



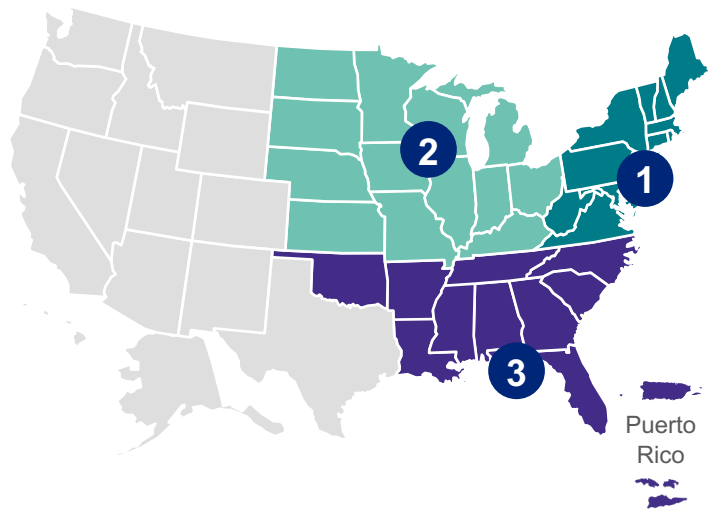
VA Community Care Network

Optum, part of UnitedHealth Group®, is honored to partner with the U.S. Department of Veterans Affairs to service the VA Community Care Network (CNN). 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 manages 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. 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 6 million Veterans in all three regions.



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

Puerto Rico
U.S. Virgin Islands

The role of Optum

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. On average, claims are paid within 14 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 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://vacommunitycare.com/>.
- **Community Care Experience Team** — This Optum team provides dedicated 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
- UnitedHealthcare (UHC): Urgent care 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 Caremark: All CVS and partner pharmacies

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, Veteran should receive care from a community provider. Veteran agrees.
- 3 VA engages community provider to accept referral and method of delivery (referral packet to include medical record).
 - VA schedules appointment with community provider and sends referral packet.
 - Veteran self-schedules his or her 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.

Complementary and Integrative Health Services

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

Dental

- Optum: General and specialty dental services

Veteran eligibility

With the VA Community Care Network, Veterans have better access to and greater choice in their health care, whether at a VA facility or through a community provider. Eligibility is determined by the VA for Veterans to receive care through the VA Community Care Network.

Ensuring a network of high-performing providers and Centers of Excellence for VA CCN

Once a provider or institution is part of the CCN network, the Optum Clinical Quality Management team monitors and reviews the performance of the providers and institutions against specific metrics defined by VA. Once there is enough data captured to measure a provider's or institution's performance against the metrics, and their performance meets or exceeds the performance threshold as determined by VA, they will be identified as a high-performing provider or Center of Excellence. Using benchmarks to independently judge performance ensures Optum is providing Veterans with a high-quality network of providers and institutions available to provide care. Providers and institutions that have not received this designation may not have sufficient data to adequately assess their performance.

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 people worldwide, Optum delivers intelligent, integrated solutions that help to modernize the health system and improve overall population health.

For more information about Optum, contact us at:

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<https://optumserve.com>

To learn more about the VA Community Care Network, visit:

<https://va.gov/communitycare>



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