



## Attention Providers: Important Reminder

August 2022

Dear Provider:

Optum would like to remind you about an important group of members that you serve under the terms of your Agreement.

The U.S. Department of Veterans Affairs (VA) created the VA Community Care Network (VA CCN) to help veterans access health care services in the community. The VA is committed to providing eligible veterans with the care they need, when and where they need it. Providers can help veterans access a network of community healthcare through their contract with Optum or another UnitedHealth Group affiliate.

As a reminder, under the VA CCN contract, providers must honor all appointments with veterans for covered services, with an approved referral, in a timely manner; within 24 hours for emergent health care needs, 48 hours for urgent health care needs and 30 days for routine care needs.

Additionally, as a contracted provider with Optum, you are responsible to verify and update your demographic information which includes availability to see new patients, address location and office hours. This allows us to provide accurate information to the VA when referring veterans for care and helps ensure claims are appropriately paid and payments are mailed correctly.

### WHAT YOU NEED TO DO

**Please review your demographic data to ensure it's accurate.**

**How to review and make updates:**

- The quick and convenient way to review and update your network and demographic information is through: [providerexpress.com](https://providerexpress.com) > My Practice Info
- For questions, contact the VA CCN Provider Services line Monday – Friday, 8 a.m. – 6 p.m., local time, excluding federal holidays:

**Region 1:** 1-888-901-7407 **Region 2:** 1-844-839-6108 **Region 3:** 1-888-901-6613

**Take advantage of VA CCN Training and Resources**

- There are several webinar training sessions available to learn more about VA CCN. The training offered provides a great deal of information about the product, the benefits, and the resources available to your organization as part of the Community Care Network. Please select one of the sessions dates at the link below and join us to discuss this new and exciting opportunity to offer quality care to our veterans: [providerexpress.com](https://providerexpress.com) > Training > [Veterans Affairs Community Care Network \(VA CCN\) Resources](#).
- In addition to the training sessions mentioned above, Educational On-Demand videos, including Department of Veterans Affairs Community Care Overview, are available at: [vacomunitycare.com/provider](https://vacomunitycare.com/provider) > Training & Guides > Self-Service Resources and Educational Videos
- We encourage you to review the Training and Resources Guides, including the [VA CCN Provider Manual](#), [Provider Reference Guide](#), [VA CCN Provider Services and Resources](#) and more by visiting the Optum VA Community Care Network Provider Portal at: [vacomunitycare.com/provider](https://vacomunitycare.com/provider) > Training & Guides

Be sure to check out our new [Veterans Affairs Community Care Network \(VA CCN\) Resources](#) page on Provider Express.