

VA Community Care Network

Optum, part of UnitedHealth Group®, is honored to partner with the U.S. Department of Veterans Affairs to service the VA Community Care Network (CCN). Together, we ensure that our nation's Veterans have access to the right care, at the right time and in the right setting.

Giving Veterans greater choice over their health care

Through the VA Community Care Network, VA medical staff are able to authorize and schedule care from a community care provider with the Veteran's approval. In addition, VA staff manage customer service for Veterans who are receiving care from a community provider.

A network of credentialed community care providers and provider billing are managed by third-party administrators (TPAs) in each region. Optum is the TPA for Regions 1, 2 and 3, encompassing 36 states, the District of Columbia, the U.S. Virgin Islands and Puerto Rico. The VA Community Care Network is currently active and serving over 1.9 million eligible Veterans in all 3 regions.

Veteran eligibility

With the VA Community Care Network, Veterans have increased access to, and greater choice in their health care, whether at a VA facility or through a community provider.

The role of Optum

Optum delivers 5 core services to the VA to accomplish its goal of delivering the highest quality of care to the Veterans it serves.

Department of Veterans Affairs Community Care Network (VA CCN)

 **1.9M+**

Veterans served in 2022

 **31.7M+**

visits

- **Community care network of providers** – Optum leverages its extensive network and relationships across UnitedHealth Group and beyond to provide a robust network of high quality and credentialed providers for the VA. This includes medical, behavioral, chiropractic, skilled nursing, vision, pharmacy, dental, urgent care, transplant and other complementary integrated health services like hypnotherapy and tai chi.
- **Claims processing** – Optum processes claims from providers who deliver care to Veterans as part of the VA Community Care Network. On average, claims are processed in 7 days.
- **Call center for VA staff and providers** – VA staff and providers can contact or chat live with the Optum call center to get their questions answered about authorizations, claims and other issues. Calls or questions from Veterans will be handled by a VA call center.
- **A portal for providers, VA staff, Veterans and Veteran Advocates (such as members of Congress and Veteran and Military Service Organization representatives)** – Optum operates an online portal where Veterans, providers and VA staff can find additional resources including program education, claims and referral information. Also in the portal, Veteran Advocates are able to stay informed about the latest information on CCN and reference state-by-state provider data and fact sheets. Individuals can access the portal at <https://vacomcommunitycare.com>.
- **Community Care Experience Team** – This Optum team provides dedicated support and resources to VA medical centers and staff.

About Optum

Optum is a leading information and technology-enabled health services business dedicated to helping make the health system work better for everyone. With more than 190,000 employees worldwide, Optum delivers intelligent, integrated solutions that help to modernize the health system and improve overall population health.



For more information about Optum, please contact us at information@optum.com, or visit online at <http://www.OptumServe.com/Veterans>.

For more information about VA Community Care Network, visit <https://VA.gov/CommunityCare>.

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Example of a Veteran's journey through the VA Community Care Network

- 1 Veteran seeks care from VA.
- 2 VA determines, based on eligibility criteria, if a Veteran should receive care from a community provider. Veteran agrees.
- 3 VA or Optum engages community provider to accept referral and method of delivery (referral packet to include medical record).
 - VA or Optum schedules their appointment with community provider and sends referral packet.
 - Veteran self-schedules their appointment following community provider acceptance of referral.
- 4 Veteran receives care from community provider.
- 5 Provider sends medical record to VA.
- 6 Provider bills Optum for the care and Optum pays the provider's claim.