

# U.S. Department of Veterans Affairs' (VA's) Community Care Network (CCN)

## Laura Scott

*Director, Community Care Contracts  
Strategic Acquisition Center  
Office of Acquisition, Logistics & Construction*

## Jessica Portillo

*Division Chief, CCN Next Generation Contracts  
Strategic Acquisition Center  
Office of Acquisition, Logistics & Construction*

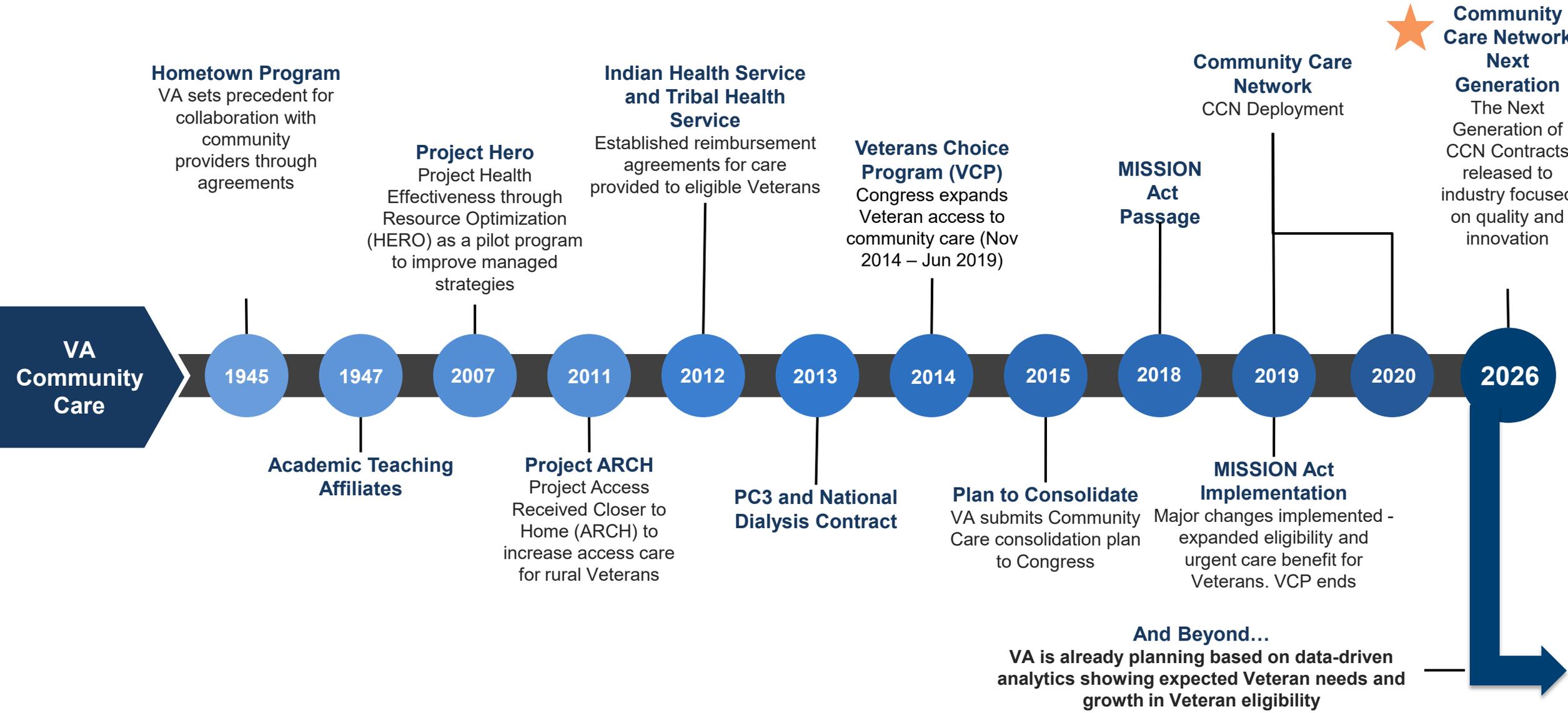


# Ground Rules

**Participants are cautioned that, notwithstanding any remarks, clarifications, or responses provided at the conference, all terms and conditions of the solicitation remain unchanged unless they are changed by written amendment.**

- Written responses to questions take precedence over remarks provided during this presentation
- Official, written responses to questions are posted to <https://sam.gov/>

# History of VA Community Care



# Community Care Network (CCN)

CCN is the **largest healthcare procurement VHA manages**, supporting care for **9.1 million enrolled Veterans** across the country.

