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 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.

For Veteran care, the 275 transaction process for supporting documentation is used to accompany unauthorized emergency care claims; therefore, supporting documentation may include:

- Emergency Room Notes
- Transfer Notes and Discharge Summaries
- Operative Reports
- Other Health Insurance (OHI) Explanation of Benefits (EOBs)
- Any other document type normally sent via paper in support of a Veteran unauthorized emergency claim

Note: Community providers treating Veterans under one of VA's third party administrators (TPA) should submit their claims directly to the authorizing TPA for processing. Medical documentation for care referred and authorized by VA or by VA's TPAs should be submitted back to VA as part of the Veteran's care coordination process. The 275 transaction process is not intended for these documents.

For beneficiary care, the 275 transaction process for supporting documentation can be used for every type of service and includes, but is not limited to, the emergency care documentation noted above, history and physical reports, and any other document type normally sent via paper in support of a beneficiary 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 or https://www.va.gov/COMMUNITYCARE/revenue_ops/FM_Care_Claims.asp