

St. Cloud VA

UPDATE

February 21, 2020



A monthly newsletter for Veterans served by the St. Cloud VA Health Care System, and for those who serve them. Send news items and comments to St. Cloud VA Health Care System, Attn: Public Affairs Officer, 4801 Veterans Drive, St. Cloud, MN 56303, or via email to barry.venable@va.gov

Community care delivery begins under new VA contract



purchase care for Veterans from community providers.

It covers all U.S. states and territories and relies on Third Party Administrators (TPAs) to develop and administer regional networks of high-performing licensed health care providers on behalf of VA.

CCN is not a program with eligibility requirements. CCN is the contract vehicle VA uses to buy care for Veterans in the community who are eligible under MISSION Act eligibility requirements.

Veterans served by the St. Cloud VA HCS are in CCN Region 2.

February 19 marked the beginning of efforts to transition community health care delivery to local Veterans under the VA Community Care Network (CCN), VA's preferred national network used to purchase care for Veterans in their community.

CCN is comprised of six regional networks that serve as the contract vehicle for VA to

- VA awarded a contract to Optum Public Sector Solutions, Inc. (Optum), part of UnitedHealth Group, Inc., to serve as a Third-Party Administrator (TPA) for CCN Region 2.
- Optum will manage the network and process claims for payment to local providers on behalf of VA.

Veterans currently receiving community care will continue to get care from their current community providers for the current episode of care during the transition.

- New authorizations from today forward will gradually be administered by Optum, beginning with low-risk services.
- VA staff will work with you to determine if you can continue to see your current community provider, and to confirm his or her participation in the CCN provider network.
- Some providers may not be able to or want to join VA's CCN. In those cases, VA will work with Veterans to find another contracted provider.

VA will directly schedule community care appointments for eligible Veterans through their local VA medical facility, with support, as needed, from Optum.

- TriWest Health Care Alliance has been managing VA's community care network in the area and will transition responsibility to Optum over time. VA community providers contracted by TriWest will not be automatically enrolled in CCN, so they will be required to sign up with Optum to continue providing services to Veterans under CCN.
- For providers who are interested in joining the VA CCN network, direct them to <https://www.vacommunitycare.com>

, click on – I am a Provider – then click on Join the Network.

- Providers who are already in the UHC/Optum network and have unilateral contract agreements are likely already in network for VA CCN.
- Optum is continuing to build a network of providers to serve our Veterans. Providers will continue to be added to the program after the deployment start date.

Before a Veteran receives care or services from a CCN participating provider, VA must authorize the care and refer the Veteran to a specific community provider.

Veterans can identify VA and participating community providers through the VA Facility Locator available at: <https://www.va.gov/find-locations/> or through the Optum portal at <https://www.vacommunitycare.com/>.

Veterans can verify the status of their referral or view claims payment status through the Optum portal available at: <https://www.vacommunitycare.com/>

Veterans seeking assistance with approved referrals from the Community Care Department at the St. Cloud VA can get help from the following service points:

- Walk-in service: Bldg. 29, Room 20C, from 9 to 11 a.m., and 1 to 3 p.m. weekdays (except for federal holidays).


- Phone service: 320-252-1670 Ext. 6401 (or press option 2, then press option 7), 8 a.m. to 4:30 p.m. weekdays.

Veterans seeking assistance with Community Care billing can call 877-881-7618. There is no local service point for billing matters.

Health care services provided as part of CCN include medical, surgical, complementary and integrative health services (CIHS), and dental services for Veterans who are unable to receive care at a local VA medical facility. Durable medical equipment (DME) and prescription medications (up to a 14-day supply) will be provided for immediate needs.

As providers are added to the network, CCN will expand coverage for additional services to include dialysis, comprehensive rehabilitation, residential care, home-health care, hospice care, dental, immunizations, and long-term acute care. Under CCN, VA will also cover CIHS benefits in the areas of biofeedback, hypnotherapy, massage therapy, Native American healing, relaxation techniques, and tai chi.

