



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Community Care

VHA Office of Community Care
PO Box 469060
Denver, CO 80246-9060

Important Update: New Paper Claims Submission Process

Attention: Billing Department

As a part of the Department of Veterans Affairs' (VA) goal to improve payment timeliness and accuracy, the majority of Veteran paper claims* submitted by providers are being converted to an electronic format known as Electronic Data Interchange (EDI) transactions using a centralized paper claims intake process. As a part of this transition, **beginning what is currently scheduled for mid-to-late 2019, providers will be mailing paper claims submissions for Veterans to a new, central location.**

At the new location, paper claims will be scanned automatically for non-compliant form fields based on national standards, which should reduce the need to correct non-compliant fields throughout claims processing. Please be aware, however, that this intake scan may cause an increase in rejections at the beginning of claims processing. Community providers who submit non-compliant claims will receive a letter from VA that includes the rejection code and reason for the claim rejection. The most common rejection reason for paper claims is an incorrect or insufficient number in the "Insured's Unique ID" field, which is the Veteran's social security number (SSN). To prevent your claim from being rejected for this reason, please be sure to provide an exact total of nine numerical digits.

To expedite claim submission, VA is encouraging providers to submit electronically when possible. Community providers can work with VA's clearinghouse, Change Healthcare, to submit electronic claims to VA by contacting 1-888-545-6127.

*Please note that this new process only applies to CMS-1500 (HCFA-1500) and CMS-1450 (UB-04) claim forms. The following claims are not included in this new process and claims should continue to be submitted through the existing process:

- Caregiver Bowel and Bladder
- Reconsiderations/Appeals¹
- Federal or Tribal government health care
- Other programs that do not bill on a CMS-1500 (HCFA-1500) or CMS-1450 (UB-04)
- Contract Nursing Home
- Veteran Directed Care
- Dental

Guidance on how to prevent the most common paper claims rejections, as well as details about the new paper claims submission process, will be available online at the following URL: https://www.va.gov/COMMUNITYCARE/providers/info_claimsP2E.asp. Please continue to check this site for updates in the coming months, to include the mailing address to mail paper claims when it becomes available.

Sincerely,

Department of Veterans Affairs,
Veterans Health Administration—Office of Community Care

¹ Any claims appeals or reconsiderations should be mailed to the appropriate VA Claims Adjudication and Reimbursement (CAR) location for processing.