

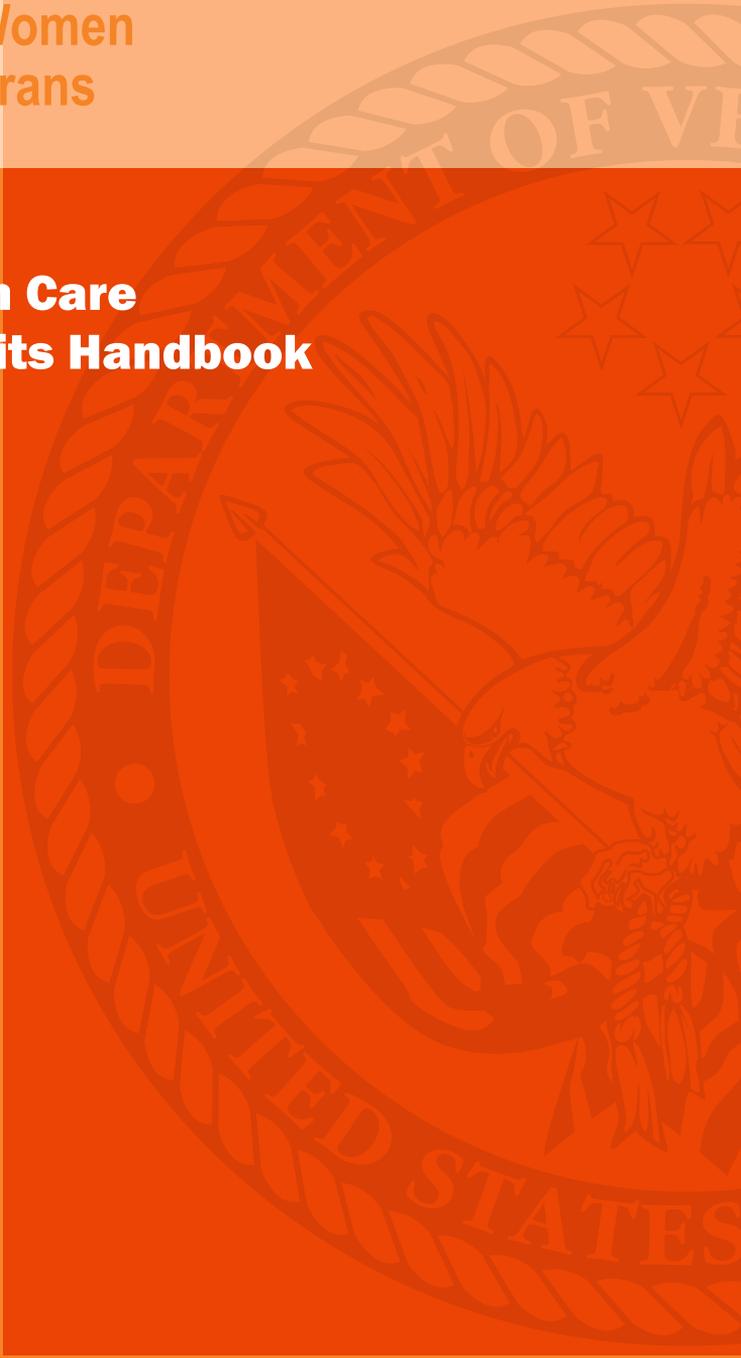


Department of Veterans Affairs
Purchased Care at the Health Administration Center

Children of Women Vietnam Veterans

CHILDREN OF WOMEN VIETNAM VETERANS

Health Care Benefits Handbook



Children of Women Vietnam Veterans (CWVV)

This handbook contains important information on the CWVV Health Care Benefits Program. Please read it carefully prior to using your CWVV benefits.

Changes that take place between printings of this handbook are published in the form of handbook changes, which are mailed to each beneficiary. It is very important that address changes be reported promptly to Purchased Care at the Health Administration Center in Denver, Colorado. Please read all handbook changes carefully and file them with your handbook until it is republished.

There is no scheduled republishing date for this handbook. The next edition will be published based on the volume and extent of changes.

Check our website at <http://www.va.gov/hac> for the latest information.

