

# Frequently Asked Questions

## VA-Required Provider Training

### Why do I have to take this training?

- As a part of the Community Care Network (CCN) contract, it is TriWest's responsibility to ensure that all covered health care prescribing providers are given a copy of the evidence-based guidelines for prescribing opioids set forth by the Opioid Safety Initiative of the Department of Veterans Affairs, and certify that they have reviewed them.
- Section 131 of the Department of Veterans Affairs (VA) MISSION Act of 2018 requires all Community Care Network (CCN) providers with a DEA number who prescribe medications for Veterans to complete opioid safety training.

### When does it take effect?

- As of July 1, 2020, VA requires all network providers to complete opioid safety training and highly encourages providers to also take the military and Veteran culture training.

### What does the opioid training consist of?

- The opioid safety training is a two-page PDF handout that is part of the VA Opioid Safety Initiative, a comprehensive strategy to reduce reliance on opioid medication and improve effectiveness and safety for Veterans. VA requires providers to register online to download, read, and sign the handout to acknowledge compliance with the requirement.

### Do I receive any credit for taking the training?

- No credit is available for the required opioid safety training, but providers will receive a certification of completion. Providers who take the recommended military culture training will receive one hour of Accreditation Council for Continuing Medical Education (ACCME) accreditation for physicians.

### How do I sign up for the required training?

1. Visit <https://train2serve.com/>.
2. Select "Register Now".
3. Complete the registration process.
4. Download the Opioid Safety Initiative information.

### How much time do I have to take the training?

- If you have not already done so, please review the training materials at this time.

### Can I opt out of the training?

- No. VA requires all network providers with a DEA number to download and review the opioid safety training handout.

**What happens if I don't sign up and take the training?**

- Providers that do not certify that they have reviewed the guidelines set forth by the Opioid Safety Initiative may be restricted from receiving future community care referrals from VA.

**Who provides the training and where do I go to take it?**

- Simply go to <https://train2serve.com/> to register and complete the training.