Provider Fact Sheet
PC3 and VCP Comparison – All Regions

Key Points:

- The Department of Veterans Affairs (VA) aligned many aspects of the Veterans Choice Program (VCP) and Patient-Centered Community Care (PC3) program at the end of 2018.
- Going forward, timelines for medical documentation and claims submission are aligned.
- Secondary authorization requests (SAR) or requests for services (RFS) are managed the same for VCP and PC3 providers.
- Key Differences:
  - Plan description and the authorization process are still different.
  - VCP registered providers are not classified as credentialed network

Comparison Details

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<tr>
<th>Patient-Centered Community Care (PC3)</th>
<th>Veterans Choice Program (VCP)</th>
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<tbody>
<tr>
<td><strong>Customer Service Contacts</strong></td>
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<tr>
<td>1-855-PCCCVET (722-2838)</td>
<td>1-866-606-8198</td>
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<td><strong>Plan Description</strong></td>
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<td>A program designed to enhance access to health care by allowing VA medical centers (VAMC) to refer Veterans to a quality provider network in the Veteran’s community</td>
<td>A program for Veterans that allows them to seek care from community providers if:</td>
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<td>• Veteran faces wait times longer than 30 days for a specific service from a VA medical center (“Choice 30”), or</td>
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<td>• A VA medical facility is not easily accessible (&gt;40 miles) from their home (“Choice 40”)</td>
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<td>• Services are not available at the VAMC (“Choice First”)</td>
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### Referrals

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| • In Regions 3, 5 and 6, the VAMC sends a care request to TriWest  
  o TriWest calls to schedule the appointment on behalf of the Veteran, or the Veteran may choose to self-appoint with a network provider via TriWest’s smartphone app  
  o With appointment confirmation, an authorization for care is generated by TriWest  
  • In Regions 1, 2 and 4 the VAMC may send a care request to TriWest or may manage the appointment process directly.  
  • With confirmation of the appointment, an authorization for care is generated by TriWest  
  • Auth letters are available prior to an appointment (via fax or download from TriWest’s Provider portal)  
  • Any VA consult documentation is available when appointment is confirmed.  
    o Clinical information to support appointing needs may be provided prior to confirming an appointment date  
  • Access is either via TriWest’s portal, if appointing is managed by TriWest, or the HSRM portal if appointing is managed by the VAMC. | • Veteran calls TriWest or VA to verify eligibility for the VCP.  
  o If care can be provided within a VA, that may be scheduled.  
  o If care cannot be scheduled within VA, then, depending upon the Region and VAMC, TriWest or VA may find a community provider to schedule with if that is the Veteran’s preference.  
  • TriWest or VA may call to schedule the appointment on behalf of the Veteran, or the Veteran may choose to self-appoint with a network provider via TriWest’s smartphone app  
  • With appointment confirmation, an authorization letter is generated by TriWest.  
  • For “Choice 30” or “Choice First” Veterans, the provider will also receive clinical/consult information from VAMC  
  • For “Choice 40” Veterans, only the TriWest authorization may be provided  
  • Auth letters are available prior to an appointment (via fax or download from the TriWest provider portal)  
  • Any VA consult documentation is available when appointment is confirmed. |

### Credentialing

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| • PC3 providers must be fully credentialed, contracted with TriWest’s network, and meet any additional VA requirements by specialty  
  • Please refer to the [Quick Reference Guide on PC3 Credentialing](#) for details | • VCP providers must submit registration information, participate in Medicare and have all licensure in order  
  • VCP providers do not have as extensive credentialing requirements  
  • VCP providers provide services pursuant to the VCP Terms & Conditions that are received with the referral/authorization. |