

Unauthorized Emergency Care Documentation Submission Procedures

Providers who continue to elect to submit paper claims and paper documentation to support claims for unauthorized emergency care should be aware of the following:

- VA must be capable of linking submitted supporting documentation to a corresponding claim.
- Community providers have three options that allow for that linkage:
 - Submit the claim electronically via 837 transaction and the supporting documentation via 275 transaction.
 - Include the claim or a copy of the claim on top of the supporting documentation that is mailed to the following address:
VHA Office of Community Care
P.O. Box 30780
Tampa, FL 33630-3780
 - Include a completed **cover sheet** with the supporting documentation that is mailed to the above address. Cover sheets can be found electronically:
https://www.va.gov/COMMUNITYCARE/providers/info_claimsP2E.asp

Supporting documentation may include:

- Ambulance Run Report
- Emergency Room Notes
- History and Physical
- Progress Notes
- Transfer Notes and Discharge Summaries
- Other Health Insurance (OHI) and Explanation of Benefits (EOBs)
- Any other document type normally sent via paper in support of a Veteran unauthorized emergency claim
- NOTE: Documentation that is *not* required include flowsheets and medication administration

While VA always encourages providers to submit claims electronically, on *and* after May 1, 2020, it is important that all documentation submitted in support of a claim comply with one of the two paper submission processes described above. Any supporting documentation that VA is unable to link to a claim will be returned to sender for additional information.

NOTE: The processes outlined above are exclusive to supplying documentation for unauthorized emergent care. These do not apply to authorized care

Authorized Referred Care

Medical documentation for care referred and authorized by VA or VA's TPAs should be submitted to the referring VA as part of the Veteran's care coordination process. VA has several options providers can choose from for submission of these documents. More information about submitting documentation for authorized care can be found at [Request and Coordinate Care](#).

More Information

For more information on this change, please visit the [VA Community Care website](#).

A quick reference guide across TriWest's CCN Region 4 operations:

 Medical Claims <ul style="list-style-type: none">• Payer ID: VAPCCC3• Mailing Address:<ul style="list-style-type: none">– WPS MVH-CCN– P.O. Box 7926– Madison, WI 53707	 Providers Calling with Questions on CCN <ul style="list-style-type: none">• Provider Inquiries: 877-CCN-TRIW 877-226-8749• Hours of Operation:<ul style="list-style-type: none">– M-F: 8AM-6PM in each time zone served– Excludes Federal holidays	 CCN R4 Call Center <ul style="list-style-type: none">• Hours of Operation for all lines:<ul style="list-style-type: none">– M-F: 8AM-6PM in each time zone served• Community Care Providers:<ul style="list-style-type: none">– 877-CCN-TRIW– 877-226-8749• VA Staff and Administrators:<ul style="list-style-type: none">– 877-CCN-TRIW– 877-226-8749	 Appeals & Grievances <ul style="list-style-type: none">• Veteran A&Gs should be submitted directly to VA.• Providers A&Gs should be mailed or faxed to the below.• Questions about A&Gs from VAMC Staff should be sent to: Triwest@TriWest.com• Mailing Address: TriWest Healthcare Alliance Congressional Relations & Customer Grievances P.O. Box 41970, AZ 85080-1970 Fax: 602-564-2523
 Dental Claims <ul style="list-style-type: none">• Payer ID: CDCA1• Mailing Address: Delta Dental of California Federal Government Programs P.O. Box 537007 Sacramento, CA 95853• Secure Fax: 916-851-1559	 Pharmacy <ul style="list-style-type: none">• Hours of Operation:<ul style="list-style-type: none">– 877-CCN-TRIW– 877-226-8749– M-F: 8AM-6PM CT in each time zone served		 TriWest Portal <ul style="list-style-type: none">• Via triwest.com , select 'Login to VA Staff Portal'• VA staff must be registered for access, or reach out to their site Group Admin(s)