Assistance

General Information and Preauthorization:

- Phone:** 1-888-820-1756
- E-mail:** Go to <http://www.va.gov/hac/contact> and follow the instructions for submitting e-mail via IRIS.
- Mail:** Purchased Care at the Health Administration Center
CWVV Health Care Benefits Program
P.O. Box 469065
Denver, Colorado 80246-9065 USA
- Website:** <http://www.va.gov/hac>
- Fax:** 1-303-331-7807

Change of address or phone number?

Stay on our mailing list. Promptly report any change of address or phone number to:

- Purchased Care at the Health Administration Center**
CWVV Health Care Benefits Program
P.O. Box 469065
Denver, Colorado 80246-9065 USA
- E-mail:** Go to <http://www.va.gov/hac/contact> and follow the instructions for submitting e-mail via IRIS.

Contents

CWVV Health Care Benefits Program	1
Overview	1
Application Process.....	1
Costs	1
Health Benefits	3
General Coverage.....	3
General Exclusions.....	3
Preauthorization Requirements	3
How to Request Preauthorization.....	4
What Is and Is Not Covered	5
Ambulatory Surgery.....	5
Attendants	5
Dental Services	6
Durable Medical Equipment.....	6
Home Care.....	8
Inpatient Services	8
Mental Health Services.....	9
Orthotics	10
Pharmacy Services, Supplies and Over-the-Counter Items	10
Prosthetic Services/Devices.....	11
Rehabilitative Services	11
Respite Care	12
Training Family Members.....	12
Travel	12
Selecting Health Care Providers	15
Provider Guidelines	15
Authorized Providers	15
Provider Options.....	15
Claims	17

Contents

Forms	17
Required Documentation.....	17
Filing Deadlines.....	19
Other Health Insurance.....	19
Explanation of Benefits.....	19
Reconsideration of Claims/Appeals	20

Glossary	21
-----------------------	-----------

Index.....	23
-------------------	-----------

Fraud and Abuse.....	24
-----------------------------	-----------

Notice of Privacy Practices

Veterans who are enrolled for VA health care benefits are afforded various privacy rights under federal law and regulations, including the right to a Notice of Privacy Practices. The Veterans Health Administration (VHA) issued the VA Notice of Privacy Practices, IB 10-163, in April 2009. The VA Notice of Privacy Practices provides enrolled Veterans with information on how VHA may use and disclose personal health information. The Notice also advises enrolled Veterans of their rights to know when and to whom their health information may have been disclosed, request access to or receive a copy of their health information on file with VHA, request an amendment to correct inaccurate information on file and file a privacy complaint. The VA Notice of Privacy Practices may be obtained through the Internet at http://www.va.gov/vhapublications/viewpublication.asp?pub_id=1089 or through the mail by writing the VHA Privacy Office (19F2), 810 Vermont Avenue NW, Washington, DC 20420.

CWV Health Care Benefits Program

Overview

In addition to monetary allowances, vocational training and rehabilitation, the Department of Veterans Affairs also provides VA-financed health care benefits to women Vietnam Veterans' birth children who the Veterans Benefits Administration has determined to have a covered birth defect.

This program is not a comprehensive health care plan and only covers those services necessary for the treatment of a covered birth defect and associated medical conditions. It does not cover care that is unrelated to a covered birth defect.

Purchased Care at the Health Administration Center (PC @ HAC) in Denver, Colorado, manages the CWV Health Care Benefits Program, including the authorization of medical benefits and the subsequent processing and payment of claims. Contact us if you have questions.

Application Process

Health care benefits are based on eligibility determinations made by the Denver VA Regional Office. You must first contact the Denver VA Regional Office to initiate the application process. Call 1-888-820-1756.

Costs

There are no beneficiary co-payments or deductibles. VA is the exclusive payer for services provided to beneficiaries under this program, and billing should be sent directly to PC @ HAC. The determined allowable amount for payment is considered payment in full, and the provider may not bill the beneficiary for the difference between the billed amount and the VA-determined allowed amount.

Contact PC @ HAC

Phone: 1-888-820-1756

Contact: Go to <http://www.va.gov/hac/contact> and follow the instructions for submitting e-mail via IRIS.

Mail: Purchased Care at the Health Administration Center
CWV Health Care Benefits Program
P.O. Box 469065
Denver, Colorado 80246-9065

Website: <http://www.va.gov/hac>

Health Benefits

CWV beneficiaries receive an identification card from PC @ HAC. This card includes the beneficiary's name and effective date for health care benefits.

General Coverage

This program provides health care coverage only for services and supplies that are necessary for the covered birth defect and associated medical conditions.