Deploys a standardized implementation strategy across **142 VA Medical Centers** and around **1,700 sites of care**, supporting a **300,000+ VA workforce**.



VA's **largest nationwide contract vehicle at this scale**, enabling Veterans to **seamlessly access Community Care**.

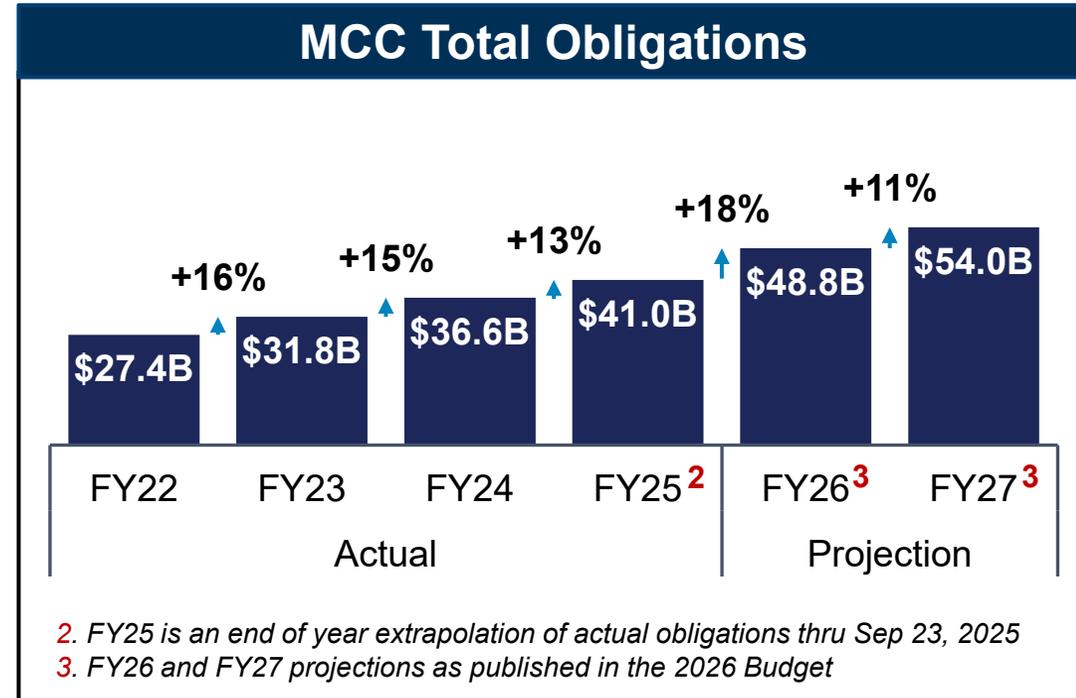
Integrates **thousands of community provider partners**, expanding Veteran access to high-quality, convenient care closer to home, and creating more choice.

# CCN Veteran Impacts – Community Care Growth

VA's total Medical Community Care (MCC) obligations were **~\$41.0B in FY2025** with Veteran healthcare services, community nursing home, and non-institutional care accounting for 87% of total obligations<sup>1</sup>

Growth largely attributed to expanded access to care due to MISSION Act, PACT Act, Dole Acts, etc.:

