Medical Documentation Requirements: Veterans Choice Program (VCP) and Patient-Centered Community Care (PC3)
Background

Department of Veterans Affairs (VA) needed to expand health care access for Veterans in communities across the nation

VA awarded TriWest the Patient-Centered Community Care (PC3) contract in 2013

In 2014, Congress introduced and President Obama signed into law the Veterans Access, Choice and Accountability Act

Section 101 established the Veterans Choice Program (VCP) and went live on Nov. 5, 2014
Medical Documentation Overview

Medical documentation must be submitted to TriWest for all services to ensure coordination of care for Veterans

Submit medical documents before submitting claims

Specific specialty providers have additional documentation requirements
Medical Documentation Submission Process

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**Step 1** – Submit medical documentation to TriWest

- Upload to Provider Portal at [www.triwest.com/provider](http://www.triwest.com/provider)
  - Documents up to 5 MB can be uploaded in PDF or TIF format
- Fax (if portal not available) to 1-866-259-0311

**Step 2** – Submit claims to Wisconsin Physicians Service (WPS), TriWest’s claims processor

- **Electronic**: call WPS at 1-800-782-2680 (Option 1) to set up EDI
- **Mail**: mail paper claims to:
  - WPS-VAPC3
  - PO Box 7926
  - Madison, WI 53707-7926
Medical Documentation Requirements

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Outpatient care:
- VCP: submit to TriWest within 75 calendar days
- PC3: submit to TriWest within 14 calendar days

VA requires medical documentation include the initial appointment and end-of-episode-of-care records
Inpatient care:
- Submit to TriWest within **30 business days** after discharge

Urgent specialty care:
- VCP: submit to TriWest within **2 business days**
- PC3: submit to TriWest within **48 hours**
- Oral reports should be provided to VA POC within 48 hours when indicated on the authorization form

The authorization may request medical documentation be returned sooner based on clinical need
VA has medical documentation requirements for specific specialty providers

- Gastroenterology
- Radiation Oncology

For easy access to this information, visit [www.triwest.com/provider](http://www.triwest.com/provider) and view the appropriate Quick Reference Guide
Medical Documentation – Specialty (cont.)

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Surgical procedures – complete the VA Purchased Surgical Care Outcome form

Download the form at www.triwest.com/provider and click on “Find a Form”

Quick reference guides available at www.triwest.com/provider
Medical Documentation – Specialty (cont.)

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Inpatient rehabilitation – complete the CMS Inpatient Rehabilitation Facility Patient Assessment Instrument (IRF-PAI)

The IRF-PAI example can be found at https://www.cms.gov/Medicare/CMS-Forms/CMS-Forms/Downloads/CMS10036.pdf

Quick reference guides available at www.triwest.com/provider
Mental Health documentation should include:

- Psychotherapy notes **kept separate** from the Veteran’s medical record, per HIPAA regulations

  Psychotherapy notes are defined as “notes recorded in any medium by a mental health professional documenting or analyzing the contents of conversation during a private counseling session.”
Mental Health documentation should also include the items listed below and do not require Veteran authorization for disclosure:

- Medication prescription and monitoring (as appropriate)
- Counseling session start and stop times
- Modalities and frequencies of treatment
- Results of clinical tests
- Any summary of diagnosis, functional status, treatment plans, symptoms, prognosis or progress
VA defines Critical Findings as a test result value or interpretation that, if left untreated, could be life-threatening or place the Veteran at serious risk.

Critical values/results are results from laboratory, cardiology, radiology and other diagnostic areas that upon analysis are determined to be “critical,” regardless of the ordering priority.
Critical Findings (cont.)

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VA requires that for any Critical Finding test result, the provider shall:

- Notify the VA point of contact (POC) by phone (as listed on the authorization/referral) **within 24 hours** of the test/evaluation/treatment
- Note in the medical documentation that the VA POC was notified of this Critical Finding and include the date of the notification
A newly identified suicide risk in a Veteran **not** referred for inpatient mental health should be considered a Critical Finding

Provider shall contact VA by phone **within 24 hours**

A new diagnosis of cancer should be considered a Critical Finding - notify your VA POC **within 48 hours** of diagnosis
Urgent Follow-Up and Additional Care

If a provider determines the Veteran requires:

- Urgent follow-up after completion of episode of care, or
- Urgent additional care during the episode of care …

Notify the authorizing VA facility POC within 24 hours
Review the Medical Documentation Quick Reference Guide for more details on what information to include when submitting medical documents.
TriWest Provider Portal

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**TriWest.com/provider**: your one-stop shop for information on filing claims and navigating VCP and PC3

- Provider handbook
- Quick reference guides
- eSeminars (training you can take at your own pace)
- Webinars (instructor-led online training)
- Additional resources and links to important information
TriWest Provider Portal (cont.)

Register for a secure account to:
- Upload medical documentation
- Check authorization status (including SARs)
- Print authorization information
- Check claims status

Visit [www.triwest.com/provider](http://www.triwest.com/provider) and click “Register for Secure Access”
Thank You!