



VA Community Care Network (CCN) Builds On 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.

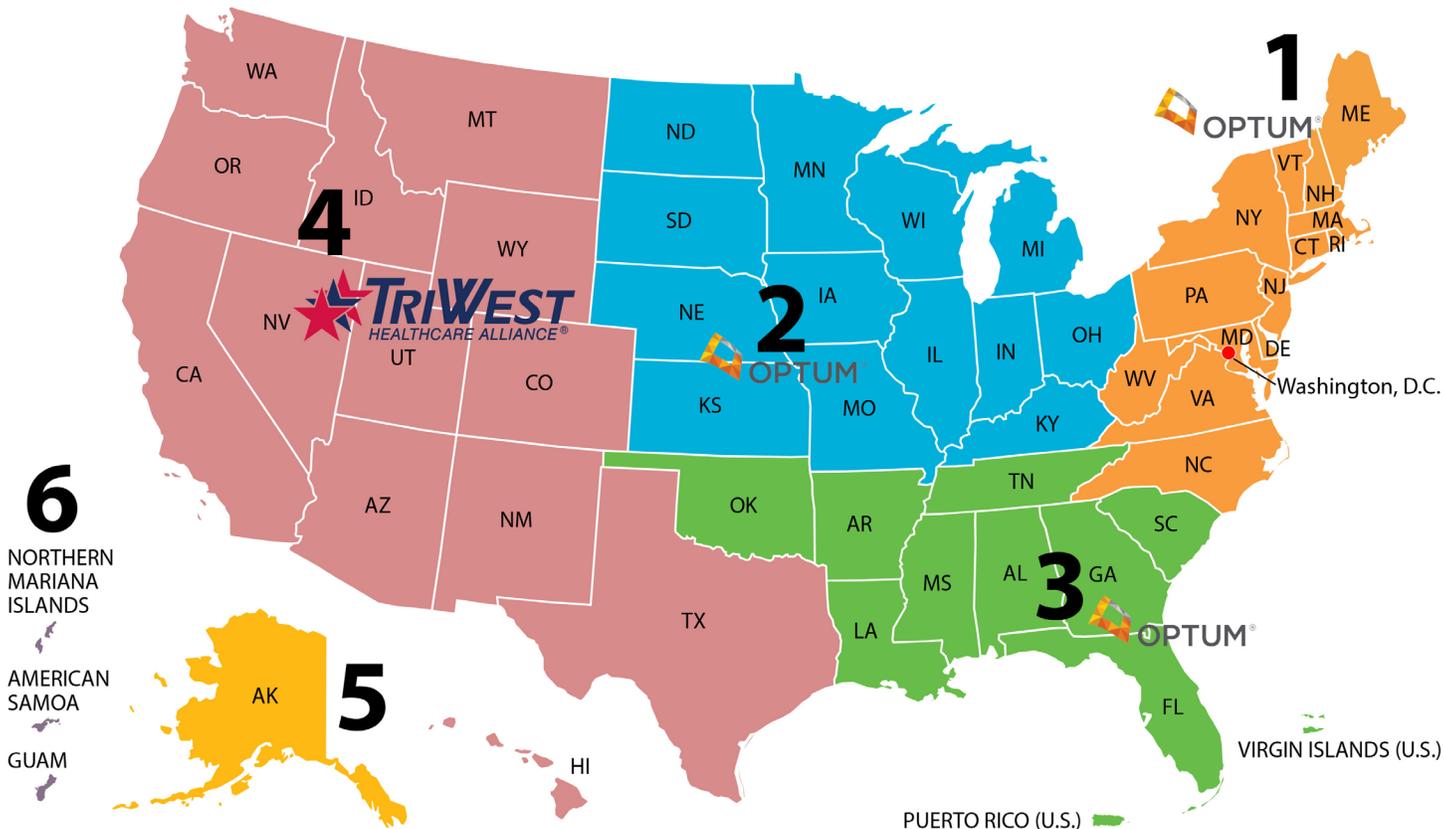
CCN covers all U.S. states and territories with an established set of regional boundaries aligned to state borders to provide local flexibility and increased access to care. VA relies on Third Party Administrators (TPA) to develop and administer regional networks of high-performing, licensed, and contracted 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 is the TPA for CCN Region 4, 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 and Provider Agreements 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 Healthcare Alliance to manage CCN Region 4. Contracts have not yet been awarded for CCN Regions 5 and 6.

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. The services highlighted in red are newly available for 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
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, and in most circumstances community providers receive authorizations for care from the TPA.	Referral and Authorization	Except for Urgent Care benefit, Veterans generally receive approval from VA prior to obtaining care from a community provider, and 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 self-present at urgent care/retail care locations for urgent care needs.
Providers must sign a PC3 full network contract or have been certified to provide care.	Provider Contracts	Fully negotiated provider contracts are required.
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 at a network pharmacy. 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 Region 4 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 Region 4 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.
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	Providers are paid 100% Medicare allowable, VA fee schedule, or negotiated discount off billed charges in that sequence where applicable.
WPS Military and Veterans Health (WPS MVH) renders customer service to providers. For PC3 claims questions call WPS MVH at 800-782-2680 (Option #1).	Provider Claims Customer Service	In CCN Region 4, TriWest Claims Customer Service handles all claims inquiries from providers, although claims are still submitted to WPS MVH. Claims should be submitted electronically to WPS MVH via Payer ID: VAPCCC3. Mail original CMS 1500 or UBO4 claim forms (no photocopies or handwritten forms) to: WPS MVH-CCN P.O. Box 7926 Madison, WI 53707-7926 For CCN claims and provider inquiries, please call: 877-226-8749.

Updated: 04/10/2020