St. Cloud VA hosts the 2020 Veterans Creative Arts Show



Please join us for an
Art Show and Reception

Honoring local Veteran participants in the
2020 Veterans Creative Arts Competition

Wednesday, February 26th
12:30 – 6:30 p.m.
and
Thursday, February 27th
9 a.m. – 3 p.m.
St. Cloud VA Health Care System Auditorium (Building 8)

Everyone is welcome and encouraged to attend.
Refreshments will be served.

For more information contact:
Madge Scherer
320-252-1670, ext. 7336

The St. Cloud Veterans Affairs Health Care System will not discriminate on the basis of race, color, creed, religion, national origin, gender, disability, age marital status, public assistance status, familial status or sexual orientation. Upon request, accommodations will be provided to allow people with disabilities to participate in all VA programs or activities.

The 2020 Veterans Creative Art Show for entries in the creative self-expression in art category is planned on Wednesday, February 26, from 12:30 to 6:30 p.m., and Thursday, February 27, from 9 a.m. to 3 p.m., in the Auditorium (Building 8) on the St. Cloud VA Medical Center campus. The show is open to the public.

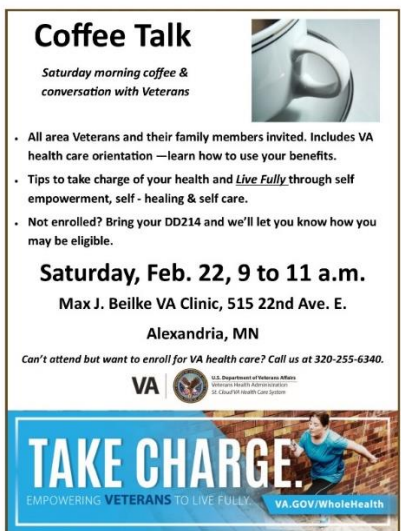
The National Veterans Creative Arts Competition is an annual competitive event for Veterans receiving treatment at VA facilities. It provides the opportunity to participate in creative self-expression in art, creative writing, dance, drama or music as part of their therapy, and to gain recognition for these artistic accomplishments.

Entries in creative writing, dance, drama and music are still being accepted through Friday Mar. 6, 2020. For information on

categories and rules or to learn how to enter the competition, visit the St. Cloud VA homepage at: <https://www.stcloud.va.gov/> or contact Madge Scherer at (320) 252-1670 Ext. 7336.

Coffee Talk and Whole Health at the Max J. Beilke VA Clinic

Alexandria area Veterans are invited to attend Coffee Talk at the Max J. Beilke VA clinic on Feb. 22, from 9 to 11 a.m., to learn "how to use" the VA effectively, obtain a services overview, and engage in Q & A. Coffee Talks now also include Intro to Whole Health, all in one convenient session.



Coffee Talk
Saturday morning coffee & conversation with Veterans

TAKE CHARGE
EMPOWERING VETERANS TO LIVE FULLY. VA.GOV/wholeHealth

VA U.S. Department of Veterans Affairs
Veterans Health Administration
St. Cloud VA Health Care System

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UPCOMING EVENTS

Coffee Talk

Saturday, February 22 9-11 a.m.
Max J. Beilke VA Clinic, Alexandria
Veterans are invited to attend Coffee Talk to learn "How to use" the VA effectively, services overview, and Q & A. Coffee Talks now also include Intro to Whole Health, all in one convenient session.