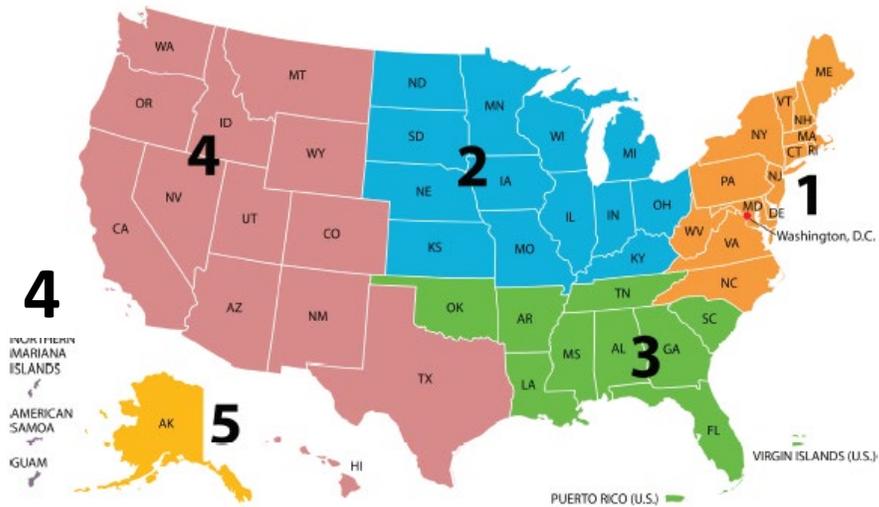
- VA health care treated 6.3M unique Veterans in FY18 vs 7.1M in FY25, a **~12% increase** in Veterans / Patients served despite a shrinking Veteran population.
- Community Care utilization has grown rapidly, reaching **~3.8M Veterans and ~50M visits in FY2025, reflecting ~37% growth in Veterans served and ~32% growth** in visits compared to 2023.
- VA calls the PACT Act “perhaps the **largest health care and benefit expansion in VA history**,” expanding presumptive conditions and eligibility for toxic-exposed Veterans.
  - Veterans with a 100% disability rating grew from ~0.7M (2018) to 1.76M (2025), more than doubling in seven years.



<sup>1</sup> 87% based on excluding state homes and Veteran Family Member Programs

*Data Sources:* VHA Finance Cost By Payment Vehicle Reports and VA Congressional Justification (CJ), Volume II Medical Programs, FYs 23-26

# CCN Legacy Overview



The current **Community Care Network (CCN)** is a set of five **region-based** contracts to provide health care services in the community through a contractor who **builds** and **credentials** the associated network and **processes claims**.

## Benefits of the CCN:

Gives VA **control of Veteran care and experience** through ownership of scheduling, care coordination, and customer service functions.

Gives VA **convenient access** to a network of qualified, credentialed provider.

Gives VA **streamlined community care processes** by including more services under CCN and by no longer adjudicating claims.

Region 1 – Optum, Contract: 36C79119D0004

PoP: Base +6 OYs. last option period 10/1/25-9/30/26, Ceiling: \$37,913,254,694.00

