

Provider News

Patient-Centered Community Care (PCCC) and Veterans Choice Program (VCP) are U.S. Department of Veterans Affairs (VA) programs that provide eligible veterans access to health care through community-based, non-VA medical professionals who meet VA quality standards. VA uses PCCC and VCP to supplement the care provided within VA facilities. Health Net Federal Services, LLC (HNFS) supports VA in providing care to veterans within our contracted regions.

HNFS Contract in Support of VA Programs Ends

Since 2013, Health Net Federal Services, LLC (HNFS) has proudly supported the U.S. Department of Veterans Affairs (VA) as a contractor managing VA's Patient-Centered Community Care (PCCC) program in Regions 1, 2 and 4. Our work expanded to the Veterans Choice Program (VCP) in these regions in 2014, as a result of the Veterans Access, Choice and Accountability Act. On Sept. 30, 2018, our contract with VA to manage PCCC and VCP ended. Our priority remains to work closely with VA and our community providers to ensure a smooth transition as we close out our contract.

Visit www.hnfs.com/go/TransitionFAQs for up-to-date contract transition information and answers to frequently asked questions. Thank you for your continued commitment to our nation's veterans. We are honored to have partnered with you and VA to provide health care to those who have served.

For information about VA's contract with TriWest Healthcare Alliance, visit www.triwest.com.

What You Need to Know About...

...Appointments

- As of Oct. 1, 2018, HNFS is no longer contracted with VA to schedule/reschedule VCP/PCCC appointments for veterans.
- Providers and veterans can visit VA's website, www.vets.gov/facilities, to locate the appropriate phone number to the veteran's local or assigned VA Medical Center (VAMC) to coordinate care.

...Authorizations

- Per direction from VA, HNFS stopped accepting new VCP referrals for mileage-eligible veterans on July 3, 2018, and new VCP/PCCC referrals and authorizations for all other veterans on Aug. 1, 2018.
- Authorizations previously approved by HNFS were adjusted to reflect an end date of Sept. 30, 2018.
- HNFS can only authorize services under VCP and PCCC, as appropriate, through Sept. 30, 2018. Care on or after Oct. 1, 2018, will transition to the veteran's local VAMC, Office of Community Care. *Note: There may be exceptions for continued inpatient care.*
- As of July 3, 2018, HNFS stopped accepting requests for additional services for VCP and PCCC authorizations. Providers must submit these requests to the veteran's local or assigned VAMC.

...Claims

- Providers must continue to submit claims for HNFS-authorized services (generally dates of service Sept. 30, 2018, and earlier) to HNFS. We recommend submitting claims within 30 days after rendering services. HNFS is currently waiving claims timely filing requirements and will accept claims through March 26, 2019. This date is subject to change per VA direction.
- See the "All Things Claims" article on page 2.

...Customer service and web resources

- Call center**
 - VCP:** The Veterans Choice Call Center, 1-866-606-8198, is a national number. Beginning Oct. 1, 2018, this number will be redirected to VA.
 - PCCC:** HNFS' PCCC customer service line, 1-800-979-9620, is discontinued as of Oct. 1, 2018.
 - Provider inquiries (VCP and PCCC):** Beginning Oct. 1, 2018, providers can contact HNFS at its new number, 1-844-728-1914, for VCP/PCCC claims and authorization inquiries related to HNFS-authorized services. All veteran inquiries received on this line will be directed to VA. Visit www.hnfs.com/go/VA > *Contact Us* for details.
- Website:**
 - HNFS' website, www.hnfs.com/go/VA, will remain available should you need information about HNFS-authorized VCP and PCCC services.
 - Providers and veterans can visit www.vets.gov/facilities to locate local VAMC contact information.
 - Providers are encouraged to visit www.va.gov/COMMUNITYCARE for information on VA's Choice Provider Agreement program.

...Medical documentation

- In accordance with VA requirements, providers must continue to fax medical documentation for HNFS-authorized services to HNFS per program guidelines.
- HNFS' dedicated medical documentation fax line, **1-855-300-1705**, will remain open after Sept. 30, 2018. (We are unable to accept/process medical documentation received via U.S. mail.)
- To ensure timely processing of medical documentation, use the bar-coded fax cover sheet included in the provider notification packet sent from HNFS. If you did not receive a provider notification packet, use the generic Medical Documentation Cover Sheet, available at www.hnfs.com/go/VA > *Forms and Packets*.

