

# Medical Records and Documentation Requirements

## Quick Reference Guide

### Key Points:

- Medical records and documentation are required for all provided services under the Department of Veterans Affairs (VA) Community Care Network (CCN).
- **Providers are required to submit medical documentation directly to the authorizing VA Medical Center (VAMC), preferably via upload to VA's [HealthShare Referral Manager \(HSRM\)](#).**
- Standard, Urgent and High-Priority timeframes may apply based on the type of care provided. However, submit urgent and emergent care documentation as soon as it is complete. Referrals to screen for cancer or to treat a suicidal Veteran are other examples of higher priority medical documentation to return quickly.
- All medical documentation must be signed (written or electronic), and/or initiated by the submitting provider or practitioner.

### Medical Documentation Timeframes:

VA requires providers submit medical documentation to the authorizing VAMC within the following timeframes:

- Initial medical documentation for outpatient care – **30 days** of the initial appointment
- Final outpatient medical documentation – **30 days** of the completion of the Standardized Episode of Care (SEOC) authorization letter
- Medical documentation for inpatient care – **30 days**, and will consist of a discharge summary
- Any medical documentation requested by VA for urgent follow up-**upon request**

### Where to Submit Medical Documentation

Medical Documentation should be returned to the authorizing VAMC or Veteran's assigned VAMC location. If there are questions regarding where to send medical documentation see VA's Facility Contact Information for Care Coordination for assistance in returning medical documentation.

### Medical Documentation – What to Submit

Requirements vary by type of care. In general, documents should include legible notes and recommendations on further testing or follow-up care, which should match the coding billed on the claim. VA requires that all medical documentation include the following on each page, at minimum:

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- ➔ Veteran Unique Identifier (EDIPI) – found on the authorization letter in HSRM
- ➔ Veteran Full Name (including suffix)
- ➔ Veteran Date of Birth
- ➔ Referral/Authorization Number
- ➔ Provider/Practitioner Authentication (signature either electronic or on paper; typed name and provider phone number required in Region 5 - Alaska)
- ➔ Tribal Health Program (THP) Facility name (where applicable in Region 5 - Alaska)

## Medical Documentation – When to Submit

VA requires providers submit the following medical documentation for each episode of care:

- ➔ **Initial medical documentation** – associated with the **first** appointment of a SEOC.
- ➔ **Final medical documentation** – covers the **entire** SEOC.

For more information about what documentation should be submitted to VA for care coordination purposes, based on the type of service provided, please visit VA's website at

[https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet\\_27-02.pdf](https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_27-02.pdf)

## Critical Findings

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.

- ➔ Providers are required to report Critical Findings to VA within the earlier of two (2) business days of the discovery or the timeframe required to provide any necessary follow-up treatment to the Veteran.
- ➔ Communication shall be either verbal or written.

## VA Community Viewer

If you need to view a Veteran's medical documents already on file, you can use VA's Community Viewer tool. The Community Viewer is a secure web-based application that simplifies the sharing of Veteran Electronic Health Records (EHR) between VA and community providers. It allows providers to view a Veteran's medical documentation for an upcoming appointment.

For more information on the VA Community Viewer, please visit VA's website at [https://www.va.gov/COMMUNITYCARE/providers/Care\\_Coordination.asp#CV](https://www.va.gov/COMMUNITYCARE/providers/Care_Coordination.asp#CV).