

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Community Care

Important System Outage Notice from the Department of Veterans Affairs to Community Providers

VA System Outage Notification for Providers:

We apologize to those of you who have been unable to access VA's Customer Engagement Portal (CEP). The portal was removed from service July 17 for maintenance.

We understand many of you rely on this online platform to obtain claims and payment information. VA is working to restore the portal as quickly as possible. In the interim, vendors seeking claims status or payment information normally obtained through CEP should contact a VA customer support representative by calling 877-353-9791 or emailing vafscchd@va.gov.

We appreciate your patience and will provide more information as it becomes available.