OPTUM®

U.S. Department of Veterans Affairs (VA) Community Care Network (CCN)

Referral Process

![Optum logo]

VA Community Care Network

VA CCN
Referral Process

You can click on the menu options to access that topic..
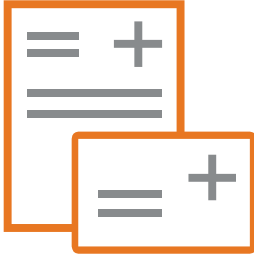
Contents

Welcome to the VA CCN Referral Process Training. The purpose of this training is to give you the tools you will need to understand, submit and receive referrals when delivering care to Veterans.

OPTUM™

VA Community Care Network

Click each step to learn more.

1. **Overview**

2. VA Approved Referral Process

3. Referring to Another Provider or Ancillary Provider

4. How to Receive and Transmit a Referral Request

Why are Referrals Necessary

1. **Why Referrals are Necessary**

2. Referral Information

3. Additional Information

Referrals are an integral part of delivering care to Veterans as part of the VA CCN. Referrals validate a Veteran's eligibility and authorize services/care that can be performed by a VA CCN provider.

The Veteran contacts VA when services are needed. VA will determine when a Veteran needs services in the community and will send a referral to a CCN provider.

A VA Approved Referral serves as the Veteran's proof of eligibility and will contain the Standardized Episode of Care (SEOC). A SEOC will include a specified number of visits and/or services related to a plan of care. The referral will indicate the date issued and how long it is valid (one year maximum).

Throughout this training, you will learn how to receive referrals, what information the referral entails, and how additional services can be requested for a Veteran by submitting a referral request.

You can find more information on VA CCN at vacommunitycare.com.

Click each step to learn more.

1. Overview
2. VA Approved Referral Process
3. Referring to Another Provider or Ancillary Provider
4. How to Receive and Transmit a Referral Request

Referral Information

1. Why Referrals are Necessary
2. Referral Information
3. Additional Information

VA Approved Referral will detail the health care services authorized and will include:

- VA Approved Referral number
- Referral issue and expiration dates
- Veteran's name
- Veteran's Electronic Data Interchange Personal Identifier (EDIPI) and Integration Control Number (ICN)
- Veteran's address
- Initial Communicate Care
- Provider or facility name

- Provider address
- National Provider Identifier (NPI) number
- Services authorized to include
  - SEOC name
  - Category of care
  - Services/procedures
- Date of appointment, if known

Users are responsible for ensuring they work from the latest approved version. This document was valid as of: 5/20/2019   4

Doc #: PCA-1-015719-05022019_05282019

VA Community Care Network

Click each step to learn more.

1. Overview

2. VA Approved Referral Process

3. Referring to Another Provider or Ancillary Provider

4. How to Receive and Transmit a Referral Request

Additional Information

1. Why Referrals are Necessary

2. Referral Information

3. Additional Information

A referral request is a process that authorizes the Veteran to obtain specified care within a specified timeframe.

Upon approval, a referral number is generated. The referral number must always be included on claims submitted by VA CCN providers for payment. The referral number will begin with "VA" followed by 10 digits.

The Veteran will be held harmless if a provider fails to obtain a referral, treats outside of the scope of the referral, or if a request for service is denied.

If a Veteran self-presents for an urgent/emergent visit, VA will issue an Approved Referral to the provider after VA has determined that the Veteran is eligible and that the services performed are covered.

![OPTUM logo] **VA Community Care Network**

Click each step to learn more.

1. Overview

2. Referral Request from VA

3. Referring to Another Provider or Ancillary Provider

4. How to Receive and Transmit a Referral Request

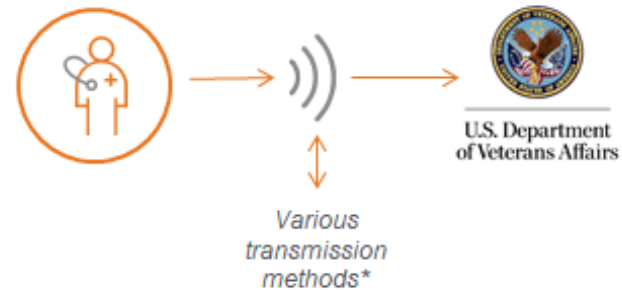## Transmitting Process

1. Transmitting Process

2. Transmitting Process *continued*

3. Referral Request

4. Care Delivery Process using HSRM

Provider Accepts the Appointment

If the provider accepts the appointment, either by using the HSRM or telephone, VA will transmit the Approved Referral to the VA CCN provider.

Various transmission methods*

On the next slide we will discuss using the HealthShare Referral Manager (HSRM).

** HSRM (preferred), **VA community care provider portal,** EDI transaction, Direct Messaging, eHealth Exchange, Secure e-mail, or secure fax (Section 5 for "How to Receive and Transmit a Referral Request" will provide more details.)*

Users are responsible for ensuring they work from the latest approved version. This document was valid as of: 5/20/2019   6

Doc #: PCA-1-015719-05022019_05282019

OPTUM™

VA Community Care Network

Click each step to learn more.