Region 2 – Optum, Contract: 36C79119D0005

PoP: Base +6. last option period 10/1/25-9/30/26, Ceiling: \$41,974,731,465.00

Region 3 – Optum, Contract: 36C79119D0006

PoP: Base +6. last option period 10/1/25-9/30/26, Ceiling: \$52,744,910,211.00

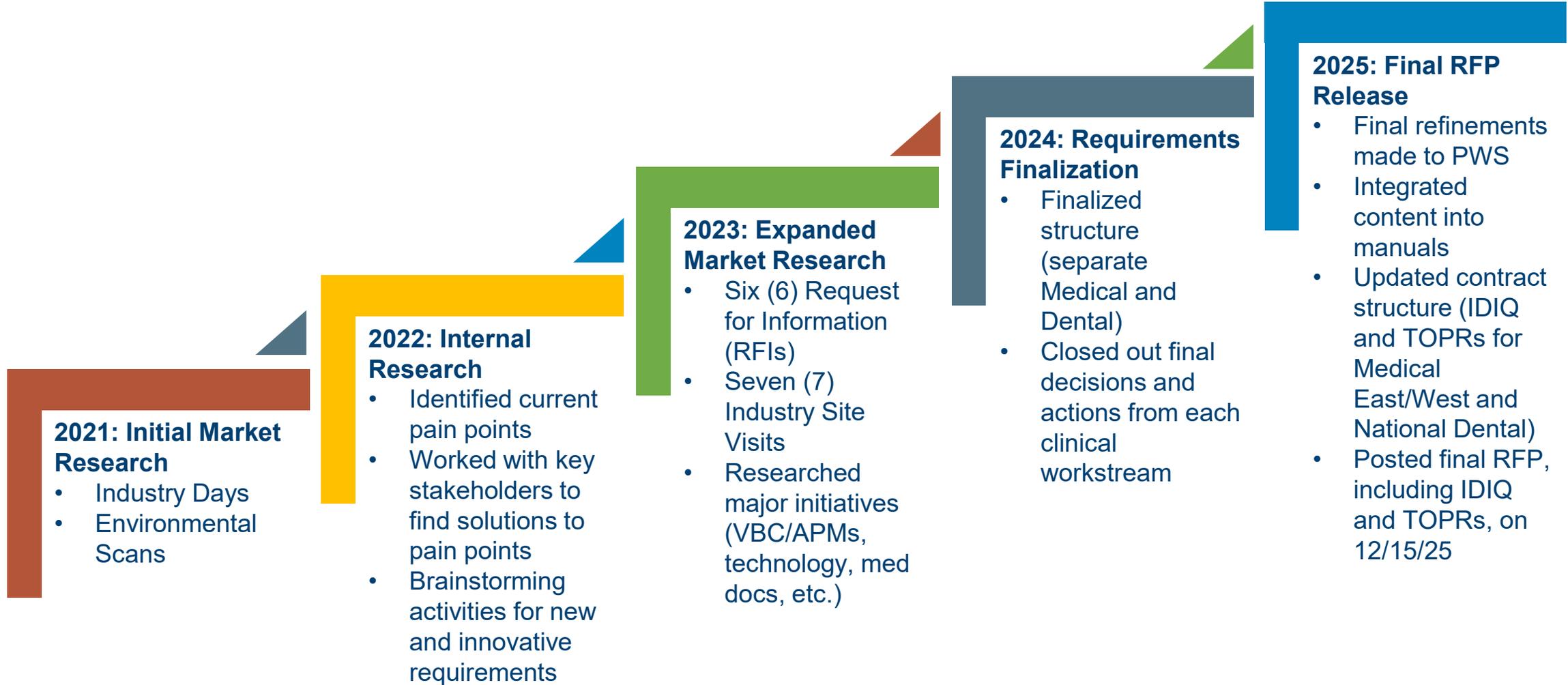
Region 4 – TriWest, Contract: 36C10G19D0038

PoP: Base +6. last option period 4/1/26-3/31/27, Ceiling: \$56,284,312,564.00

Region 5 – TriWest, Contract: 36C10G21D0001

PoP: Base +6. last option period 10/1/27-9/30/28, Ceiling: \$5,000,000,000

# CCN Next Gen Development



# What's Next: CCN Next Gen Structure



## What's changed?

### Medical:

- Multiple award national IDIQs
- 10 year PoP
- 2 TOPRs released simultaneously (east, west)

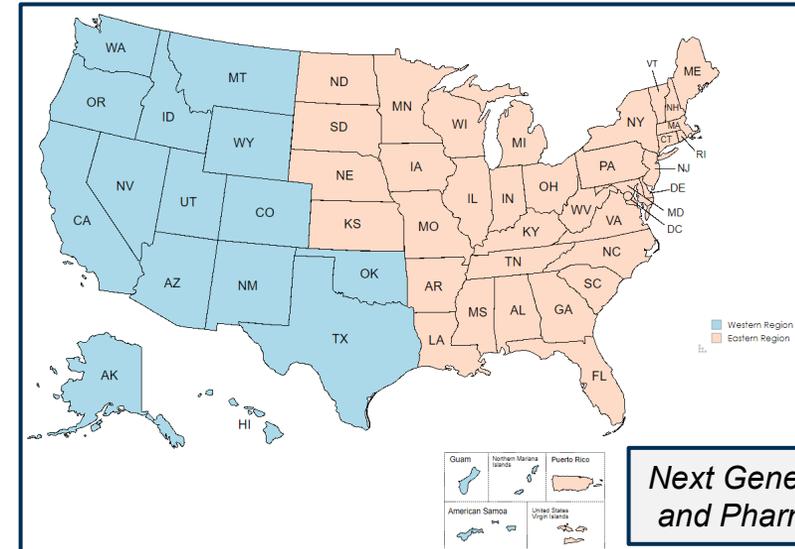
### Dental:

