

Quick Reference Guide for Dental Providers

VA CCN Overview

This quick reference guide provides an overview of what you and your practice might need to know about the new U.S. Department of Veterans Affairs Community Care Network (VA CCN). For complete details, please reference the VA CCN Provider Manual for Dental Providers or your contracting documents.

The information contained in this document is specific to dental providers. If you are not a dental provider, please reference the Quick Reference Guide at info.vacommunitycare.com for details.

The VA CCN supplements the health care services of the Veterans Health Administration with a network of community health care providers.

Using this Guide

To keep up to date on the VA CCN, please visit <https://info.vacommunitycare.com>. We'll update this guide, the Frequently Asked Questions 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.

Provider Services

When the VA CCN launches and health care delivery starts, you can call CCN Provider Services at 888-901-7407 (8 a.m. – 6 p.m., local time, Monday – Friday excluding holidays) to:

- Confirm Veteran eligibility and approved referrals
- Check claims status
- Request a referral

Tip: Once health care delivery starts as part of the VA CCN, you'll be able to verify the status of a VA referral at <https://info.vacommunitycare.com> or by calling 888-901-7407.

Online Tools

Our VA CCN website, <https://info.vacommunitycare.com> will be available before the start of health care delivery and will include:

- Administrative tools to help you submit claims, as well as track and submit referrals;
- VA CCN announcements and news;
- Forms;
- Provider manual and materials; and,
- Links to VA policies and procedures.

Referrals and Veteran Eligibility

All VA Dental authorizations will include a consult order (referral). This consult order (referral) will include the specific procedure codes that are authorized. While you may see several codes listed on the Standardized Episode of Care (SEOC), authorization will be limited to a specific set of procedure codes in the consult order (referral). Refer only to the consult order (referral) as it will clearly state which dental procedures are approved in the referral. You shall not perform any other care without authorization, and shall not bill Veteran for any additional care. If any changes in the plan are needed, you will need to send the changes back to VA for approval. Minor changes for an earlier VA approved treatment plan, such as adding a surface to restorative procedure code or additional images, may be performed without pre-authorization.

VA encourages the CCN provider to contact VA Dental Services to discuss any changes in the plan, if appropriate.

You are not authorized to provide services to a Veteran until you receive a VA-approved referral. The only exceptions are for emergency or urgent care. The referral process is outlined in the VA CCN Provider Manual for Dental Providers at <https://info.vacommunitycare.com>.

When VA determines that a Veteran needs to receive care from a VA CCN provider, VA will send you a referral with information about the Veteran and the type of care the Veteran can receive.

Pharmacy Benefits and Prescription Guidelines

- VA CCN care providers must not dispense any pharmaceutical samples to Veterans;
- VA requires that you register with your state's prescription monitoring program, if your state has one, before prescribing a controlled substance;
- Prescriptions for routine and maintenance medications will be filled by the VA pharmacy; and,
- For urgent and emergency prescriptions:
 - Covered medications are on the VA Urgent/Emergent National Formulary at <https://www.pbm.va.gov> > VA National Formulary > Formulary Documents > VA Drug Standardization List.
 - The initial prescription should be a maximum 14-day supply with no refills. Veterans should fill this prescription at a local network pharmacy.
 - Additional prescriptions should be submitted to, and filled by, the VA pharmacy.

Claim Management

- Instructions for filing electronic and paper VA CCN claims is in the VA CCN Provider Manual for Dental Providers available at <https://info.vacommunitycare.com>;
- All claims must have a referral number;
- Verify claims status via the LHI Provider Portal at <https://providers.logisticshealth.com>; and,
- Submit claims within 180 days from the date of service or date of discharge.

Reconsideration Request

- Submit reconsideration requests to VA within 90 days from the date of denial.

Submitting Dental Documentation

- VA CCN network providers will submit medical and dental documentation for VA CCN care directly to VA and/or the Veteran's referring provider; and,
- Dental records of completed care, including supplemental images/radiographs, must be submitted to VA within forty-five (45) days upon completion of the dental treatment plan directly to VA via secure electronic submission, where available.

Additional VA Resources

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