



VA Community Care Network

Coverage Overview

Through the Department of Veterans Affairs (VA), the Community Care Network Program provides eligible Veterans with options for receiving care in the community and decreased waiting times at VA Medical Centers. Veterans experiencing unreasonable burdens, such as waiting over 28 days for an appointment or driving 60 minutes or more to their local VA, may now work with their local VA to obtain approval for a Community Care authorization. Your Hearing Network will facilitate all veteran interaction and claims processing for this program. Please note that all services must be provided by audiologists that are enrolled in the Community Care Network via YHN.

Thank you for your service to our veterans.

Referral Process

There are two ways to receive referrals through the program: Through YHN or Direct

1. YHN receives the authorization and then contacts your clinic to schedule the initial appointment. You will receive a copy of the authorization.
2. Your clinic receives the authorization directly. The initial appointment is scheduled with the veteran by your clinic. A copy of the authorization is sent to YHN with the scheduled date and time of the appointment.

Referring Veterans to the Program:

The veteran must confirm their enrollment status in the Community Care plan. Veterans must contact the Office of Community Care at their local VA. The Office of Community Care will then determine the veteran's eligibility based on the Mission Act guidelines. To learn more about Community Care Network eligibility, please visit the VA site [here](#). Once enrolled in the Community Care Network Program, if an authorization is approved, the veteran may provide your name and clinic address as the referral source.

Phase 1: Audiology Evaluation and Recommendation

1. **Audiology Evaluation:** Complete the Audiological Evaluation Form to include Tympanometry and Reflex threshold measurements with hand-written signature, as required by the VA.
2. **Claim Submission:** Required information on the claim submission form must be typed and saved as a PDF to your computer.
3. **Progress notes:** With hand-written signature.
4. **Order Form(s):** Complete the YHN Order Form and include with the above documentation. YHN will send the hearing device order to the local VA for approval. Note that hearing aids are fulfilled by the VA ROES system and will be billed to the VA. Do not order hearing aids through private accounts or use stock hearing aids. Leave the "Bill To" account number blank. Approval time will vary and should be expected to take 2-3 weeks from the submission date.
5. **Custom Order/Earmolds:** Write "Hold for ROES" in bold lettering on copy of the order form and send directly to the manufacturer. YHN also requires a copy to forward to the VA for approval.

Phase 2: Hearing Aid Fitting

1. Once received and approved by the local VA, hearing devices will be shipped directly to the provider's clinic. The provider schedules the fitting once hearing devices are received.
2. **Acknowledgement of Fitting Form:** Patient and Provider sign the completed Acknowledgement of Fitting form.
3. **Claim Submission Form:** Required information on the claim submission form must be typed and saved as a PDF to your computer.

4. **Progress notes:** With hand-written signature.

Phase 3: Hearing Aid Follow-Up

1. The provider schedules follow-up appointment(s) as needed. Please keep in mind the approval time frame listed on the authorization. Veterans should not be scheduled or seen outside of this time frame.
2. **Claim Submission Form:** Required information on the claim submission form must be typed and saved as a PDF to your computer.
3. **Progress notes:** With hand-written signature.

Reimbursement

Reimbursement can take up to 90 days for each phase and is based on date of claim submission, not date of service. Reimbursement rates vary and are demographically based.

Batteries

The VA will provide a 6-month supply of batteries at a time. Batteries can be ordered through DALC by calling 303-273-6200; by visiting the [Ebenefits portal](#); or by mail. Accessories (domes, wax guards) can be ordered by mail or through DALC by calling 303-273-6200. For more information on the ordering process for batteries and accessories, please [click here](#).

Loss and Damage

There is a one-time loss/damage replacement within the three-year warranty time frame for hearing devices.

FM Accessories, remote and connect line have a one-time loss/damage replacement within the two-year warranty time frame.

*Please call 1-888-861-2977 with any questions.