- Single national award IDIQ
- 10 year PoP

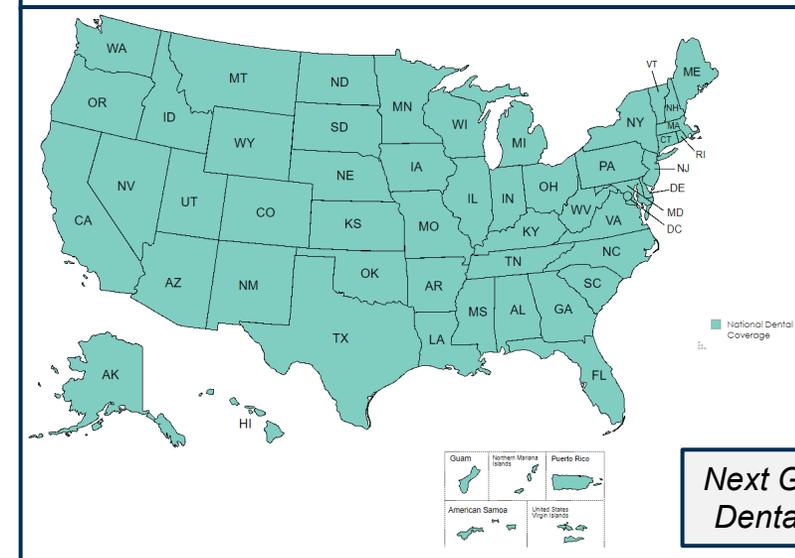


## Why does the change matter?

- allows for flexible requirements and competitive task orders to promote for innovation, regional definition and shift, and changes in requirements
- ensures continuity of services and care for Veterans, with no disruption to VA operations



*Next Generation Medical and Pharmacy Network*



*Next Generation Dental Network*

# CCN Next Gen Pillars of Focused Improvement

## Improve Care Access and Quality

Improve Veterans' **access to quality healthcare** while controlling costs, improving accountability and oversight.

## Enhance Competition

Establish a bench of Contractors through an innovative **10-Year Indefinite Delivery / Indefinite Quantity (IDIQ) multi-award** contracting model to enhance competition in VA CCN.

## Align with VA Goals

Through more **detailed Task Order Proposal Requests (TOPRs)** issued along with the Multi-award IDIQ, create specific areas of CCN geographical coverage as assigned with VA goals in mind.

## Expand Market Participation

Create opportunities for **new market entrants** over subsequent contracting periods.

## Align Industry Standards and Best Practices

Enhance existing CCN program to **align with industry standards and best practices** for managing purchased care.

# CCN Next Gen Critical Focus Areas

## Clinical and technical improvements in the next generation of healthcare

### Utilization Management (UM)

- UM program structure in place aligned with industry standards; Focus on inpatient and outpatient high-cost services
- Timely and efficient UM processes that do not negatively impact the Veterans' experience

### Quality Outcomes Oversight

- Demonstrated quality committee and oversight structure that monitors and tracks overall performance to improve care delivery and access, including performance measures, patient safety and quality improvement

### Alternative Payment Models (APM) / Value Based Care (VBC)

- Experience with APM/VBC programs
- Demonstrate capabilities to administer the required APM/VBC programs

### Program / Payment Integrity

- Oversight and accountability structures and processes in place to prevent, detect, and address fraud, waste, and abuse

### Other Defined Critical Areas

- Network development / maintenance
- Financial sustainability / sufficiency
- IT capabilities: Data integrity and Security
- Claims adjudicated / claims paid (min volume)
- Others as defined in the PWS

# What's Next

National  
Dialysis  
Contracts

Community  
Care  
Network

Veterans

Tribal  
Veteran  
Health Care

Veteran Care  
Agreements  
/ Local  
Contracts

- VA Community Care is Broader than CCN Next Gen
  - VA maintains **multiple mechanisms for Veteran choice and access to quality healthcare**
- Community Care **benefits will continue to expand** to meet the everchanging needs of Veterans
- More Immediate **Next Gen Timelines** you should be aware of:



# Solicitations and Stakeholder Feedback

The CCN Next Gen solicitations are live, and VA is awaiting questions from industry!