General Exclusions

- Care unrelated to a covered birth defect
- Care as part of a grant, study or research program
- Care considered experimental or investigational
- Care that is not medically necessary or appropriate
- Drugs not approved by the Food and Drug Administration (FDA) for commercial marketing
- Services provided outside the scope of the provider's license or certification
- Services rendered by providers suspended or sanctioned by a federal agency
- Services, procedures or supplies for which the beneficiary has no legal obligation to pay, such as services obtained at a health fair

Preauthorization Requirements

Although most health care services and supplies do not require approval in advance (preauthorization), some do.

- Preauthorization **IS** required for:
 - Attendants
 - Dental services
 - Durable medical equipment (DME) with a total rental or purchase price in excess of \$2,000
 - Mental health services
 - Hospice
 - Substance abuse treatment
 - Training of family members
 - Transplantation services
 - Travel (other than mileage for privately owned automobiles for local travel)
- Preauthorization is **NOT** required for routine health care services and supplies that are clearly related to the treatment of the covered birth defect and associated medical conditions.

Note: When in doubt, contact PC @ HAC.

Health Benefits

How to Request Preauthorization

You can obtain preauthorization from PC @ HAC by telephone or fax.

By Phone: 1-888-820-1756

By Fax: 1-303-331-7807

To request preauthorization, please provide the following:

- Beneficiary's name
- Beneficiary's Social Security number
- Description of service requested, including procedure and diagnosis codes
- Estimated cost (if known)
- Medical justification for services requested
- Name, address and telephone number of the provider who will actually furnish the requested services
- The anticipated date of service
- Veteran's name and Social Security number

If the service is not urgent, you can mail your preauthorization requests to:

**Purchased Care at the Health Administration Center
CWV Health Care Benefits Program
P.O. Box 469065
Denver, Colorado 80246-9065 USA**

What Is and Is Not Covered

Ambulatory Surgery

Ambulatory surgery is performed on an outpatient, walk-in or same-day basis in an appropriately equipped and staffed facility. An overnight stay is usually not required. CWV coverage of ambulatory surgical procedures depends on where the surgery takes place. Ambulatory surgical procedures performed in a hospital are covered when medically necessary for the covered birth defect and associated conditions. Certain procedures performed in a freestanding ambulatory surgical center (not in a hospital) are covered as long as the procedure is approved by Medicare to be performed in a freestanding ambulatory surgical center. (Ask your provider.)

What **IS** covered:

- Surgical procedures
- Facility service
- Professional fees, such as physician services
- Ancillary services (e.g., X-rays, lab tests, etc.) in an approved facility

What is **NOT** covered

- Surgical procedures performed in a freestanding ambulatory surgical center (outside of a hospital) that are not Medicare approved
- Ancillary services or facility fees in a freestanding ambulatory surgical center (considered to be included in the surgical fee)

Attendants (Preauthorization is required)

A physician or nurse may be authorized to accompany the beneficiary when medically necessary, owing to the beneficiary's physical or mental condition as related to the covered birth defect. In this case, CWV will provide reimbursement for professional fees and associated travel costs when the service has been preauthorized.

A relative or friend of a beneficiary may act as an attendant, provided it is medically necessary because of the beneficiary's physical or mental condition as related to a covered birth defect and the relative or friend can provide the appropriate level of care. In this case, reimbursement for associated travel costs will be made when the service has been preauthorized. Fees for the nonprofessional attendant's time are not reimbursable.

What Is and Is Not Covered

Dental Services (Preauthorization is required)

Dental care is not a covered benefit unless necessary for the treatment of a covered birth defect or an associated medical condition.

Durable Medical Equipment (Preauthorization is required for any item bought or rented that exceeds \$2,000 in total cost)

Durable Medical Equipment is equipment that is ordered by a physician for the specific use of the beneficiary and:

- Can withstand repeated use
- Improves the function of a malformed, diseased or injured body part or prevents further deterioration of the medical condition
- Is medically necessary for the treatment of a covered birth defect or related medical condition(s)
- Is appropriate for use in the home
- Is used to serve a medical purpose (rather than for transportation, comfort or convenience)

DME includes items such as wheelchairs, hospital beds and ventilators.

