

# SERVING VETERANS IN HEALTH CENTERS

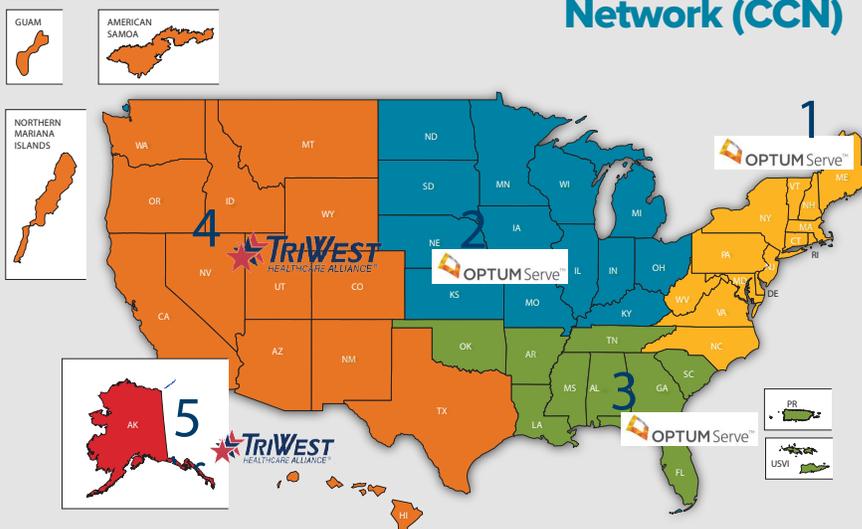
## Veterans and the Community of Care Network (CCN): A Fact Sheet for FQHCs

### Quick Facts

- The VA MISSION Act authorized the establishment of the Veterans Community Care Program (VCCP) in June 2019, which replaced legacy VA community programs such as the Veterans Choice Program (VCP) and traditional community care programs.
- In Section 101, the VA MISSION ACT specifically identifies that any Federally Qualified Health Center (FQHC), as defined by Section 1905 of the Social Security Act, may provide care to eligible (i.e., enrolled in Veterans Health Administration for care) Veterans under the provisions of the VA VCCP.
- Providers who join the VCCP provide care for Veterans in their community via the Community Care Network (CCN). The VA contracts with Optum Public Sector Solutions, Inc. ("Optum") to serve as a Third-Party Administrator (TPA) for CCN Regions 1, 2, and 3 and TriWest Health Alliance ("TriWest") for Regions 4 and 5. See which region you belong to according to the map to the right or by visiting: [https://www.va.gov/COMMUNITYCARE/providers/Community\\_Care\\_Network.asp](https://www.va.gov/COMMUNITYCARE/providers/Community_Care_Network.asp)



### Community Care Network (CCN)



### Additional Information & Resources

#### VA's Community Care Network (CCN) Fact Sheet

[https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_26-01.pdf#](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_26-01.pdf#)

#### Join the Community Care Network (CCN)

FQHCs in **Regions 1–3**  
Contact Optum:

**Region 1:** 888-901-7407

**Region 2:** 844-839-6108

**Region 3:** 888-901-6613

FQHCs in **Regions 4-5**  
Contact TriWest:

Web Form (Preferred): <https://ccn.triwest.com/Forms/AddProvider.aspx>

ProviderServices@TriWest.com  
877-CCN-TRIW (877-226-8749)



This publication was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$7,254,766 with 0 percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit [HRSA.gov](https://www.hrsa.gov).

# Frequently Asked Questions

## **Q1: How does the VA MISSION Act impact Community Providers?**

The VA MISSION Act directed VA to develop regulations and implement the new Veterans Community Care Program (VCCP). The program offers benefits similar to the Choice program but is much simpler to use for both Veterans and Community Providers. The new system expands eligibility, enabling Veterans to access community-based care if any of the following six conditions are met: 1) VA does not offer services the Veteran requires; 2) VA does not operate a full-service medical facility in the Veteran's state; 3) the Veteran lives >40 miles driving distance from a VA facility; 4) the specific care a Veteran needs is not available within designated access standards; 5) the Veteran and their referring clinician decide it is in the Veteran's best medical interest to receive the specific care they need in the community; 6) VA has designated the VA medical service line delivering the specific care a Veteran needs as not providing care that complies with VA's standards for quality.

## **Q2: How is the new Community Care Network different from the VCP model?**

The CCN has several features that improve care coordination and make it easier for community providers, VA staff, and TPAs to deliver care to Veterans. Specifically, the CCN:

- administers regional networks of high-performing licensed health care providers who will work together with VA physicians and practitioners to provide medical, surgical, Complementary and Integrative Health Services (CIHS), Durable Medical Equipment (DME), pharmacy, and dental services to eligible Veterans who are unable to receive care at local VA medical centers;
- allows VA staff to directly manage Veterans touchpoints for customer service while the TPAs will support VA staff and community provider inquiries;
- has direct health information sharing capability between VA and community providers to ensure proper care coordination;
- enables the designation of high performing preferred providers by performance metrics identifying providers that meet specific quality and performance metrics;
- allows VA to directly schedule community care appointments for Veterans through the local Veterans Administration Medical Center. Veterans can also choose to schedule their own appointment with support from local VA staff;
- improves the timeliness of provider payments;
- VA assumes care coordination responsibility with TPAs so FQHCs don't have to manage that relationship.

**Additional details about differences between past and current programs:** [https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/MISSION-Act\\_Current-Future-State.pdf#](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/MISSION-Act_Current-Future-State.pdf#)

**Q3: Do community providers have to sign a new contract to be part of the CNN?** Yes. Even FQHCs that had Choice contracts will need to execute a new contract with their region's Third Party Administrator.

**Q4: Can Veterans schedule appointments directly with community providers and have the care covered and reimbursed by one of the VA's third-party administrators?** Under the new VCCP, VA staff will refer Veterans directly to community providers and will directly schedule appointments. Veterans can also choose to schedule their own appointments with support from local VA staff.

**Q5: Does CCN have eligibility requirements for Veterans similar to the Veterans Choice Program?** CCN is not a program and does not have eligibility requirements like the Veterans Choice Program. CCN is the contract vehicle VA uses to buy community care for Veterans. Eligibility for community care is determined before a Veteran can be referred to a CCN community provider.

**Q6: What reimbursement rate will FQHC's receive and what does it cover?** Reimbursement rates follow Medicare. FQHCs should refer to the terms of the applicable contract governing their provision of community care to determine requirements regarding claims and payment. Additional information on claims. Fact sheet on Community Care Billing and Payments: [https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/VA-FS\\_Billing-and-Payment-MISSION.pdf#](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/VA-FS_Billing-and-Payment-MISSION.pdf#)

**Q7: Where can community providers find additional information on CCN?**

- VA information on CCN, including upcoming trainings: <https://www.va.gov/COMMUNITYCARE/providers/index.asp>
- Sign up for the VHA Office of Community Care Monthly Provider Advisor e-letter: [https://public.govdelivery.com/accounts/USVHA/subscriber/new?topic\\_id=USVHA\\_1240](https://public.govdelivery.com/accounts/USVHA/subscriber/new?topic_id=USVHA_1240)

**Q8: How can I contact NACHC for more information?** For general questions and information about NACHC's Military and Veteran focused efforts, contact: NACHC Training and Technical Assistance department: [trainings@nachc.org](mailto:trainings@nachc.org).