



How to Become a VA Community Care Network Dental Provider

The health care landscape for Veterans is constantly changing, and the Department of Veterans Affairs (VA) recognizes that its unique population and broad geographic demands continue to require community-based care. Beyond primary care or health care from a specialist, that also means quality dental care delivered in the community.

The VA Community Care Network (CCN) is VA's direct link with community providers to ensure Veterans receive timely, high-quality health care. CCN helps Veterans access health and dental care services in the community when needed.

CCN is comprised of five regional networks covering all U.S. states and territories and is being deployed in a phased approach. Once fully implemented, CCN will be the preferred national network VA uses to purchase health and dental care for Veterans in their community.

Why Become a Dental Community Provider?

VA encourages high-performing dental providers to join the CCN provider network. Participating dental providers can take pride in providing high-quality health care to Veterans with convenience and improved access to dental care. Additional benefits for becoming a community dental provider for CCN include:

- Prompt payment within 30 days of receipt of clean claims, including resubmissions
- Ability to deliver high-quality dental care to our nation's Veterans
- Utilization of industry-standard approaches and guidelines to administer services and a managed health care network

What Is the Process for Becoming a Dental Community Provider?

CCN provider partnerships are administered by third-party administrators (TPA) varying by region. Provider partnerships for Regions 1, 2 and 3 are administered by Optum Public Sector Solutions, Inc. (Optum), part of UnitedHealth Group, Inc., while the TPA for Region 4 and 5 is TriWest Healthcare Alliance (TriWest). VA's contract with TriWest Healthcare Alliance, Inc., (TriWest) for CCN Region 4 has been modified to include U.S. territories in the Pacific (American Samoa, Guam, and the Northern Mariana Islands). You can find in which region you are located on the [CCN Regional Map](#).

Dental providers with practices located within Regions 1, 2 and 3 interested in serving Veterans in their community should visit the LHI Provider Portal. By becoming a CCN community provider with Optum, dental providers will also join the [Logistics Health, Inc. \(LHI\) In-Clinic Network](#).

Dental providers with practices located in Region 4 and 5 interested in serving Veterans in their community and becoming a CCN community dental provider should e-mail TriWest at FSPS@delta.org.

Following submission of necessary documentation, the respective TPA for the provider's region of CCN (e.g. Optum or TriWest) will reach out to complete the enrollment process.

Support

- For more information on CCN, visit the [VA Community Care Provider Website](#)
- For more information on becoming a dental provider for CCN in Region 4 and 5, access the [TriWest VA CCN Website](#)
- For Optum CCN dental provider resources, visit the [Training & Guides](#) section of the Optum VA Community Care Network portal



- To stay informed regarding CCN as a community provider, subscribe to the [VA Office of Community Care Provider Updates Newsletter](#)
- For free community provider education, access the [VA Community Provider Education Webinar Program](#)

VA References

- Fact Sheet: [How to Become a VA Community Provider](#)
- Fact Sheet: [Community Care Network \(CCN\) Regions 1 - 5](#)

Contacts

Questions about this fact sheet can be sent to ProviderComms@va.gov