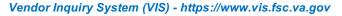# VENDOR INQUIRY SYSTEM (VIS)
FACT SHEET

Overview

The VA Vendor Inquiry System (VIS) is an external web application that allows registered vendors/community providers to research the status of claims received by VA. The system:

- Provides information on previous, current, and future payments including check/EFT numbers, payment amounts, and invoice numbers.

- Gives providers the option to check the status of CMS-1500 (HCFA-1500) or CMS-1450 (UB-04) claim forms, including information on unprocessed, rejected, and denied claims.

- Gives providers the option to use a provider Tax ID or Vendor Code to run inquiries and reports.

Vendor Inquiry System (VIS) - https://www.vis.fsc.va.gov

Benefits

Using VIS offers the following benefits to community providers:

- **Accessibility:** Year-round website access, available 24 hours a day.
- **Latest Information**: Status of claims received and unprocessed is updated nightly and information on claims processed is updated weekly. Payment/check information is updated daily.
- **Easy Analysis:** Providers can export their report information from VIS to various formats to filter the data for analysis and review.

The VIS home page contains instructions for providers to create their personal log-in and a tutorial on using the website tools.

Support

Contact the Financial Services Center (FSC) Customer Support Team:

- (877) 353-9791 (Monday-Friday, 7:00AM to 4:15PM CST)
- VAFSCCSHD@va.gov