Requests for preauthorization must have the doctor's DME order (prescription or certificate of medical necessity) that includes:

- The anticipated duration of need for the item
- The make, model number, cost and indication of whether the item must be customized
- A statement that describes the medical necessity

In the case of an emergency, immediate rental from a local supply center will be authorized for DME necessary for the covered birth defect until the equipment can be provided through the VA. In urgent-need situations, such as a patient being discharged from the hospital to the home and requiring a hospital bed, preauthorization should be requested by phone. DME items can be provided by VA sources. PC @ HAC can assist in the coordination of these purchases.

What **IS** covered (not all inclusive):

- DME that is prescribed by a physician for the treatment of a covered illness or injury, provides the necessary level of performance and is consistent with the FDA-approved labeling for use
- Customization, accessories or supplies that are essential to provide a therapeutic benefit and to ensure proper functioning of the equipment
- Duplicate item of DME when it is essential to provide a fail-safe, in-home, life-support system
- Maintenance by a manufacturer's authorized technician

What Is and Is Not Covered

- Repair and adjustment
- Replacement needed as a result of normal wear or a change in the medical condition
- Temporary rental when the purchased DME is being repaired
- Vehicle wheelchair lift (detachable)

What is **NOT** covered (not all inclusive):

- DME for which the patient has no obligation to pay
- Exercise equipment
- Hot tubs
- Household and recliner chairs
- Luxury or deluxe equipment (Only the cost of basic equipment that meets the medical needs of the patient is covered.)
- Maintenance agreements/contracts
- Modifications to home or vehicle
- Ramps
- Repair and adjustment costs on rented/leased equipment (Those costs should be included in the rental/lease agreements.)
- Spas
- Sporting equipment
- Swimming pools
- Vehicle lifts that are nondetachable or are manufactured for a specific vehicle that cannot be removed from one vehicle and used on another
- Whirlpools

What Is and Is Not Covered

Home Care

Medical care, habilitative and rehabilitative care, preventive health services and health-related services furnished to an individual in the individual's home or other place of residence.

What **IS** covered:

- Treatment by an approved health care provider (physician, registered nurse, licensed practical nurse, licensed vocational nurse, therapist or home health aide) when the beneficiary is homebound or the condition is such that home care is medically indicated by a physician

What is **NOT** covered:

- Companion services
- Day care (child or adult)
- Homemaker services
- Personal attendant

Inpatient Services

An inpatient episode of care (more than 24 hours) is covered when medically necessary for the covered birth defect.

What **IS** covered (not all inclusive):

- Diagnostic tests and procedures
- Patient-initiated, second-opinion consultation to determine the medical necessity of a service
- Physician care/visits received in a hospital or other specialized facility for a covered diagnosis
- Physician specialist consultations requested by the attending physician (Consultations performed within three days of the surgery are not reimbursed separately.)
- Private room when medically necessary
- Room and board
- Semiprivate room
- Skilled nursing facility care that is prescribed by, or performed under, the general direction of a physician
- Surgical assistant, if required by the complexity of the surgical procedure being performed (must submit supporting medical documentation)
- Surgical services

What Is and Is Not Covered

What is **NOT** covered (not all inclusive):

- Custodial care
- Domiciliary care
- Halfway houses
- Personal comfort items, such as telephones and televisions
- Retirement or rest homes
- Services/supplies that could have been (and are) performed routinely on an outpatient basis
- Staff consultations required by the policies of a hospital or other institute
- Telephone consultation

Mental Health Services (Preauthorization is required)

Mental health services are covered when medically necessary for treatment of the covered birth defect.

A proposed treatment plan is required that includes diagnosis (as listed in the *Diagnostic and Statistical Manual of Mental Disorders-DSM IV*), modalities to be used, length of sessions, estimated length of treatment (frequency and number of visits) and the relationship of the need for treatment to the covered birth defect. A properly licensed or certified mental health provider must provide the services requested. In the case of an emergency mental health admission, the request for authorization should be made within 24 hours of admission, but must be made within 72 hours.

What **IS** covered (not all inclusive):

- Emergency admission related to the covered birth defect or associated conditions reported no later than 72 hours from the time of admission
- Service by a mental health provider who is appropriately licensed or certified

What is **NOT** covered (not all inclusive):

- Outpatient psychotherapy provided while a beneficiary is participating in an inpatient program
- Services not related to a covered birth defect or related medical condition(s)

What Is and Is Not Covered

Orthotics

Orthotics are appliances customized to assist in movement or to provide support to a limb, which are medically necessary for the covered birth defect.

