June 16, 2020

Attention Providers: Important Reminder

Dear Provider:

Optum would like to remind you about an important group of members that you serve under the terms of your Agreement. The U.S. Department of Veterans Affairs ("VA") created the VA Community Care Network (VA CCN) to help Veterans access health care services in the community. The VA is committed to providing eligible Veterans with the care they need, when and where they need it. Providers can help Veterans access a network of community healthcare through their contract with Optum or another UnitedHealth Group affiliate.

As a reminder, under the VA CCN contract, providers must honor all appointments with Veterans for covered services with an approved referral, in a timely manner. More specifically as identified by priority on approved referral; within 24 hours for emergent health care need, within 48 hours for urgent health care need, and within 30 days for routine care need. Additionally, as a contracted provider with Optum, you are responsible to verify and update your demographic information, which includes availability to see new patients, address location and office hours. This allows us to provide accurate information to VA when referring Veterans for care and will help to ensure that claims are appropriately paid and payments are mailed correctly.

WHAT YOU NEED TO DO

Please take some time to review your demographic data to ensure that it is current and accurate.

How do you review and make needed updates?

- The quickest and most convenient way to review and update your network and demographic information is through:
  
  providerexpress.com > My Practice Info

- If you have any questions, you can contact the VA CCN Provider Services line Monday – Friday, 8 a.m. – 6 p.m. provider's local time, excluding federal holidays
  
  Region 1: 888-901-7407
  Region 2: 844-839-6108
  Region 3: 888-901-6613

Take advantage of VA CCN Training and Resources

- There are several webinar training sessions available to learn more about the Department of Veterans Affairs Community Care Network (VA CCN). The training we offer extends a great deal of information about the product, the benefits and the resources available to your organization as part of the Community Care Network. Please select one of the sessions dates at the below link and join us to discuss this new and exciting opportunity to help and offer quality care to our Veterans.

  providerexpress.com > Training > Webinars/Training Resources > Veterans Affairs Community Care Network (VA CCN) Overview educational sessions. In addition to the webinar training sessions mentioned above, Educational On-Demand videos, including Overview VA Community Care Network, are available at:
  
  provider.vacommunitycare.com > Training & Guides > Self-Service Resources and Educational Videos

- We encourage you to review the Training and Resources Guides, including the VA CCN Provider Manual, and more by visiting the VA CCN Provider Portal at:

  provider.vacommunitycare.com > Training & Guides

Be sure to check out our new Veterans Affairs Community Care Network (VA CCN) Resources page on Provider Express.