

# Community Care Network (CCN)

## Overview

The Department of Veterans Affairs (VA) is committed to providing eligible Veterans with the care they need when and where they need it. Many programs exist today for Veterans to receive such care however, the multiple programs and eligibility requirements can be confusing for Veterans, community providers and VA staff.

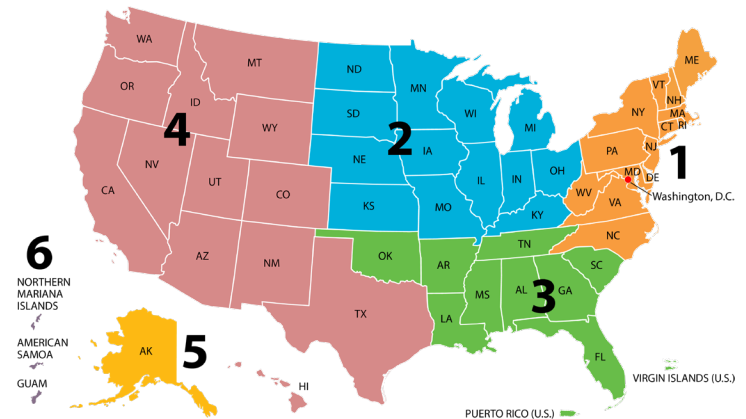
In an effort to streamline VA's community care programs, the president signed the VA MISSION Act into legislation on Wednesday, June 6, 2018, providing more choices and robust care coordination for Veterans using one consolidated program instead of multiple programs. A significant component of having one method for Veterans to receive care from community providers, although not dependent on the legislation, are the six Community Care Network (CCN) contracts covering an established set of regional boundaries to ensure health care services and resources are available to our diverse Veteran population.

To establish the new CCN, VA released a Request for Proposal (RFP) for Third Party Administrators (TPAs) to develop and administer regional networks of high-performing licensed health care providers who will work together with VA providers and practitioners to provide medical, dental and pharmacy services to eligible Veterans who are unable to receive care at local VA medical centers. The CCN contracts were developed with a focus on transparency, accountability, quality and increased communications between VA and Veterans.

## CCN Regional Structure

This set of six contracts covering an established set of regional boundaries aligned to state lines, including Alaska and the Pacific Territories, will provide local flexibility and increased access to care.

Each regional network will serve as the contract vehicle for VA to purchase care in the community. The existing Patient Centered Community Care (PC3) community



care network will transition out over a designated period of time to allow for the CCN implementation to occur region-by-region in a phased approach. This will ensure the Veterans experience and coordination of care is consistent and without interruption.

The CCN regions were established primarily based on the volume of Veterans enrolled in VA's health care systems and the number of community care referrals by state. Due to special nuances with health care systems and provider networks in Alaska and the Pacific Territories (which includes American Samoa, Guam and the Northern Mariana Islands), VA expects to issue a separate solicitation for Alaska and Pacific Territories as CCN Regions 5 and 6, respectively.

## Key Features

The CCN has several features that will improve care coordination and make it easier for community providers, VA staff, and TPAs to deliver care to Veterans.

- **Expanded Health Care Services:** The CCN will administer regional networks of high-performing licensed health care providers who will work together with VA physicians and practitioners to provide medical, surgical, Complementary and Integrative



Health Services (CIHS), Durable Medical Equipment (DME), pharmacy, and dental services to eligible Veterans who are unable to receive care at local VA medical centers.

- **Improved Customer Service:** The CCN will allow VA staff to directly manage Veteran touchpoints for customer service while the TPAs will support VA staff and community provider inquiries.
- **Improved Accountability:** Performance will be measured at the local VAMC level to help ensure TPAs build provider networks that meet the needs of Veterans and VAMCs. The CCN will also enable the designation of high performing preferred providers by identifying providers that meet specific quality and performance metrics.
- **Improved Health Information Exchange:** The CCN will have direct health information sharing capability between VA and community providers to ensure proper care coordination.
- **Improved Referrals and Scheduling:** Under the new CCN, VA staff will refer Veterans directly to community providers and will directly schedule community care appointments for Veterans through the local VAMC. Veterans can also choose to schedule their own appointment with support from local VA staff.

- **Improved Provider Payments:** The TPAs will pay claims submitted by community providers within the network they administer and the TPAs will send invoices directly to VA for reimbursement.

### Timeline

The timeline for VA to transition to the new CCN is based on when contracts are awarded to the TPAs to administer the work. In CCN Regions 1–4, the TPAs will initiate care at two sites in each region within 180 days and at all sites within each region within 12 months from the date of contract award. The implementation timelines for CCN Regions 5 and 6 have not yet been determined.

### Questions?

Send any general questions about CCN to <https://iris.custhelp.com/app/ask>.