What **IS** covered:

- Cervical orthotics
- Lower limb orthotics
- Spinal orthotics
- Upper limb orthotics
- Replacement when required due to growth or a change in condition

Pharmacy Services, Supplies and Over-the-Counter Items

What **IS** covered (not all inclusive):

- Drugs and medications, administered by a physician or obtained by prescription
- Drugs approved by the FDA for the treatment of the condition for which it is administered
- Drugs prescribed by an authorized provider and dispensed in accordance with state law and licensing requirements
- Drugs that are medically necessary and appropriate for the treatment of the covered condition for which it is administered
- Expendable supply items, such as catheters, colostomy or ileostomy sets and supplies, plastic or rubber gloves, skin preparations and powders for orthotic and prosthetic appliance wearers, urinals, leg or canister type urinary drainage supplies and incontinence supplies
- Over-the-counter medications prescribed for the treatment of a covered birth defect or associated medical condition(s)

What is **NOT** covered (not all inclusive):

- Drug maintenance programs where one addictive drug is substituted for another (such as methadone for heroin)
- Drugs not approved by the FDA for commercial marketing
- Drugs prescribed or furnished by a member of the patient's immediate family
- Experimental/investigational (unproven) drugs
- Group C drugs for terminally ill cancer patients (These medications are available free from the National Cancer Institute through its registered physicians.)

What Is and Is Not Covered

- Items such as bed linens, specialty garments and clothing
- Placebos

Prosthetic Services/Devices

What **IS** covered:

- Replacement of prosthesis when required due to growth or a change in the patient's condition
- Replacement of prosthesis when medically necessary
- Surgical implants that have FDA approval

What is **NOT** covered:

- Prosthetic devices categorized by the FDA as experimental/investigational (unproven)
- Prosthetic devices unrelated to the covered birth defect

Rehabilitative Services

What **IS** covered (not all inclusive):

- Restoration of lost neuromuscular functions
- Diagnostic or assessment tests and exams
- Inpatient cognitive rehabilitation for a maximum of 65 calendar days
- Occupational therapy
- Osteopathic and chiropractic manipulative therapy
- Parenteral and enteral nutrition therapies
- Physical therapy
- Speech pathology services

What is **NOT** covered (not all inclusive):

- Assisted living, including group homes, apartments, etc.
- Camps
- Treatment for speech disturbance of a nonorganic (psychiatric or emotional) origin
- Vocational rehabilitation and training (This benefit is covered through the VA Vocational Rehabilitation and Employment Service. For information, please call 1-800-827-1000.)

What Is and Is Not Covered

Respite Care

Respite care is furnished to an individual in a hospital, skilled nursing facility, intermediate care facility, nursing home or private residence and is for the purpose of relieving the patient's caregiver (a person related to or associated with the patient who performs, assists and/or lends support in the care of the patient) from the day-to-day patient care tasks. Respite care is of limited duration.

What **IS** covered:

- Care for up to 30 days in a calendar year for periods not to exceed 14 calendar days
- Care provided by an approved health care provider
- Care provided in a hospital, skilled nursing facility, intermediate care facility, nursing home or private residence

What is **NOT** covered:

- Care provided by a relative, friend or other person who is not licensed or certified within the state to provide medical services

Training Family Members (Preauthorization and certificate of completion are required)

What **IS** covered:

- Training for family members, guardians and members of the child's household when required to provide in-home management of a covered birth defect or related medical condition(s)
- Training in the use of an assistive technology device
- Payment may be provided to trained family members for bowel and bladder care

What is **NOT** covered:

- Training provided at general meetings, annual meetings, conferences and other such seminars

Travel (Preauthorization is required for travel outside of the commuting area)

What **IS** covered:

- Ambulance services, when medically necessary and life-sustaining equipment is needed, or other means of transportation are contraindicated
- Transportation expenses to and from approved health care providers within the commuting area (Round-trip transportation expenses include transportation to and from the residence and the location of treatment.)

