



# Electronic Claims Adjudication Management System (eCAMS)

VA is implementing a community care claims processing software solution called Electronic Claims Adjudication Management System (eCAMS). The system modernizes the processing of claims received from community providers outside of VA's Community Care Network (CCN).

eCAMS is an integral component of VA's community care Information Technology (IT) architecture that streamlines claims processing while improving efficiency and standardization. The system leverages auto-adjudication functionality and is reliant on valid data inputs to realize full automation capabilities. With eCAMS, community care providers outside of the CCN will continue to submit claims much like they do today.

eCAMS is expected to be implemented nationwide between March and August 2019.

## Requirements

With eCAMS, **community providers must:**

- Acquire a National Provider Identification (NPI) number and include that number on all claim submissions. Individuals or organizations can apply for NPIs through the Centers for Medicare and Medicaid Services (CMS) **National Plan and Provider Enumeration System** <https://nppes.cms.hhs.gov>.
- Include a complete 9-digit social security number for the Veteran on all claim submissions.
- Include the referral/authorization number on all electronic and paper claim submissions that are pre-approved. For paper claims, include this information in field 23 on a HCFA 1500 or field 63 on a UB-04. For Electronic Data Interchange (EDI) 837, Referral Number is Loop = 2300, Segment = REF\*9F, Position = REF02 or Prior Authorization, Loop = 2300, Segment = REF\*G1, Position = REF02.
- Submit claims in accordance with National Uniform Billing Committee (NUBC) and National Uniform Claims Committee requirements (NUCC).

In addition, **community providers are encouraged to:**

- Submit HIPAA-compliant 837 EDI health care claims through VA's clearinghouse, Change Healthcare.
  - If you are interested in submitting claims through Change Healthcare, or if you need to change or cancel your enrollment, please contact Change Healthcare directly or visit their website.
    - <https://www.changehealthcare.com/>
    - Phone: 888-545-6127
  - If you are not connected to Change Healthcare, contact your EDI clearinghouse and have our payer IDs added to their software system.
    - '12115' for medical claims/ERA
    - '12116' for dental claims/ERA
    - 'VAFEE' for an eligibility inquiry transaction (270/271)

## Support

For more information on community care claims processing, visit the following website: <https://www.va.gov/COMMUNITYCARE/providers/index.asp> or email us at [VHA10D1D0providerfeedback@va.gov](mailto:VHA10D1D0providerfeedback@va.gov).