<b>Dental</b>	<a href="https://sam.gov/workspace/contract/opp/72683de87d6c4f69862a5e0dcd1e177e/view">https://sam.gov/workspace/contract/opp/72683de87d6c4f69862a5e0dcd1e177e/view</a>
<b>Medical</b>	<a href="https://sam.gov/workspace/contract/opp/7b2734002e4048bfa2ac4cc5b0479930/view">https://sam.gov/workspace/contract/opp/7b2734002e4048bfa2ac4cc5b0479930/view</a>

**As this requirement is in active solicitation, please direct all questions and considerations to [CCNNextGenInquiries@va.gov](mailto:CCNNextGenInquiries@va.gov).**

## Back up information

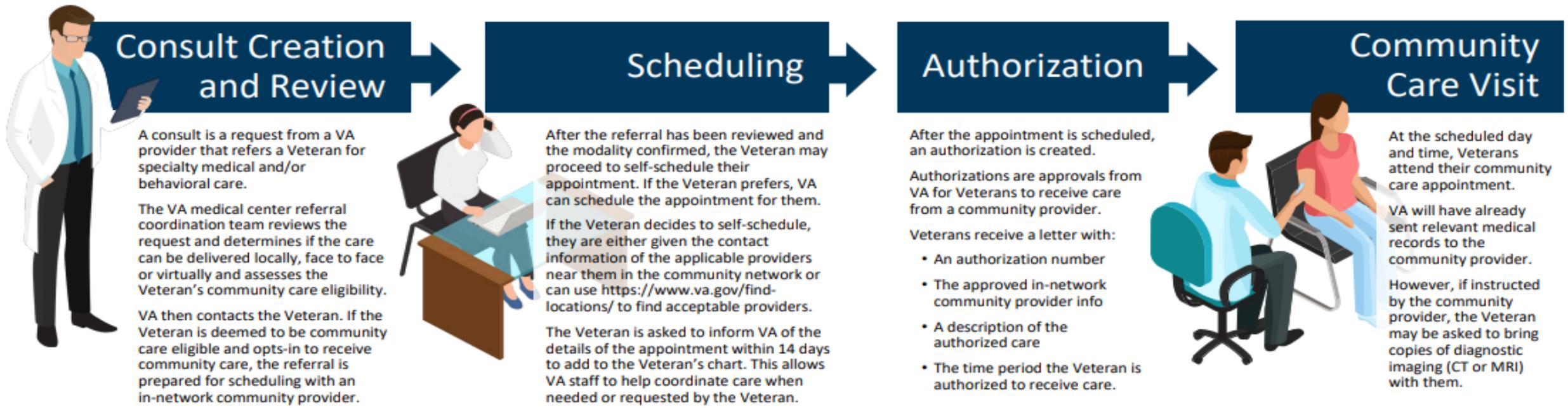
# Background of Community Care

## Core Functions in Managing the Complexity of Community Care

- **Coordinating Access to Care** – ensuring Veterans get timely appointments either in VA facilities or in the community.
- **Managing Community Care Programs** – overseeing the Veterans Community Care Program and other community provider networks that deliver care when VA can't provide it directly (e.g., distance, wait times, or needed specialty services).
- **Administering Contracts and Networks** – through the office of Integrated External Networks, IVC manages large community care contracts and network adequacy for non-VA providers.
- **National Policy and Oversight** – setting national priorities and policy for access to care and guiding implementation across VA medical centers and Veterans Integrated Service Networks (VISNs).



# Community Care Process Overview



The wait time is calculated from the date of the referral to the date the appointment is completed



# CCN Next Gen Improvement Focus

## Goals and Guiding Principles

**More Choices for Veterans** – The new indefinite delivery/indefinite quantity (IDIQ) contract structure will provide more choices by allowing multiple national and regional health plans to compete to serve Veterans. Selected health plans will provide care and benefits uniquely adapted to Veterans and their communities.

**Improved Quality of Care for Veterans** – The contracts will require health plans to adhere to broad industry standards of care used by all other major health care systems. This will ensure Veterans get care that has been shown to directly address their medical conditions and maximize their health and wellness.

**Improved VA Oversight of Community Care** – The contracts will provide VA with the data, technology and systems to manage Veterans' care in real-time, drive innovation, and collaborate with the selected health plans to ensure that Veterans receive the highest quality health care.

**Contract Flexibility** – The new IDIQ contract structure allows VA to issue multiple, competitive task orders over the life of the contract to adjust regions, clinical requirements, and deliverables and ensure that contractors are both empowered and accountable. Contractors that do not meet VA requirements can be off-ramped. VA can on-ramp new vendors and replaced by other IDIQ health plans to ensure continuity of services and no disruption of care to Veterans or VA operations.