

# VA Community Care Network

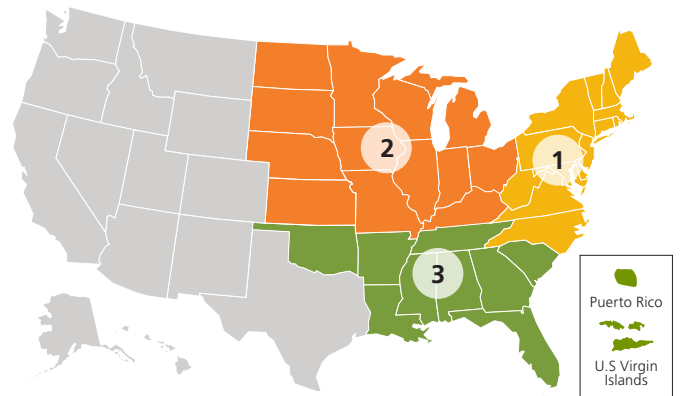
Optum, part of UnitedHealth Group®, is honored to partner with the U.S. Department of Veterans Affairs through VA’s new Community Care Network. Together, we will ensure that our nation’s Veterans have access to the right care, at the right time and in the right setting.

## Giving Veterans greater choice over their health care

The VA Community Care Network was authorized by the 2018 VA MISSION Act. According to the VA, the law is designed to give Veterans “greater choice over their health care, allowing VA to deliver world-class, seamless customer service either through a VA facility or community provider.”

Through this network, VA medical staff will authorize and can schedule care from a community care provider with the Veteran’s approval. In addition, VA staff will manage customer service for Veterans who are receiving care from a community provider.






A network of community care providers and provider billing are managed by third-party administrators (TPAs) in each region. As TPAs come online, the VA is employing a phased deployment and regional strategy to better manage the transition for VA medical centers, staff, providers and Veterans.



Optum is the third-party administrator for the VA Community Care Network for Regions 1, 2 and 3

## The role of Optum

Optum was named as the TPA for the VA Community Care Network for Regions 1, 2 and 3 on December 28, 2018, encompassing 36 states, the District of Columbia, the U.S. Virgin Islands and Puerto Rico. Optum delivers the following services to the VA to accomplish its goal of delivering the highest quality of care to the Veterans they serve:

- 
**Community care network of providers.** Optum is leveraging its extensive network and relationships across UnitedHealth Group and beyond to provide a robust provider network for the VA. This includes medical, behavioral, chiropractic, skilled nursing, eye, pharmacy, dental and other complementary services like hypnotherapy and Tai Chi.
- 
**Claims processing.** Optum processes claims from providers who see Veterans as part of the VA Community Care Network.
- 
**Call center for VA staff and providers.** VA staff and providers can contact the Optum call center to get their questions answered about authorizations, claims and other issues. Calls or questions from Veterans will be handled by VA staff.
- 
**A portal for providers, VA staff and Veterans.** Optum operates an online portal where users can find additional resources including claims and referral information. Individuals can access the portal at [www.vacommunitycare.com](http://www.vacommunitycare.com).
- 
**Community Care Experience Team.** This Optum team provides on-the-ground support and resources to VA medical centers and staff.

## Our provider network team

The Provider Network team leverages the UnitedHealth Group enterprise to build a robust Community Care Network that will meet the health care needs of the Veteran population.

### Healthcare Service Network

- UnitedHealthcare (UHC): Medical network
- Optum: Physical therapy, occupational therapy, speech therapy, chiropractic, acupuncture, skilled nursing facilities
- Optum Behavioral Health: Psychiatry, behavioral facilities, other behavioral health practitioners
- UnitedHealthcare Vision: Routine eye examination and refractions

### Pharmacy

- CVS: All CVS and partner pharmacies

### Complementary & Integrative Health Services

- Optum Behavioral Health: Hypnotherapy, biofeedback, relaxation techniques, Native American healing services
- Optum: Tai Chi, massage therapy

### Dental

- Logistics Health Incorporated: General and specialty dental services

## Veteran eligibility

With the VA Community Care Network, Veterans will have better access to and greater choice in their health care, whether at a VA facility or through a community provider. The following are criteria for Veterans to receive care through the VA Community Care Network, as determined by VA staff:

- A service is needed that is not available at a VA medical facility.
- Full-service VA medical facility is not available in the area where the Veteran lives.
- A Veteran qualifies under the "grandfather" provision related to distance eligibility for the Veterans Choice Program.
- Care cannot be delivered at a VA medical facility that is within a 30-minute drive for primary care or a 60-minute drive for specialty care.
- The wait time at a VA facility is more than 20 days for primary and mental health care or 28 days for specialty care.
- It is in the Veteran's best medical interest, as determined by the VA provider.
- A VA medical service line does not meet certain quality standards.

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



To learn more about the VA Community Care Network, visit [va.gov/communitycare](http://va.gov/communitycare).

To learn more about Optum, visit [optum.com](http://optum.com).

## About Optum

Optum is a leading health services innovation company dedicated to helping make the health system work better for everyone. With more than 160,000 people collaborating worldwide, Optum combines technology, data and expertise to improve the delivery, quality and efficiency of health care.