General Medical Benefits

Veterans Affairs Community Care Network (VA CCN)

Medical Care

The Department of Veterans Affairs (VA) determines a Veteran's eligibility to get care from a VA Community Care Network (CCN) provider and the types of care the Veteran can receive from that provider. VA will issue a referral to authorize a specific Standardized Episode of Care (SEOC) for this community care. A SEOC is a set of related health care services for a unique illness or medical condition that is provided for a given period of time.

Key Points

- Services for Veterans are approved through VA, which authorizes a specific SEOC.
- There are exclusions or restrictions for certain types of medical services.

An approved referral may include the following VA-covered services:

- Acupuncture
- Adult day health care
- Ancillary services
- Assisted Reproductive Technology (ART), including In vitro Fertilization (IVF)
- Behavioral health
- Chronic dialysis treatment
- Comprehensive rehabilitative services
- Dental care
- Emergent care
- Geriatrics (non-institutional extended care services, including but not limited to non-institutional geriatric evaluation, non-institutional adult day health care and non-institutional respite care)
- Home health care (skilled and unskilled)
- Hospice, palliative and respite care
- Hospital services
- Immunizations
- Implants, when provided as part of an authorized surgical or medical procedure
- Inpatient diagnostic and treatment services
- Long-term acute care
- Maternity and women's health
- Outpatient diagnostic and treatment services, including laboratory services
- Pharmacy

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- Preventive care
- Reconstructive surgery
- Rehabilitative services and therapies
- Residential care
- Skilled nursing facility care – limitation of rehabilitation services is no more than for one hundred (100) days per calendar year
- Transplant services
- Urgent care

VA CCN Complementary and Integrative Health Services (CIHS)

VA's medical benefits package includes services that may not be considered traditional medical benefits based on VA's determination that they promote, preserve, and restore health. These services are covered in the VA CCN under the direction of VA and will be included in the VA's referral for VA CCN care.

Visit to find more information about VA and CIHS services. Some of the services include:

- Acupuncture
- Biofeedback
- Hypnotherapy
- Massage therapy
- Native American healing
- Relaxation technique (e.g., meditation, guided imagery)
- Tai chi

VA CCN Health Service Exceptions

The following services may be provided to Veterans directly by VA and are not payable by Optum for VA CCN:

- Ambulance services (ambulance services must always be referred directly to VA for payment consideration)
- Home deliveries and deliveries by direct entry midwives also known as lay midwives or certified professional midwives
- Medical and rehabilitative evaluation for artificial limbs and specialized devices such as adaptive sports and recreational equipment
- Nursing home care including state Veterans' Home per diem
- Veteran travel
- Yoga
- CIHS: acupressure, Alexander technique, animal-assisted therapy (falls under recreation therapy), aromatherapy, biofield therapies (healing touch, reiki and therapeutic touch) emotional freedom technique, rolfing, relaxology, somatic experiencing and zero balancing

VA CCN providers should submit claims for out-of-network emergency care directly to VA for payment consideration.

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CCN Health Service Exclusions

The following services are excluded from the VA CCN health benefit package:

- Drugs, biologicals and medical devices not approved by the Food and Drug Administration (FDA) unless they're used under approved clinical research trials
- Gender alterations; however, medically indicated diagnostic testing or treatments related to gender alterations are covered benefits
- Hospital and outpatient care for a Veteran who is either a patient or inmate in an institution of another government agency if that agency has a duty to give the care or services
- Membership to spas or health clubs
- Pregnancy termination services*
- Out-of-network services without a VA approved referral* Service may be covered when determined by VA to be included in medical benefits.

Submitting Medical Documentation

All providers, regardless of specialty, must submit medical documentation directly to VA and to the referring provider using one of the following:

Preferred Methods:

- HealthShare Referral Manager (HSRM) allows CCN providers to receive, process and track referrals as well as submit documentation to VA. (not available for Urgent Care)
  To learn more about how HSRM may benefit your practice, please visit:
  va.gov/communitycare> For Providers > Care Coordination > HealthShare Referral Manager
- Veterans Health Information Exchange (VHIE) allows providers to electronically exchange information with VA (accessible through your practice's current Electronic Medical Record (EMR))
  To learn more about how VHIE may benefit your practice, please visit:
  va.gov/communitycare > For Providers > Care Coordination > Veterans Health Information Exchange (VHIE)

Other Methods:

- Secure, encrypted email (Azure RMS) at va.gov/communitycare > For Providers > Azure Rights Management Services
- Secure fax located on the approved referral, or Veteran's local VA Medical Center (VAMC) for Urgent Care

Note: VA strongly encourages providers to submit medical documentation through HSRM or VHIE. Submissions via secure email (Azure RMS) or secure fax may cause processing delays, affect Veteran care, and require additional follow-up to meet documentation compliance standards. Using HSRM or VHIE helps ensure timely and accurate processing.

All medical documentation must include:

- Approved referral number
  - For proper processing, place the referral number in the top right corner of the cover page.
- Provider authentication (including a written signature, written initials or electronic signature, date, and provider phone number)

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- The Veteran's unique identifier
  - Integration Control Number (ICN) – primary beneficiary ID; or
- Social Security Number (SSN) – secondary beneficiary ID; or
- Electronic Data Interchange Patient Identifier (EDIPI); or
- Patient Control number (PCN)
  - Veteran's full name (including suffix)
  - Veteran's date of birth

Providers are not required to obtain a Veteran's signature before sharing medical documents.

Additional information on medical documentation requirements is available at vacommunitycare.com/provider > Training & Guides > Medical Documentation and Referrals > Medical Documentation Requirements.

More VA CCN Information

VA CCN providers can find additional training, guides and educational videos at: vacommunitycare.com/provider > Training & Guides.

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