

U.S. Department of Veterans Affairs Veterans Health Administration Office of Community Care

# How to File a CHAMPVA Claim



## **Claim Filing Instructions**

We encourage beneficiaries to have their health care providers file claims directly with CHAMPVA since providers are more likely to submit all the information necessary for CHAMPVA to process claims. CHAMPVA will provide beneficiaries with an explanation of benefits (EOB) indicating how payment on the claim was determined and the beneficiary's cost share amount.

- Claims cannot be processed without a CHAMPVA Claim Form. If you do not use a VA Form 10-7959a, the health care provider will be paid directly.
- 2. The patient's name must be listed on the claim form exactly as it is shown on the CHAMPVA Identification Card.
- 3. The patient's Social Security number (SSN) must be on the claim form. DO NOT use the Veteran's SSN.
- 4. Be sure to sign and date the claim form. We cannot process an unsigned claim form.
- 5. A separate CHAMPVA Claim Form, VA Form 10-7959a, is required for each patient/ beneficiary, even for members of the same family. If family members have similar first and last names, please spell out the middle name on the claim form.
- 6. For inpatient hospitalizations, payment will be made to the hospital, whether or not you submit the bill.
- 7. Keep copies of all receipts, invoices and other associated paperwork.

**Claims submitted to CHAMPVA must include:** 

• A completed, signed and dated CHAMPVA Claim Form (beneficiaries only)

- Itemized billing statement(s) are required and should be submitted electronically or on a standardized paper form (CMS-1500 or UB-04). The following information must be provided:
- Full name, address, and Tax
   Identification number of the provider
- Address where payment is to be sent
- Address where services were provided
- Provider professional status (doctor, nurse, physician assistant, etc.)
- Specific date of each service provided.
   Date ranges are acceptable only when they match the number of services/units of services.
- Itemized charges for each service
- Appropriate diagnosis/procedure codes (ICD-9, CPT, HCPCS) for each service
- If other health insurance (OHI) was billed, provide a copy of the EOC detailing what was paid including remark/reason codes.

#### Pharmacy Claims

CHAMPVA beneficiaries who do not have OHI with pharmacy benefits (including Medicare Part D) should consider joining Meds by Mail (MbM). MbM provides a safe and convenient way to receive nonurgent (maintenance) medications delivered directly to your home with no cost. Contact CHAMPVA for more information.

If you use a pharmacy to obtain your medications, ask your pharmacy if they will file the claim for you. Most pharmacies submit claims to CHAMPVA electronically. The following information is required for any pharmacy claim:

- Invoice/billing statement that includes the pharmacy name, address and phone number
- Name of prescribing physician
- Name, strength and quantity for each drug
- Eleven-digit National Drug Code for each drug
- Charge for each drug
- Date prescription was filled

If CHAMPVA is your secondary pharmacy coverage, you may not pay a cost share. The pharmacy will bill your primary insurance and then bill CHAMPVA, all electronically.

## **Filing Claims**

#### **Claims Deadlines**

Claims must be received within one year from the date of service or one year from the date of discharge from an inpatient facility. Claims sent after the filing deadline will be denied.

#### **Electronic Claims**

CHAMPVA can accept HIPAA-compliant electronic 837 Institutional and Professional claims from health care providers through Change Healthcare at https://support.change healthcare.com/customer-resources/payerlists. After opening the Change Healthcare page, click on "Change Healthcare Payer List."

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Search on the "Payer ID" your company is interested in claims for.

To submit electronic claims, please use our Change Healthcare payer ID number: 84146 for medical claims. A provider who is not connected to Change Healthcare should ask their clearinghouse whether our payer IDs have been added to their system.

Claims sent by your provider to Medicare via electronic data interchange will be electronically forwarded to CHAMPVA for those CHAMPVA beneficiaries who have Medicare Parts A and B. Medicare will only forward if the name on your CHAMPVA card matches the name on your Medicare Card. The name will need to match letter for letter. Please ensure that OHI information, including Medicare information, on file with CHAMPVA is accurate to avoid payment delays or non-payment of claims.

Providers can submit appropriate documentation that is relevant to services being reported on an EDI claim for medical treatment. Community providers who want to submit attachments electronically, must first confirm with their vendor or clearinghouse of choice that they currently support the "X12 275 attachment transaction." The submitting vendor or clearinghouse will need to contact Change Healthcare to contract for this new service. Community providers can contact Change Healthcare's sales department directly at 844-217-1199 or visit their website at https:// www.changehealthcare.com/contact/sales to explore electronic attachment solutions.

The following files types are supported at this time:

- Portable Document Format (PDF)
- Joint Photographic Experts Group (JPEG/JPG)
- Graphics Interchange Format (GIF)

- Size constraints are as follows:
- Size of any individual attachment must be less than 64 megabytes
- No more than 10 attachments are allowed per claim

CHAMPVA can also receive electronic retail pharmacy claims for our beneficiaries through OptumRx. If a provider is not part of the OptumRx network and is interested in learning more, the provider may contact the OptumRx Provider Network Line at 482-360-5227.

Please remember that for all Veterans Health Administration (VHA) programs, the beneficiary is always the subscriber. Please ensure the claim uses the first and last name as it appears on the patient's CHAMPVA ID card and includes the Member ID (patient's SSN).

#### **Mail Claims**

Claims can be mailed to CHAMPVA at:

Veterans Health Administration CHAMPVA PO BOX 469063 Denver, CO 80246-9063

#### Where to Obtain Forms

You can request additional claim forms at any time (including evenings and weekends).

Call 800-733-8387 and select the claim form option from our Interactive Voice Response (IVR) system.

Visit the VHA website at https://www.va.gov/ communitycare/pubs/forms.asp to download all CHAMPVA forms.

## **Contact Information**

Mail: Veterans Health Administration CHAMPVA PO BOX 469063 Denver, CO 80246-9063

You can submit questions, obtain pre-authorization, ask about eligibility or check the status of a claim via the Inquiry Routing & Information System (IRIS) at https://iris.custhelp. va.gov. Click on the "Ask a Question" link and complete the electronic inquiry form.

You can also visit the VHA website at https:// www.va.gov/communitycare/pubs/factsheets. asp for fact sheets containing information regarding the CHAMPVA program.

## Ways to Expedite Claim Processing:

- Ensure medical providers are billing with the correct information:
  - Name, SSN and date of birth of the person receiving medical services is on the claim
  - Supporting documents submitted with the claim must clearly show patient information that matches the information on the claim form
  - Spell out the middle name if two or more family members have similar first and last names
- When submitting pharmacy summaries, your pharmacy can provide a printout of all medications for the date range you specify.
- AVOID using staples, tape, paper clips or sticky notes on documents. Those items may cause damage to the equipment used to scan your claim(s), and thus delay your claim.

- It is more efficient to process your claims if all submitted documents are copied or printed on standard size, 8 ½ by 11 in. paper.
  - If a document is small, frayed or torn, make a copy of the information on standard size paper.
- If it is necessary to submit prescription labels, send copies on standard size paper.
- Print legibly and make sure text is not too light. Dark text improves accurate scanning of the data.
- Use caution when marking text with highlighters; dark-colored highlighters tend to distort or black out text.