What Is and Is Not Covered

What is **NOT** covered:

- Ambulance service, when transport or transfer of a patient is primarily for the purpose of having the patient nearer to home, family, friends or personal physician
- Ambulance service, when used in lieu of taxi service, for example, to take the patient to the hospital for treatment/therapy, when the use of an ambulance is not medically necessary or when the patient's condition would have permitted use of regular private transportation whether or not the private transportation was actually available
- Meals and lodging for trips of fewer than 12 hours (round-trip)
- Travel by parents or other family members to visit the beneficiary
- Travel outside the commuting area, when services are available within the commuting area
- Travel to attend general meetings, annual meetings, conferences and other such seminars, where the focus is on dissemination of general information relating to a covered birth defect or related medical condition(s)

Selecting Health Care Providers

Provider Guidelines

Beneficiaries may select the provider of their choice, as long as the provider is an approved health care provider. The provider must be approved by the Centers for Medicare and Medicaid Services (CMS), the Department of Defense TRICARE program, CHAMPVA or the Joint Commission on Accreditation of Health Care Organizations or may be a health care provider approved pursuant to a state license or certificate. A provider is not required to contract with the PC @ HAC, so the PC @ HAC does not maintain a list of providers.

Authorized Providers

Medical services and supplies are covered when received from the following professional providers (not all inclusive). Physician assistants, counselors, anesthesiologists, nurse's aides, audiologists, therapists, and similar providers must be referred by the primary physician, and the services they provide must be supervised by the physician.

- Anesthetist
- Audiologist
- Certified Clinical Social Worker
- Certified Marriage and Family Therapist
- Certified Nurse Anesthetist
- Certified Nurse Practitioner
- Certified Physician Assistant
- Certified Psychiatric Nurse Specialist
- Chiropractor
- Clinical Psychologist
- Dentist (when services are preauthorized and a covered benefit)
- Licensed Practical Nurse
- Licensed Vocational Nurse
- Medical Doctor (MD)
- Occupational Therapist
- Optometrist
- Osteopath
- Pastoral Counselor
- Physical Therapist
- Physician (MD)
- Podiatrist
- Psychiatrist
- Physiologist
- Registered Nurse

Services from the following types of providers are NOT covered:

- Acupuncturist
- Naturopath

Provider Options

In addition to approved private providers, some services may also be obtained from VA health care facilities. Contact the VA in your area to see if they have space available to provide treatment. It's up to the local VA health care facility to decide if they can provide the care you need.

Claims

Mail claims for payment to:

**Purchased Care at the Health Administration Center
CWWV Health Care Benefits Program
P.O. Box 469065
Denver, Colorado 80246-9065**

We recommend that you have your provider bill PC @ HAC directly and that you keep a copy of all claim documents submitted. The determined allowable amount for payment is considered payment in full, and the provider may not bill the beneficiary for the difference between the billed amount and the VA-determined allowed amount.

Forms

Providers should use a standard billing form (UB-04, CMS 1500) to provide the required information, as indicated below. Beneficiaries who are filing claims for reimbursement of out-of-pocket expenses should use the PC @ HAC-supplied form, Claim for Miscellaneous Expenses (10-7959e). That form can be obtained from the PC @ HAC website at <http://www.va.gov/hac/forms>.

Required Documentation

All claims must contain:

Patient Identification

- Full name (as it appears on identification card)
- Social Security number
- Address
- Date of birth

Provider Identification

- Full name and address, with zip code, of hospital or physician
- Individual provider's professional status (MD, PhD, RN, etc.)
- Medicare provider number (inpatient institutions only)
- Physical location where services were rendered
- Provider tax identification number—indicate whether this is an employer identification number or Social Security number
- Remittance address

Claims

Inpatient Treatment Information (Universal Billing form UB-04, CMS 1500—provider only).

- All procedures performed (ICD-9/10 codes and descriptions)
- Principal diagnosis (ICD-9/10 code and description) established as the reason for admission
- All secondary diagnoses (ICD-9/10 codes and descriptions)
- Dates and services (specific and inclusive)
- Dates for all absences from a hospital or other approved institution during the period for which inpatient benefits are being claimed
- Discharge status of the patient
- Summary level itemization of billed charges (by revenue codes)

Treatment Information and Ancillary Outpatient Services (UB-04 or CMS 1500—provider only)

- Diagnosis (ICD-9/10 codes and descriptions)
- Individual billed charges for each procedure, service or supply, for each date of service
- Current procedure codes (CPT-4, HCPCS, ADA) and descriptions for each procedure, service or supply, for each date of service
- Specific dates of service

Prescription Drugs and Medicines (standard billing forms when submitted by provider/or Claim for Miscellaneous Expenses available from PC @ HAC when submitted by the beneficiary)