2020 Veterans Creative Arts Show

Wednesday, February 26 12:30-6:30 p.m.
St. Cloud VA, Auditorium (Bldg. 8)
Honoring local Veteran participants in the 2020 Veterans Creative Arts Competition

2020 Veterans Creative Arts Show

Thursday, February 27, 9 a.m.-3 p.m.
St. Cloud VA, Auditorium (Bldg. 8)
Honoring local Veteran participants in the 2020 Veterans Creative Arts Competition

Veterans Affairs Radio Show

Monday, March 2 8:10 -8:30 a.m.
KNSI AM 1450/FM 103.3

Veteran's Law Clinic

Tuesday, March 3 Noon -2 p.m.
Free legal consultation for Veterans by appointment only. Family Law, Child Support, Employment, Social Security, Housing and Expungement are the topics that are covered. This clinic is not for criminal issues.
For more information or to schedule an appointment please contact Central Minnesota Legal Services at 320-253-0138 or 800-622-7773.

Intro to Whole Health

Wednesday, March 4 9 -11 a.m.
St. Cloud VA, 4801 Veterans Drive, Bldg. 29 Room 20E
This two-hour, peer-led session explains the Whole Health approach to healthcare. Discover what matters to you and how you can be at the center of your own care. No reservation required.

Intro to Whole Health CBOC Locations

Wednesday, March 4 2-3:30 p.m.
Alexandria, Montevideo and Brainerd
CBOC's

This two-hour, peer-led session explains the Whole Health approach to healthcare. Discover what matters to you and how you can be at the center of your own care. Veterans attending at a CBOC location should contact their clinic to reserve their spot: Alexandria 320-759-2640; Montevideo 320-269-2222; Brainerd 218-855-1115.

Coffee Talk

Friday, March 13 2-4 p.m.
St. Cloud VA, Bldg. 29, Room 20E

An informal orientation focused on "how to" use VA health care, including Q & A and optional tour. New this year! Coffee Talks now also include *Intro to Whole Health*, all in one convenient session. To attend at a CBOC location please call the Health Hub at: 320-252-1670, Ext. 7271 to reserve a spot.

Veteran's Law Clinic

Tuesday, March 17 Noon -2 p.m.

Free legal consultation for Veterans by appointment only. Family Law, Child Support, Employment, Social Security, Housing and Expungement are the topics that are covered. This clinic is not for criminal issues. For more information or to schedule an appointment please contact Central Minnesota Legal Services at 320-253-0138 or 800-622-7773.

Voices for Veterans Radio Show

Wednesday, February 19 8:10-830 a.m.
WJON AM 1240

For a complete Calendar of Events, go to <https://www.stcloud.va.gov/calendar.asp>

Quick Reference Phone List

Main St. Cloud VA HCS Phone Number	320-252-1670 or 800-247-1739
TDD User	320-255-6450
Max J. Beilke VA Clinic, Alexandria	320-759-2640
Brainerd VA Clinic	218-855-1115
Montevideo VA Clinic	320-269-2222
Veterans Crisis Line	800-273-8255 Press 1
Homeless Veteran Hotline	877- 424-3838

Billing:

- VA Care 866-347-2352
- Care in the Community (non-VA care) 877-881-7618

Caregiver Support Team	Ext. 7283
Chaplain Service	Ext. 6386
Community Care Referrals	Ext. 6401
Discrimination Complaints	Ext. 6304
Eligibility	Ext. 6340
Nutrition Clinic	Ext. 6376
Transition & Care Management Program	Ext. 6453
Patient Advocate	Ext. 6353
Pharmacy Refill Line	855-560-1724
Privacy Officer	Ext. 6408
Public Affairs Office	Ext. 6353
Release of Information (Medical Records)	Ext. 6336
Transportation	Ext. 7622
TRICARE	844-866-9378
Voluntary Service	Ext. 6365
VA Police	Ext. 6355

Stay in Touch

Visit our Website: www.stcloud.va.gov

Like us on Facebook: www.facebook.com/StCloudVAHCS

Sign up for our automated email service. Visit the St. Cloud VA Website at: <http://www.stcloud.va.gov> and on the right-hand side of the page is a request to sign up for email updates. Enter your email address and you are automatically signed up to receive email updates from our web page. There are also options presented to sign up for updates from other government sites.