

## Veteran Resources

*(<https://www.va.gov/COMMUNITYCARE/index.asp>)*

### **What is the Community Care Network (CCN)?**

CCN is a contract vehicle for VA to purchase community care for Veterans. It is comprised of five regional networks of high-performing, licensed health care providers. It covers all U.S. states and territories.

### **Which health care services may be obtained through CCN?**

Health care services provided through CCN include medical, behavioral health, surgical, dental services and complementary and integrative health services (CIHS). CIHS includes biofeedback, hypnotherapy, massage therapy, Native American healing, relaxation techniques and tai chi. Other services include dialysis, comprehensive rehabilitation, residential care, home-health care, hospice care, dental, immunizations and long-term acute care. Durable medical equipment (DME) and prescription medications (up to a 14-day supply) may be provided for immediate needs. Veterans must be authorized by VA to obtain services through CCN.

### **Is approval required from VA to obtain services through CCN?**

Yes. VA must refer the Veteran to a specific community provider before they receive community care or services.

### **How are additional services from the community provider obtained beyond what was originally authorized?**

Under CCN, community providers must submit a referral request to VA when a Veteran requires care beyond what is included on the original referral. The referral request will be reviewed by VA and, if appropriate, a new referral will be issued.

### **Who schedules the appointments with community providers?**

Under CCN, VA staff can refer Veterans directly to community providers and schedule community care appointments for Veterans through the local VA medical facility. In some instances, VA medical facility staff may elect to receive scheduling support from Optum or TriWest. Veterans can also choose to schedule their own appointment with support from local VA staff.

## Who provides customer service support for Veterans receiving community care?

VA is responsible for providing customer service support to Veterans receiving community care. CCN third party administrators (i.e. Optum or TriWest) provide customer service support to VA staff and community providers.

## How is prescription medication obtained through CCN?

If a provider determines a prescription is immediately required, up to a 14-day supply of medications can be prescribed and filled at a participating in-network pharmacy for Veterans who were referred to a CCN provider for care. Veterans must provide prescription benefit information to the participating CCN pharmacy.

If Veterans do not have an authorization for care through CCN or use a non-CCN participating pharmacy, they must pay out of pocket and seek reimbursement through their local VA medical center (VAMC).



### Before You Go

Print the [Billing Information](#) (or have it viewable on your mobile device) and take it to your in-network pharmacy. When using the card, identify the correct region where you are seeking care.

For more than a 14-day supply of prescriptions, or if the prescribed medication is not immediately needed, then the community provider must send the prescription to the local VAMC pharmacy for fulfillment.

## Where can I find more information about CCN?

Call the Community Care Contact Center at **877-881-7618**, Monday–Friday, 8 a.m.–9 p.m. ET.