- For more information, visit www.hnfs.com/go/VA > *Claims > Medical Documentation*. (For information on submitting medical documentation for care provided under a VA scheduling initiative, visit www.hnfs.com/go/VA-scheduling.)

...Provider participation

- As of July 1, 2018, HNFS stopped accepting new providers into its PCCC network.
- As of Oct. 1, 2018, stopped processing VCP Participation Agreements.
- VA will contact providers concerning continued participation in veteran care through its Choice Provider Agreement program. If you would like more information on this program, please visit www.va.gov/COMMUNITYCARE.

All Things Claims

Submission to status, and more

With HNFS' contract with VA to manage PCCC and VCP ending Sept. 30, 2018, we realize there may be some confusion as to where to submit claims for reimbursement. The rule to follow is: If HNFS authorized the service, submit the claim to HNFS; otherwise, submit the claim to VA.

VA has waived timely filing requirements HNFS was contractually obligated to follow. As a result, HNFS is waiving claims timely filing requirements for providers and will accept VCP and PCCC claims for HNFS-authorized services through March 26, 2019. (This date is subject to change per VA direction.) We recommend submitting claims within 30 days after rendering services.

Note: HNFS will accept and process claims for HNFS-authorized inpatient admission stays that begin prior to Oct. 1, 2018, but extend beyond the contract end date.

Submit electronically

HNFS encourages all providers to submit VCP and PCCC claims electronically.

For EDI registration information, visit www.changehealthcare.com > *Resources > Enrollment Services > Medical and Hospital*.

- Payer Name: Health Net – VA Patient-Centered Community Care Program
- Payer ID: 68021

If you need to submit a paper claim, we offer complete instructions and submission tips at www.hnfs.com/go/VA > *Claims > Submission*.

Direct-deposit payments

HNFS will continue to accept electronic funds transfer (EFT) enrollment forms. With EFT, payments are deposited directly into your bank account within days of processing completion.

To sign up, use the HNFS EFT enrollment form, available at www.hnfs.com/go/forms.

Electronic remittance advice statements

HNFS offers electronic remittance advice (ERA) enrollment through Availity or Change Healthcare. As soon as your VCP or PCCC claim is processed, your ERA is generated.

Keep in mind, you may only be enrolled with one clearinghouse with HNFS for VCP and PCCC claims. You can continue to register to receive ERAs for HNFS-authorized claims through Aug. 1, 2019. Please allow 30 days to begin receiving your ERAs from the clearinghouse with which you registered.

Visit www.hnfs.com/go/VA > *Claims > EFT/ERA* for details.

Claim status

Providers can continue to use www.availability.com to check status on claims submitted for HNFS-authorized services through Oct. 1, 2019 (registration required). Once you've registered, search by the veteran's information or claim number to get status.

Claims reconsideration requests

To request reconsideration of a claim or an allowable charge review for HNFS-authorized services, contact HNFS (see new provider services line information below).

Billing veterans

In accordance with VA policy, providers are not to bill veterans or collect copayments for authorized VCP and PCCC services. Under PCCC, veterans do not have any out-of-pocket costs or copayments. Under VCP, the veteran may have a copayment, but he or she will be billed directly by VA, not by the provider or HNFS. This policy also applies to no-show, rescheduled and canceled appointments. If your effort to bill the veteran is related to claims payment, please contact HNFS to request a claim review.

Questions? Visit www.hnfs.com/go/VA.

HNFS Provider Services (VCP and PCCC): 1-844-728-1914, Monday–Friday, 8:00 a.m.–5:30 p.m. Eastern time, excluding certain holidays

- For claims and medical documentation questions related to HNFS-authorized services

Please note: The Veterans Choice Call Center is a national number. As of Oct. 1, 2018, calls will be routed to VA.

- Providers: 1-866-606-8198, Monday through Friday, 8:00 a.m.–8:00 p.m. Eastern time, excluding certain holidays
- Veterans: 1-866-606-8198, Monday through Friday, 8:00 a.m.–10:00 p.m. Eastern time, excluding certain holidays

Visit us at www.hnfs.com/go/VA and on Facebook.

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