

# JOIN VETERANS COMMUNITY CARE

## Introduction

As a Veteran, you may have access to a broader network of medical care outside the U.S. Department of Veterans Affairs (VA). It is critical for patients to have more options to get treatment and medical care that may be closer to home and easier to access.

- **New options for Veterans** are available as a result of recently passed legislation for **better access** and **greater choice in health care within the VA** and in the Community Care Network (CCN)<sup>1</sup>.
- **The VA CCN** is VA's direct link with community providers to ensure Veterans receive timely, high-quality care. CCN is comprised of five regional networks covering all U.S. states and territories.
- **Every Veteran is already enrolled in the CCN**, but there are a few easy steps to get started.

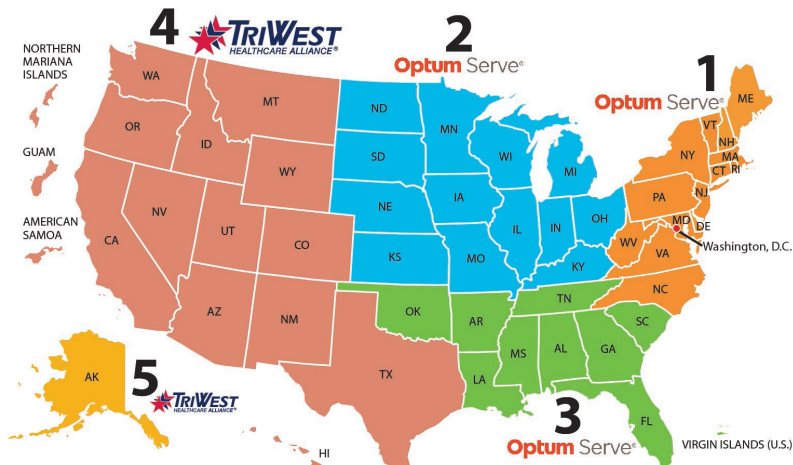
### New Care Options for Veterans

The first step is to contact your VA provider and discuss your care and treatment options. In order for a Veteran to receive care through the VA CCN, a VA staff member must determine if **at least one** of the following criteria is met<sup>2</sup>:

- ✓ It is in the Veteran's best medical interest, as determined by the VA provider.
- ✓ A service is needed that is not available at a VA medical facility.
- ✓ Veteran lives in a U.S. state or territory without a full-service VA medical facility.
- ✓ Veteran qualifies under the "Grandfather" provision related to distance eligibility for the Veterans Choice Program.
- ✓ VA cannot provide care within certain designated access standards.
  - For average drive time to a specific VA medical facility, the access standards are 30-minute average drive time for primary care, mental health care, and noninstitutional extended care services or a 60-minute drive for specialty care.
  - For appointment wait times at a specific VA medical facility, the access standards are 20 days for primary and mental health care, and noninstitutional extended care services or 28 days for specialty care.
- ✓ Veteran needs care from a VA medical service that VA determines is not providing care that complies with VA's quality standards.

### The next step for those who qualify:

Your VA Physician will refer your care to the appropriate provider, either TriWest or Optum (see below map to determine coverage based on your location). The provider will make your appointments and contact you. You may also be eligible for self-service appointment scheduling. If you have a referral and have not heard from either provider, contact the VA to ensure your referral is correct and has been issued.




For the TriWest home page, please click: <https://bit.ly/3FkVANW> or call: **1-855-PCCCVET (722-2838)** Monday through Friday 8:00 a.m. – 8:00 p.m. in your local time zone

For the Optum home page, please click: <http://bit.ly/3Pp9raH>

For additional information on the VA Community Care Network, please click: <http://bit.ly/3Bz8xTf>

**References:**  
 1. VA MISSION Act of 2018, S 2372, 115th Cong (2018). Accessed January 12, 2023. <https://www.congress.gov/bill/115th-congress/senate-bill/2372/text>  
 2. U.S. Department of Veteran Affairs. Community Care. Published August 22, 2017. Updated November 9, 2022. Accessed January 12, 2023. [https://www.va.gov/COM-MUNITYCARE/programs/veterans/General\\_Care.asp](https://www.va.gov/COM-MUNITYCARE/programs/veterans/General_Care.asp)

## Example of a Veteran's journey through the VA Community Care Network

 To walk you through this process in more detail, please follow these steps below.

ELIGIBILITY	<b>1</b> Veteran seeks care from VA.
	<b>2</b> VA determines, based on specified community care criteria, that veteran receives care from your practice.
APPOINTMENTS	<b>3</b> VA engages community care provider to accept referral and method of delivery (referral packet includes medical record).
	<b>4</b> Once referral is accepted, either VA schedules appointment with community care provider or veteran schedules appointment.
GETTING CARE	<b>5</b> Veteran receives care from community care provider.
	<b>6</b> Provider sends medical record to VA.
BILLING	<b>7</b> Provider bills Optum or TriWest for the care.

## VA Community Care Network (CCN) and Your Prescription Medications



### Prescription Medication:

- Confirm you have received a referral from your VA to be seen by an in-network community provider.
- For prescription medication, the prescription should be sent to and filled by the nearest VA pharmacy.
- For immediately needed prescription medication (non-routine), the prescription may be filled by an in-network community pharmacy (14-day or fewer supply) if the product is on the VA's Urgent/Emergent drug list which can be found at <https://www.va.gov/formularyadvisor/urgent-emergent-formulary>. A prescription for more than a 14-day supply must be filled by VA.
- To find a VA in-network community pharmacy, go to <https://www.VA.gov/find-locations> and search for "Community pharmacies (in VA's network)."

### Prescription filled at VA can be submitted:

- Your community provider can submit your prescription to VA by e-prescribing (which is preferred), by fax or by a written prescription given to you to take to your VA pharmacy.
- Your community provider will need to check the VA National Formulary at <https://www.pbm.va.gov/PBM/NationalFormulary.asp> and any criteria that may be listed for the medication. ALL drugs are available in the VA regardless of formulary status listed, but additional documentation may be required.
- For medications that list any criteria requirements, your community provider will need to include documentation that you have met the medication's criteria with your prescription.
- Pick up your prescription at your VA pharmacy or request to have it mailed.

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For further questions, please call the VA Community Care National Contact Center or visit VA's Community Care Website

Veteran or Community Provider Inquiries  
**1-877-881-7618** (Providers Press Option #2)  
[www.va.gov/CommunityCare](http://www.va.gov/CommunityCare)