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

- VA requires providers to submit medical documentation to TriWest for **all services** to ensure coordination of care for Veterans
- VA and TriWest are responsible for clinical and utilization review, which require medical documentation
- Submit medical documents **before** submitting claims
Medical Documentation Submission Process

Step 1 – Submit medical documentation to TriWest
- The preferred method is to upload documents in PDF or TIF format to the Provider Portal at www.triwest.com/provider
- Otherwise, fax to 1-866-259-0311

Step 2 – Submit claims to WPS Military and Veterans Health (WPS MVH), TriWest’s claims processor
- Electronic (preferred): Submit electronic claims through your clearinghouse or directly to WPS-MVH with the WPS PC-ACE software
- Mail: mail paper claims to: WPS MVH-VAPC3, PO Box 7926, Madison, WI 53707-7926
Medical Documentation Requirements

Medical documentation should include:
- Notes from the initial appointment
- End-of-episode-of-care records

Always submit to *TriWest* (not VA)
Submission Timeline Requirements

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- Outpatient care - 30 calendar days
- Inpatient care - 30 business days after discharge
- Urgent specialty care:
  - Choice: 2 business days
  - PC3: 48 hours
  - Oral reports should be provided to VA point of contact (POC) within 48 hours when indicated on the authorization form
- The authorization may request medical documentation be returned sooner based on clinical need
Medical Documentation – Specialty

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VA has specific medical documentation requirements for some specialty providers

- Gastroenterology
- Radiation Oncology
- Behavioral Health

For easy access to this information, visit [www.triwest.com/provider](http://www.triwest.com/provider) or TriWest’s Payer Space on [www.availity.com](http://www.availity.com) and view the appropriate Quick Reference Guides
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
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
Behavioral Health documentation should include medical Progress notes:
- Treatment, diagnosis, testing, assessment, Plan of Care

Behavioral Health documentation should NOT include Psychotherapy Process Notes:
- Process notes should be kept separate from the Veteran’s medical record, per HIPAA regulation
- Psychotherapy Process notes document or analyze the contents of conversation during a private counseling session
Behavioral Health Outpatient Care:

- Submit to TriWest as soon as possible, but within 30 days

For both Choice and PC3, VA requires medical documentation for Initial Evaluation and End-of-Episode Summary

- If additional care has been authorized, VA may request Progress Summary reports to support on-going care

Fax to 1-866-284-3736 or upload via Provider Portal
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.)

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

- Notify the VA 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
Critical Findings (cont.)

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- 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*
Provider Resources
Review the **Medical Documentation Quick Reference Guide** for more details on what information to include when submitting medical documents.
TriWest Provider Resources

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- TriWest.com/provider and TriWest’s Payer Space on Availity – Your one-stop shop for information on filing claims and navigating VCP and PC3
- Provider Handbook
- Reference guides
- Webinar registration
- Newsletters
- Additional resources and links to important information
TriWest Provider Portal

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It’s EASY! 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 and click “Register for Secure Access”
Thank You!