receive health care services in their communities when appropriate.

TriWest Healthcare Alliance (TriWest) is the CCN Regions 4 and 5 third-party administrator. We are proud to partner with VA to help shape and improve care for our Veterans. CCN Region 4 includes the western U.S. states of Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Texas, Utah, Washington, and Wyoming, and the U.S. Territories in the Pacific. CCN Region 5 consists of the state of Alaska. If you have questions about CCN, please email TriWest at [providerservices@triwest.com](mailto:providerservices@triwest.com).

# CCN Health Benefit Package

CCN covers a basic set of services for all eligible Veterans called the CCN Health Benefit Package. It includes the following services:

- Acupuncture
- Ancillary Services
- Assisted Reproductive Technology services (ART)
- Behavioral Health (to include professional counseling)
- Chronic Dialysis Treatment
- Complementary and Integrated Health Care
- Comprehensive Rehabilitative Services
- Dental
- Durable Medical Equipment (DME) Medical Devices, Orthotic, and Prosthetic items (if needed immediately) unless available
- Emergent Care
- Flu Shots
- Geriatrics (Non-institutionalized extended care services, including but not limited to non-institutional geriatric evaluation, non-institutional adult day health care, and non-institutional respite care)
- Home Healthcare (Skilled and Unskilled)
- Hospice/Palliative Care/Respite
- Hospital Services
- Immunizations
- Implants (when provided by an authorized surgical or medical procedure)
- In Vitro Fertilization (IVF)
- Inpatient Diagnostic and Treatment Services
- Long Term Acute Care
- Maternity and Women's Health
- Outpatient Diagnostic and Treatment Services (including laboratory services)
- Pharmacy
- Reconstructive Surgery
- Residential Care
- Skilled Nursing
- Telehealth
- Therapeutic Vaccines
- Transplants
- Urgent Care/Urgent Care Walk-In

**Note:** CCN health care services also include certain rehabilitative services/therapies provided by non-licensed practitioners. Please refer to the [CCN Provider Handbook](#) to know what other complimentary services are included beyond the package and which services are strictly excluded from it.

# CCN FAQs

## What is CCN?

CCN is the next generation of VA community care that replaced VA's Patient-Centered Community Care (PC3). It is VA's direct link with community providers to ensure Veterans receive timely, high-quality care outside of VAMCs when VA determines it's needed.

## How will CCN differ from PC3?

VA has specified several differences between CCN and PC3. Below are some highlights of the changes:

- VA may secure appointments directly with providers that are part of the CCN network.
- Medical documentation will be submitted directly to VA.
- Providers will need to identify a preferred means of accepting information regarding patients, but VA will promote and prefer electronic Form 278 transactions.
- CCN offers expanded services including dental, pharmacy, durable medical equipment (DME), dialysis, skilled and unskilled home health, urgent and emergent care, telehealth, immunizations, and comprehensive and integrative health care.

## What CCN region does TriWest cover?

VA awarded TriWest the CCN Region 4 contract, which includes the states of Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Texas, Utah, Washington, and Wyoming, and the U.S. Territories in the Pacific. TriWest was also awarded a contract for CCN Region 5, Alaska.

## My contract states that providers shall participate in TriWest training. What does this entail?

TriWest has prepared an online educational platform to train its CCN provider network through interactive webinar sessions and on-demand eLearning Paths, available through Availity at [www.availity.com](http://www.availity.com). Providers will need to complete several online training sessions to ensure they can properly administer care to Veterans through CCN, and know how and where to bill, which will be determined at a later date.

## I am currently seeing Veterans, but I am not part of the TriWest network. Why do I need to [sign a contract](#) for CCN?

VA requires all providers to be contracted and to be in-network to continue receiving referrals for Veterans under CCN.

## How much will I be paid under CCN?

Contracted rates for providers will vary depending upon your geographic region and specialty.

## Does TriWest accept paper claims under CCN?

Yes, under CCN, you can still submit paper claims to TriWest. However, TriWest and VA prefer you submit claims electronically to streamline the process and get paid quicker.

## Do providers need authorizations before rendering care under CCN?

Yes, except for the Urgent Care benefit and emergency care, providers must have an approved referral/authorization on file before rendering care to Veterans. If providers do not have an approved referral/authorization on file, and they render care anyway, they risk losing reimbursement.