Electronic Submission of Claims and Supporting Documentation

Community providers can now submit claims and supporting documentation for medical or dental services provided to Veterans and their family members electronically. Historically, community providers have had to submit supporting documentation through the U.S. Postal Service. Electronic submissions will help VA process and adjudicate and claims more accurately and timely. Community providers can now electronically submit their claim as an 837 transaction, and the related supporting documentation as a 275 transaction, through its clearinghouse, Change Healthcare. Supporting documentation includes, but is not limited to:

- Emergency Room Notes
- History and Physical Reports
- Transfer Notes and Discharge Summaries
- Operative Reports
- Explanation of Benefit (EOBs)
- Any other document type normally sent via paper in support of a claim

VA encourages community providers to submit claims and corresponding supporting documentation electronically whenever possible. Community providers not yet registered to submit claims and supporting documents electronically to VA are encouraged to enroll with a healthcare clearinghouse of their choice, or by contacting Change Healthcare at https://www.changehealthcare.com/contact/sales or (844) 217-1199.

VA Payer IDs are as follows:

- Veteran medical care: 12115
- Veteran dental care: 12116
- Family medical care (CHAMPVA, Spina Bifida): 84146
- Family dental care (CHAMPVA, Spina Bifida): 84147

Note: VA matches 275 transactions (supporting documentation) to their corresponding 837 transactions (claims) through comparison of specific ID numbers on the form. If the 275 transaction is accepted, providing additional supporting documentation by another method is not necessary unless requested by VA.

Support
For general, non-IT questions, contact VHAOCCAttachments@va.gov
For IT support, contact (855) 673-4357

For more information about this electronic capability, visit: https://www.va.gov/COMMUNITYCARE/revenue_ops/Veteran_Care_Claims.asp