- Pharmacy receipt to include:
 - date dispensed
 - drug name
 - National Drug Code
 - name and address of pharmacy
 - strength and quantity
- On each receipt, write the associated diagnosis legibly

Travel (Claim for Miscellaneous Expenses available from PC @ HAC—beneficiary only)

- Billing statements
- Claims for personally owned vehicle mileage to include:
 - certification of medical appointment
 - date of service
 - place of service
 - signature of provider

Claims

- Other (out-of-pocket) expenses—such as expenses for over-the-counter medicines and supplies (Standard billing form—Claim for Miscellaneous Expenses is available from PC @ HAC.)
- Receipts for all travel expenses (except mileage) for personally owned vehicles

Filing Deadlines

Claims must be filed with PC @ HAC no later than:

- One year from the date of service; or
- In the case of inpatient care, one year after the date of discharge; or
- In the case of a VA regional office award for retroactive eligibility, 180 days following beneficiary notification of the award

Other Health Insurance

Although VA assumes full responsibility for the cost of medical services related to the treatment of a covered birth defect and associated conditions, other health insurers, including Medicare and Medicaid, might assume payment responsibility for services unrelated to the VA-covered conditions.

Explanation of Benefits

When we finish processing a claim, we will mail you an explanation of benefits (EOB)—even if the claim was filed by the provider. The EOB is a summary of the action taken on the claim and contains the following information:

- Amount billed
- Beneficiary name
- Dates of service or supplies provided
- Description of services and/or supplies provided
- Reasons for denial (if applicable)
- To whom payment, if any, was made
- VA-allowed amount

Claims

Reconsideration of Claims/Appeals

If you, your representative (who must be designated in writing by the beneficiary or legal guardian) or your health care provider disagree with a claim determination, you can request a reconsideration. Include the following in your written request:

- A copy of the EOB in question
- The specific issue that is being disputed
- Why you think the VA determination is in error
- Any new and relevant information pertaining to the claim

You must send your request to PC @ HAC within one year of the date of the initial EOB. Send your request to:

**Purchased Care at the Health Administration Center
Reconsideration/Appeals
P.O. Box 460948
Denver, Colorado 80246-0948**

We will mail you a written statement of the result of the review if we do not change our original decision.

If you disagree with our decision, you may request a second review. You have 90 days from the date of our first reconsideration to make your appeal in writing. Include the following with your request:

- A copy of the EOB in question
- The specific issue that is being disputed
- Why you think the VA determination is in error
- Any new and relevant information

Send your request to:

**Purchased Care at the Health Administration Center
Reconsideration/Appeals
P.O. Box 460948
Denver, Colorado 80246-0948**

Glossary

Allowed/allowable amount: The allowable amount (or allowable charge) is the maximum amount authorized for payment to a hospital, institutional provider, physician or other individual medical professional, or an authorized provider for covered medical services.

Approved health care provider: A health care provider approved by the Centers for Medicare and Medicaid services (CMS), the Department of Defense TRICARE program, CHAMPVA, the Joint Commission on Accreditation of Health Care Organizations, or any health care provider approved for providing services pursuant to a state license or certificate. An entity or individual shall be deemed to be an approved health care provider only when acting within the scope of the approval, license or certificate.

Beneficiary: A woman Vietnam Veteran's birth child who has been determined by a VA regional office to have a covered birth defect.

CHAMPVA: Similar to TRICARE, CHAMPVA is a federal health benefits program administered by the Department of Veterans Affairs (VA) in which VA shares with eligible beneficiaries the cost of certain health care services and supplies. Administration of CHAMPVA is managed by Purchased Care at the Health Administration Center in Denver, Colorado.

Child: A birth child of a woman Vietnam Veteran, regardless of age or marital status, conceived after the date on which the Veteran first served in the Republic of Vietnam during the Vietnam era (February 28, 1961–May 7, 1975).

CMS: Centers for Medicare and Medicaid Services, administrators of Medicare; formerly the Health Care Financing Administration.

Explanation of benefits (EOB): A statement issued by a health benefits plan/program, summarizing the action taken on a claim.

Habilitative and rehabilitative care: Professional counseling, guidance services and treatment programs (other than vocational training) necessary to develop, maintain or restore, to the maximum extent practicable, the functioning of a disabled person.