1. Overview
2. Referral Request from VA
3. Referring to Another Provider or Ancillary Provider
4. How to Receive and Transmit a Referral Request

Transmitting Process *Continued…*
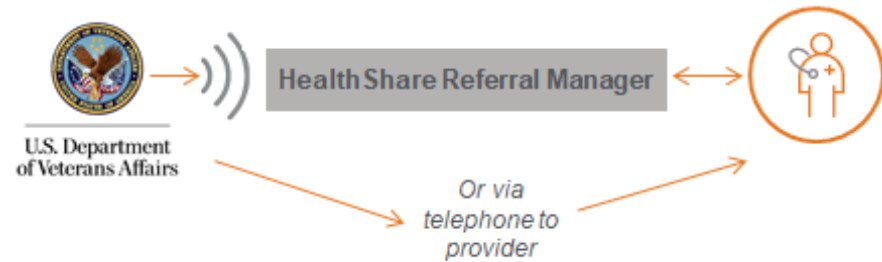
1. Transmitting Process

2. Transmitting Process *continued*

3. Referral Request

4. Care Delivery Process using HSRM

Once a referral is approved, VA will reach out to the community provider schedule the initial appointment. This may be done through the VA web based HealthShare Referral Manager (HSRM) or telephone.

VA to Providers

Access to HSRM and training are located here.

OPTUM™

VA Community Care Network

Click each step to learn more.

1. Overview
2. **Referral Request from VA**
3. Referring to Another Provider or Ancillary Provider
4. How to Receive and Transmit a Referral Request

Referral Request Continued…

1. Transmitting Process
2. Transmitting Process *continued*
3. **Referral Request**
4. Care Delivery Process using HSRM

Supplies such as emergent prescriptions, durable medical equipment (DME), medical devices, and orthotic and prosthetic items are authorized as part of the SEOC when an Approved Referral is received.

You may view the status of your VA Approved Referrals along with the status of any referral requests at vacommunitycare.com or by calling 888-901-7407.

Referral Process

VA Community Care Network

Click each step to learn more.

1. Overview
2. **Referral Request from VA**
3. Referring to Another Provider or Ancillary Provider
4. How to Receive and Transmit a Referral Request

Care Delivery Process using HSRM

1. Transmitting Process

2. Transmitting Process *continued*

3. Referral Request

4. **Care Delivery Process using HSRM**

Now, let's look at the care delivery process when using HSRM. VA will send the referral information, including the referral number and any attachments, to the provider using the HSRM.

Step 1	Step 2	Step 3
VA inputs referral into HSRM with a specific SEOC. VA will assign the referral to a VA CCN provider.	The provider has 72 hours to accept or reject the referral using the HSRM. Access the HSRM: vacommunitycare.com under *Documents and Links*	The first appointment date is entered into HSRM by either the community provider or VA (VA records date/time if provider does not have access to HSRM.)

Step 4	Step 5	End of Referral
Provider delivers initial care to patient as indicated by the Approved Referral.	Provider submits documentation within HSRM within 30 days of the initial visit and 30 days of completing SEOC.	VA receives documentation, completing the SEOC.

Users are responsible for ensuring they work from the latest approved version. This document was valid as of: 5/20/2019   9

Doc #: PCA-1-015719-05022019_05282019

Click each step to learn more.

1. Overview

2. VA Approved Referral Process

3. Referring to Another Provider or Ancillary Provider

4. How to Receive and Transmit a Referral Request

Community Provider Referring to Other Provider/Ancillary

1. Providers Transmitting Referrals to VA

2. Referral Requirements

3. Urgent/Emergency Care Definition & Process

A new referral request must be submitted to VA on the same day you determine the care is needed when you're requesting:

Additional services are not part of the SEOC

Additional visits

An extension to the length of the Approved Referral

That the Veteran see a specialist/ancillary provider for services not listed on the SEOC

An Approved Referral will be communicated back to the VA CCN provider in the method of which the provider submitted the request.

Users are responsible for ensuring they work from the latest approved version. This document was valid as of: 5/20/2019   10

Doc #: PCA-1-015719-05022019_05282019

Click each step to learn more.

1. Overview
2. VA Approved Referral Process
3. Referring to Another Provider or Ancillary Provider
4. How to Receive and Transmit a Referral Request

Referral Requirements

1. Providers Transmitting Referrals to VA
2. Referral Requirements
3. Urgent/Emergency Care Definition & Process

The requirements to submit a referral request to VA must include the date of the request and:

Veteran Info

- Veteran's full name
- Veteran's date of birth
- Veteran's last 4 digits of Social Security Number
- Veteran's ICN

Provider Info

- Requesting provider's full name
- Requesting provider's address
- Requesting provider's phone
- Requesting provider's fax

Additional Info

- Diagnosis and ICD-10 codes
- Supporting documentation

Click each step to learn more.

1. Overview

2. VA Approved Referral Process

3. **Referring to Another Provider or Ancillary Provider**

4. How to Receive and Transmit a Referral Request

Urgent/Emergent Definition

1. Providers Transmitting Referrals to VA

2. Referral Requirements

3. Urgent/Emergency Care Definition & Process

Urgent/emergent referrals must be submitted to VA within 72 hours of delivering care.

Urgent Care	Emergencies
Defined as provision of immediate service offering outpatient care for the treatment of acute and chronic illness or injury.	Defined as care that is required within 24 hours or less essential to evaluate and stabilize conditions that may result in unacceptable morbidity/pain if there is significant delay in the evaluation or treatment

Click each step to learn more.

1. Overview

2. VA Approved Referral Process

3. Referring to Another Provider or Ancillary Provider

4. How to Receive and Transmit a Referral Request

How to Receive and Transmit a Referral Request

When VA contacts the community provider on the initial Approved Referral, they will determine the method of communication between VA and the community provider. These methods include:

- HSRM / VA community care provider portal
- EDI transaction
- Direct Messaging
- eHealth Exchange
- Secure e-mail (Virtu Pro)
- Secure fax

You can find more information about requesting referrals at va.gov/COMMUNITYCARE/providers/resources.asp

Users are responsible for ensuring they work from the latest approved version. This document was valid as of: 5/20/2019   13

Doc #: PCA-1-015719-05022019_05282019

Thank you.

OPTUM®