



CCN Provider Services and Resources

Key Points

- The U.S. Department of Veterans Affairs (VA) Community Care Network (CCN) temporary Provider Portal at info.vacommunitycare.com has the Provider Manual, quick reference guides and other resources you need to deliver care to Veterans.
- Provider service by phone or online chat is available Monday-Friday, 8 a.m. to 6 p.m. local time.
- Resources to help you submit claims, reconsiderations, grievances and fraud, waste and abuse issues are listed below and will be available through Provider Services.
- At the start of health care delivery, provider services assistance will be available on the VA CCN Provider Portal at vacommunitycare.com.

Provider Services Assistance and Resources

At the start of health care delivery, we have several ways to answer questions and provide resources to VA CCN providers.

VA CCN Provider Portal at vacommunitycare.com



Optum's portal will provide:

- Claim status and submission
- Referral status
- VA's covered benefits
- Medical review requirements for specific codes
- Link to the VA CCN provider directory
- Links to verify Veteran eligibility
- Links to real-time pharmacy dispensing information to help prevent medication errors
- Provider resources and education



If you're unable to resolve your issue on the portal, please contact Provider Services by calling or utilizing online chat.



Provider Services

888-901-7407

Can assist you with information regarding:

- Referral and prior authorization status
- Veteran eligibility
- Benefit issues
- Pharmacy
- Claims issues and status
- Provider enrollment
- Reconsideration and grievances



Online Chat

- Go to vacommunitycare.com
- Select medical provider or dental provider
- Log in to the secure portal
- Select "Let's Talk"
- Choose Chat

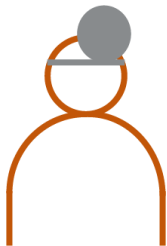
Submitting Claims

Providers can submit claims via Electronic Data Interchange (EDI), fax, Optum's provider portal or by mail. Choose from the following types of claims:



Medical Claims

- Payer ID: VACCN
- Address: PO Box 202117
Florence, SC 29502
- Fax: 833-376-3047
- Online: vacommunitycare.com, select "I am a Provider" choose "Medical Provider"



Dental Claims

- Payer ID: VACCN
- Address: Logistics Health Inc.
Attn: VA CCN Claims
328 Front St S
La Crosse, WI 54601
- Fax: 608-793-2143
- Online: vacommunitycare.com, select "I am a Provider" choose "Dental Provider"

Reconsiderations and Grievances

- Address: Reconsideration and Grievances
3237 Airport Road
VA Community Care Network MS-21
La Crosse, WI 54603
- Fax: 877-666-6597

Fraud, Waste and Abuse**Fraud, Waste and Abuse**

- Address: Optum Fraud, Waste and Abuse
3237 Airport Road
VA Community Care Network MS-21
La Crosse, WI 54603
- Hotline 1-844-883-3461

Getting Additional Help

- For issues related to a new or existing Approved Referral, please contact the VA facility listed on referral.
- For other escalated issues, contact CCN Provider Services at 888-901-7407.