

What is Project ARCH ?

Project ARCH (Access Received Closer to Home) is a program that is intended to improve health care access for eligible rural and highly rural Veterans by connecting them to health care services closer to home.

The Department of Veterans Affairs (VA) has identified five counties (pilot sites) in separate VISNs (Veteran Integrated Service Networks) to demonstrate how quality, cost-effective, and timely health care can be provided to enrolled Veterans through a contracting arrangement. Humana Veterans provides personalized health care services in four of the pilot sites.

- VISN 6 – Farmville, Virginia
- VISN 15 – Pratt, Kansas
- VISN 18 – Flagstaff, Arizona
- VISN 19 – Billings, Montana

What is the Humana Veterans provider network?

The Humana Veterans provider network was developed in response to the need for more effective health care resources and optimization of the care Veterans receive outside the Veterans Affairs Medical Centers (VAMCs). Humana Veterans specific network of providers continues to expand in order to serve Veterans and their health care needs.

How do I join the network?

Providers (professional and facility) can contact Humana Veterans at 1-866-458-6630 to express interest in Project ARCH network participation.

A Humana Veterans network representative will contact the provider representative to discuss Project ARCH program specifics including contracting, reimbursement rates, credentialing (rendering provider and facility) and VA mandatory training. Specific Project ARCH program training is conducted for the appropriate provider staff or departments after the contract is executed.

Additionally, Humana Veterans website contains a portal for providers (<http://www.humana-veterans.com/providers/>). The “Join the Network” link provides access to tools and resources such as the Provider Manual, provider forms, an initial credentialing application, FAQs on the Project ARCH Program and other related information.

How do I get more information about Project ARCH?

- Mail: Chief Business Office Purchased Care
PO Box 469063
Denver, CO 80246-9063
- Email: AskProjectARCH@va.gov
- Website: Chief Business Office Purchased Care
<http://www.va.gov/purchasedcare/programs/veterans/nonvacare/projectarch/index.asp>