

Veterans Choice Program

Veterans Choice Program (VCP) provides primary care, inpatient and outpatient specialty care, and behavioral health care options for eligible Veterans outside of U.S. Department of Veterans Affairs (VA) health care facilities.

VCP allows eligible veterans to seek receive care from community-based providers when their local VA health care facility cannot provide the services due to:

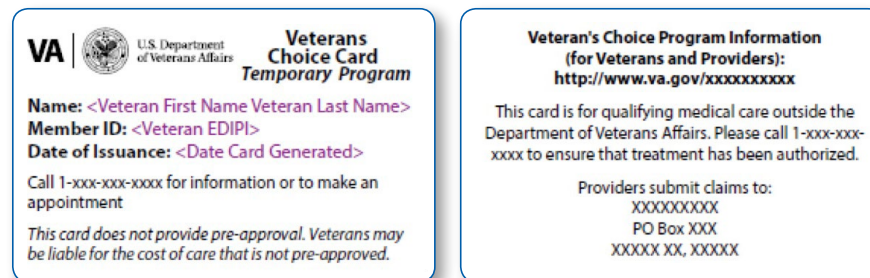
- Lack of available specialists.
- Extended wait times for appointments at a VAMC.
- Extraordinary distance from the Veteran's home.

Health Net Federal Services, LLC (Health Net) will coordinate with VCP-eligible Veterans to obtain authorization for all care within the program. Health Net will schedule the appointment and send the authorization to the participating VCP provider.

All providers must meet the VA certification standards and must agree with the program requirements prior to rendering services to the Veteran.

Choice Card (Example)

All Veterans received a card but not all are eligible for Choice benefits.



Provider Notification Packet

Once an appointment has been scheduled and confirmed with the Veteran, Health Net will send the provider a notification packet. The packet includes the authorization, details about services to be rendered, and instructions for returning medical documentation and submitting claims.

Medical Documentation

Medical documentation recording an authorized episode of outpatient care must be submitted to Health Net within 25 calendar days after completion of the initial appointment, or after the conclusion of any series of authorized care.

Return medical documents via fax to 1-855-300-1705. Remember:

- Use the cover sheet provided. It includes a bar code which is specific to the authorization.
- Do not combine medical documentation for multiple authorizations or different Veterans.
- Do not submit claims with medical documentation.

Veterans Choice Program *Fact Sheet*

Claims Payment Process

A clean claim is a claim that complies with billing guidelines and requirements, has no defects or improprieties, includes substantiating medical documentation as defined by the provider notification packet, and does not require special processing that would prevent timely payment.

Claims must be submitted within 120 days of the date of service or the conclusion of a series of authorized visits.

Remember, Veterans are eligible to use the Choice Card only under specific circumstances. If a Veteran presents a card without an appointment or authorization from Health Net, he or she may not be eligible to obtain services. Without verification of eligibility, there is no way to ensure reimbursement for care provided.

Providers may not bill Veterans for any services, including no-show, missed or canceled appointments. Additionally VA and Health Net cannot be billed for no-show, missed or canceled appointments. Complete medical documentation must be returned before claims will be paid.

Health Net will process clean claims within 30 days, clean claims aged more than 30 days will be paid interest in addition to the payable amount.

Services-Connected Care and other Health Insurance (OHI)

The authorization will indicate if the Veteran's care is related to a service-connected injury. However, the notification packet may or may not indicate a Veteran's OHI information. It is the provider's responsibility to inquire and confirm if OHI is present.

Non-service-connected claims must be filed with the other health insurance (OHI) carrier before submitting claims to Health Net with the Explanation of Benefits (EOB) from the primary payer for payment determination. It is appropriate to collect a copayment from the Veteran for the OHI, if applicable. VCP does not coordinate benefits with other government programs such as Medicare, Medicaid and TRICARE.

Service-connected claims must be sent to Health Net and should not be submitted to the OHI.

Submitting Claims

Participating VCP providers are encouraged to submit health care claims via HIPAA-compliant electronic data interchange transactions set through Health Net's designated clearinghouse, Emdeon.

To register, visit <http://www.emdeon.com/physicians>.

If already registered, providers may submit claims using the following information. Payer Name: Health Net – VA Patient-Centered Community Care Program

Payer Name: Health Net – VA Patient-Centered Community Care Program
Payer ID: 68021

Paper claim submissions must be mailed to:

[Veterans Choice Program - VACAA](#)
PO Box 2748
Virginia Beach, VA 23450

Contact Us

If you have questions or need assistance with the Veterans Choice Program or the Veterans Choice Card, please contact [1-866-606-8198](tel:1-866-606-8198).