

# CCN FAQs

## **What is CCN?**

CCN stands for Community Care Network and is the Department of Veterans Affairs' (VA) next generation of community care for eligible Veterans. CCN will eventually replace the VA Patient-Centered Community Care Program (PC3). Similar to PC3, the new CCN will fill in the gaps for eligible Veterans who are unable to receive care at a VA Medical Center (VAMC). Private-practice providers in the community who become part of the CCN will step in and provide care to Veterans when VA determines it is needed.

## **How will CCN differ from the existing PC3 program in which I currently participate?**

CCN will replace PC3. VA has specified several differences between CCN and the current PC3 program. Mainly, the CCN program will be more comprehensive. Below are some highlights of the changes:

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

## **How familiar is TriWest with the current VA community care programs?**

TriWest is very familiar with the current VA community care programs. Since its founding in 1996, TriWest has been On a Mission to Serve® Veterans and the military community. For 17 years, TriWest administered the Department of Defense TRICARE program. In 2013, VA awarded TriWest its current contract to administer the PC3 program across 28 states and territories in the U.S. In September 2018, VA asked TriWest to quickly stand up a provider network, claims processing and payment facilitation, medical administrative management, and customer services support of Veteran community health care across the entire nation on an interim basis, until the next generation of VA community care – CCN – is implemented.

## **What regions does TriWest cover?**

VA awarded TriWest the CCN contract for Region 4, which consists of 13 states: Arizona, California, Colorado, Hawaii, Idaho, Montana, Nevada, New Mexico, Oregon, Texas, Utah, Washington, and Wyoming

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

As part of CCN, TriWest will be required to educate the CCN provider network in its region(s). TriWest is preparing an online educational platform to train its provider network. Providers will be recommended to take a minimum amount of online training to ensure they can properly administer the program to Veterans and know how (and where) to bill.

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

In the future, VA will require all providers to be in-network in order to continue treating Veterans. One of the surest ways to ensure a seamless transition for your Veteran patients is to join the TriWest CCN Network by signing a contract.

**How much will I be paid under CCN?**

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

**Will TriWest accept paper claims for CCN?**

Yes, with 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.

**Will providers need authorizations before rendering care under CCN?**

For the most part, yes. However, there will be some exceptions to this rule, such as emergency care and urgent care.

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