

Get help from Veterans Crisis Line

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Community Care

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Provider Resources

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HOT TOPICS!

Claims Process Videohttp://vaww.w2k8.internet.staging.va.gov/COMMUNITYCARE/providers/info_payments.asp#process

This video explains the VA community care claims process, including authorizations, types of community care programs, ways to avoid rejected and denied claims, and how to check the status of a claim.

Community Viewer (/COMMUNITYCARE/providers/Community_Viewer.asp)

Community Viewer is a secure, web-based application which allows community providers to view the electronic health record (EHR) of a Veteran assigned to them as authorized by the VA. This resource includes information on the features and benefits of Community Viewer and its impact on community providers.

Virtru Pro (/COMMUNITYCARE/docs/providers/VirtruPro_ProviderResource.pdf)

This is a tool to help community providers learn more about Virtru Pro, a secure email technology VA is using to more easily exchange information. The resource includes information on how Virtru Pro will impact community providers, and how VA is using the technology to communicate more seamlessly with those providers who have Veterans Choice Program (VCP) Provider Agreements.

VA Community Care Provider Toolkit (/COMMUNITYCARE/docs/providers/VHA_CC-Provider_Toolkit.pdf)

Community providers play a key role in ensuring Veterans have access to care. The purpose of this toolkit is to connect community providers with information and resources they need to successfully collaborate with VA.

How to Become a Provider

View the Veterans Choice Program–Information for Providers website for information on the requirements and process for establishing a contract with one of the Choice contractors, Health Net Federal Services (HNFS) or TriWest Healthcare Alliance.

Veterans Choice Program–Information for Providers (/COMMUNITYCARE/providers/info_VCP.asp)

Choice Contractor Resources for Providers

The provider guides and handbooks listed below are published by each contractor and provide valuable information on their processes and requirements. The TriWest and Health Net websites contain information on how to join their network and how to register for Veteran selection as well as providing contact numbers, fact sheets, and training.

Health Net Federal Services website (<https://www.hnfs.com/content/hnfs/home/va/provider.html>)

Health Net Quick Reference Guides
(<https://www.hnfs.com/content/hnfs/home/va/provider/resources/resources.html>)

Health Net Provider Resources
(<https://www.hnfs.com/content/hnfs/home/va/provider/resources/resources.html>)

TriWest Healthcare Alliance website (<https://joinournetwork.triwest.com/>)

TriWest Quick Reference Guides (<https://vapccc.triwest.com/PCCCWeb/index.html#/provider-guides>)

TriWest Provider Handbook (<https://www.triwest.com/en/VAPC3-Provider/Provider-Handbook/2013-HA-VAPC3-Provider-Handbook.pdf>)

HNFS Veterans Choice Program Provider Handbook
(<https://www.hnfs.com/content/hnfs/home/va/provider/resources/resources/vcp-participating-provider-handbook.html>)

HNFS Patient-Centered Community Care Network Provider Handbook
(<https://www.hnfs.com/content/hnfs/home/va/provider/resources/resources/pccc-provider-handbook.html>)

VA Guides for Providers

The *How to become a Veterans Choice Program and/or PC3 Provider* fact sheet details what providers should expect in terms of authorizations and referrals, claims payment, and the return of medical documentation to the VA medical center (VAMC). The *Working With the Veterans Health Administration: A Guide for Providers* is targeted for providers who work directly with VA (as a community care provider), not under the PC3/Choice network, but has helpful information that can benefit those providers, too.

How to become a Veterans Choice Program and/or PC3 Provider
(/COMMUNITYCARE/docs/pubfiles/factsheets/VHA-FS_How-to-become-a-Provider.pdf#)

Working With the Veterans Health Administration: A Guide for Providers
(/COMMUNITYCARE/docs/pubfiles/programguides/NVC_Providers_Guide.pdf#)

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Developing, Submitting and Checking Claims Status

Instructions and helpful information for developing, submitting and checking claims status including for the PC3/Choice programs administered by VA contractors (Health Net and TriWest) and for programs that file claims directly with VA are listed on Provider Payments.

Provider Payments (/COMMUNITYCARE/providers/info_payments.asp)

Connect with Us

Contact Us (/COMMUNITYCARE/about_us/contacts.asp)

This page contains addresses and phone numbers for the VHA Office of Community Care (VHA OCC) health care benefits programs.

Providers may send questions and feedback to HACProviderFeedback@va.gov

(mailto:HACProviderFeedback@va.gov)

Subscribe for Updates (mailto:LISTSERV@LISTSERV.VA.GOV?subject=SUBSCRIBE%20COMMUNITYPROVIDERS-L)

Stay up to date with VA Community Care by subscribing to our email distribution list. Send an email to LISTSERV@LISTSERV.VA.GOV with the subject line "SUBSCRIBE COMMUNITYPROVIDERS-L" along with your name in the body of the email.

VA Public ListServ (<https://www.listserv.va.gov/>)

Visit the VA Public ListServ for more information about electronic newsletters, discussion groups and direct email lists.

VA Facility Locator (<https://www.va.gov/directory/guide/home.asp>)

Use the VA Facility Locator if you need assistance in determining your local office, key staff, or for immediate general information.

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CONNECT

Veterans Crisis Line: (<https://www.veteranscrisisline.net/>)

1-800-273-8255 (tel:+18002738255) (Press 1)

Social Media



(<https://www.va.gov/opa/socialmedia.asp>)
Complete Directory (<https://www.va.gov/opa/socialmedia.asp>)

EMAIL UPDATES

<input type="text" value="Email Address"/>	<input type="button" value="Signup"/>
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RESOURCES

ADMINISTRATION

U.S. Department of Veterans Affairs | 810 Vermont Avenue, NW Washington DC 20420

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