



VA Community Care Network  
3237 Airport Road, La Crosse, WI 54603



**VACommunity  
CareNetwork**

## **Subject: VA CCN Providers May Now Use Telehealth and Telephonic Consults to Treat CCN Patients**

March 27, 2020

Dear Contracted Provider,

Please be advised that the Department of Veterans Affairs (VA) will allow providers to care for Community Care Network (CCN) patients through telehealth and telephonic consults, when clinically appropriate and with an approved referral from a VA Medical Center (VAMC).

During the COVID-19 nationwide public health emergency, Health and Human Services (HHS) is allowing non-public facing, non-HIPAA compliant modalities. Some examples of telehealth/telephonic modalities include:

- Landlines
- Cell Phones
- Skype™
- Face Time™
- Zoom™
- Webex™

Examples of public-facing modalities that HHS has stated in its guidance that should not be used include:

- Facebook Live™
- Twitch™
- TikTok™

**Medical Documentation:** Medical documentation should continue to be submitted to the referring VAMC. For more information on medical documentation requirements please visit [www.provider.vacommunitycare.com](http://www.provider.vacommunitycare.com) >Training & Guides > [Medical Documentation Requirements](#).

**Claims:** Claims should be submitted following CMS guidelines. For information on claim submission, please visit [www.provider.vacommunitycare.com](http://www.provider.vacommunitycare.com) >Training & Guides > [Claims Processing Guidelines](#). To check status of a claim or referral please visit [www.provider.vacommunitycare.com](http://www.provider.vacommunitycare.com) > Medical/Behavioral Provider. If you have not already registered for an account, please do so. Obtaining claim numbers on two (2) separate Veterans from your billing department will assist with instant registration.

Please monitor our portal at <https://www.provider.vacommunitycare.com> for up-to-date information on COVID-19 and other VA CCN documents and training materials.

Thank you.