

## *For Veterans Receiving Care From a Health Net Provider*

Your VA provider has authorized health care for you through the Patient-Centered Community Care (PC3) contract with **Health Net Federal Services**.

### ***What Is PC3?***

PC3 is a nationwide VHA program that provides eligible Veterans access to:

- Primary Care
- Limited emergency care
- Mental health care
- Inpatient and outpatient specialty care
- Limited newborn care for enrolled female Veterans following the birth of a child

### ***When Is PC3 Used?***

When your VA provider determines the care you need is not available within VA, he/she authorizes care for you from a community provider. Your VA Medical Center may use the PC3 contract with Health Net to buy the care.

### ***What Should I Expect?***

- VA sends Health Net your authorization with information about the care you need.
- Health Net will make an appointment for you with a qualified network provider who is within a reasonable distance from your home.
- Health Net will call you with the appointment date, time, provider name and address. The appointment should be scheduled to take place within 30 days. If the appointment does not meet your needs, tell the Health Net representative and they will do their best to accommodate you.
- Health Net calls you with a reminder prior to your appointment.
- On your appointment date, you should be seen within 20 minutes of the scheduled time.

### ***What About Prescriptions?***

VA is responsible for providing all non-urgent/emergent medications. Health Net providers may write a prescription for an emergency 14-day supply of medication, which can be filled at VA or a local pharmacy. If you get it filled at a local pharmacy, you must pay for this medication out of pocket and submit a copy of your prescription and receipt for reimbursement to the VA Medical Center.

#### **Contact Information**

Visit the [CBOPC PC3 webpage](#) or the [Health Net PC3 web page](#)

E-mail us at [PCCC.Info@va.gov](mailto:PCCC.Info@va.gov)

Call Health Net Customer Service Center: 1-800-979-9620



**Veterans Health  
Administration**