

Frequently Asked Questions for Dental Providers

Key Points

- The information contained in this document is specific to dental providers. If you are not a dental provider, please reference the Frequently Asked Questions at info.vacommunitycare.com for details;
- The U.S. Department of Veterans Affairs (VA) Community Care Network (CCN) will provide increased access to health care for Veterans through a network of community health care providers: professionals, facilities, pharmacies and other suppliers;
- VA awarded Optum the community care contract as the third party administrator. CCN is a network of community providers and the contract vehicle VA uses to buy care for Veterans in the community;
- VA determines a Veteran's eligibility to get care from a community care provider;
- Veterans can only access care in the VA CCN with an authorized referral from VA; and,
- The VA CCN will make it easier for community providers and VA staff to deliver care to Veterans when and where they need it.

VA CCN Description

VA created the CCN contract to assist Veterans who can't get necessary services from a VA provider either because the services aren't available timely or VA provider is too far away. By participating in CCN, you can help Veterans in your community access a network of community healthcare facilities, pharmacies, professionals and suppliers.

VA recently chose Optum to manage the new CCN in Region 1 and 2. Logistics Health, Inc. (LHI) is partnering with Optum to provide a community dental network.

Table 1: VA Region 1 and 2

Region 1		Region 2	
Connecticut	North Carolina	Illinois	Nebraska
Delaware	Pennsylvania	Indiana	North Dakota
District of Columbia	Rhode Island	Iowa	Ohio
Maine	Vermont	Kansas	South Dakota
Maryland	Virginia	Kentucky	Wisconsin
Massachusetts	West Virginia	Michigan	
New Hampshire		Minnesota	
New York		Missouri	

To help you become familiar with the network, please read the following frequently asked questions. Specific information on policies and procedures is in the VA CCN Provider Manual for Dental Providers at <https://info.vacommunitycare.com>.

To keep up to date on VA CCN, please visit info.vacommunitycare.com. We'll update these FAQs, the quick reference guide and the VA CCN Provider Manual for Dental Providers with the latest information as we get closer to the start of health care delivery under VA CCN.

Frequently Asked Questions and Answers

Eligibility and Benefits

Q. Are all Veterans eligible to receive care from care providers participating in the VA CCN?

- A. Not all Veterans are eligible. VA will determine if a Veteran is eligible to get care from a community care provider in the VA CCN. To be eligible, a Veteran must be both:
- Enrolled in VA's patient enrollment system; and,
 - Have an approved referral from VA for care in the community.

Enrolled Veterans would normally receive care from a VA facility or VA provider. When appointments for the care they need aren't available timely or when they live too far away, the VA may give the Veteran a referral for community care. The Veteran's caregivers and family members are not eligible for VA CCN care.

Q. How do I confirm that a Veteran is eligible for VA CCN services?

- A. VA will send you a referral with information about the Veteran and the type of care the Veteran can receive. Our VA CCN website, <https://info.vacommunitycare.com>, will be available before the start of health care delivery and will include online tools to view the VA-approved referral and confirm the Veteran's eligibility.

Q. How will I know when VA will begin sending referrals to me under the Optum VA CCN?

- A. VA CCN will roll out in phases from the start of health care delivery beginning in summer 2019. As each VAMC becomes active you will begin receiving referrals from VA.

Referrals**Q. If I need to change the treatment plan which was earlier authorized, can I make changes and perform additional care without pre-authorization?**

- A. Minor changes in the VA-approved treatment plan may be approved if included in the Standardized Episode of Care (SEOC), such as addition of restorative surfaces or radiographic images, but any significant treatment plan changes from the consult order (referral and authorization) must be pre-approved by a VA dentist. That will require a new referral episode. VA or Veteran will not be responsible for any procedures performed without pre-authorization.

Q. Can I perform any dental procedure after confirming that an eligible Veteran has been referred to me?

- A. No. All authorizations will include a consult order (referral). This consult order (referral) will include the specific procedure codes which are authorized. You shall not perform care outside the items listed in the authorization without pre-authorization from VA, and shall not bill Veteran for any additional care.

Q. Are referrals required for VA CCN?

- A. Yes. Before a Veteran gets care or services from a VA CCN participating care provider, the VA must issue a referral for a SEOC. If you deliver care or services without an authorized referral, the care or services may not be reimbursed.

- VA referrals will include an authorization for a SEOC. The referral will include a start date and an end date, along with a specified number of visits and/or services;
- After an initial authorized dental referral is completed, all recommended treatment plans must be reviewed and approved by VA prior to the Veteran receiving care. A referral is required for all dental services to be provided under the contract in advance of treatment. The SEOCs included with the referral will provide specific services that may be performed after the referral is established without further clinical review by VA; and,
- When health care delivery starts, you'll be able to verify the status of a referral at <https://info.vacommunitycare.com> or by calling 888-901-7407.

Q. Are notifications required for VA CCN treatment during a medical emergency?

- A. Yes. If you are providing services to a Veteran under an authorized referral and you determine that the Veteran is experiencing an urgent or emergent symptom or condition, follow your internal emergent protocols. Once the situation has stabilized, contact VA to report the incident.

Q. Can I refer a Veteran for care to another care provider in the VA CCN network?

- A. Yes. However, all referral requests for additional services have to be approved by VA. Referral instructions and procedures are outlined in the VA CCN Provider Manual for Dental Providers at <https://info.vacommunitycare.com>.

Q. Can I refer a Veteran to a hospital for admission?

- A. No. Referral requests for hospitalization have to be approved by VA, just the same as any other services beyond what is specified in the initial VA referral. Referral instructions and procedures will be outlined in the VA CCN Provider Manual for Dental Providers at <https://info.vacommunitycare.com>.

Q. Can I refer a Veteran for care to a provider in another region?

- A. No. A Veteran's eligibility for community care is specific to the region where VA issues the referral. Even if you have an additional clinic or office that is outside of the region from the initial referral, the Veteran can't be treated there without a new referral.

Claims and Provider Reimbursement

Q. How do I file a claim?

- A. Dental claims can be submitted electronically via Electronic Data Interchange (EDI) or via the LHI Provider Portal VA CCN Dashboard at <https://providers.logisticshealth.com>. If you are unable to submit electronically, please reference the VA CCN Provider Manual for Dental Providers for additional options. All claims must have a VA referral number.

Q. What is the VA CCN reimbursement rate for approved services?

- A. For claims submitted with a valid referral, services will be reimbursed according to the fee schedule in their payment appendix.

Q. Can I bill the Veteran for non-covered services?

- A. No. VA CCN care providers won't be reimbursed for services that aren't covered in the Veteran's medical benefits package (as determined by VA) or aren't included in the VA-approved referral. Providers will hold the Veteran harmless of non-covered charges.

Q. Can out-of-network emergency care providers file claims for Veterans?

- A. Out-of-network emergency care providers must submit claims directly to VA. There won't be a referral number for these types of claims. VA's claim submission information is in the VA CCN Provider Manual for Dental Providers at <https://info.vacommunitycare.com>.

Additional VA Resources

Q. Where can community providers find additional information on VA CCN?

- A. VA information on VA CCN, including upcoming trainings, can be found here: <https://www.va.gov/COMMUNITYCARE/providers/index.asp> .