



# Billing Fact Sheet for Community Providers

## 1. Know the Authorization Method

Before you provide care to a Veteran, you will receive a detailed authorization from the Department of Veterans Affairs (VA) or one of VA's Third Party Administrators (TPAs) that specifies the episode of care to be provided. The authorization gives you, the community provider, the authority to provide care to the Veteran, and allows VA to pay you for the care.

The authorization will also identify the method being used to refer the Veteran to you to provide the care.

There are several ways in which VA may authorize the care. It could be through VA's Patient-Centered Community Care (PC3) or Veterans Choice Program (VCP) community provider networks, through a Veterans Choice Program (VCP) provider agreement, or through what is known as Traditional VA Community Care, which is a direct arrangements between VA and a community provider.

Authorization Method	Description
Patient-Centered Community Care (PC3)	PC3, administered by TriWest, a TPA, is a network of community providers in the western region of the United States that provides eligible Veterans access to medical care when local VA medical facilities cannot due to: <ul style="list-style-type: none"> <li>• VA services are not available within the appropriate time frame</li> <li>• Geographic inaccessibility or other factors</li> </ul>
Veterans Choice Program (VCP)	VCP, administered by TriWest, a TPA, is both a program and a network of community providers that provides primary care, specialty care, and inpatient medical services to eligible Veterans in circumstances where: <ul style="list-style-type: none"> <li>• VA services are not available within the appropriate time frame</li> <li>• Geographic inaccessibility or other factors</li> </ul>
VCP Provider Agreements	VCP Provider Agreements, administered by local VA facilities, are a direct arrangements with community providers to provide health services to Veterans. These arrangements must meet the VCP criteria above and one of the following circumstances: <ul style="list-style-type: none"> <li>• VCP contractor is unable to schedule</li> <li>• Specific services are not available from the contract network</li> </ul>
Traditional VA Community Care	Traditional VA Community Care, administered by local VA facilities, is a direct arrangement with community providers to provide health services to Veterans.



**2. How to file a claim**

Providers must file claims via the authorized method (PC3, VCP, VCP Provider Agreement, Traditional VA Community Care) identified in the authorization. For example, if a community provider is authorized to provide care to

the Veteran through VA's Patient-Centered Community Care (PC3) network, then the provider will file all claims through the PC3 TPA (currently TriWest).

The following table provide details for filing VCP Provider Agreements and Traditional VA Community Care claims **VCP Provider Agreements, and Traditional VA Community Care**

Where to File a Claim Electronically	Where to Mail a Paper Claim	Where to Find Detailed Information
<p>To register for Change Healthcare's EDI visit: <a href="http://www.emdeon.com/contactform">http://www.emdeon.com/contactform</a> or Call 1-877-363-3666</p> <p>While registering you will need the VA Fee program payer IDs which include:</p> <p>12115 for submission of medical claims</p> <p>12116 for submission of dental claims</p> <p>00231 for submission of any inquiry transaction</p>	<p>Submitting claims electronically may help community providers receive payment faster and reduce administrative costs.</p> <p>If you are unable to file a claim electronically please complete the appropriate form (original CMS 1500 and/or CMS 1450 [UB-04]) and provide the codes for the treatment rendered just as you would when completing a Medicare claim. Contact the facility indicated in the authorization for further instruction on where to mail paper submissions.</p>	<p>For information on authorizations, call the number indicated on your authorization letter/form.</p> <p>For information on claims payments visit: <a href="https://www.va.gov/COMMUNITYCARE/providers/info_payments.asp">https://www.va.gov/COMMUNITYCARE/providers/info_payments.asp</a></p> <p>Find and contact your local medical center by using the VHA Facility Locator at: <a href="http://www.va.gov/directory/guide/division.asp?dnum=1">http://www.va.gov/directory/guide/division.asp?dnum=1</a></p>

The following table provides details for filing claims for PC3 or VCP contracted care with TriWest. **PC3/VCP Contracted care—TriWest**

Where to File a Claim Electronically	Where to Mail a Paper Claim	Where to Find Detailed Information
<p><b>Step 1:</b> Upload medical documentation to provider portal at <a href="http://www.TriWest.com/provider">http://www.TriWest.com/provider</a></p> <p><b>Step 2:</b> Set up an EDI to submit electronic claims by calling Wisconsin Physicians Service (WPS) at 1-800-782-2680 and select Option 2 to register</p>	<p>TriWest Veterans Choice Program &amp; PC3 WPS-VAPCCC PO Box 7926 Madison, WI 53707-7926</p> <p><b>Note:</b> Must use form CMS 1500 or UB04.</p>	<p>Call 1-855-722-2838</p> <p>Open 8:00am–10:00pm EST, Monday through Friday, excluding federal holidays OR</p> <p><b>Visit <a href="https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf">TriWest Claims and Reimbursement Quick Reference Guide</a></b> (<a href="https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf">https://www.triwest.com/en/VAPC3-Provider/Quick-Reference-Guides/VAPC3-Provider-Claims-QRG.pdf</a>)</p>