

# VA Programs

## Acupuncture and Chiropractic Claims

### Medicare Billing Guidelines Apply

Patient-Centered Community Care (PCCC) and the Veterans Choice Program (VCP) are U.S. Department of Veterans Affairs (VA) programs that provide veterans access to health care through community-based, non-VA medical professionals who meet VA quality standards. VA uses PCCC and VCP to supplement care provided within VA facilities. Health Net Federal Services, LLC (HNFS) supports VA in providing care to veterans within our contracted regions.

HNFS' contracted duties with the VA to manage PCCC and VCP were transitioned back to VA on Oct. 1, 2018. Visit [www.hnfs.com/go/TransitionFAQs](http://www.hnfs.com/go/TransitionFAQs) for details.

Chiropractors and acupuncturists treating veterans under PCCC and VCP must follow Medicare guidelines when submitting claims to HNFS. While many chiropractic and acupuncture procedures are not covered by Medicare, certain rules must be followed in order to obtain payment. We offer the following tips for successful acceptance of your claim.

The following information applies to claims for HNFS-authorized services. For the most up-to-date information, including tips on claims submissions and how to avoid claims denials, please visit [www.hnfs.com/go/VA](http://www.hnfs.com/go/VA) > [Claims](#).

- ❑ **Use the most current version of the original red CMS 1500/UB04 form.** Photocopies and faxed claims will not be accepted. [Medicare's Claims Processing Manual](#) is an excellent reference, which walks you through how to properly fill out each line of the CMS 1500 claims form beginning on page 4.
- ❑ **If a referring provider name is on the claim (box 17), the referring provider's NPI (box 17b) must be included.** If only the referring provider's name or NPI is listed, the claim will reject.
- ❑ **Complete dates of services rendered (box 24A).** The From (the day services began) and To (the day services ended) dates must be entered.
- ❑ **All patient information fields must be completed.** Patient information is required in boxes 1–13.
- ❑ **Use the correct provider NPI.** There are two kinds of NPIs: type I (individual) and type II (group). If the rendering provider is a sole proprietor, list his or her type I NPI in box 24J and in 33a for billing purposes. If the rendering provider is part of a group, list the type I NPI in box 24J and the type II NPI in 33a for billing purposes. A claim involving a group provider will not be paid without both NPIs.
- ❑ **Note bundled pay codes.** Ensure services listed as separate line items are not incidental to the primary procedure. The incidental procedure will not be reimbursed separately.
- ❑ **Use required modifiers.** Chiropractic care codes, such as physical therapy modalities, often require a modifier. If not included on the claim, the claim will deny and the provider will have to resubmit with corrections. If you are unsure what modifiers to use, please refer to your coding resources.

## Reimbursement

In general, HNFS reimburses VCP and PCCC claims based on the most current Medicare Fee Schedule. However, many chiropractic and acupuncture procedures are not covered by Medicare. For services where a Medicare rate isn't available, the VA Fee Schedule will be applied. In limited circumstances where the VA rate also does not exist, reasonable billed charges will be allowed.

<b>Claims Submittal</b>	Claims for HNFS-authorized services with dates of service Sept. 30, 2018, and earlier must be submitted to HNFS no later than March 26, 2019.		
	Claims for services on or after Oct. 1, 2018, should be submitted directly to VA.		
	<p><b>Electronic Data Interchange (EDI)</b></p> <p>To register, visit <a href="http://www.changehealthcare.com">www.changehealthcare.com</a>.</p> <p><b>Payer Name:</b> Health Net – VA Patient-Centered Community Care Program</p> <p><b>Payer ID:</b> 68021</p> <p><i>Note: Payer name and ID applies to both VCP and PCCC electronic claims.</i></p>		
	<p><b>Paper Claims</b></p> <p>Mail paper claims to the corresponding claims mailing address:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <p><b>Health Net Federal Services, LLC</b> <b>Veterans Choice Program</b> PO Box 2748 Virginia Beach, VA 23450</p> </td> <td style="width: 50%; vertical-align: top;"> <p><b>Health Net Federal Services, LLC</b> <b>Patient-Centered Community Care</b> PO Box 9110 Virginia Beach, VA 23450</p> </td> </tr> </table>	<p><b>Health Net Federal Services, LLC</b> <b>Veterans Choice Program</b> PO Box 2748 Virginia Beach, VA 23450</p>	<p><b>Health Net Federal Services, LLC</b> <b>Patient-Centered Community Care</b> PO Box 9110 Virginia Beach, VA 23450</p>
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