Health care: Home care, hospital care, nursing home care, outpatient care, preventive care, habilitative and rehabilitative care, case management and respite care. Includes the training of appropriate members of a child's family or household in the care of the child; the provision of pharmaceuticals, supplies, equipment and devices; direct transportation costs to and from approved health care providers (including any necessary meals and lodging en route and accompaniment by an attendant or attendants) and other medical services as determined necessary.

Health care provider: Any entity or individual who furnishes health care, including specialized clinics.

Glossary

Home care: Medical care, habilitative and rehabilitative care, preventive health services and health-related services furnished to an individual in the individual's home or other place of residence.

Hospital care: Care and treatment furnished to an individual who has been admitted to a hospital as a patient.

JCAHO: The Joint Commission on Accreditation of Health Care Organizations is the health care industry's quality assurance accrediting body.

Medical supplies: Supplies for medical treatment and/or home care determined to be expendable stock items. Expendable stock items might include catheters, colostomy or ileostomy sets and supplies, plastic or rubber gloves, skin preparation and powders for orthotic and prosthetic appliance wearers, urinals, incontinence supplies, dressing materials and the like.

Nursing home care: Care and treatment furnished to an individual who has been admitted to a nursing home as a resident.

Outpatient care: Care and treatment, including preventive health care services, furnished to an individual outside hospital or nursing home settings.

Preventive care: Care and treatment furnished to prevent disability or illness associated with covered birth defects, including periodic examinations, immunizations, patient health education and other such services.

Purchased Care at the Health Administration Center (PC @ HAC): Located in Denver, Colorado, Purchased Care at the Health Administration Center is responsible for the administration of various VA benefit programs, including the CWV Health Care Program.

Respite care: Care furnished by an approved health care provider on an intermittent basis, for a limited period, to an individual who resides primarily in a private residence, when such care will help the individual continue residing in such private residence.

TRICARE: Formerly known as CHAMPUS. A federal health benefits program administered by the Department of Defense (DoD) for military retirees as well as families of active duty, retired and deceased service members. DoD shares with eligible beneficiaries the cost of certain health care services and supplies.

VA regional office: Regional centers under VA's Veterans Benefits Administration, the VA branch responsible for the administration of VA benefits other than health care. Among other responsibilities, VA regional offices process applications for benefits and determine monetary benefit awards.

Vietnam Veteran: A Veteran who performed active military, naval or air service in the Republic of Vietnam, during the Vietnam era (February 28, 1961–May 7, 1975). Service in the Republic of Vietnam includes the waters offshore and service in other locations, if the conditions of service involved duty or visitation in the Republic of Vietnam.

Index

A		M	
Address change.....	inside front cover	Mental Health Services	9
Ambulatory Surgery.....	5	N	
Appeals	20	Nursing home.....	12
Application Process.....	1	O	
Assistance	inside front cover	Orthotics	10
B		P	
Benefits.....	3	Pharmacy Services.....	10
C		Preauthorization.....	3
Claims	17	Prosthetic Services/Devices	11
Costs	1	Provider Options.....	15
D		Providers.....	15
Dental Services	6	R	
Durable Medical Equipment.....	6	Reconsideration of Claims/Appeals	20
E		Rehabilitative Services	11
Eligibility.....	1	Required Documentation	17
Exclusions.....	3	Respite Care	12
Explanation of Benefits.....	19	S	
F		Substance Abuse Treatment	3
Forms.....	17	Supplies	10
G		T	
General Coverage.....	3	Training	12
General Exclusions.....	3	Travel.....	12
General Information.....	inside front cover	V	
Glossary	21	Vocational Rehabilitation and Training..	11
H		W	
Handbook Changes.....	inside front cover	Website	inside front cover
Health Care Benefits.....	1		
Home Care.....	8		
I			
Inpatient Services	8		

Fraud and Abuse

Individuals who have reason to believe that the Department of Veterans Affairs is being billed for services that were not rendered or that a beneficiary is receiving unnecessary or inappropriate health care services are encouraged to immediately report their suspicions to Purchased Care at the Health Administration Center.

Mail: Purchased Care of the Health Administration Center
ATTN: Purchased Care Program Integrity
P.O. Box 461307
Denver, Colorado 80246-5307

Phone: 1-877-466-7124 (M-F)

Fax: 303-398-5295

E-mail: cbopccprogramintegrity@va.gov



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Purchased Care at the Health Administration Center
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